

Memorandum

To: Subscription Administrators and Connector Users

From: Rally Customer Support

Date: October 17, 2014

Re: Rally Integrations Impact from Poodle Vulnerability

Attention Subscription Administrators and Connector Users:

On Monday October 20th, we will be making a change to our production SaaS platform in response to the Poodle vulnerability that will impact some of the Rally-built integrations, and necessitate that customers upgrade the impacted integrations in order for the integrations to continue to function after October 20th.

When this occurs, many installed integrations to Rally will need to be upgraded to the latest version, and partner/customer built integrations could also be impacted.

The following table represents a timeline and series of events:

Date	Event
Thursday, October 16th	Version Control Integrations v1.2.5 released with TLS support Ruby Toolkit v1.1.2 released with TLS support Work Item Integrations v4.4.10 released with TLS support
Monday, October 20th	12PM: SSL v2/v3 is disabled on rally1.rallydev.com SSL v2/v3 remains enabled on us1.rallydev.com for 1 week
Monday, October 27th	SSL v2/v3 is disabled on us1.rallydev.com

Issue

After SSL is disabled, the connectors will fail. The logs will display a message looking something like this:

```
[2014-10-17 20:27:04 Z] DEBUG : RallyEIF::WRK::RallyConnection.connect - In
connect begin clause - connecting to Rally via rally_api
[2014-10-17 20:27:04 Z] DEBUG : RallyEIF::WRK::RallyConnection.rescue in
connect - StandardError: RallyAPI: - rescued exception - SSL_connect
returned=1 errno=0 state=SSLv3 read server hello A: sslv3 alert handshake
failure on request to
https://test2cluster.rallydev.com/slm/webservice/1.42/user.js with params {}
[2014-10-17 20:27:04 Z] ERROR : RallyEIF::WRK::RallyConnection.rescue in
connect - Could not connect to Rally at https://test2cluster.rallydev.com/slm
```



```
as user klehman@rallydev
[2014-10-17 20:27:04 Z] ERROR : RallyEIF::WRK::RallyConnection.initialize -
RallyAPI: - rescued exception - SSL_connect returned=1 errno=0 state=SSLv3
read server hello A: sslv3 alert handshake failure on request to
https://test2cluster.rallydev.com/slm/websevice/1.42/user.js with params {}
```

If you do not have Debug enabled, you will just see the error message.

Workaround

You can continue to have your connectors use <https://us1.rallydev.com> by configuring /etc/hosts files or other configuration options until Monday, October 27, 2014.

Customer Impact

We strongly recommend that you take immediate action to resolve the issue with the Resolution(s) below:

Connector	Next Step	Instructions
HP Quality Center Jira IBM ClearQuest Bugzilla Microsoft TFS	Version 4.4.10 will be required after 10/20/14.	HP Quality Center Jira IBM ClearQuest Bugzilla Microsoft TFS
Subversion Git Mercurial Microsoft TFS	Version 1.2.5 will be required after 10/20/14.	Subversion Git Mercurial Microsoft TFS
Deprecated SCM connectors Non-VCS Subversion Non-VCS Git Perforce	You will need to upgrade to the VCS connector version 1.2.5 after 10/20/14.	For SVN & Git: <ol style="list-style-type: none"> 1. Download version 1.2.5 of the VCS connector, and install using the standard installation guide. 2. When performing configuration of the VCS connector, refer to the SCM connector for reference information about your repository, etc. 3. Set the lookback in the VCS config file to a value that will scan back to the time when the SCM connector was last run successfully. For Perforce: <ul style="list-style-type: none"> • No replacement for the deprecated Perforce integration is available. • The Perforce Integration is open sourced on the Perforce Github repository
Jenkins Eclipse Java Toolkit	Java version 1.6 will be required after 10/20/14.	If issues are found, confirm you are using Java version 1.6 or higher.
Visual Studio Plugin 2013/2012/2010 Excel Plugin .Net Toolkit	No expected impact	If issues are found, upgrade to the latest version of these integrations.
Python Toolkit	No expected impact	If issues are found, download the latest version (1.1.0) of the toolkit .
Ruby Toolkit	Version 1.1.2 will be required after 10/20/14.	If issues are found, download the latest version (1.1.2) of the toolkit .
GitHub	GitHub is not expected to be	Contact Support if issues are found

	impacted	
Salesforce.com	Salesforce may be impacted	Contact Support if issues are found
Partner Connectors (connectors built by 3rd parties)	Partner connectors may or may not be impacted by this change.	If the partner connector is impacted, contact the partner directly for resolution.
Open Source/Community Connectors	Open source and community connectors may or may not be impacted by this change.	If the open source connector is impacted, contact the creator for resolution.

Next Steps

You can learn more about the Poodle vulnerability and how we are responding on it on October 14th posting on the [Rally Status Page](#).

As always, please [contact Support](#) at any time with any questions you may have.