

Root Cause Analysis:

White screen on login

The following is a detailed accounting of the service outage that Rally users experienced on April 27th, 2020.

Root Cause Analysis Summary

Event Date	4/27/2020
Event Start	13:28 MDT
Time Detected	13:42 MDT
Time Resolved	14:46 MDT
Event End Time	14:46 MDT
Root Cause	Java server pages (JSPC) tasks were modified to make the outputs cacheable, however, there was an issue with the HTML that was rendered through these tasks. This caused certain JSPC rendered messages to fail on subscriptions where the disclaimer/banner message was enabled.
Customer Impact	Users belonging to subscriptions that had the disclaimer/banner message enabled in subscription settings received a blank window upon logging in.

Future Preventative Measures

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

Actions	Description
Address root cause	Resolve JSP compilation issues
Better detection	Spike on monitoring that might catch this problem if it happens again
Automated tests	Spike on whether it is possible to create a test that would: <ol style="list-style-type: none">1. Enable this module on the subscription2. Set the value3. Login4. Find something that tells us if this was successful or not