

Incident Report

Jan 29, 2026 : Checkout Service Degradation

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| Status Page URL | https://status.vtex.com/incidents/01KG5SRM9TJ4CWTBP187SPRCY6 |
| Impacted accounts | A subset of accounts (approximately one-third of the platform) |
| Impact | 503 errors when placing orders |
| Duration | Impact window #1: 26 minutes (Jan 29, 2026 19:55 - 20:21 UTC) |

Summary

On Jan 29, 2026, from 19:55 UTC to 20:21 UTC, a subset of merchants experienced a sharp spike in errors, resulting in failed checkouts and a substantial drop in completed orders.

This incident was triggered by a deployment conflict that prevented planned scaling changes from being applied to a specific segment of our checkout infrastructure. The update failed because another infrastructure deployment was running at the same time, so this segment did not scale as expected, while other parts of the platform continued to operate normally. Manual intervention restored service in the affected area, bringing error rates back to normal.

Our sales flow was partially affected during this incident, impacting a subset of accounts for 26 minutes. We apologize for any inconvenience this may have caused.

Symptoms

Merchants served by the affected segment of our checkout infrastructure experienced a sharp increase in 503 error rates, which led to a significant drop in completed orders and prevented many customers from finishing their purchases.

The issue was contained to this segment, while the rest of the platform continued to operate normally. It occurred because a deployment conflict prevented the necessary scaling changes from being applied, leaving this part of the infrastructure unable to handle normal traffic volumes.

Timeline

Impact window #1: 26 minutes (Jan 29, 2026 19:55 - 20:21 UTC)

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| [2026-01-29 19:55 UTC] | Checkout requests in the affected segment of our infrastructure began experiencing a sharp spike in errors. |
| [2026-01-29 19:56 UTC] | Engineering teams identified the problem through our monitoring and investigation. |
| [2026-01-29 20:09 UTC] | The incident response team started the mitigation actions. |
| [2026-01-29 20:14 UTC] | Manual scaling of the affected checkout infrastructure was initiated to restore service. |
| [2026-01-29 20:21 UTC] | The incident was fully mitigated, error rates returned to normal and checkouts resumed as expected. |

Mitigation strategy

We reestablished normal platform operations by manually scaling the affected portion of the checkout service, restoring its ability to process requests and normalizing error rates.

The team also reviewed deployment logs and confirmed that other parts of the infrastructure had updated successfully, isolating the issue to a deployment conflict affecting only this specific segment.

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:

- Review deployment queuing behavior in our infrastructure tooling: investigate the root cause of the deployment conflict and prevent similar issues in the future.
- Improve monitoring and alerting for localized checkout errors: enhance observability to ensure timely detection and response to issues affecting specific segments of the infrastructure.
- Investigate improvements to batch updates and automation: Explore process changes to reduce the risk of deployment conflicts during scaling operations.