

# Root Cause Analysis: SSO Customers not able to log into Rally due to non-escaped single quote

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The following is a detailed accounting of the SSO deep linking issue that occurred on 9/20/2023.

## Root Cause Analysis Summary

Event Date	2/21/2024
Event Start	2/21/2024 4:07 AM MDT
Time Detected	2/21/2024 4:07 AM MDT
Time Resolved	2/21/2024 4:17 AM MDT
Event End Time	2/21/2024 4:17 AM MDT
Root Cause	Malformed object when subscription name contained “ or ‘ characters caused a blank white screen when logging in via SSO
Customer Impact	Customer difficulty logging in to Rally via SSO

## Future Preventative Measures

As part of our post-event retrospective process we have identified improvements to our testing plan that will help prevent future occurrences of this issue.