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## EU03, EU04 - RCA -June 11, 2022

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### Introduction

This document serves as a Root Cause Analysis for the service interruption experienced by Ex Libris customers. The goal of this document is to share our findings regarding the event, specify the root cause analysis, outline actions to be taken to solve the downtime event, as well as preventive measures Ex Libris is taking to avoid similar cases in future.

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### Event Timeline

Service interruption was experienced by Ex Libris customers served by the Alma EU03 and EU04 instances at the Frankfurt Data Center between June 11, 2022 from 22:17 until 22:29 Frankfurt time. During this time frame there was a service disruption.

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### Root Cause Analysis

Ex Libris Engineers investigated this event to determine the root cause with the following results:

During a non-disruptive planned activity on the maintenance window, the failover between the DC network didn't work smoothly as expected and we faced a downtime of ~12 minutes.

Once noticed, the Ex Libris engineers resolved the issue immediately, and also implemented a fix to avoid such downtime from reoccurring.

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### Technical Action Items and Preventive Measures

Ex Libris has taken the following action and preventive measures to avoid such an occurrence in future:

The network failover procedure has been reviewed and a fix has been implemented to reduce the downtime.

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### Customer Communication

ExLibris is committed to providing customers with prompt and ongoing updates during Cloud events. Ongoing and prompt updates on service interruptions appear in the system status portal at this address: <http://status.exlibrisgroup.com/>

These updates are automatically sent as emails to registered customers.