

Incident June 12, 2023: Elevated errors in VTEX CLI

Availability: **No impact on stores or sales. Only the development environment and flow were impacted.**

% of clients affected: **All external developers**

Duration of incident: **4h25min**

Symptoms

From 19:19 to 23:44 UTC, developers that tried to use the VTEX CLI received a *500 Internal Server Error* when running their commands.

Summary

Between 19:19 UTC and 23:44 UTC, we received error reports related to VTEX CLI access due to a degradation in the Authorization layer that VTEX IO relies on. The issue was caused by a VTEX IO Authorization misconfiguration, resulting in a failure in some parts of the infrastructure. Once the configuration was fixed, the platform returned to its normal behavior.

To be the trusted partner to your success, our team is working on follow-up actions to make sure that this incident does not happen again, and that we identify and recover from future incidents faster. We are committed to improving our systems to guarantee a reliable and trusted experience.

Timeline

[2023-06-12 19:19 UTC] Errors were returned when users tried to run commands on VTEX CLI.

[2023-06-12 20:11 UTC] Our team started receiving reports from clients who were unable to use VTEX CLI.

[2023-06-12 21:09 UTC] The issue escalated to our product team, and we started investigating the anomalous behavior.

[2023-06-12 23:00 UTC] We identified a configuration applied to the VTEX Authorization System that affected VTEX CLI commands.

[2023-06-12 23:01 UTC] We rolled back the applied configuration, and the ongoing issues were resolved.

[2023-06-12 23:44 UTC] We declared the incident resolved after monitoring our systems and not observing any further errors.

Mitigation strategy

We reestablished normal operations of the platform by reverting a configuration in our Authorization Infrastructure.

Follow-up actions: preventing future failures

As a follow-up to this incident, we will work on improving our alarms to detect any degradation in the *VTEX CLI* service proactively.