

Incident Report

Dec 20, 2025 : License Manager Auth Failure

Status Page URL	https://status.vtex.com/incidents/01KCWV915E3DBMBNF2VG77ENS8
Impacted accounts	All accounts
Impact	Interruption of sales flow; partial interruption of admin operations.
Duration	1 hour, 57 minutes.

Summary

On December 20, 2025, from 02:23 UTC to 04:20 UTC, the VTEX platform experienced an interruption in the sales flow, resulting in widespread errors across checkout, order management, and authentication modules.

The incident was related to a failure in the License Manager system, which is responsible for internal service credential refresh. This failure led to authentication issues across dependent services. Service was fully restored after reverting the License Manager to a previously stable version.

Our sales flow was affected during this incident, impacting all accounts for 1 hour and 57 minutes. We apologize for any inconvenience this may have caused.

Symptoms

Shoppers experienced failures when placing orders due to authentication errors impacting checkout and order management services. Merchants also faced limitations in performing some admin operations.

The incident manifested through increased occurrences of 401, 500, and 503 errors across multiple services, resulting in failed order submissions, payment processing disruptions, and blocked order status updates.

These symptoms indicated a breakdown in internal service authentication flows managed by the License Manager.

Timeline

2025-12-19 17:30 UTC	License Manager configuration change deployed
2025-12-20 02:06 UTC	Cached credentials began to expire, triggering authentication failures. The Incident Response Team was notified by monitoring and alerting systems.
2025-12-20 02:23 UTC	Customer impact begins with sales flow interruptions and errors across checkout and Order Management.
2025-12-20 02:45 UTC	Widespread 401/500/503 errors confirmed; admin operations partially affected.
2025-12-20 03:00 UTC	The License Manager was rolled back to the immediately previous version; however, the issue persisted.
2025-12-20 03:30 UTC	Our incident response team started working on other mitigation strategies, like scaling up the environment.
2025-12-20 04:00 UTC	The team identified that multiple License Manager versions released on the same day contained the issue and initiated a rollback to the last known stable version.
2025-12-20 04:20 UTC	Rollback to the last stable License Manager version was completed. Sales flow and platform operations were fully restored.

Mitigation strategy

We reestablished normal platform operations by rolling back the License Manager to the correct and stable version. Before the final resolution, mitigation attempts included scaling up the environment to reduce service impact. Complete recovery was achieved once internal services successfully refreshed credentials and resumed the expected business flows.

Follow-up actions

We are committed to being your trusted partner for success and upholding the stability you expect from our platform. To prevent incident recurrence, we are taking these actions:

- **✅ (DONE) Deployment rollback procedures reviewed and updated:** Ensured that rollback targets are clearly identified and validated before execution
- **Strengthen monitoring and alerting:** Improve detection of credential refresh failures and sales flow interruptions.
- **Automate version validation:** Implement safeguards to prevent rollbacks to incorrect versions in critical systems.
- **Review and enhance incident response training:** Ensure all responders are equipped to handle complex rollback and credential issues.