

Incident Report

Oct 31, 2025 : Payments processing issues

Status Page URL	https://status.vtex.com/incidents/01K8X9FAW8B2AGT8DK1DC9TGCV
Impacted accounts	All accounts
Impact	Interruption of order placement
Duration	28 minutes

Summary

On October 31, 2025, from 13:47 to 14:15 UTC, shoppers experienced a temporary interruption in placing orders.

This incident was triggered by a deployment issue in the Payments Gateway that prevented payment processing during the order placement process. We mitigated its impact by rolling back to the previous version of the application, confirming the return to regular order processing.

Our sales flow was affected during this incident, impacting all accounts for 23 minutes. We apologize for any inconvenience this may have caused.

Symptoms

Shoppers experienced a total inability to place orders, where an error would be returned after the payment step, preventing order creation. This occurred due to anomalous behavior in the rollout tool for the Payments Gateway, which dropped the instances of the new version after the service deployment was complete, rendering the service unavailable. The rollout tool was using new workflows, which were tested in advance, but could not adequately replicate the specificities of the production environment.

Timeline

28 minutes (Oct 31, 2025 13:47 - 14:15 UTC)

2025-10-31 13:20 UTC	Gradual rollout for Payments Gateway started.
2025-10-31 13:45 UTC	Rollout is finished.
2025-10-31 13:47 UTC	The rollout tool dropped instances of the new version. Alerts are triggered, and the team immediately starts a rollback.
2025-10-31 14:15 UTC	The incident was fully mitigated.

Mitigation strategy

We reestablished normal operations of the platform by scaling up the environment for the previous version and rolling back to it, preemptively addressing any potential causes of the incident.

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) Rollback rollout tool workflows:** Preemptively revert changes in the workflow from the rollout tool to a previously well-known state.
- **Review infrastructure management:** Assess opportunities to unify and simplify infrastructure management for Payments Gateway.
- **Enhance traffic management:** Implement faster methods to redirect traffic to alternate environments of Payments Gateway.