Incident Report

Aug 9, 2023 : Elevated errors in credit card transactions for some payment connectors

Status Page URL	https://status.vtex.com/incidents/stsd6z32zr32
Impacted accounts	Less than 1% of active stores (those using affected connectors)
Duration	3 Hours and 40 Minutes
Availability	Stores were available but some credit card orders were canceled

Summary

On August 09, 2023, from 15:00 to 18:40 UTC, some payment connectors had most of their credit card payment transactions denied.

Symptoms

From 15:00 to 18:40 UTC, orders that were paid with credit cards in stores that used payment connectors in a specific condition (returning a null value in the `customFields` field of their [List Payment Provider Manifest](#)) were canceled, as credit card transactions were denied with a `400 BadRequest` error.

This specific condition is treated during our [homologation process](#) since June 14, 2022 by replacing null values with empty arrays. However, we did not previously enforce this response format and payment connectors published prior to that could operate that way until the deployment described in the incident timeline was made.

These are the payment connectors we have identified as potentially impacted: Azteca, Credirebaja, DOCK, EgetnetV2, Feenicia, GangPay, Koin-Payments, MarketPay, MaxiPagoV4, Mundi, Niubiz, PagSeguroV2, PagarMeV3, Pay-me, PaymentezV2, PicPay, PompeiaPay, Radial, Siman, T1Pagos, VerdeCard, VisaNetGuatemala, YamiSplitV1, Zoop.

It is important to note that, while we did not expect any payment connectors to fall in the specific condition we described, they did not cause the incident itself.

Timeline

[2023-08-09 15:00 UTC]	Our team deployed a new minor version of the Payments Gateway with changes related to the transactional flow
[2023-08-09 17:31 UTC]	We received the first report of issues with transactions in one of the affected connectors. Our incident response team started investigating the issue.
[2023-08-09 17:51 UTC]	We received new reports of issues with other connectors. After intensive analysis, the team identified a slight increase in errors starting approximately at the same time as the new minor version of the Payments Gateway.
[2023-08-09 18:00 UTC]	Our team started reverting the Payments Gateway to the previously working version.
[2023-08-09 18:40 UTC]	The issue was fixed for all impacted connectors.

Mitigation strategy

We reestablished normal authorization of new payment transactions by reverting the changes that caused the increase in errors.

Follow-up actions: preventing future failures

Moving forward, we will review all payment gateway connector configurations and advise our partners to migrate to the new recommended configuration schema.

We will also review our deployment metrics in the Payments Gateway to ensure similar errors are detected immediately during the deployment process. We are committed to being your trusted partner for success.