

Root Cause Analysis:

Rally impaired due to blank admin pages

The following is a detailed accounting of the service outage that Rally users experienced on June 7, 2019 between 12:25 am and 8:53 am MDT.

Root Cause Analysis Summary

Event Date	06/07/2019
Event Start	00:25 MDT
Time Detected	00:25 MDT
Time Resolved	08:50 MDT
Event End Time	08:53 MDT
Root Cause	Users were unable to get into admin setup page to add users, manage project, etc. This was caused by an Oracle bug and we fixed the invalid Oracle baseline that was created due to this bug to resolve the issue and get the pages working again.
Customer Impact	Customers were unable to access some pages to administer their subscription, projects and users.

Future Preventative Measures

Actions that should be taken to prevent this Event in the future.

Actions	Description
Doc update	Create a document on how to trace Oracle diagnostic event
Doc update	Create a document on how to remove / disable a baseline
Process update	Improve processes around who to call at night during an official P1 outage