

CA01- RCA - October 26, 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

Alma CA01 and Esploro 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 October 26, 2021 from 03:22 until 04:20 CDT.

Root Cause Analysis

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

The login to the Higher Ed Platform did not work due to a software issue found in one of the network components,

Once the issue has been identified by the Ex Libris cloud engineers, a fix was implemented to bring the service back up.

Technical Action Items and Preventive Measures

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

We are working with the Network device vendor to fix the identified software issue.

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.