

EU02 - RCA - June 15, 2022

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.

Event Timeline

Service interruption was experienced by Ex Libris customers served by the Alma EU02 instance at the Amsterdam Data Center between June 15, 2022 from 13:48 until 14:09 and later between 14:38 until 15:35 Amsterdam time. During this time frame the service was unavailable

Root Cause Analysis

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

A malfunction in the Database's internal management caused the Database to become unresponsive. Ex Libris engineers restarted the database to bring the application to full functionality.

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 Database vendor on implementing a patch fix to the database system
 - Any activity that can trigger the malfunction has been put on hold
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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.