

ROOT CAUSE ANALYSIS

Oracle query sorting issue



The following is a detailed accounting of the service interruption that Rally users experienced on 3/16/2015.

Root Cause Analysis Summary:

Interruption Date/Time	03/16/15 6:02 AM
Root Cause	Oracle memory sorts spilling to disk. The memory was under configured.
Duration	15 minutes
Pluses	Monitoring went off right away, Craig was quick to respond. Other action items that have been taken due to previous PER's helped in resolving this issue.

Issues and Remediations:

Issues	Remediations
Oracle Memory	Memory allocation going to happen 3/16/15 pm
Monitoring	Monitoring script for query response time degradation
Monitoring	Modify kill script to purge SQL cursors
App Servers	Every time we add App Servers we need to increase program global area