

Incident June 3, 2021: Search config file loading error

% of clients affected: < **35%**

Incident duration: **1 hour and 53 minutes.**

Symptom

From 03h41 to 05h34 UTC, some accounts experienced empty results for product and page searches.

Summary

At 03h41 UTC, the Intelligent Search team received a report from stores that were getting empty results. After further investigation, the issue was found to come from the Search API. The team identified that the issue was caused by an error when loading the config file routine that caused search cluster URLs to be updated with the default cluster.

Timeline

[2021-06-03 03:41 UTC] Search config file routine failed when loading cluster URLs.

[2021-06-03 04:37 UTC] Intelligent Search team received a report from stores getting empty search results.

[2021-06-03 05:13 UTC] The team found the issue originating from the Search API, then rerouted the request to the Search API team.

[2021-06-03 05:34 UTC] We identified that the issue was caused by the config file routine failure and manually updated the search cluster URLs config file. Our Search API started gradually working as expected.

[2021-06-03 05:35 UTC] The issue was completely solved.

Mitigation Strategy

As soon as we identified the config file error, we replaced it with a new and updated one.

Follow-up actions: preventing future failures.

To be the trusted partner to your success, our team is going to include specific logs to the config file, as well as alarms that will trigger in case any error occurs. The routine will also be improved to avoid loading errors.