

# Root Cause Analysis: Integration/Export failures

The following is a detailed accounting of the service outage that Rally users experienced on March 6-9, 2020.

## Root Cause Analysis Summary

<b>Event Date</b>	03/06/2020
<b>Event Start</b>	03/06/2020 15:00
<b>Time Detected</b>	03/06/2020 15:23
<b>Time Resolved</b>	03/09/2020 9:30
<b>Event End Time</b>	03/09/2020 9:30
<b>Root Cause</b>	Internal routing rules were updated to a newer system which caused requests for portfolio items to be routed to the wrong handlers. The new system failed to account for the dynamic naming of portfolio item types. The routing has been corrected moving forward.
<b>Customer Impact</b>	Customers received multiple errors/failures with integrations; exports failed

## Future Preventative Measures

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

<b>Actions</b>	<b>Description</b>
DE53838	Fix portfolioitem routing
DE53836	Fix CSV export
200 ok with errors	Create a standard logging query around 200 ok with error(s) so we can debug situations like this during testing better.
200 ok with errors	Review for 200 ok with errors prior to rolling out again
Communication improvements	Over communicate changes like this one in the future via SoS and directly to Support. Provide additional clarity on impact of change and possible effects (if you see x, assume y) to improve resolution time if any reports of issues.