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## EU04 - RCA - November 9, 2023

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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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### Effected Products

HEP EU04

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### Event Timeline

Service interruption was experienced by Ex Libris customers served by the Higher-Ed Platform EU04 instance at the Frankfurt Data Center during the following times:

November 9<sup>th</sup>, 2023 from 02:13 AM until 02:33 AM Frankfurt time.

During the event, Service was unavailable for the environment.

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### Root Cause Analysis

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

The disruption was as a result of a high load in DB that caused by a specific non-optimized offline processes .

In order to quickly resolve the problem, our engineers had to take immediate action and restarted the DB, which resolved 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:

- Ex Libris engineers identified the issue and restart Database to bring back functionality.
- New monitoring was added.
- Alert procedure was updated to shorten the load impact.
- New configuration was added to the Database Listener

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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.