

CA01- RCA - September 7, 2024

Introduction

This document serves as a Root Cause Analysis for the service interruption experienced by Ex Libris customers on Higher-Ed Platform CA01.

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.

Affected Products

HEP CA01

Event Timeline

Service interruption was experienced by Ex Libris customers served by the Higher-Ed Platform CA01 instance at the Toronto Data Center during the following times:

Between September 7, 2024 from 21:43 until 00:00 Ontario 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:

Due to a malfunction in one of the ISP related network devices, our services from the Canada datacenter become unavailable for customers.

Once the issue was identified, an attempt to enable the redundant network device to bring the service back up was not working properly, and a manual fail over had to be done. Once fail over completed the system operated normally again.

Technical Action Items and Preventive Measures

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

- We continue to work with the ISP Network device vendor to get their final RCA.
- We have taken the measures to re write our procedure for both Automatic and Manual fail over.

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.