

# ROOT CAUSE ANALYSIS



## User query-initiated outage

The following is a detailed accounting of the service interruption that Rally users experienced on 3/23/2015 at 12:42pm.

### Root Cause Analysis Summary:

|                        |   |
|------------------------|---|
| Interruption Date/Time | March 23, 2015 12:42pm  |
| Root Cause             | A Rally user running high CPU utilization queries.  |
| Duration               | 3 minutes   |
| Pluses                 | We knew who it was so we were able to pinpoint the issue quickly. Working with the user to fix their query. |

### Issues and Remediations:

| Issues                                      | Remediations  |
|---|---|
| Can't disable user via GUI when GUI is down | Write a monitoring script to disable a user for excessive DB usage. Need to test this script before implementing. |
| One User Can Bring Us Down                  | Ongoing issue with ALM. Spike to look into throttling users.  |