ROOT CAUSE ANALYSIS

Security Scan Shutting Down Realtime Nodes

The following is a detailed accounting of the service interruption that Rally users experienced on 7/16/2015 at 10:38 am.

Root Cause Analysis Summary:

Event Date	7/16/2015
Event Start	10:34:17 AM
Downtime Start	10:38:09 AM
Time Detected	10:34:17 AM
Time Resolved	11:08:11 AM
Downtime End Time	11:08:11 AM
Event End Time	11:09:21 AM
Root Cause	Shutdown port listening in production causing a Realtime outage, no watches or flowdock integration messages
Duration	Total Downtime: 30 min Total Impaired Availability: 0 min Time to Detect: 4 min Time to Resolve: 35 min

Future Preventative Measures:

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

Actions	Description
Disable shutdown port	Remove the security hole
Investigate Jenkins job failure	Ensure that the Jenkins jobs are able to manage the service without manual intervention from Infrastructure Engineering