
EU01 - RCA - September 19, 2024

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.

Event Timeline

Service interruption was experienced by Ex Libris customers served by the Alma EU01 instance at the Amsterdam Data Center between:

September 19, 2024 from 11:40 until 11:58 Amsterdam time.

During this time frame the service was unavailable

Root Cause Analysis

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

A Compute hardware failure caused the Database server to crash.

Once the alert came in, our engineers worked to bring the Database server back up on a different host.

Once the migration completed the system fully recovered.

Technical Action Items and Preventive Measures

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

Our engineers migrated the guest to another host, which will assure stability of the service.

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.