

Root Cause Analysis:

Users experiencing 503 errors

The following is a detailed accounting of the service outage that Rally users experienced on September 14 and 20th, 2021.

Root Cause Analysis Summary

Event Date	9/14/2021	9/20/2021
Event Start	06:00 MDT	08:00 MDT
Time Detected	06:00 MDT	08:00 MDT
Time Resolved	06:18 MDT	08:48 MDT
Event End Time	06:20 MDT	08:48 MDT
Root Cause	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	
Customer Impact	Application inaccessible	

Future Preventative Measures

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

Actions	Description
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