

Appendix 14 Response to NACCS Failure and Recovery

(For Users Not Using NACCS DNS)

In the event of a NACCS failure, each user who does not use the DNS server provided by NACCS Center may be required to take appropriate action depending on the type of failure. Table A14-1 shows the failure categories, target processing modes, and response methods that require setting change. Users who fall under the target Processing Mode described in Table A14-1 need to prepare in advance so that the response described in the response method can be promptly implemented in the event of a failure indicated in the failure category.

Table A14-1 Response to NACCS failure

Failure category	Target Processing Mode	Response method
Main center failure (Note 1)	—	The system automatically switches to the Backup center via the NACCS Network, so response is unnecessary.
NACCS Network node failure (Note 2)	<ul style="list-style-type: none"> Interactive Processing Mode (SMTP Two-Way) E-mail Style Processing Mode 	Change the settings of the currently specified destination IP address. Even if using the procedure to retrieve Management Document Information within user's system, it is necessary to change the destination IP address.
	<ul style="list-style-type: none"> Interactive Processing Mode (NACCS Packaged Software) 	Change the IP address settings of the settings file to another DNS server currently in use or the hosts file of the terminal where NACCS Packaged Software is installed.

(Note 1) A failure of the Main center refers to the time when NACCS is difficult to operate at the Main center and switched to the Backup center.

(Note 2) NACCS Network node failure refers to the time when a route switching device configured in the NACCS Network has a failure.

1. NACCS Main center failure

Switching between the Main center and Backup center is done by changing the DNS server information in NACCS Center. Therefore, users do not need to be aware of the switching. For users, the switching does not require any special operations, and can be done by accessing the NACCS servers using the IP address they acquired from the DNS server. Therefore, in the event of a failure at the NACCS Main Center, services can continue to be used without requiring any specific action.

2. NACCS Network node failure

(1) Actions to Be Taken in the Event of a NACCS Network Node Failure

In the event of a NACCS failure, each user who **does not** use the DNS server provided by NACCS Center must either "change the setting of the currently specified destination IP address", "change the setting of the configuration file of another currently used DNS server", or "change the setting of the IP address to the hosts file of the terminal where NACCS Packaged Software is installed".

In the event of NACCS Network node failure, users who use the Interactive Processing Mode (SMTP Two-Way), E-mail Style Processing Mode, and the procedure to retrieve Management Document Information shall change the settings of the destination IP address. For the destination IP address, refer to document which will be announced separately.

Users who fall under this section should set up their communication devices, etc. in advance, as necessary, so that communication with the above mentioned destination IP address becomes possible.

In the event of NACCS Network node failure, users who use NACCS Packaged Software (Interactive Processing Mode) shall change the settings of the destination IP address for the destination domain name as shown in document which will be announced separately. For the method of changing the setting, refer to the corresponding method column in Table A14-1.

Users who fall under this section should set up their communication devices as necessary, so that communication with the destination IP address shown in document which will be announced separately becomes possible. As for the destination domain name, the same domain name as in normal operation will be used continuously, so there is no need to change the settings.

This response is required only for users who do not use the NACCS DNS server, and it is not necessary for users who use the NACCS DNS server.

(2) Actions to Be Taken Upon Restoration of a NACCS Network Node

This response is required only for users who do not use the NACCS DNS server, and it is not necessary for users who use the NACCS DNS server.

For each user who implemented the response described in "Appendix 14 2.(1) Actions to Be Taken in the Event of a NACCS Network Node Failure (For users not using NACCS DNS)" in the event of NACCS Network node failure, it is necessary to return back to the normal setting after NACCS is recovered. The response methods are as follows.

In the event of NACCS Network node recovery, users who use the Interactive Processing Mode (SMTP Two-Way), E-mail Style Processing Mode, and the procedure to retrieve Management Document Information shall change the settings of the destination IP address. The destination IP address is as document which will be announced separately.

Users who fall under this section should set up their communication devices, etc. in advance, as necessary, so that communication with the above mentioned destination IP address becomes possible.

In the event of NACCS Network node recovery, users who use NACCS Packaged Software (Interactive Processing Mode) shall change the settings of the destination IP address for the destination domain name as shown in document which will be announced separately. For the method of changing the setting, refer to the corresponding method column in Table A14-1 because the method is the same as the one for failure.

Users who fall under this section should set up their communication devices as necessary, so that communication with the destination IP address shown in document which will be announced separately becomes possible. As for the destination domain name, the same domain name as in normal operation will be used continuously, so there is no need to change the settings.