Incident Report

Feb 27, 2023 : Checkout Gateway Service Interruption

Status Page URL	https://status.vtex.com/incidents/01JN4CVTF6EHD86TCZDA2Z6F8J
Impacted accounts	All accounts
Impact	Shoppers experienced intermittent errors during checkout, including cart additions and payment finalization
Duration	36 minutes (18:46 – 19:22 UTC).

Summary

On February 27, 2025, VTEX's systems detected a disruption in the Checkout Gateway caused by a misconfigured network component. This led to authentication failures between payment services and a critical dependency, compounded by degraded observability due to external infrastructure maintenance. Engineers resolved the issue within 36 minutes by rolling back the configuration, scaling resources, and restoring connectivity.

Symptoms

- **API Gateway Latency Spikes**: Shoppers encountered delays during checkout due to elevated latency in payment method retrieval.
- **Payment Authorization Failures**: Timeouts occurred during installment calculations and payment processing.
- **Credential Management Disruptions**: A downstream authentication service experienced connectivity issues.
- **Order Status Delays**: Temporary backlog in transitioning orders to "payment approved" status.

Timeline

[2025-02-27 18:20 UTC]	Internal monitoring detected anomalies in payment service connectivity.
[2025-02-27 18:46 UTC]	Incident formally reported after error thresholds breached.
[2025-02-27 18:50 UTC]	Checkout errors began impacting shoppers.
[2025-02-27 18:52 UTC]	Mitigation initiated: Configuration rollbacks and service scaling.
[2025-02-27 19:12 UTC]	Adjustments restored secure communication flows.
[2025-02-27 19:21 UTC]	Services stabilized; error rates normalized.
[2025-02-27 19:22 UTC]	Full recovery confirmed.

Mitigation strategy

- **Network Configuration Rollback**: Reverted a recent change that inadvertently disrupted secure communication between services.
- **Resource Scaling**: Temporarily increased capacity for checkout and order allocation services to clear transaction backlogs.
- **Observability Restoration**: Addressed degraded monitoring tools to accelerate root cause identification.
- **Backlog Clearance**: Restarted workers to process stalled post-purchase order updates.

Follow-up actions: preventing future failures

To enhance platform resilience, VTEX is:

- **Enforcing Pre-Deployment Validation**: Increasing automated checks for network and firewall configurations.
- **Expanding Observability**: Enhancing real-time monitoring of authentication workflows and dependency health.
- **Automating Recovery**: Building workflows to expedite service recycling during connectivity failures.
- **Strengthening Partner Coordination**: Formalizing escalation protocols to reduce resolution delays during external dependencies.