

EU00- RCA - March 7, 2022

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 Alma EU00 instance at the Amsterdam Data Center between March 7, 2022 from 12:16 until 12:24 Amsterdam time. During this time frame the service was unavailable

Root Cause Analysis

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

The service disruption was due to a misconfigured process that caused a load on the database server. Ex Libris monitoring have identified the service impact, Ex Libris Cloud engineers quickly resolved the issue by killing the problematic sessions and the service has returned to normal operation.

Technical Action Items and Preventive Measures

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

Exlibris is working with the DB vendor to find the root cause of the problem and get a fix.

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.