

EU00- RCA - November 9, 2021

Introduction

This document serves as a Root Cause Analysis for the service interruption experienced by Ex Libris customers on Higher-Ed Platform EU00.

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.

Effected Products

HEP EU00

Event Timeline

Service interruption was experienced by Ex Libris customers served by the Higher-Ed Platform EU00 instance at the Amsterdam Data Center between November 9, 2021 from 15:02 until 15:20 Amsterdam time.

Root Cause Analysis

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

A malfunction in the database caused multiple internal database memory locks during application transactions, which subsequently caused high load on the database server and to hang DB processes..

Once the issue was identified, the hanged processes were killed and the system recovered.

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 working with DB vendor to identify the problem and prevent it

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.