CN01 - RCA - September 2;9;11 2024

Introduction

This document serves as a Root Cause Analysis for the service interruption experienced by Ex Libris customers on Alma CN01

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 CN01

Event Timeline

Service interruption was experienced by Ex Libris customers served by the Alma CN01 instance at the Chinese Data Center during the following hours:

September 2, 2024 from 11:08 PM until 12:06 PM Beijing time.

September 9, 2024 from 11:19 PM until 12:42 PM Beijing time.

September 11, 2024 from 11:07 PM until 12:20 PM Beijing time.

During the event, customers experienced slowness in the environment.

Root Cause Analysis

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

Due to an unexpected load on our network, our bandwidth was fully utilized, causing slowness for our customers at the Chinese Data Center. The source of the load was identified as a scheduled job that was set to run during working hours instead of off-hours.

The job timing has been corrected, and the network load has returned to normal.

Technical Action Items and Preventive Measures

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

- We have reviewed and updated the relevant procedures and workflows to prevent such issues in the future.

- in addition , we are working with our ISP provider on expanding our bandwidth in the data center.

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