

# Root Cause Analysis:

## Users experiencing 503 errors

The following is a detailed accounting of the service outage that Rally users experienced on September 14, 2021.

### Root Cause Analysis Summary

<b>Event Date</b>	9/14/2021
<b>Event Start</b>	06:00 MDT
<b>Time Detected</b>	06:00 MDT
<b>Time Resolved</b>	06:18 MDT
<b>Event End Time</b>	06:20 MDT
<b>Root Cause</b>	A load balancer upgrade done the previous week had a bug that caused improper reporting of the health check on app servers, triggered by heavy Monday morning traffic
<b>Customer Impact</b>	Application unaccessible

### Future Preventative Measures

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

<b>Actions</b>	<b>Description</b>
Spike on load balancer upgrade	Test and implement newer version and the config changes necessary to make it work. Test thoroughly on the test stack to see if we can replicate this issue or rear other issues.
Metrics	Install metrics exporter on web servers running app servers