

Sent: Tuesday, 22 August 2006 12:14
From: xoserve.gemini.isbs@xoserve.com
To:
Subject: Gemini API connection issues – Update

All,

A number of issues have been encountered since last week with API connectivity to Gemini.

This note is intended to provide a summary of the problems that are being encountered and actions ongoing to resolve the issue.

Calls were initially received from the Shipper community on Wednesday 16th August, highlighting problems with API connection to Gemini. At this stage infrastructure analysis identified that both online Citrix client access and API access for a number of Shippers were unaffected.

Following on from original calls, there have been a number of subsequent occasions highlighted by Shippers where access has been unavailable, including today. There has unfortunately neither been a pattern in terms of APIs affected or in the list of Shippers that are affected by a loss of service.

An Incident Management Team has been allocated to the resolution of these issues, but have not yet been able to determine a single root cause. Analysis is currently focused on the network between our internal infrastructure and the Gemini application.

xoserve and National Grid understand that the above issues are having a major detrimental impact on Shipper business processes and can assure the community that the highest priority is being given to identifying and resolving these issues.

If your company is impacted you should continue to use the Citrix online access route to Gemini, which remains unaffected. All access problems should be communicated to the IS Service Centre as an update to the existing open call reference E505589777. This will ensure that a full record of the problems is made available to our incident team.

Further communications will be issued in due course

Regards,

Rich

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Richard Griffiths

IS Officer

Service Management

xoserve

external +44 (0)121 713 5343

xoserve.gemini.isbs@xoserve.com