
EU04 - RCA - July 20, 2025

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 EU04 instance at the Munich Data Center at the following time frame:

From July 20, 2025 00:02 AM until 00:36 AM Munich time.

During this time frame there was a service disruption.

Root Cause Analysis

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

During a planned activity at the data center, the on-site team mistakenly disconnected the wrong server, resulting in a temporary unavailability of the EU04 Higher-Ed Platform environment.

Once the issue was identified, the activity manager promptly engaged with the on-site team to reconnect the affected host, restoring service.

Technical Action Items and Preventive Measures

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

- As part of updated operational protocol, on-site teams are now required to follow instructions exclusively from the designated activity manager during any planned activity.

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.