

ROOT CAUSE ANALYSIS

Internet Explorer 9 / 10 Outage



The following is a detailed accounting of the service interruption that Rally users experienced on 04/22/2015 at 10:21 am.

Root Cause Analysis Summary:

Interruption Date/Time	April 22, 2015 10:21 am
Time to Resolve	28 minutes
Total Impairment	2 hours, 22 minutes
Interruption End Date/Time	April 22, 2015 12:43 pm
Root Cause	A change was pushed and deployed to production which included the use of ES6-specific Javascript. It was expected by developers that this ES6 code would be converted to ES5 by the transpiler, it was not. This ES6 code caused users of older browsers, most notably IE9 and IE10, to throw a Javascript error while parsing, and this resulted in the page not appearing; these users got white screens after logging in.

Issues and Remediations:

Issues	Remediations
ES6 was present in production Javascript	Removed the ES6 Javascript and re-deployed.
ES6 transpiling did not work as expected	Adding automated jobs to verify transpiling is working as expected.
Attempts at testing changes across multiple repos in IE were not successful.	New instructions on how to deploy to ephemeral test clusters.