

Incident 30 Sep. 2020: Product missing collection information on Search

Availability: **Degraded sales**

% of clients affected: **1% of Intelligent Search stores**

Duration of incident: **118 minutes**

Symptom

From 12h47 to 14h45 UTC, a regular customer would not find some products registered to the collection on that collection page.

Summary

At 12h47 UTC we published a version that changed the field in the products used by the collection pages. All products indexed after this deploy stopped showing in the collection pages. In the worst case scenario a collection page could be empty. As soon as we identified the problem, we rolled back the version and reprocessed the products that were impacted.

To be the trusted partner to your success, our team is working on follow-up actions to make sure that this incident does not happen again, and that we identify and recover from future incidents faster. We are committed to improving our systems to guarantee a reliable and trusted experience.

Timeline

[2020-09-30 12:47 UTC] Our team was notified by the CX team that a collection page was showing an empty search result.

[2020-09-30 13:00 UTC] We identified failures in the recently deployed version and started mitigation action.

[2020-09-30 13:15 UTC] We started to update all affected products with the correct collection information and gradually the collection pages started showing the affected products again.

[2020-09-30 14:45 UTC] Normal operations were fully reestablished.

Mitigation Strategy

We rolled back the affected version and started to update all affected products with the correct information.

Follow up Actions: preventing future failures

As follow-ups of this incident, we will work on improving our alarms so that we detect unexpected search results. We'll also add more tests in our product service layer to avoid indexing products with faulty information again.