

ICS Outage Report – Saturday 24 May 2014

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On Saturday 24 May 2014, an unscheduled outage of the Integrated Cargo System (ICS) occurred. This affected all inbound EDI messaging. The Customs Interactive remained available.

The inbound messaging began experiencing difficulties from 10:00 on Saturday 24 May 2014. The cause of the outage was the expiration of a gatekeeper certificate which was critical for the processing of inbound messaging.

Once the problem with the ICS had been established the CI&SC began processing urgent cargo on request and also invoked the BCP.

To resolve the problem the expired Certificate was replaced at 14:42. This immediately restarted the processing of messages although there was a significant backlog which resulted in some delays. The backlogged messages were processed and normal processing commenced at approximately 17:30.

Technical Details

On Tuesday 27 May 2014 an investigation identified that the gatekeeper root certificates on the CCF Datapowers had expired on Saturday 24 May at 10:00. The CCF Datapowers provide the conduit for inbound and outbound messaging. Failure at this point prevents any messages being accepted into the Gateway proper.

The corrective action was a replacement of the certificate on both Datapowers. All inbound messages were able to be replayed without clients having to re-submit their inbound messages.

Impact

All ICS EDI inbound traffic was down on Saturday from 10:00 until approximately 14:42. Industry EDI users were therefore unable to interact with the ICS. There were significant delays from 14:42, when service was restored, until about 17:30.

The initial impact for Customs and Border Protection resulted in an increase of calls to the CI&SC from approximately 10:00. The processing of BCP files for exports on request commenced at approximately 13:00. During the outage the CI&SC processed 6 CRN BCP files and 1 EDN BCP file. The CI&SC also responded to 72 phone calls.

Business Support and Assurance also provided industry support through the mobilisation of several officers. These officers liaised with key stakeholders, reduced screening times, processed screening override requests and posted outage notifications and updates. They also provided subject matter expertise in the resolution of the problem.

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.

ICS Outage Report – Sunday 25 May 2014

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On Sunday 25 May 2014 starting at approximately 05:00 the CI&SC was alerted via e-mail that there were problems with several clients not receiving responses to their messages. This was later updated to include some clients not being able to have AQIS holds lifted. These problems were identified as certificate expiration issues. These affected certificates had expired the previous day at 10:00 but the effects were not notified until Sunday. The problem affected inbound EDI messaging from limited clients including the AQIS gateway to the ICS. The Customs Interactive remained available.

Two expired certificates were identified as the problem and replaced at 14:00 and 16:13 as they were identified. This immediately restarted the processing of messages although there was a backlog which resulted in some delays. The backlogged messages were processed and normal processing resumed at approximately 17:00.

The BCP was invoked but not required for any of the affected clients.

Technical Details

On Tuesday 27 May 2014 an investigation into the cause of the Sunday 25 May outage identified that the gatekeeper root certificates on two MQ channels had expired on Saturday 24 May at 10:00. These expired certificates on MQ channels prevented any messages being accepted into the Gateway proper.

The corrective actions were a replacement of the certificates on the affected MQ channels. All inbound messages on these channels were in a pending state at their respective sites. This enabled them to process, once the certificates has been replaced, without intervention.

Impact

All ICS EDI inbound traffic for the affected users was down from Saturday at 10:00 until approximately Sunday at 14:00 although AQIS remained affected until 16:13. There were some delays from after each of the certificates was installed but normal service was fully restored by 17:00.

The initial impact for Customs and Border Protection resulted in a slight increase of calls to the CI&SC during Sunday afternoon which were mainly in regard to the AQIS issue. The BCP was invoked but not required for any of the affected clients.

Business Support and Assurance also provided industry support through the mobilisation of several officers. These officers liaised with key stakeholders, processed screening override requests and posted outage notifications and updates. They also provided subject matter expertise in the resolution of the problems.

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.