

PagerDuty Incident — INC-8842

Incident INC-8842 · Training simulation

Severity: P1 — Customer-facing checkout blocked

Service: payment-gateway (prod)

Opened: 2026-11-17 14:22 UTC

Trigger: 502 error rate > 5% for 5 minutes

Timeline

- 14:19 UTC — Deploy v2.14.3 completed (artifact hc-payment-gateway:2.14.3).
- 14:22 UTC — PagerDuty alert: checkout API 502 rate 18% US-East, 16% EU-West.
- 14:27 UTC — On-call acknowledged; error budget burn flagged.

Customer impact

Checkout `/v1/payments/capture` returning HTTP 502. ~18% of payment requests failing across regions.

Linked changes

Deploy changelog PR #8821 — config key rename in PaymentGatewayAdapter (see deploy-changelog.pdf).

