Incident Report

Mar 25, 2024 : Degraded performance in product display

Status Page URL	https://status.vtex.com/incidents/01HSVVVCG2GS90AJZK9X84PGWC
Impacted accounts	All stores
Duration	1 hour and 22 minutes.
Availability	Sales partially interrupted

Summary

On March 25, 2024, from 19:16 to 20:12 UTC, a new version of our configuration repository system was being deployed. This system is an internal software that provides configuration variables to other VTEX applications, and due to this deployment, has started presenting errors in product display. The issue was identified and rolled back within 56 minutes. However, its symptoms started appearing after the version rollback, at 20:17 UTC, and they were felt for approximately 21 minutes by our customers.

Symptoms

From 20:17 UTC to 20:38 UTC, users might have noticed several products missing from their stores, displaying a 404 response and therefore affecting sales. These symptoms were caused by a faulty deployment that propagated errors to other systems and were only felt after its rollback due to caching and indexing.

Timeline

[2024-03-25 19:16 UTC]	A new deployment to the configuration repository system, an internal VTEX software that serves other systems, was initialized.

[2024-03-25 19:33 UTC]	Our monitoring systems detected a latency abnormality in one of the catalog management APIs.
[2024-03-25 20:09 UTC]	Errors on our file system, another VTEX internal software, were detected.
[2024-03-25 20:12 UTC]	A preemptive rollback of the configuration repository system was initialized.
[2024-03-25 20:17 UTC]	We received customer reports of missing products in stores.
[2024-03-25 20:20 UTC]	The perceived errors in our internal monitoring systems were normalized.
[2024-03-25 20:27 UTC]	Our incident response team was alerted and started investigating the issue. After a thorough investigation, our team identified the reports were related to the recently rolled-back version of the configuration repository.
[2024-03-25 20:35 UTC]	Due to caching and indexing, the perception of the issue remained for longer than the faulty-version rollback.
[2024-03-25 20:38 UTC]	Normal platform behavior was reestablished.

Mitigation strategy

We performed a rollback as soon as errors in several VTEX systems started to be detected shortly after a deployment of the configuration repository system.

Follow-up actions: preventing future failures

Moving forward, we will add more automated tests for the configuration repository system in our monitoring tools to avoid problems on future deploys of this exact nature.