

**DEVELOPMENT BOARD  
UPDATE: 12  
RE: Service Interruption  
Notification**



FAO: Katrina Fleet

Organisation: Wiltshire Police

Email: [Katrina.Fleet@wiltshire.pnn.police.uk](mailto:Katrina.Fleet@wiltshire.pnn.police.uk)

You are receiving this email circular because you are listed as a key contact involved with your organisations Neighbourhood Alert system including senior administrators and members of the Practitioners Group. If you feel you should not be on this list, please contact [support@neighbourhoodalert.co.uk](mailto:support@neighbourhoodalert.co.uk) and I will remove you.



Dear Katrina,

### **Website Service Interruption**

Between the maintenance hours of 01:00 and 07:00 Saturday 13<sup>th</sup> August we had a scheduled system upgrade which we anticipated would actually be completed within around 2 hours.

### **What we are doing?**

We have been upgrading the server/cabinet space available to us to a much larger suite, (still within our Manchester data centre), in order to house new servers and infrastructure. The impact will be to increase the data we store and the response speed of your Alert website.

### **What went wrong?**

Unfortunately during the physical server move to the new location our Server Manager has experienced technical issues relating to routing the IP addresses to the new location. Rather than the planned single process to swap all the routing, we have had to update each of the sites IP addresses manually, one at a time.

### **What's the impact?**

It impact of this is that your Alert site has been offline longer than anticipated between the hours of 08:00 and 12:00 midday today.

Message sending was not affected during this incident.

I am very sorry about the interruption to the service our technical team have been doing everything possible to rectify the situation as quickly as possible. If you notice any error pages or inactive services after noon today, please do not hesitate to call our emergency

support on 0115 9245517 ext 1 (*You may need to leave a message but this will be routed directly to the engineer on call*) or call me on my mobile.

Best regards

**Mike Douglas**

*Director: Neighbourhood Alert Project*

**VISAV Ltd.**

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