

Incident Dec 22, 2021: Region-wide unavailability impacting sales

Availability: **Sales degraded up to 35%**

% of clients affected: **100%**

Duration of incident: **1 hours and 24 minutes**

Errata

The previous Incident Report was registered with a wrong duration. The actual duration is 1 hours and 24 minutes, not 4 hours and 38 minutes.

Symptoms

From 09h10 to 11h38 UTC-3, most customers who tried to use the VTEX store in Admin for search and update inventory and their clients who tried to navigate through checkout experienced errors in such operations.

Summary

Services related to Orders Management System were affected by an infrastructure service outage. The symptoms experienced by clients were delays or even the inability to browse while navigating through stores.

The event leading up to this incident was the lack of availability of our main cloud provider.

Timeline

[2021-12-22 09:10 UTC-3] Our automated monitoring system identified issues with our APIs, and sales dropped.

[2021-12-22 09:33 UTC-3] Our automated monitoring system identified that some events were not being processed due to the issues with our APIs.

[2021-12-22 10:12 UTC-3] We identified a regional infrastructure outage and the affected infrastructure components from our main cloud provider.

[2021-12-22 10:15 UTC-3] Teams started performing mitigation actions related to the affected VTEX services.

[2021-12-22 11:38 UTC-3] The number of orders in the stores started to go back to normal levels but with a high delay to perform their operations.

[2021-12-22 11:55 UTC-3] Delays in operations went back to normal.

[2021-12-22 14:28 UTC-3] We have been monitoring sales and our internal system since the normalization, and we haven't experienced any issue affecting clients.

[2021-12-22 14:43 UTC-3] We have noticed that the queue of events was normalized.

Mitigation strategy

We have changed infrastructure components regarding Orders Management System to speed up order-related services processing and return them back to normal levels.

Follow-up actions: preventing future failures

We will continue our expansion plans to make our APIs available in more regions throughout 2022.