

# Gemini Update

Richard Griffiths – 13<sup>th</sup> August  
2008

# Agenda

---

- Recent Outages/Incidents
- Enhanced System Security Project – Update
- Gemini Summer Release - Update

# Recent Outages / Incidents (1/6 to 31/7)

15<sup>th</sup> and 16<sup>th</sup> June

Issues with connectivity to Gemini API services

Following implementation of the upgraded secondary firewall “Illustrious” an issue was identified with API responses routed back via the new firewall.

Analysis identified an issue with one of the networking rules on the new firewall which deals with the routing of responses.

This issue only impacted Shippers that were connecting to API services via the secondary link during this period.

The firewall access list has been updated to reflect the amended rule by updating all shipper network addresses.

# Recent Outages / Incidents (1/6 to 31/7)

<p>7<sup>th</sup> July</p>	<p>Issues with connectivity to Gemini API services</p> <p>Issue was due to problems with one of the two Web Cache servers used for access to high frequency API's. The server was not responding to requests and had to be physically rebooted to restore access.</p> <p>Analysis continues to understand the root cause however a new script has been put in place to monitor connectivity to this server to ensure early visibility of any future problems.</p>
<p>24<sup>th</sup> July</p>	<p>Data not updated in Gemini (4:20pm to 6:15pm)</p> <p>Issues were encountered with allocating system resources to run the Gemini batch programme via the automated scheduler.</p> <p>The scheduler self restored however full analysis is underway on the server errors reported.</p>

# Recent Outages / Incidents (1/6 to 31/7)

---

28<sup>th</sup> July

Two Shippers reported they were unable to logon to Gemini on-line service (7:50 to 8:50am)

Analysis of server logs were unable to identify any issue. Live connections appeared unaffected and new connections were also being received successfully.

Further analysis is underway, but the root cause has not been identified and may have been due to local network issues.

# Recent Outages / Incidents (1/6 to 31/7)

## - Major Incident 25<sup>th</sup> July

---

- Offline Container failed to restart following housekeeping period
  - Major incident call raised immediately
  - Attempts to re-run automated job failed
  - Attempts to run the job manually also failed
- Decision made to cancel proposed Gemini Database Disaster Recovery testing on 26<sup>th</sup> and 27<sup>th</sup> July
  - Industry communications issued via UK Link Committee, Surefax, ANS and National Grid website
- Incident Resolution
  - Analysis identified a discrepancy in a number of entries in files used as part of the restart
  - A file backup was taken and a copy restored from another server
  - An automated restart was then undertaken to restore service at 2:30PM.
  - A phased release of Batch catch up activities were then completed to restore full data
- Root Cause
  - Analysis is underway with Oracle to understand why there was a file discrepancy on the production service

# Enhanced System Security Project - Update

---

- Implementation date re-scheduled for July was put on hold again due to continuing dependencies on other National Grid projects.
- Outage has been replanned to Sunday 14<sup>th</sup> September – 9am to 12pm.
- Further activities may be required during w/c 15<sup>th</sup> September and will be communicated separately.
- xoserve contact for further information
  - Sat Kalsi - Project Manager – 0121 623 2644

# Gemini Summer Release - Update

---

- All system and user testing activities completed on schedule, with no outstanding defects.
- First stage of Dress Rehearsal completed 8<sup>th</sup> August with second stage on target for completion by 13<sup>th</sup> August.
- Outage window confirmed for Sunday 17<sup>th</sup> August
  - 4am-9am, with contingency to 11am in the event of a back-out.
  - Updates during the outage will be provided via ANS.
- xoserve contacts for further information
  - Andy Simpson – Project Leader – 0121 623 2744
  - Lee Foster – Project Manager – 0121 623 2748