

# Root Cause Analysis: Hosting Provider Power Outage

The following is a detailed accounting of the service outage that Rally users experienced on 1/31/2022.

## Root Cause Analysis Summary

<b>Event Date</b>	1/31/2022
<b>Event Start</b>	08:08 AM MST
<b>Time Resolved</b>	8:30 AM MST
<b>Event End Time</b>	8:30 AM MST
<b>Root Cause</b>	A hosting provider power outage caused a network disk that is attached to become inaccessible. This in turn caused external revision database DML to become slow, and caused sessions to become backed up.
<b>Customer Impact</b>	Customers unable to log in

## Future Preventative Measures

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

<b>Actions</b>	<b>Description</b>
Failover strategy meeting	Set up meeting: Intra-Datacenter failover strategy and database resilience
Disk IO monitoring	Monitoring test for writing and reading from attached filesystems
Failover connection string	Check and add secondary server info in connection string for read/write pool.