Root Cause Analysis:
Lookback API Service Availability

The following is a detailed accounting of the service outage that Rally users experienced on August 4th through the 5th, 2019.

Root Cause Analysis Summary

Event Date	08/04/2019 - 08/05/2019
Event Start	08/04/2019 9:30 AM MDT
Time Detected	08/05/2019 7:50 AM MDT
Time Resolved	08/05/2019 8:00 AM MDT
Event End Time	08/05/2019 8:00 AM MDT
Root Cause	Production database crashed but auto-remediation failed, leaving the servers in maintenance mode
Customer Impact	Some support cases from customers indicating their snapshot runs were failing and receiving 503 errors.

Future Preventative Measures

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

Actions	Description
Lookback auto-remediation	Resolve issue around why this job did not work properly
Lookback servers in extended maintenance mode	Need to investigate why the servers were left in this extended maintenance mode.