

Incident Report

Jul 12, 2023 : Partial Degradation in Sales Flow

Status Page URL	https://status.vtex.com/incidents/pkvwx1kwws32
Impacted accounts	All stores
Duration	8 minutes
Availability	Stores were available but faced intermittent errors

Summary

Between 06:58 and 07:05 UTC, our monitoring systems identified a partial degradation in the sales flow within an internal module. The issue triggered our automated self-healing mechanisms, reverting recent changes made in a recent deployment of that internal module. At 07:06 UTC, our sales flow was back to nominal.

Symptoms

On July 12, 2023, from 06:58 to 07:05 UTC, our monitoring systems identified an increase in errors within an internal system. This resulted in customers experiencing difficulties while completing purchases.

Timeline

[2023-07-12 06:58 UTC]	Our monitoring systems identified a partial degradation in the sales flow within an internal module.
[2023-07-12 07:02 UTC]	The issue triggered our automated self-healing mechanisms.
[2023-07-12 07:05 UTC]	Automated self-healing mechanisms reestablished system stability.
[2023-07-12 07:06 UTC]	Our incident response team confirmed sales flow was fully reestablished.

Mitigation strategy

We reestablished normal operations of the platform by reverting the changes that caused the increase in errors.

Follow-up actions: preventing future failures

Moving forward, we will review the changes made in the internal module to discover why they led to the observed increase in errors and preemptively monitor their rollout after this review. We are committed to being your trusted partner for success.