

Public Incident Report

Feb 5, 2023 : Database Performance Degradation

Status Page URL	https://status.vtex.com/incidents/01JKB37YGF69H0FGK5S4BHZ4DQ
Impacted accounts	All accounts
Impact	Partial degradation of platform availability affecting critical transaction flows.
Duration	Incident Duration: 1 hour, 21 minutes (12:41 to 14:04 UTC) - Impact Duration: 27 minutes

Summary

On February 5, 2025, between 12:41 and 14:04 UTC, a configuration update to our database infrastructure resulted in degraded performance, temporarily impacting cart and checkout functionalities. Our automated systems detected the issue immediately, and the incident response team initiated mitigation procedures to restore full service within **27 minutes** of the initial impact.

Symptoms

During the incident, customers encountered difficulties adding items to carts and completing purchases. Monitoring systems triggered alerts, enabling swift identification and resolution.

Timeline

[2025-02-05 12:41 UTC]	Impact began due to delays in database restart during maintenance.
[2025-02-05 12:46 UTC]	The incident response team initiated traffic rerouting to stabilize operations.

[2025-02-05 13:08 UTC]	Primary systems restored full functionality.
[2025-02-05 14:04 UTC]	Incident fully resolved; platform returned to optimal performance.

Mitigation strategy

To resolve the issue, traffic was temporarily shifted to redundant systems while the affected component underwent recovery. Post-resolution verification confirmed all services operated as expected.

Follow-up actions: preventing future failures

- **Infrastructure Resilience:** Accelerating migration to advanced database solutions to enhance redundancy and reduce recovery times.
- **Process Improvements:** Implementing phased rollouts for critical updates and expanding real-time monitoring for configuration changes.
- **Preventive Protocols:** Strengthening automated recovery workflows to minimize manual intervention during emergencies.

VTEX remains committed to delivering a secure, reliable platform. We deeply regret any inconvenience caused and thank our clients for their trust as we continuously improve our systems.