

Incident Report

Aug 4, 2025 : Increased errors in VTEX ID

Status Page URL	https://status.vtex.com/incidents/01K1TSM0XNX0RSMDV0DFZR93EG https://status.vtex.com/incidents/01K1X4ACV4KTT33TK4RNVS98R8
Impacted accounts	All accounts with active gift card providers
Impact	Merchants and shoppers faced issues logging in and placing orders
Duration	Impact window #1: 25 minutes (Aug 4, 2025 14:41 - 15:06 UTC) Impact window #2: 17 minutes (Aug 5, 2025 12:33 - 12:50 UTC)

Summary

On Aug 4, 2025 from 14:41 to 15:06 UTC, merchants and shoppers faced issues logging in and placing orders. The same impact could be observed on Aug 5, 2025 from 12:33 to 12:50 UTC, due to a similar but slightly different trigger.

This was an unintended side-effect of infrastructure configuration changes in VTEX ID. Our global sales flow was partially affected for 42 minutes in this incident, split into two impact windows. We apologize for any inconvenience this may have caused.

Symptoms

Merchants faced issues logging in to their admin panel. Users reported seeing the error "Sorry, an unexpected error has occurred" when attempting to login and, after logging in, experienced 404 errors on some pages and a missing left navigation menu.

Some shoppers were unable to complete purchases in stores with active gift card providers. This occurred because this particular setup requires an additional request to VTEX ID in order to list all gift cards available for payments at Checkout.

Both disruptions to the VTEX ID service occurred after our migration to a new, more modern deployment platform. Both incidents have been traced to distinct, highly specific configuration changes within our deployment automation that inadvertently caused live production instances to be temporarily taken offline.

Timeline

Impact window #1: 25 minutes (Aug 4, 2025 14:41 - 15:06 UTC_

[2025-08-04 14:38 UTC]	An infrastructure configuration change in VTEX ID (our platform IAM service) was completed by our team.
[2025-08-04 14:41 UTC]	Platform health monitoring indicates that orders dropped below forecasted levels for the period.
[2025-08-04 14:43 UTC]	The incident response team was notified of the issue.
[2025-08-04 14:51 UTC]	The incident response team identified that the infrastructure configuration change was the likely trigger for the drop in orders and started reverting the change.
[2025-08-04 15:06 UTC]	The infrastructure configuration change was completely reverted and normal platform behavior was reestablished.

Impact window #2: 17 minutes (Aug 5, 2025 12:33 - 12:50 UTC)


[2025-08-05 12:30 UTC]	An infrastructure configuration change in VTEX ID (our platform IAM service) was completed by our team.
[2025-08-05 12:33 UTC]	Platform health monitoring indicates that orders dropped below forecasted levels for the period.
[2025-08-05 12:36 UTC]	The incident response team was notified of the issue.
[2025-08-05 12:47 UTC]	The incident response team identified that the infrastructure configuration change was the likely trigger for the drop in orders and started reverting the change.
[2025-08-05 12:50 UTC]	The infrastructure configuration change was completely reverted and normal platform behavior was reestablished.

Mitigation strategy

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

Follow-up actions

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

-  **(DONE) Isolate Service Catalog:** Ensure that informational updates to our service catalog do not trigger changes to live production environments.
- **Protect Critical Files:** Implement automated safeguards and ownership protocols to protect critical infrastructure files from unauthorized or accidental changes.
- **Increase Checkout Resilience:** Decouple non-essential processes from the critical checkout path to ensure secondary service issues do not impact sales.
- **Enhance Alerting System:** Create new alerts to immediately notify our incident response team if live production instances are suddenly taken offline.