

Incident Sep. 13, 2021: Error sending emails

Availability: **Problems when sending emails**

Clients affected: **All stores**

Incident duration: **05 hours and 9 minutes**

Symptoms

From Sept. 13, 19h58 to Sept. 14, 01h07 UTC, any email sent by the platform could fail with the error "Send message Error: Invalid Template".

Summary

On Sept. 13, 19h58 UTC, we identified an increase in errors when sending emails on our platform. We discovered that our Message Center system started showing instabilities when rendering emails.

This issue happened for any emails sent by the platform, including but not limited to emails sending access code for logins, preventing users from logging in, adding/updating addresses and changing credit card information for a new purchase via this method. For Facebook, Google and password logins the system worked as expected.

The team identified that the error occurred when reading a file necessary for the rendering. After recreating the file, the system went back to normal.

Timeline

[2021-09-13 19:58 UTC] Our Message Center service started having problems when rendering emails.

[2021-09-14 23:23 UTC] Our monitoring systems warned of anomalous behavior in our rendering system.

[2021-09-14 00:56 UTC] We identified failures in our service layer and started mitigation actions.

[2021-09-14 00:58 UTC] We finished mitigation actions.

[2021-09-14 01:07 UTC] Normal email operations were fully reestablished.

Mitigation strategy

We recreated the missing configuration file for the Message Center service. Gradually, rendering services started working as expected. In addition, we manually restarted the service to accelerate its recovery.

Follow-up actions: preventing future failures

As a follow-up to this incident, we will work on improving our alarms and logs so that we can quickly detect the degradation of service and the exact problem. We'll also create a failover that can still work in case the primary configuration is missing.