

# ICS Outage Report – 19 July 2010

## **Monday 19 July 2010**

On 19 July 2010, an incident occurred at the Customs and Border Protection's gateway that affected access to the Customs website, email communication and the Customs Connect Facility (CCF).

From around 1800 on Monday 19 July access to the website and to the Integrated Cargo System (ICS), through the CCF, deteriorated and by around 1830 connections could not be established by external parties and ICS messaging ceased.

During this period, Customs and Border Protection provided support to industry through facilitating Urgent Clearances through the Customs Information and Support Centre (CI&SC).

All major problems with the system were resolved by 2206.

## **Technical Details**

A Domain Name Server (DNS) database corruption, causing a partial failure, impacted on anyone trying to communicate with the Customs and Border Protection network. The nature of the partial failure meant that requests to connect to the network were repeated. Repeated requests appear to have been made at a substantially greater rate than would have occurred had a complete failure occurred.

The extraordinarily large number of concurrent connections caused a denial of service condition across multiple firewalls affecting access to the network. During the incident the load on DNS infrastructure increased by 70 times that normally experienced.

## **Impact**

During the incident CI&SC received 76 extra cargo incoming calls. CI&SC staff remained in the office as operating hours were extended.

As the outage affected the Customs website and external email the Business Continuity Plan was not invoked. A minimal number of urgent clearances were dealt with by facsimile.

## **Communication**

Industry were notified of the incident through the Cargo Support website (ICS Updates) prior to the website being affected.