ROOT CAUSE ANALYSIS

SSO Configuration reverted

The following is a detailed accounting of the service interruption that Rally users experienced on July 17, 2015 at 6:41pm.

Root Cause Analysis Summary:

We have finalized our investigations into the cause of the SSO outages experienced on 7/17/2015 and 7/18/2015. As part of the data center switchover, a script is run to switch the connections, utilizing a backup from the current data center. Our investigation determined an older backup file (from April 15) was used, rather than the current backup, causing updates from April 15 to July 17 to be eliminated.   We applied a backup taken on July 17, 2015 to help resolve this issue.

To prevent this issue in the future, we are reviewing the script to ensure the correct logic is being applied when restoring from a backup. We are also implementing a process to verify that a current backup is taken immediately prior to a datacenter switchover to ensure current connection settings remain intact.

Event Date	7/17/2015
Event Start	7/16/2015 - 6:41 pm
Downtime Start	7/16/2015 - 6:41 pm
Time Detected	7/17/2015 - 12:25 am
Time Resolved	7/17/2015 - ~3:00 am (do not have specific timestamp)
Downtime End Time	7/17/2015 - ~3:00 am
Event End Time	7/17/2015 - ~3:00 am
Root Cause	Old SSO configuration backup from 4/30 was restored by automate backup system.
Duration	~9 hours Total Downtime: ~9 hours Total Impaired Availability: N/A Time to Detect: 5 hours 44 minutes Time to Resolve: ~9 hours

Future Preventative Measures:

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

Actions	Description
Implement supported clustered configurations	Pingfederate has a supported cluster configuration. We should implement it.
Investigate identify provider	Research to determine options for identity provider moving forward