

## CA01- RCA - November 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 CA01.

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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### Effectuated Products

Primo VE CA01

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### Event Timeline

Service interruption was experienced by Ex Libris customers served by the Higher-Ed Platform CA01 instance at the Toronto Data Center during the following times:

- Between Nov 17, 2021 from 10:06 until 10:43 Ontario time
- Between Nov 17, 2021 from 11:30 until 11:57 Ontario time
- Between Nov 17, 2021 from 12:32 until 13:10 Ontario time

During the event, Service was mostly unavailable for the environment.

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### Root Cause Analysis

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

An issue was found in the Search Engine Cluster that eventually resulted in CPU starvation and intermittent service for Primo VE.

Once the Exlibris Cloud engineers identified the issue, a fix was implemented to bring the service back up and the event was concluded.

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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:

- Our engineers refined the Primo VE monitoring and the monitor threshold for CPU load on the Search Engine cluster to optimize our early detection capabilities.

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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.