

ICS Messaging Delays Report – 5-7 August 2015

The ICS began experiencing difficulties from approximately 14:00 on Wednesday 5 August 2015 and continued intermittently until Friday 7 August 2015. This affected all inbound and outbound EDI messaging that were received on the 'defective' Mail Receiver.

Once the problem with the 'defective' Mail Receiver had been identified, Department of Immigration and Border Protection implemented an ICS production change to address the problem on Friday 7 August 2015 at 13:00. Since then there have been no further recurrences of this issue.

The initial impact for Department of Immigration and Border Protection resulted in an increase of calls to the Customers Information & Support Centre.

Business Support and Assurance and Industry Sections provided industry support through liaising with key stakeholders and posted notifications and updates.

Technical Details

Investigations identified one server of the Mail Receiver property files was not updated correctly. As a result, the Mail Receiver started crashing due to being out of memory. The emergency fix reconfigured the secondary mail receiver to become the primary mail receiver.

Communication

Industry was notified of the incident and provided with regular updates through:

- The Cargo Support website (ICS Updates); and
- The ICS announcements page.

Further Information

Further information can be obtained by emailing icsbussup@border.gov.au.