

Root Cause Analysis:

SSO Deep Linking Issue

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

Root Cause Analysis Summary

Event Date	9/20/2023
Event Start	9/19/2023 8:00 AM MDT
Time Detected	9/20/2023 9:00 AM MDT
Time Resolved	9/20/2023 1:20 PM MDT
Event End Time	9/20/2023 1:20 PM MDT
Root Cause	Updates to our configuration resulted in SSO filters being processed out of order which resulted in users being directed to the Rally login screen when they were unauthenticated and accessing a deep link.
Customer Impact	Customer difficulty logging in to Rally

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.