
Virtual Terminal Service Disruption (Testing Environment)

Incident Date/Time

Start: 20 Nov 2025 10:45 GMT

End: 20 Nov 2025 17:45 GMT

Description of Issue

Merchants in the Cybersource test/sandbox environment began encountering errors when accessing the Virtual Terminal interface, which failed to load and displayed a red banner error message.

Impact

Merchants who tried to process test transactions or configure Virtual Terminal settings in the test portal may have encountered the error banner and been unable to complete those actions.

There was no impact on production payment processing or other core services – merchants live transaction processing, APIs, and other production environment functionalities continued to operate normally.

Root Cause

The application nodes (part of the “CAS” test environment cluster) ran out of available memory, which led to failures in loading the Virtual Terminal pages.

Mitigating and Preventative Actions

Cybersource restarted the server processes to bring operations back to normal. Cybersource Product Team confirmed that they are coordinating with the Cybersource Operations team to increase the capacity for these nodes.

To help prevent future recurrence Cybersource plans to:

- Increase the memory allocation and capacity of the Virtual Terminal servers in the test environment.

This document is intended to convey the details of a CyberSource service incident at a business level and should not be interpreted as a “forensic” analysis. Details included are accurate as of the time of publishing and may change without notice.

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- Improve our monitoring and alerting to closely track resource utilization (such as memory usage) on critical test environment services.

This was tracked and investigated under incident INC23000818 and EPS-35140 .

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