

CA01- RCA - July 9, 2025

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:

July 9, 2025 from 00:24 until 01:54 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, a manual failover was performed, and the non-functioning line was disabled to bypass the issue.

After the failover was completed, the system resumed normal operation.

Technical Action Items and Preventive Measures

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

- The ISP has informed us that they are actively working on the issue and expect to resolve it shortly.

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.