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## EU03, EU04 - RCA -March 4, 2022

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### Introduction

This document serves as a Root Cause Analysis for the service interruption experienced by Ex Libris customers. 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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### Event Timeline

Service interruption was experienced by Ex Libris customers served by the Alma EU03 and EU04 instances at the Frankfurt Data Center between March 4, 2022 from 00:11 until 00:27 Frankfurt time. During this time frame there was Intermittent service

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### Root Cause Analysis

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

Due to a planned activity of our ISP in Frankfurt, we experience a short downtime in our DC.

Once the ISP completed his activity the service recovered with no issue.

We are in a process to improve our automatic failover to the secondary ISP also for scenarios like this, where the main Internet line was still up but didn't provide Internet access.

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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:

- Improve our external monitoring to notify us in case of packet loss
- The automatic failover process have been 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.