

# Incident Nov. 17, 2021: TLS errors on some websites

Availability: **Intermittent TLS errors, Sales partially down**

% of clients affected: **Around 3% of stores**

Duration of incident: **56 minutes**

## Symptoms

From 17h10 to 18h06 UTC, customers that tried to shop on some VTEX stores would often receive TLS communication errors.

## Summary

At 17h10 UTC, we started transferring a portion of domains to a multi-CDN strategy. This configuration guarantees a more resilient solution in case a single CDN provider fails. The domains that were being migrated were using an old edge solution that does not have some of the benefits that a CDN solution provides, such as content caching, serving content near the user, enhanced security configurations. During the domain migration, one of our CDN providers did not fully propagate the certificate files to all of its edge locations, hence a number of users trying to access the stores would see an SSL/TLS error.



**Este sitio no puede proporcionar una conexión segura**

envió una respuesta no válida.

ERR\_SSL\_PROTOCOL\_ERROR

Cargar de nuevo

## Timeline

**[2021-11-17 17:10 UTC]** We started migrating domains into the multi-CDN architecture. Some regions of Latin America started experiencing intermittent TLS negotiation problems. Because the bigger picture looked fine, we did not raise any suspicions that domains were presenting errors.

**[2021-11-17 17:33 UTC]** The last domain of the batch was migrated to the multi-CDN architecture.

**[2021-11-17 17:54 UTC]** We pinpointed the TLS failures in the domains and started mitigation actions.

**[2021-11-17 18:06 UTC]** Normal operations were fully reestablished.

## Mitigation strategy

We moved all affected domains away from the affected CDN provider. Once this was done, all domains started to work normally.

## Follow-up actions: preventing future failures

As follow-up actions to this incident, we will work on creating more synthetic tests from multiple regions of the world to our domains, ensuring that we catch local problems faster. We will also improve our alerting on session navigation and orders from individual stores. As this was a one-time event, we do not expect these domains to present the same error again.