

Gemini Update

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Gemini Incidents / Outages

- One outage to Shipper access to Gemini for 20 hours on 9th/10th July
- Due to a major network issue on National Grid Shared Infrastructure
- The following xoserve applications were affected:
 - Gemini
 - Conquest
 - IAD
- A large number of National Grid applications were also affected as well as external email and internet service
- Root cause of the issue due to problems with a CSS switch and Pix Firewall on the NG Network Infrastructure

Gemini Incidents / Outages

- Remedial action was taken to restore service on the CSS switch
- The Pix Firewall initially ran on the secondary firewall and was then replaced on 20th July
- Due to the scale of the incident a Strategic Response Team was set up within National Grid which lead the incident
- The length of outage qualifies for MOD565 liabilities for a UK-Link system outage >5 hours