

EU00- RCA - April 9, 2021

Introduction

This document serves as a Root Cause Analysis for the service interruption experienced by Ex Libris customers on Higher-Ed Platform EU00.

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

Primo VE

Event Timeline

Service interruption was experienced by Ex Libris customers served by the Higher-Ed Platform EU00 instance at the Amsterdam Data Center between April 9, 2021 from 13:30 until 13:46 Amsterdam time.

Root Cause Analysis

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

During the event the Primo VE nodes stopped working simultaneously. Due to this the active-active topology did not prevent the service disruption.

Technical Action Items and Preventive Measures

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

- Ex Libris engineers restarted the nodes to restore service

- Ex Libris engineers added another node to reduce the likelihood of this event reoccurrence.
- Ex Libris engineers activated a higher logging level on the environment to make sure that in case of reoccurrence there will be more information available for the post event analysis.

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.