

EU03 - RCA - February 07 2022

Introduction

This document serves as a Root Cause Analysis for the service interruption experienced by Ex Libris customers on Higher-Ed Platform EU03.

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.

Effected Products

Higher-Ed Platform EU03

Event Timeline

Service interruption was experienced by Ex Libris customers served by the Higher-Ed Platform EU03 instance at the Amsterdam Data Center between February 07, 2022 from 08:33 until 08:49 AM Frankfurt time.

Root Cause Analysis

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

An incident during the February Release installation caused a service disruption.

Once identified, the issue was fixed 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 SW update process was enhanced and updated.

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.