

# Root Cause Analysis:

## Unavailable asset bundle causing EU1 white screen

The following is a detailed accounting of the service outage that Rally users experienced on October 11th-13th, 2019.

### Root Cause Analysis Summary

<b>Event Date</b>	10/11/2019-10/13/2019
<b>Event Start</b>	10/11/2019 (Exact time unavailable)
<b>Time Detected</b>	10/13/2019 6:46 AM MDT
<b>Time Resolved</b>	10/13/2019 7:40 AM MDT
<b>Event End Time</b>	10/13/2019 7:40 AM MDT
<b>Root Cause</b>	The javascript asset bundle for EMEA was deleted, because we believed that the EMEA load balancers had been proxying to the new location since July. The long cache-control header on the bundle masked the issue for most users until October 13, at which point we updated the load balancers to proxy to the new js asset bundle location.
<b>Customer Impact</b>	The javascript front end was not loading for some users. 1 case was submitted.

### Future Preventative Measures

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

<b>Actions</b>	<b>Description</b>
Add monitoring for javascript frontend	Monitor for a 200 response code on frontend assets