

## **ICS Outage Report – Friday 9 November 2012**

On Friday 9 November 2012, an unscheduled outage of the Customs Connect Facility (CCF) occurred.

The inbound and outbound messaging began experiencing difficulties from around 15:30. The cause of the outage has been determined as a failure of hardware, resulting in message processing to cease.

To ensure delivery of critical functions during the outage, the CI&SC immediately began processing BCP files on request.

To resolve the problem, the entire end to end process of EDI was restarted and the defective hardware was isolated. Once resolution activities were performed, messaging resumed processing at full capacity at approx. 02:00 10 November 2012, with backlogged messages completely clearing at approx. 06:15 10 November 2012.

### **Technical Details**

On Friday 9 November 2012 an investigation into the cause of the CCF inability to process inward and outwards messaging, revealed that the problem was caused by a defect in a piece of hardware called a Datapower appliance. The CCF operates with two of these appliances however when one of these failed due to a defect the other also lost connection to the network. To resolve the issue the entire end to end process of EDI was restarted and the defective hardware was isolated. The Datapower appliance that was defective has now been replaced to ensure the system has redundancy.

### **Impact**

The initial impact for Customs and Border Protection resulted in an increase of calls to the CI&SC from approximately 15:30. The processing of BCP files for exports on request commenced at approximately 18:50. During this time the CI&SC issued 27 hard copy releases and processed 25 CRN BCP files and 48 EDN BCP files. 1526 CRN BCP lines and 92 EDN BCP lines were processed and the CI&SC responded to 368 phone calls.

### **Communication**

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

- the Cargo Support website (ICS Updates),
- emails through the Cargo Support website mailing list, and
- the ICS announcements page.