
EU00- RCA - June 13, 2023

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.

Event Timeline

Service interruption was experienced by Ex Libris customers served by the Higher-Ed Platform EU00 instance at the Amsterdam Data Center on June 13, 2023 during the following time frame:

From 13:48 until 14:50 Amsterdam time.

Root Cause Analysis

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

During a standard maintenance activity on a non-production storage device, an unexpected behavior caused production servers to lose their connection to the production storage device.

As soon as the issue was identified by our monitoring systems, the Exlibris cloud engineers worked to bring the connection back up and the service recovered.

Technical Action Items and Preventive Measures

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

- The non-production Storage was disconnected from the network to reduce the risk of reoccurrence of such issue.
- A joint investigation with the Storage vendor is being conducted.
- Work procedures will be updated accordingly

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.