Root Cause Analysis
HTTP 404 errors when trying to login

ca technologies

The following is a detailed accounting of the service impairment that Agile Central users experienced on September 9, 2016 at 1:32 pm.

Root Cause Analysis Summary

Event Details:

Event Date	9/9/16
Event Start	1:32 pm
Downtime Start	1:32 pm
Time Detected	1:39 pm
Time Resolved	2:07 pm
Downtime End Time	2:01 pm
Event End Time	2:07 pm
Root Cause	Accidentally typed incorrect build number into deploy scheduler
Customer Impact	Getting 404s when trying to login
Duration	Downtime: 1:32-1:33 pm 1:38-1:39 pm 1:57-1:58 pm 2:00-2:01 pm Total downtime: 4 minutes Total duration: 35 mins

Future Preventative Measures

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

Actions	Description
Build number checker	We should check that the new build number is greater than the old in hwdb before pushing it out (something that prompts you, but nothing that is required – won't prevent you from deploying)
Automate the ALM deploys	Automate the identification and deploy of ALM to Production. Could be good part of putting ALM on the PaaS. Would need to be scheduled as part of BRP
Ops CI job	Ops continuous integration job that does symlink revert as quickly as possible