

EU01- RCA - November 28, 2023

Introduction

This document serves as a Root Cause Analysis for the service interruption experienced by Ex Libris customers on Higher-Ed Platform EU01.

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.

Effectuated Products

Primo VE

Event Timeline

Service interruption was experienced by Ex Libris customers served by the Higher-Ed Platform EU01 instance at the Frankfurt Data Center on Nov 28, 2023 as follows:

- From 11:06 until 11:13 Frankfurt time.
- From 11:18 until 11:22 Frankfurt time.
- From 11:33 until 11:36 Frankfurt time.
- From 13:01 until 13:03 Frankfurt time.

During this time frame the service was unavailable for Primo VE (total of 16 min)

Root Cause Analysis

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

A brief interruption in the network connection triggered a replication process on the backup search node. This, in turn, caused a significant increase in workload which eventually led into service disruption due to insufficient sizing.

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 adjusted the size of both nodes
- Our sizing prediction mechanism was updated to take such cases into account as well

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.