

CN01 - RCA - January 26, 2021

Introduction

This document serves as a Root Cause Analysis for the Alma service interruption experienced by Ex Libris customers on January 26, 2021

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

Intermediate service interruptions were experienced by Ex Libris customers served by the Alma CN01 instance at our Chinese Data Center during the following time period:

January 26th, 2021 from 15:37 PM until 16:57 PM Beijing time.
During the event, the service was intermittent on the environment.

Root Cause Analysis

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

In order to comply with China MIIT regulation re ICP management policy we have started working on the move to the exlibrisgroup.com.cn.

Due to some cache and SSL related issues a temporarily interruption occurred. To fix it we immediately aligned all servers with the new domain and the service recovered.

Technical Action Items and Preventive Measures

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

All of the servers are now aligned with the new domain and will continue to operate normally.

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