

Root Cause Analysis:

Slow Response / 503 Errors

The following is a detailed accounting of the service outage that Rally users experienced on February 1st, 3rd and 8th 2022.

Root Cause Analysis Summary

Event Date	2/1/2022	2/3/2022	2/8/2022
Event Start	8:04 AM MST	7:30 AM MST	7:00 AM MST
Time Resolved	8:24 AM MST	7:42 AM MST	7:26 AM MST
Event End Time	8:25 AM MST	7:42 AM MST	7:26 AM MST
Root Cause	A too low of timeout value in a service was causing connections to be dropped prematurely while the underlying request continues to run. As users re-requested data, available threads on the application servers were exhausted due to hitting maximum configured threads.		
Customer Impact	Degraded application performance and 503 responses to some requests		

Future Preventative Measures

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

Actions	Description
Investigate report request timeouts	Report requests are timing out after 15 seconds and then the connection is killed. The query may continue to run in the report service and the database. The timeout has been raised to 200 seconds
Investigate analytics queries against the database	See if there is any problems with queries being killed, or not allowed from the back end.
Cap report requests	Cap report requests and/or kill queries for real in reports engine