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## EU02 - RCA - December 15, 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 EU02 instance during the following hours:

December 15, 2022, from 12:44 until 13:04 Amsterdam time: During the event, the service was unavailable.

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### Root Cause Analysis

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

High load on the database server due to multiple internal database memory locks which eventually caused some DB process to hang and DB to stop responding.

Once the issue was identified, the DB has been restarted and the service recovered to full functionality.

An immediate high priority work has started with the DB vendor to get a full analysis of the issue.

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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:

- As mentioned above, an ongoing work will be done with the DB vendor
- Continue ongoing work and investigation with the DB vendor

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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.