Root Cause Analysis:
EMEA SSL Certificate Expiration

The following is a detailed accounting of the service outage that Rally users experienced on 22-10-2021.

Root Cause Analysis Summary

Event Date	22-10-2021
Event Start	06:00 AM MDT
Time Detected	06:00 AM MDT
Time Resolved	07:00 AM MDT - EU1 07:26 AM MDT - Sandbox
Event End Time	07:42 AM MDT
Root Cause	Rally wildcard SSL cert on the EMEA load balancers and US Sandbox was allowed to expire
Customer Impact	Application down

Future Preventative Measures

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

Actions	Description
Cert deployment process	Ensure updated wildcard cert is deployed to all regions/systems
Cert expiry checks	Add cert expiry checks for EMEA load balancer servers and US sandbox app servers