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## EU00- RCA - February 4, 2021

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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 Alma EU00 instance at the Amsterdam Data Center between February 4, 2021 from 14:24 until 14:49 Amsterdam time. During this time frame the service was unavailable

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### Root Cause Analysis

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

During the event two type of SQL queries were unresponsive in the Database causing extreme load.

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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:

- Ex Libris engineers terminated the unresponsive SQL queries to restore normal service.
- This is being investigated along with Oracle support to analyze the root cause and to determine and advise on the best course of action.

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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.