

Post-incident analysis report – October 2014

Brief description	UCAS and CUKAS Search not returning results	Application & Decision Tracker report unavailable	xml-link connection
Date	8 October 2014	27 October 2014	29 October - 4 November 2014
Details of problem experienced	At approximately 15:20 applicants were unable to generate any results when searching on the UCAS search tool.	At approximately 09:30 providers notified us that the latest report showing App-Tracker data was unavailable.	At approximately 16:00 on 28 October 15 providers were unable to access the xml-link service. This prevented providers from importing applicant and other related data via xml-link.
Resolution	A log file limit was reached on the service, causing the issue. The log file was manually cleared and service restarted successfully at approximately 15:50.	Providers were unable to access the most recent data set as the job that refreshes that data was showing as running, but was actually in a hung state. The incident was resolved by restarting the weekly scheduled job. Although from approximately 1300-1400, the application unavailable while it updated. Full service was restored at approximately 15:10.	As a result of a third party partner updating our firewall security certificate, providers were unable to import applicant and other related data via xml-link. To restore service, we implemented a temporary firewall solution enabling the service to restart. It was confirmed that full service had been restored at approximately 09:30 on 4 November.
Actions taken to prevent a repeat incident	Additional monitoring on the log files will be implemented and checked regularly.	Monitoring will be enhanced to cover situations where the job still appears to be running but will not complete. The job itself is being refactored to run faster and more reliably.	We are working with Ellucian to ensure that users of their system (Banner) upgrade their Oracle Software version to enable it to work with the SHA2 certificates. Once complete we will revert back to the original firewall service provided. In addition any future firewall changes will be done in conjunction with student record system vendors.

We appreciate that these incidents will have caused you some inconvenience and would like to assure you the resolutions were implemented in such a way as to maintain applicant data integrity. Full assessments were also carried out to ensure there was no impact on the data integrity for those providers affected.

As you can see, the incidents are not related and, for each, we have been able to put measures in place to ensure that we do not experience these again. If you have any questions or concerns please contact your dedicated Technical Relationship Manager.

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