

Incident Mar. 08, 2022:

Router Outage

Availability: **Sessions and Orders down**

% of clients affected: **100%**

Duration of incident: **26 minutes**

Symptoms

From 20h21 to 20h47 UTC, most customers who tried to use VTEX would receive an error when navigating through stores or closing an order.

Summary

We recently rolled out a new release of our router, and a couple of hours after, it crashed. We are still investigating the root cause of this incident. During mitigation, we noticed some strange behaviors on the service's database that presented a vast increase in CPU usage and a high number of connections to one of our backend services.

Timeline

[2022-03-08 20:20 UTC] Our monitoring system detected an increase in the number of unhealthy instances of our router service, and our team started to investigate the issue.

[2022-03-08 20:22 UTC] We detected that our router service was crashing and trying to recover.

[2022-03-08 20:30 UTC] We noticed a vast increase in CPU database usage, preventing service recovery.

[2022-03-08 20:31 UTC] We started the rollback process to the latest stable version of our router service.

[2022-03-08 20:39 UTC] Heavy queries that increased the database's CPU were identified and stopped.

[2022-03-08 20:40 UTC] We finished the rollback process to the latest stable version of our router service.

[2022-03-08 20:41 UTC]. The database went back to normal operations, and services started to recover gradually

[2022-03-08 20:47 UTC] Normal operations were fully reestablished.

Mitigation strategy

We started the recovery process by rolling back to the last stable version, and a few minutes later, the router and other services began recovering.

Follow-up actions: preventing future failures

As a follow-up to this incident, we are working on discovering the incident's root cause. We will also work on removing unnecessary dependencies of the router on external services to make it more resilient in case of external failures. We will also work to improve the deployment process of the router to enable faster rollouts.