
CN01 - RCA - January 12, 2025

Introduction

This document serves as a Root Cause Analysis for the service interruption experienced by Ex Libris customers on Alma CN01.

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

Effectuated Products

HEP CN01

Event Timeline

Service interruption was experienced by Ex Libris customers served by the Alma CN01 instance at the Chinese Data Center during the following hours:

January 12, 2025 from 10:52 AM until 03:58 PM Beijing time

During the event, the MDE component was unreachable.

Root Cause Analysis

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

As part of our ongoing effort on keeping our Private cloud available, stable and secured, an upgrade activity was done to our load balancer. as part of this activity, a misconfiguration that was loaded into the system casued breaking the communication from the Data Center to the Community Zone servers in Chicago. This has caused the MDE component to be unreachable.

Once identified, our Network engineers immediately corrected the misconfiguration, and the service was back to normal.

Technical Action Items and Preventive Measures

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

- The work procedure for this type of maintenance activity had been corrected to prevent the misconfiguration.

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