

# Gemini Updates July 2010

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[www.xoserve.com](http://www.xoserve.com)

## Recent Outages/Incidents (01/06/10 – 30/06/10)

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- 18<sup>th</sup> June 2010
  - API unavailable for all shippers between 09:15 - 09:57
  - The API server was restarted and API's were fully restored
  - Hardware fault identified as the root cause. The faulty hardware has now been replaced and no further issues have been identified.
  
- 19<sup>th</sup> June 2010
  - No external online access to the Gemini system between 00:10 – 07:54
  - API unaffected during the incident.
  - Following an extensive investigation an issue was identified with a key access component.
  - Work is underway with our service providers to understand the root cause and implement mitigating actions.

# Gemini Annual Disaster Recovery Test

## 24<sup>th</sup> / 25<sup>th</sup> July 2010

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- Annual test to prove Disaster Recovery capabilities for Gemini
- Project established and framework in place to manage communications
- Service outage as follows:
  - Gemini Saturday 24th July – 4:15am to 11:15am
  - Gemini Sunday 25th July – 4:00am to 11:00am
  - Gemini NTS EXIT reform will be unavailable from Saturday 24th July, 4:15 AM to Sunday 25th July 11:00 AM
- ANS will be issued at regular intervals to provide updates
- xoserve contact for further information;
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