

CA01- RCA - September 19, 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.

Affected 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 September 19, 2021 from 00:42 until 01:06 CDT.

Root Cause Analysis

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

During a maintenance window while running a non-disruptive activity of network equipment firmware upgrade, we encountered an issue that caused a service disruption. The issue has been resolved and the service was restored.

Technical Action Items and Preventive Measures

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

- The upgrade process procedure has been updated according to the vendor recommendation

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.