

DCC Update

15 February 2019



Major Incident Reporting

INC000000419894 – Meter Install Outage

Incident opened:

- 1st Occurrence: 30 December 2018 at 04:26.
- 2nd Occurrence: 31 December 2018 at 04:05.

Incident closed:

- 1st Occurrence: 30 December 2018 at 10:30.
- 2nd Occurrence: 31 December 2018 at 11:25.

Root Cause:

- An existing software bug in all versions of VoltDB prior to Version 7.9 caused a service affecting incident when processing transactions which caused an error which led the VoltDB to crash on the 30 & 31 December 2018.
- The error was due to not being able to replicate the data to the Volt Database in the Disaster Recovery environment.

Actions Taken:

- Requested DSP to amend the ELK monitoring for automated incidents attributed to this service to ensure the correct severity level.
- Buffer size was amended (TR03348) resulting in enabling DR replication - This action mitigated all risks associated to a re-occurrence of this specific issue.
- DCC have requested the DSP supply a plan to mitigate any potential loss of service following identification of further bugs (9) in the current version of VoltDB that could affect service.
- DSP have requested A plan for upgrading VoltDB version (permanent fix is available in later versions) has been requested.

Major Incident Reporting

INC000000427966: SMETS2+ Meter Install disruption (North Region).

Incident opened: 05 February 2019 at 12:06

Incident closed: 05 February 2019 at 15:42.

Issue Summary:

- The Network Control Unit (NTU) responsible for Managing Network traffic generated errors which impacted Service User's ability to carry out installation of SMETS2+ devices in North Region.
- Initially installs were intermittently receiving errors when trying to send Service Request 8.11 'Update HAN Device Log'.
- At 12:30 CSP North confirmed that this was a complete outage and the severity was raised from severity 2 to severity 1.

Root cause:

- Initial feedback from CSP North confirmed the Network Control Unit on the primary router failed.

Actions Taken:

- The Network Control Unit was restarted by the Data Centre engineer on 05 February 2019 at 15:23 and service was restored instantly.
- DCC conducted a post-incident review on 06 February 2019 at 10:00 and requested CSP North to ensure that event management alerting/monitoring is corrected to allow resolving teams to take an immediate action to aid prompt service recovery.
- Investigations continue to determine why the Network Control Unit failed and also the secondary root cause to determine why back up (resiliency) did not activate.