

# Root Cause Analysis:

## EMEA stack outage due to unavailable database

The following is a detailed accounting of the service outage that Rally users experienced on 2019 November 27.

### Root Cause Analysis Summary

<b>Event Date</b>	27.11.2019
<b>Event Start</b>	27.11.2019 01:40 MST
<b>Time Detected</b>	27.11.2019 01:50 MST
<b>Time Resolved</b>	27.11.2019 02:20 MST
<b>Event End Time</b>	27.11.2019 02:20 MST
<b>Root Cause</b>	A database went offline due to a network issue.
<b>Customer Impact</b>	EU stack was completely offline.

### Future Preventative Measures

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

<b>Actions</b>	<b>Description</b>
Add DB notification of this type of event	Update the DB check script for EMEA to make it function as it does in the US stack so we receive notifications. Additionally, look at why they are different in the first place.
Log switch trouble needs better documented	Better documentation when we failover primary database regarding log switch.