

CA01- RCA - June 17, 2021

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.

Effectuated Products

Higher Education Platform CA01

Event Timeline

Service interruption was experienced by Ex Libris customers served by the Higher-Ed Platform CA01 instance at the Toronto Data Center between June 17, 2021 from 20:42 until 21:32 Toronto time.

Root Cause Analysis

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

A short service disruptions occurred due to a faulty HW component that was failing.

Due to this failure a manual intervention was required to force High Availability and the faulty component was replaced.

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 Cloud engineers are working on an improved monitoring so such issue will be identified earlier
- Ex Libris Cloud engineers improved the migration procedure so such migration will be done quicker if such failure reoccurs

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.