

EU04 - RCA - June 09, 2023

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 EU04 instance at the Frankfurt Data Center between June 09, 2023, from 04:08 until 07:28 Frankfurt 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 service disruption occurred due to a very high momentary load on the DB servers which eventually caused the DB processes to hang.

Once the issue 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:

- Improve system analysts and troubleshooting
 - Fine tuning of the monitoring
 - Work with the DB vendor to improve the stability
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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.