

## EU02 - RCA - August 22, 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 Higher-Ed Platform EU02 instance at the Amsterdam Data Center between August 22, 2022, from 08:37 until 08:59 Amsterdam time. During this time frame there was a service disruption.

---

### Root Cause Analysis

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

A malfunction was found in the database that eventually caused multiple internal database memory locks during application transactions, which subsequently caused a high load on the database server and to some DB processes to hang

Once the issue was identified, the hanged processes were killed, and the system was recovered 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 DB vendor to identify the problem and prevent it
- 

### 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.