
EU01 - RCA - July 6, 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 EU01

Event Timeline

Service interruption was experienced by Ex Libris customers served by the Alma EU01 instance during the following hours:

July 06 , 2023 from 08:25 until 08:40 UTC.

During the event, the service was unavailable.

Root Cause Analysis

Ex Libris engineers investigated this event to determine the root cause of this issue and concluded the following:

A database malfunction occurred due to a very high momentary load on the server which eventually caused the 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:

- Work with the vendor to implement DB configuration change for high momentary load

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.