Rally Software®
ca technologies · A Broadcom Company

Root Cause Analysis:
EU1 Outage

The following is a detailed accounting of the service outage that Rally users experienced on 24/5/2022.

Root Cause Analysis Summary

Event Date	24 May 2022
Event Start	05:38 MDT
Time Detected	05:39 MDT
Time Resolved	06:23 MDT
Event End Time	06:23 MDT
Root Cause	Due to a transient condition, memory usage on the application servers increased and exhausted available memory, causing the servers to become unresponsive. During this period we saw increased network latency, which may have contributed to the issue. The datacenter vendor was unable to provide further insight into the nature of this increased latency.
Customer Impact	Application unavailable

Future Preventative Measures

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

Actions	Description
Increase JVM memory	Doubled available java virtual machine memory allocation
Audit dashboards	Ensure we have parity with dashboards between US stack and EU stack