

Gemini issues

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DSWG – 2/11/07

Driver for Upgrade to Oracle 10

- ◆ Prior to 22nd Oct Gemini running on Oracle version 9i systems
- ◆ NG notified by Oracle that version 9i would no longer be supported
- ◆ System changes to move to Oracle version 10g planned, and tested prior to October go-live
- ◆ 2 months integration and system testing
- ◆ 8 weeks UAT
- ◆ 7 weeks dress rehearsal
- ◆ Shippers advised of planned outage

Sunday 21st October

- ◆ Gemini planned outage extended. System released at 3pm Sunday afternoon.
- ◆ Shippers notified via ANS of outage extension and delay to DISEC, WDDSEC and DADSEC
- ◆ Initial shipper error regarding intermittent API functionality and system access received 5pm.
- ◆ 23.25. Shipper ANS advising on figures for PCLP and OLP
- ◆ Gemini issues escalated to highest priority – shippers notified and advised that contingencies not being invoked at this time.

Monday 22nd October

- ◆ 00.20 – system fix put in place and shippers advised (via ANS) of phased re-access over next 30 minutes. PCLP and OLP and demand level also advised.
- ◆ 01.12 – Shipper reports that APX files not being received
 - ◆ ANS - shippers advised of above issue.
- ◆ 14.20pm – Shipper reports being able to see another User's data in one of the Gemini renomination screens.
- ◆ Action:
 - ◆ Verified report and then immediately initiated removal of shipper access to system (14.25).
 - ◆ Manual code contingency processes triggered – staff and facilities mobilised.
 - ◆ Shippers notified via ANS that Code Contingency arrangements had been triggered. Web servers removed.

Monday 22nd October

Code Contingency support staff deployed to work with Shippers to capture and record gas flow noms and trades to facilitate within day and EOD positions

Tuesday 23rd of October

- ◆ Investigation of system continues over night and through the day
- ◆ 14.30 Code fix developed and promoted to test environment. User Testing through into early evening.
- ◆ At 21.30 testing discovers errors
- ◆ Revised code fix developed over night
- ◆ ANS/web messages to
 - ◆ confirm Code Contingency continues
 - ◆ zero rate Entry Capacity Overrun charge

Wednesday 24th October

- ◆ Revised Code fix promoted to test environment overnight and tested.
- ◆ 07.20 stress tests identify recurring issue with certain screens. Further tests to isolate issue.
- ◆ DISEC auctions for gas Day 25th run under contingency arrangements
- ◆ 13.30 statement posted on website
- ◆ 13.30 ANS confirms zero rate o/run to continue for 24th October.
- ◆ 14.30 DISEC letter published and ANS confirms

Wednesday 24th October

- ◆ 15.00 ANS released about DISEC bids
- ◆ 15.30 Website notice posted regarding registering gas trades
- ◆ 17.25 to 18.30 – all DISEC bidders notified of their allocations.
- ◆ 18.45 – ANS sent informing of WDDSEC for 25th
- ◆ Screen issues resolved on internal systems but external systems still experiencing some screen issues. Investigation now focussed on identifying causes of disparity.

Wednesday 24th October

- ◆ Code Contingency support staff continue to work with Shippers to capture and record gas flow noms and trade information to facilitate within day and EOD positions

Thursday 25th October

- ◆ Various system configurations applied and tested on fault path
 - ◆ Further extensive testing and permutations isolated issue to one screen.
 - ◆ Confirm information on error screen available elsewhere
 - ◆ Noted that configuration would not support API service as based on test environment server.

Thursday 25th October

- ◆ 09.45 – ANS sent to confirm Capacity auctions being run in contingency mode
- ◆ Various ANS and web site messages during the day regarding auction timings
- ◆ 10.35 – ANS to confirm Entry Capacity o/runs reinstated.
- ◆ All auctions run and allocated
- ◆ Testing throughout day produces no further issues
- ◆ At 18.30 subject to no further over-night issues Go live set for Friday mid morning.

Friday 26th October

- ◆ 02.35 – Still have error with single screen. Decision taken to isolate screen and go live without it.
- ◆ Tests to continue on rest of system in the absence of the screen.
- ◆ 09.15 – ANS sent to advise that Gemini would be returning later today.
- ◆ 14.00 – Following more than 24 hours of testing without any further issues being identified decision taken to go-live with the preferred configuration, with one screen disabled and no API service.
- ◆ 15.00 – Gemini go-live to all Users

Friday 26th October

- ◆ 16.50 – Gemini access temporarily suspended to allow further checks/tests after shipper reports of data issues.
- ◆ 17.25 – ANS sent informing shippers of issue.
- ◆ 21.30 - Data issues resolved and Gemini returned
- ◆ 21.40 - ANS sent to advise shippers and website updated.

Going forward

- ◆ Full system access including disabled screen Thursday (31 Nov)
- ◆ API Service due to return (subject to current testing) Today or Saturday
- ◆ Internal investigation started and will report to the UKLINK committee.