Rally Software®

Root Cause Analysis:
Reauthorization Outage

The following is a detailed accounting of the service outage that Rally users experienced on September 26th, 2019.

Root Cause Analysis Summary

Event Date	9/26/2019
Event Start	1:45 PM MDT
Time Detected	1:50 PM MDT
Time Resolved	2:00 PM MDT
Event End Time	2:00 PM MDT
Root Cause	All three authentication pods failed health checks simultaneously due to 401 codes (unauthorized) being returned for the SLM admin user and the pods were therefore restarted by OpenShift.
Customer Impact	White screen after logging in for some log ins

Future Preventative Measures

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

Actions	Description
Warm failover for Zuul	Look at having a warm failover for Zuul
SLM admin doing health check	Investigate into why health check would be run by SLM admin user