Incident April. 14, 2023: Degraded Admin environment

Availability: **Partial outage**

% of clients affected: **All stores using myvtex domains were affected during the incident**

Duration of incident: **1h37min**

Symptoms

From 11h00 to 12h00 UTC, stores that tried to use the VTEX Admin Platform or myvtex domains would receive an error or would face increased latency on their requests.

Summary

Between 11h00 UTC and 12h00 UTC, we started receiving error reports related to VTEX Admin access caused by a degradation in the service routing layer of VTEX IO. A mismanagement of routing configuration caused part of the infrastructure to fail. Once the configuration was fixed, the platform returned to normal behavior.

To be the trusted partner to your success, our team is working on follow-up actions to ensure 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

[2023-04-14 11:00 UTC] We started receiving reports about errors when trying to access VTEX Admin.

[2023-04-14 11:20 UTC] The issue escalated to our product team, and we started working on investigating the anomalous behavior.

[2023-04-14 11:34 UTC] We identified a configuration applied to the routing system that affected the VTEX Admin platform.

[2023-04-14 11:50 UTC] We deployed a hotfix with the corrected configuration.

[2023-04-14 12:00 UTC] We completed the deployment, and the ongoing issues were resolved.

[2023-04-14 12:37 UTC] We declared the incident resolved after monitoring our systems and did not find any other errors.

Mitigation strategy

We reestablished normal operations of the platform by deploying a hotfix in the infrastructure configuration.

Follow-up actions: preventing future failures

As a follow-up to this incident, we will work on improving our deployment validation process by including extra steps in our handbook and automating those steps in the continuous integration phase for VTEX IO's infrastructure.

We will also work on increasing our observability over the configuration tools and systems used for all VTEX IO infrastructure so that we can prevent and solve future problems faster.