

Gemini Update

Richard Griffiths – 13th February
2008

Agenda

- Recent Outages/Incidents
- Enhanced System Security Project

Recent Outages / Incidents

<p>10th January</p>	<p>Gemini external on-line service unavailable (05:15 to 07:45)</p> <p>Issue tracked to a corrupt “xml” file on the external Application Server. This prevented the server from restarting during the maintenance period causing an outage.</p> <p>The file was replaced and the service restarted. Root cause analysis is on-going to confirm how the file became corrupt.</p>
<p>11th January</p>	<p>Telephony issue - Shipper helpline contact number unavailable (11:00 till 14:45).</p> <p>Issue tracked to a hardware fault on the Private Branch Exchange (PBX). The part was replaced and service restored.</p>

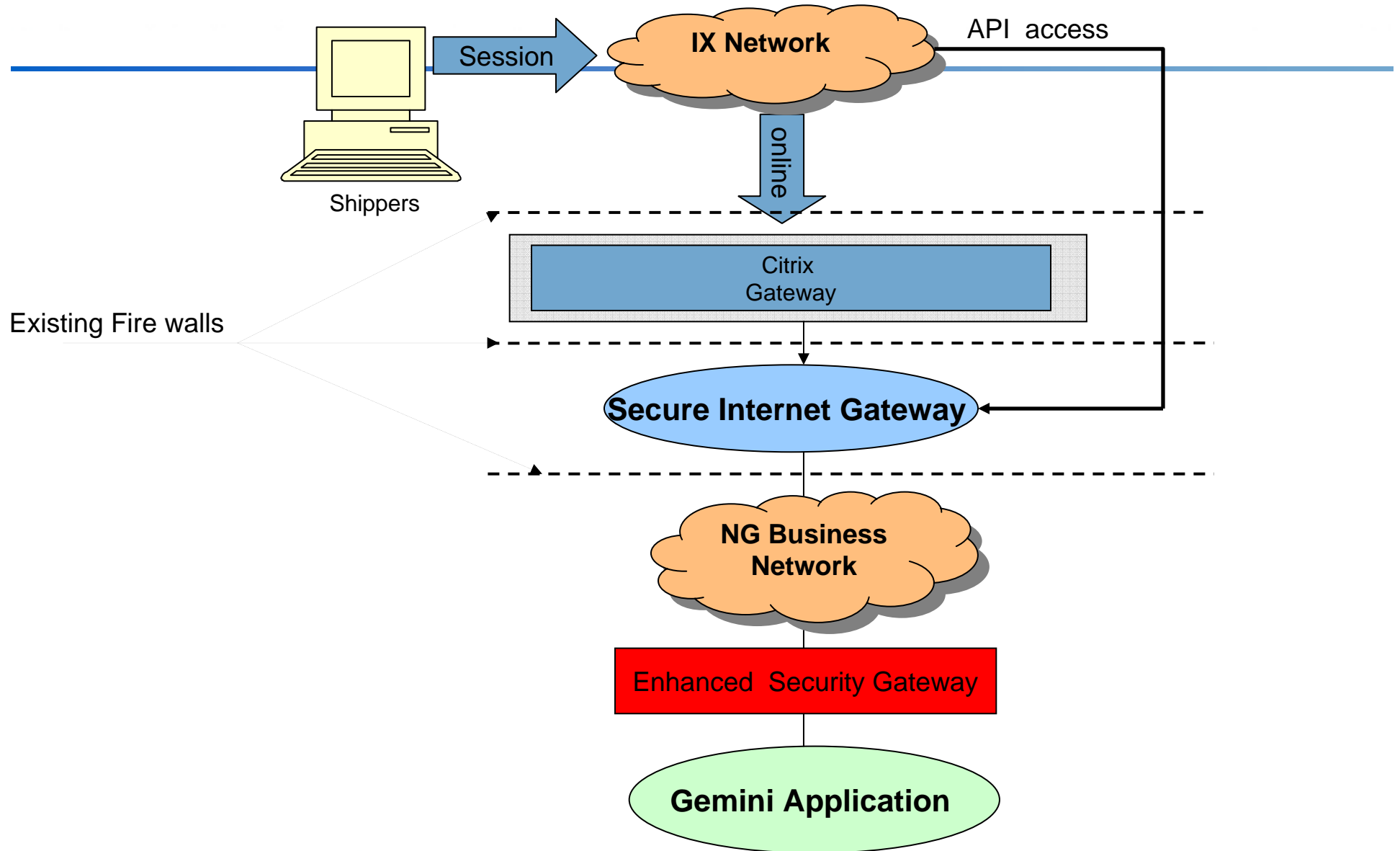
Recent Outages / Incidents

<p>29th January</p>	<p>Shippers encountering intermittent problems with API responses.</p> <p>Analysis identified missing API header responses in some responses from Gemini (Authentication 2001). This causes some API clients to fail due to validation rules.</p> <p>Further analysis on root cause is ongoing, however a weekly recycle of web services has been initiated to prevent reoccurrence.</p>
<p>4th February</p>	<p>Gemini Internal Service Unavailable (09:30 till 12:45)</p> <p>Due to this issue and problems with using contingency access roles auctions were not run at 10, 11 or 12 o'clock.</p> <p>A full restart on the internal infrastructure was required to restore service. Root cause analysis on-going.</p>

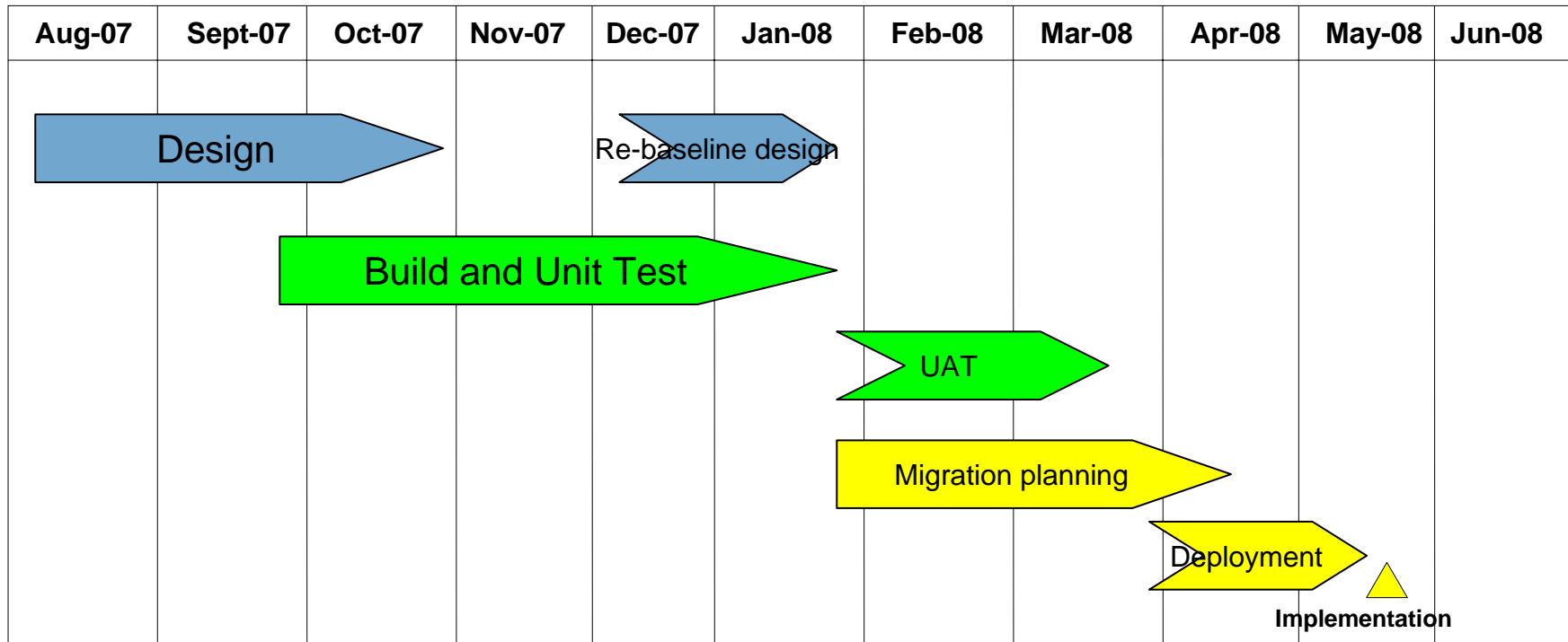
Enhanced System Security Project - Aims

- Enhance security and user access to the Gemini application.
- No change to Shipper systems or the method in which you currently access the Gemini application. (On-Line / API)

Enhanced System Security Project – Gemini Access



Enhanced System Security Project - Project Timeline



Enhanced System Security Project

- Implementation scheduled for May 2008.
- Will require an outage during the working day of approx 2 hours.
- Shipper Testing phase for both API and On-Line connectivity being considered for late March. Interested parties should contact Sat Kalsi.

Enhanced System Security Project - Key Contact

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