

## CA01- RCA - January 9, 2022

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### 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.

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### Effectuated Products

HEP CA01

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### Event Timeline

Service interruption was experienced by Ex Libris customers served by the Higher-Ed Platform CA01 instance at the Toronto Data Center during the following times:

Between January 9, 2022 from 11:14 until 14:24 Ontario time

During the event, Service was mostly unavailable for the environment.

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### Root Cause Analysis

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

During a non-disruptive maintenance of the Exlibris DC in Canada, a configuration change prevented the Login to the environment.

The Exlibris cloud engineers fixed the issue immediately after it was discovered and brought the service back up.

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### Technical Action Items and Preventive Measures

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

- The monitoring of login checks is being improved
- System sanity tests after infrastructure activities are being improved

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## 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.