

## EU03 - RCA - July 17 2021

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### Introduction

This document serves as a Root Cause Analysis for the service interruption experienced by Ex Libris customers on Higher-Ed Platform EU03.

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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### Effected Products

Higher-Ed Platform EU03

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### Event Timeline

Service interruption was experienced by Ex Libris customers served by the Higher-Ed Platform EU03 instance at the Amsterdam Data Center between July 17, 2021 from 04:24 until 04:38 AM Amsterdam time.

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### Root Cause Analysis

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

The outage was caused due to an issue found in the latest DB Security patch which caused a load on the storage and overloaded the system.

A temporary workaround was provided by the DB vendor until they issue a permanent fix.

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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:

We are following up with the DB vendor for the permanent fix which will be deployed as soon as it is available.

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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.