

EU00 - RCA - October 25, 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.

Effected Products

HEP EU00

Event Timeline

Service interruption was experienced by Ex Libris customers served by the Higher-Ed Platform EU00 instance at the Amsterdam Data Center during the following times:

October 25th, 2023 from 16:42 PM until 18:11 PM Amsterdam time.

During the event, Service was unavailable for the environment.

Root Cause Analysis

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

As part of our continuous efforts to maintain our environments updated and secured, we performed a non-disruptive update to one of our networking devices. Unfortunately, there was a misconfiguration which disrupted the service.

Once the issue was found, Ex Libris engineers worked with the vendor of the device to revert the change and restore the service.

Technical Action Items and Preventive Measures

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

- We are reviewing our update process to improve it and to make it more robust.
- We are working with the vendor to apply a newer version which will allow us reverting such changes immediately.

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.