

## EU04 - RCA - September 12, 2024

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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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### Event Timeline

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

September 12, 2024, from 13:36 until 14:30 Frankfurt time.

During this time frame there was a service disruption.

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### Root Cause Analysis

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

A service disruption occurred due to a very high load on the DB servers which eventually caused the DB processes to hang.

Once the issue identified, the hanged processes were killed, Database was restarted, and the system was recovered to full functionality.

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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:

- Refresh and Improve our monitoring troubleshooting and analysis procedures.
  - Work with the DB vendor to improve the stability of the system.
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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.