

Taylor, Adrian

From: do not reply <do-not-reply@aquilaheywood.co.uk>
Sent: 08 August 2022 17:13
To: Taylor, Adrian
Cc: Pensions - General
Subject: Incident INC130004 (MSS server issue) Resolved

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Dear Adrian,

Incident **INC130004** was resolved by Ashleigh Dodgson on 08-Aug-2022 17:12.

Reason for Resolution:	[None]
Comment:	<p>Hi Adrian,</p> <p>I hope that you are keeping well, glad to hear you can access MSS again.</p> <p>We have worked with our datacentre partner to identify the root cause. We can advise the intermittent connectivity issues were caused by a dynamic security policy on our firewall that incorrectly adjusted a threshold resulting in some legitimate traffic being classified as suspicious and being blocked. We have worked with our datacentre partner to review, clarify authenticity, adjust, and correct the threshold and the issue has alleviated. We will monitor it closely for stability.</p> <p>If you experience any further issues, please do get in touch and we will investigate.</p> <p>Kind Regards, Ashleigh</p>

To confirm closure or reopen this Incident, please log into the Heywood Service Desk Portal (<https://servicedesk.heywood.co.uk/Sostenuto/web/SContacts/?ID=INC130004>).

Summary:	MSS server issue
Description:	<p>Good afternoon</p> <p>We've had a number of members contacting us today as they are experiencing issues logging in the MSS service. We've been testing this ourselves and we're unable to access the system using the MSS Admin user credentials. Having gone past the user/password screen the login process fails with an 'Internal Server Error' message. Can you please advise whether there is a general MSS system issue or whether this is specific to us.</p> <p>Many thanks Adrian</p>
Client Ref:	
Type:	Incident
Opened:	08-Aug-2022 15:48
Resolved:	08-Aug-2022 17:12

Priority:	2. High
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Kind regards,

Heywood Service Desk
0161 613 4333

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