



THE INTEGRATED FISHERIES DATA MANAGEMENT PROGRAMME

**Subject: FLUX Business Continuity plan**

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## 1. OVERVIEW

The Business Continuity plan describes how the communication between the Parties shall be organised in the situation when data communication channels are interrupted or when invalid reports<sup>1</sup> are received by a Party.

## 2. TERMINOLOGY

*Transportation layer (TL)*: the electronic network for fisheries data exchanges as made available by the Commission to all Member States and the body designated by it to exchange data in a standardised way.

*FLUX-TL*: the software implementing the TL available by the Commission to all Parties.

*Central node*: a node (managed by DG MARE) acting on the TL network as an intermediate node for connecting endpoints and allowing Parties to exchange data.

*Endpoint*: a Party that is connected to the TL network via a central node, and is active for exchanging data with other endpoints.

## 3. FALL-BACK PROCEDURE

### 3.1. Basic principles

Any Party (sender or recipient) who becomes aware of any failure in the transmission of data, including non-receipt of messages or receipt of invalid reports, shall immediately initiate the fall-back procedure by informing the other party (recipient or sender) of the problem, using any communication means available. DG MARE plays a central role in disseminating information on failures at different nodes, without dispensing the different parties of their respective responsibilities.

The fall-back procedure shall also apply during maintenance periods of a central node or endpoint.

The party causing the problem must take the necessary actions to correct the situation without undue delay.

Once the problem has been resolved, the responsible Party shall immediately inform other involved Parties.

### 3.2. Impact on fishing activities

In case of a TL network failure, the procedure of article 41 of the Control Implementing Rules applies. In accordance with paragraph 4, fishing activities in

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<sup>1</sup> Cfr FLUX Implementation Documents identifying circumstances when the fall back procedure must be applied for invalid reports.

the waters of a coastal Member State shall not be prohibited, provided the master, the operator of the fishing vessel or his representative can on request provide a copy of the return message received from its flag state or information referred to in Article 14(1) of the control regulation to the competent authorities of the coastal Member State.

### **3.3. Circumstances**

#### *3.3.1. Problems on sender end-point*

When a technical failure occurs on the sender end-point and the sender can no more transmit messages, all messages that have to be delivered to a receiver shall be stored until the problem is solved.

In case of urgency and on request by any Party receiving data, the Party responsible for sending data shall use other communication means (email, secured FTP, etc.) to transmit urgent messages.

After repair of a system the sender shall transmit unsent messages as soon as possible on TL.

#### *3.3.2. Problems on receiver end-point*

When a technical failure occurs on the receiver end-point and in case of urgency and only if agreed between Parties exchanging data, the Party responsible for sending data can use other communication means (email, secured FTP, etc.) to transmit urgent messages. Otherwise, the Parties should hold all the data exchanges with that end-point until it becomes available.

After repair of a system, the receiver can access missing messages on request.

#### *3.3.3. Problems of a central node*

In case of problems of a central node, the Parties should hold all the data exchanges with that central node during this period.

Once the central node is back online, all held data should be transmitted immediately.

#### *3.3.4. Maintenance*

##### *3.3.4.1. Scheduled downtime*

Normal scheduled system maintenance operations have to be performed regularly.

For the central node and because its availability is critical for all Parties on the TL, a normal maintenance operation should not cause an unavailability period of more than 1 hour.

For the endpoints a scheduled maintenance downtime should be no more than 4 hours.

Any Party scheduling the maintenance shall inform all other Parties at least 5 working days in advance by using any electronic means available.

In case of emergency or force majeure situations, the maintenance operation may be performed without respect of the prior notice delays mentioned here above. The notification in that situation needs to be sent prior to the downtime effectively taking place.

#### 3.3.4.2. Unscheduled downtime

Unscheduled downtime occurs when the system goes down unexpectedly. These downtimes may occur at any time and vary in length depending upon the reason.

The downtime period should normally be less than 8 hours, while in case of exceptional circumstances (i.e. IT infrastructure out of business due to a disaster, etc.) the availability should be restored as soon as the conditions permit it.

As far as possible, the responsible Party shall give an estimate of the expected downtime period. When the downtime is ended, the responsible Party shall immediately inform other involved Parties by using any electronic means available.

#### 3.3.1. *Invalid reports*<sup>2</sup>

A Party receiving an invalid report must contact the sender using any communication means (email, phone, etc.) to clarify the problem. It is the responsibility of the Party sending the report to provide as soon as possible a solution.

#### 3.3.2. *Message not delivered*

After the reception of the message, FLUX-TL may raise an error which is reported through the TL to the sender.

Annex II presents the policy about resending messages depending on the error number raised by FLUX-TL.

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<sup>2</sup> Cfr FLUX Implementation Documents identifying circumstances when the fall back procedure must be applied for invalid reports.

#### **4. ROLE OF DG MARE IN OVERALL NETWORK HEALTH**

DG MARE monitors the health of the central node every day, making use of automated tools and human verification.

DG MARE also commits to monitor the health of the network every day. If DG MARE identifies that a node is not working correctly, DG MARE contacts the respective party and assists in bringing the node up as soon as possible.

#### **5. COMMUNICATION**

The communication procedure described here shall be followed to exchange information between Parties in case a fall-back procedure is initiated or there is a maintenance going on at a central node or end-point involved in the data exchange.

In these situations, the human intervention is required and information is communicated by email. Contact details for each Member State are available on CIRCABC<sup>3</sup>.

##### **5.1. Communication between Parties**

The communication should cover business and, if deemed necessary, also technical questions directly related to the data exchanged.

Each Party shall ensure that the first reply is given as soon as possible, but not later than within 1 working day. It can be a simple acknowledgment of the receipt, but should indicate an estimated timeframe, when the issue is expected to be resolved or addressed.

##### **5.2. Communication with the DG MARE FIDES helpdesk**

For practical reasons, the communication language is English.

FIDES Helpdesk email address is [fish-fidesinfo@ec.europa.eu](mailto:fish-fidesinfo@ec.europa.eu).

DG MARE FIDES helpdesk shall ensure that the first reply is given as soon as possible, but not later than within 1 working day. It can be a simple acknowledgment of the receipt.

DG MARE FIDES Helpdesk shall assign a unique business identifier to every request. All following email exchange shall maintain this subject line and the unique identifier.

For any email communication, please comply with the following instructions:

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<sup>3</sup> <https://circabc.europa.eu> in MARE. Group: IFDM WorkSpace > library > D - Contacts


General Guideline:

For a ticket to be opened, [fish-fidesinfo@ec.europa.eu](mailto:fish-fidesinfo@ec.europa.eu) needs to be in the TO field. If it is only in CC, we will consider the mail to be just for information.

Subject of the email: Please use the following structure:

- System (FLUX-TL, EU-ERS, NORERS, ...)
- Version (1.7.4, 3.1, ...)
- Environment (PROD or PRODUCTION, ACC or ACCEPTANCE)
- NODE: (DNK, GRC, GRC:FA) to avoid mistake on countries with multiple nodes and service providers managing multiple nodes
- Short Description: 50 Characters Maximum ideally

Example:

 Send	From ▾	outlook
	To...	MARE FISH FIDES INFO;
	Cc...	
	Bcc...	
	Subject	FLUX-TL 1.7.4 ACCEPTANCE DNK : Question regarding vessel query

Content of the email:

- What is not working (e.g. Not able to send messages)
- Error: if applicable
- Screenshot or log of the system experiencing the issue (FLUX.LOG), to help us understand the nature of the issue
- Business Impact of the issue, to help us assessing the priority of to the ticket

Example:

Send

From outlook

To... MARE FISH FIDES INFO;

Cc...

Bcc...

Subject FLUX-TL 1.7.4 ACCEPTANCE DNK : Question regarding vessel query

Dear,

We are getting error on our messages to DEU  
Error: 599

Date (UTC)	ON	Event	From	To	ACK	Reported By
28/11/2018 00:28:15.173000	XEUD8K20181128452633	<a href="#">Emitting MSG</a>	XEU	DNK	599	XEU
28/11/2018 00:35:27.415000	XEUD8K20181128452633	<a href="#">Emitting MSG</a>	XEU	DNK	500	DNK

Our Vessel is waiting to be accepted in the harbour  
Or  
We have a deadline to deliver report within two days

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## 6. VERSIONING

Version	Author	Date
1.0.2	MB: First publication	01/06/2016
1.1.0	THR: additions: - ) Revision of the structure and ToC - ) FLUX-TL in terminology - ) Subchapter 3.2 - ) Subchapter 3.3.1 & 3.3.2 - ) Subchapter 4.2 - ) Annex I and II	14/12/2018

## 7. ANNEX II - POLICY ABOUT RESENDING FLUX TL MESSAGES

In principle, messages not correctly delivered by FLUX TL should be resent until they arrive at their intended destination.

However, some error messages require a different action:

### **Don't resend messages if :**

- **201** - Final status. Message has been delivered correctly.
- **202** – Non-final status. The message will be tried again until expiration. Don't resend until you have final status
- **500-598** – Non-final status. Don't resend. The message will be retried by itself until expiration.

### **Fix and Resend messages if :**

Wait for a configuration change / fix and then resend in the following cases:

- **4xx** statuses. They're final statuses but something needs to be changed either in the recipient configuration or on the outgoing message before resends can be done.
  - **400** – Bad Request. Message needs to be reviewed by MS. Modify it and resend.
  - **401** – Node needs to be whitelisted. Wait for whitelisting at XEU and then resend.
  - **403** – Node needs to be authorised. Wait for authorisation at XEU and then resend.
  - **404** – Unknown dataflow. Wait for configuration at XEU and then resend.
  - **406** – Bad envelope. Message needs to be reviewed by MS. Modify it and resend.
  - **412** – Unknown return route. Wait for configuration at XEU and then resend.
  - **413** – Message too large. Configuration needs to change either at MS or at XEU before resending.

### **Always Resend:**

- **599** – Time Out. Resend. In principle, resends should be done until the message is successfully delivered.