

ROOT CAUSE ANALYSIS



CDN route leak

The following is a detailed accounting of the service interruption that Rally users experienced on October 5, 2015 at 9:45 am.

Root Cause Analysis Summary:

Event Date	October 5, 2015
Event Start	9:47 am
Downtime Start	9:47 am
Time Detected	9:47 am
Time Resolved	10:35 am
Downtime End	11:17 am
Event End	11:17 am
Customer Impact	Some users may have been unable to access Rally
Root Cause	Rally's CDN / DNS provider experienced a route leak incident. Check the incident report for more information at: https://www.cloudflarestatus.com/incidents/3zcnm4rnl0vv

Future Preventative Measures:

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

N/A	N/A
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