

EU03 - RCA - July 5, 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.

Effected Products

HEP EU03

Event Timeline

Service interruption was experienced by Ex Libris customers served by the Higher-Ed Platform EU03 instance at the Chicago Data Center during the following times:

Between July 5th, 2023 from 14:15 PM until 14:24 PM UTC time

During the event, Service was unavailable for the environment.

Root Cause Analysis

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

An issue was found in the DB's internal memory management that eventually caused the Database to become unresponsive resulting in a service disruption.

Once the Ex Libris engineers identified the issue, the server was restarted and the service recovered.

Technical Action Items and Preventive Measures

Ex Libris has taken the following action and preventive measures to avoid such an occurrence in future:

- Working with the Database vendor on implementing a patch to fix the database system issue.
 - Improve and tune application queries
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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.