
EU04 - RCA - November 4-15 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 Higher-Ed Platform EU04 instance at the Frankfurt Data Center:

The event is intermittently happened since November 4, 2024, causing minor down times in between 1 to 5 minutes twice a day.

In addition we experienced two events lasted more than 5 minutes each, in:

November 4, 2024, from 11:04 until 11:20 Frankfurt time.

November 14, 2024, from 03:02 until 03:08 Frankfurt time.

November 15, 2024, from 11:30 until 11:40 Frankfurt time.

During the events, Service was unavailable for the environment.

Root Cause Analysis

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

There was a malfunction in the Oracle DB, which caused multiple locks during application transactions, which subsequently caused the database to hang.

Several immediate mitigations took place. Our engineers worked to migrate the DB to a new Host server, as well as working with Oracle Support to amend crucial parameter.

Technical Action Items and Preventive Measures

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

- We are monitoring the environment closely to ensure mitigations are working well to stabilize the environment.
- We are working with Oracle support to find a permanent solution.

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.