

## EU00- RCA - May 3, 2022

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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 Higher-Ed Platform EU00 instance at the Amsterdam Data Center between May 3, 2022, from 14:48 until 15:12 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:

An essential database process was killed automatically by mistake due to a misconfiguration of an internal monitoring tool.

The killed session caused the database to become unresponsive.

Ex Libris Engineers restarted the database and the service was restored.

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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:

- The internal monitoring tool was fixed, checked and deployed on EU00 instance on May 4<sup>th</sup>
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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.