

# Incident Report

Nov 28, 2023 : Partial outage in Checkout

Status Page URL	<a href="https://status.vtex.com/incidents/01HGBCRWHPB0E8G45Q648B7FW">https://status.vtex.com/incidents/01HGBCRWHPB0E8G45Q648B7FW</a>
Impacted stores	All stores were affected
Duration	0 days, 0 hours and 26 minutes
Availability	Sales flow partially available. Cart and place order operations were impacted by errors.

## Summary

On November 28th, 2023, from 15:51 to 16:17 UTC, users in our platform experienced errors in the checkout phase of their sales flow. The issue was identified as the result of a faulty deployment recently finished and the recent changes were reverted. Minutes later, at 16:29 UTC, the sales flow was confirmed to be completely restored.

## Symptoms

At 16:08 UTC, our monitoring team identified an increase in errors within Checkout. Shoppers were receiving errors `ORD069 "Invalid contact"` whenever their carts received updated address information, making it very difficult to complete a purchase.

## Timeline

[2023-11-28 14:38 UTC]	Our team started an automatic rollout of a new Checkout version.
[2023-11-28 15:38 UTC]	The first errors started to appear in a small percentage of stores.
[2023-11-28 15:50 UTC]	The amount of errors had greatly increased and impacted all stores.

[2023-11-28 16:08 UTC]	Our team noticed the impact on sales flow and began the investigation.
[2023-11-28 16:09 UTC]	Our team had pinpointed the issue and started reverting the recent deployment.
[2023-11-28 16:17 UTC]	The changes were completely reverted and service health indicators were back to nominal levels.
[2023-11-28 16:29 UTC]	After monitoring, our incident response team confirmed sales flow was fully reestablished.

## Mitigation strategy

We reestablished normal operations of the platform by reverting recently deployed changes that caused the errors to appear.

## Follow-up actions: preventing future failures

Moving forward, the following actions will be taken to prevent similar incidents:

- Service health alerts will be adjusted to notify our team earlier.
- Our rollout strategy will be reviewed to improve our response to ongoing alerts.
- Changes made in the internal module will be reviewed to discover why they led to the observed increase in errors and preemptively monitor their rollout to full extent.
- The team is also investigating what other kinds of tests may be executed in our deployment pipeline to prevent future failures like this one.

We are committed to being your trusted partner for success.