

# Root Cause Analysis:

## Login and modification issues

---

The following is a detailed accounting of the service outage that Rally users experienced on December 16th, 2020.

### Root Cause Analysis Summary

<b>Event Date</b>	12/16/2020
<b>Event Start</b>	14:18:00 MST
<b>Time Detected</b>	14:18:00 MST
<b>Time Resolved</b>	15:03:00 MST
<b>Event End Time</b>	15:03:00 MDT
<b>Root Cause</b>	A configuration change set a subset of app servers to look at the “master database server” type for the read-only connection string which resulted in no connection at all.
<b>Customer Impact</b>	Some customers were unable to log in or make changes within the application.

### Future Preventative Measures

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

<b>Actions</b>	<b>Description</b>
Application DB connection	Investigate what the application should do if it can not get a connection on a read-only database