Rally Software

ca A Broadcom Company
technologies

Root Cause Analysis:
Load balancer issue

The following is a detailed accounting of the service outage that Rally users experienced on 1/12/2022.

Root Cause Analysis Summary

Event Date	01/12/2022
Event Start	5:17 PM MDT
Time Detected	5:17 PM MDT
Time Resolved	5:27 PM MDT
Event End Time	5:27 PM MDT
Root Cause	A routine patch required the restart of network services which left the vendor load balancer health checks in a bad state. This prevented the vendor's load balancer from routing traffic to our application, thereby causing customer requests to fail.
Customer Impact	Rally unavailable

Future Preventative Measures

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

Actions	Description
Support case	Open support case with vendor to determine why health checks did not come back online after the network restart
Modify script	Modify the update script to ensure network is in a good state