

# SaaS Solutions from CA Technologies – Root Cause Analysis



CA supporting cross-functional teams have conducted a root cause analysis on the event reported. This report captures the findings and provides an insight into:

- Causes that contributed to the recent event observed.
- Corrective actions taken by CA Operations / Engineering team to remediate.

## Summary

<b>Product/Service Impacted</b>	Agile Central	<b>Incident ID Number</b>	N/A
<b>Type of Outage</b>	<input type="checkbox"/> Unplanned Outage	<b>Time detected</b>	2018-04-06 ~08:00 MST
	<input type="checkbox"/> Performance Degradation <input checked="" type="checkbox"/> Other	<b>Time resolved</b>	2018-04-06 13:29 MST
<b>Affected Components and/or Applications</b>	Agile Central integrations		
<b>Impact to Customer</b>	Several integrations for Agile Central were unable to connect		

## Root Cause Analysis

<input type="checkbox"/> Application	Agile Central deprecated support for TLS versions 1.0 and 1.1 without full understanding of the impact the change would have on several integrations, including the Add-in for Excel, HP Quality Center and TFS connectors. This change was made to be compliant with Payment Card Industry (PCI) standards prior to the deadline of June 30, 2018.
<input type="checkbox"/> Database	
<input type="checkbox"/> Hardware	
<input type="checkbox"/> Network	
<input type="checkbox"/> Product Defect	
<input type="checkbox"/> Third Party/Vendor	
<input checked="" type="checkbox"/> Configuration/Process	
<input type="checkbox"/> Other	

## Recovery Details

Rolled back deprecation of TLS 1.0/1.1 support
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## Immediate Mitigation Steps

<input type="checkbox"/> Replaced Hardware	The following immediate migration steps were taken: 1. Restored TLS 1.0/1.1 functionality to allow various integrations, etc. to work again
<input checked="" type="checkbox"/> Configuration Changes	
<input type="checkbox"/> Procedural Changes	
<input type="checkbox"/> Other	

## Long Term Preventative Measures

<input checked="" type="checkbox"/> Architecture/Infrastructure Change	The following long-term prevention measures will be implemented: 1. Provide TLS 1.2-only endpoint as of April 21, 2018 for testing, while maintaining rally1 and us1 on TLS 1.0 – 1.2 support 2. Understand what remediations / updates to be provided prior to TLS 1.0/1.1 deprecation planned for June 2, 2018 3. Customers will be able to test against TLS 1.2-only endpoint for from 4/21 to 6/2 deadline. 4. Look into haproxy logs to determine which integrations leverage older version of TLS
<input type="checkbox"/> Product/Feature Enhancement	
<input checked="" type="checkbox"/> Procedure/Process Changes	
<input type="checkbox"/> Monitoring/Alerting Change	
<input type="checkbox"/> Other	
<input type="checkbox"/> N/A	