Incident Oct. 21, 2021: Promotion system outage

Availability: **Sales were affected**

% of clients affected: **All clients were affected by the system outage**

Incident duration: **13 minutes**

Symptoms

From 20h21 to 20h33 UTC, customers were not able to buy products because a problem in the Promotions module was affecting checkout.

Summary

At 20h21 UTC, we identified a massive increase in authentication failures on the Promotion system that led to an outage of the platform.

We identified that the problem was due to an edge case of the new version of the Promotion System.

Timeline

[2021-10-21 20:21 UTC] Authentication failures started to happen in our Promotion system.
[2021-10-21 20:25 UTC] We identified the origin of the problem and started the mitigation process.

[2021-10-21 20:33 UTC] No further errors were identified on the platform.

[2021-10-21 22:21 UTC] As a preventive measure, the Promotion system was rolled back to the previous version.

Follow-up actions: preventing future failures

We will improve our automated tests to prevent this kind of authentication failure from happening again.