

# ICS Incident Report – 27 November 2008

## EDI Processing Unavailable

**Thursday 27<sup>th</sup> November, 2008**

At 9:17am EDI inbound and outbound processing was affected by a failure in the Customs Connect Facility (CCF) hardware, resulting in a slowdown of processing for 43minutes. At 10:00am a complete outage of EDI processing occurred with services being restored by 12:35pm.

Customs Interactive (CI) was not affected.

Industry was notified of the incident through the Cargo Support website (ICS Updates) the CI Home Page and an email to the outage notification group. These occurred as follows:

- ICS Updates. The first message to advise users was posted at 10:30am and advised some messages were not being processed by CCF. An update was posted at 11:02am to advise that all messages were not being processed by CCF. An update to advise activation of contingency phase one was posted at 11:40am. The final message to advise the incident was resolved was posted at 2:03pm and also advised contingency arrangements would remain in place until 3pm and detailed timings of what interchanges would be required to be resent to Customs.
- The CI Home Page was updated with the same information at similar times.
- An email was initially sent to the "outage notification" group advising of the incident at 11:07 and then further updates were provided at 11:39am and 2:07pm.

### Technical Details

The slowdown was caused by a file system on one of a pair of critical servers filling up and messages not able to be processed through to ICS. At approximately 10:00am, the file system on the second server of the pair also filled up, resulting in a complete outage of EDI. Rectification of the problem was undertaken and the processes on both services were restarted, however the initial restart was not successful. The failure to restart the processors correctly resulted in the messages that were being processed at the time of failure being lost. After a number of attempts, the processes were started correctly.

CI Internal & External were not affected by this outage as they do not use the processes that failed.

Actions' being taken by Customs to ensure this incident does not recur:

- Overall monitoring of the systems is being reviewed and revised to ensure all critical infrastructure is monitored and alerts are triggered at appropriate times;
- Responses to alerts triggered by monitoring have been revised; and
- Daily reporting of operational procedures success or failure are being delivered.

### Impact

The impact of the EDI outage on messaging was:

- All inbound messages sent between 9:17am and 10:56 am were not received or processed by ICS and could not be recovered.
- Up to 20,000 inbound interchanges may have been lost.
- Inbound messages between 10:56am and 12:30pm were stored on the CCF gateway until the problems were resolved and were subsequently processed when EDI became available.
- 8600 outbound interchanges were manually resent at around 4:00pm that afternoon with 7000 being successful. The transmission of the remaining 1600 outbound interchanges occurred on Wednesday 3 December around 11:30am.

Customs is at this time unable to identify the types of messages that were lost as the only record we have is at the interchange level and as interchanges may contain 1 or many messages, we cannot identify what those messages are without completely deconstructing the interchanges.

During the incident the CI&SC received around 170 extra calls in relation to cargo and processed 8 contingency reports and issued 8 contingency releases.