Rally Software
ca. A Broadcom Company
technologies

Root Cause Analysis:
Rally Unresponsive

The following is a detailed accounting of the service outage that Rally users experienced on August 02th, 2021.

Root Cause Analysis Summary

Event Date	8/02/2021
Event Start	8:00 AM MDT
Time Detected	8:00 AM MDT
Time Resolved	18:00 PM MDT
Event End Time	18:00 PM MDT
Root Cause	A behavior change in our upstream provider CloudFlare caused the last-modified header to start being generated and sent to the browser. When the browser sees that header it will in turn send the corresponding If-Modified-Since header back to the origin server on subsequent requests. The web services API took the If-Modified-Since headers and used it in database queries as a last_updated > :date: criteria. This resulted in an empty result set, in most cases, leading to empty pages in the UI.
Customer Impact	Pages being loaded with no data

Future Preventative Measures

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

Actions	Description
Remove code	Remove code that reacts to the if-modified-since header