

From: [Adlam Isabelle](#)
To: [Williamson Dave](#)
Subject: RE: NOR - VID issues
Date: 09 December 2021 08:34:05

Thank you!

Kind regards,
Isabelle Adlam
Area Manager Kentish Town – Kentish Town and Tufnell Park – Northern Line
Phone: [REDACTED]
Email [REDACTED]

From: Williamson Dave <[REDACTED]>
Sent: 09 December 2021 08:19
To: Area Manager Kentish Town (Isabelle Adlam) [REDACTED] >
Subject: FW: NOR - VID issues

fyi Isabelle.
dw

David Williamson CMgr MCM1
Systems Manager
APCI
Systems and Infrastructure
[REDACTED]
[REDACTED]

From: Williamson Dave
Sent: 09 December 2021 08:16
To: [REDACTED]
Cc: Darke Nigel [REDACTED] >; Outten Richard [REDACTED] >
Subject: FW: NOR - VID issues

Lee- this was raised on the call yesterday by Richard. its on the daily report but additional info/
update below.

There's a northern line network wide issue with the VEIDS (visual elec info displays) on the
platforms.

on JNP these are maintained by Telent (BCV/SSL by C&I signals), with transmission by Connect.
we have 2 problems highlighted:

Issue 1

There is a WAN issue on the top section of the Northern Line affecting about 5 sites. This has
gone back & forth with Connect. To get to the route cause, telent System engineer is meeting up
with Connect on Thursday night.

Update on this on Friday morning

Issue 2

This is an intermittent issue affecting random stations across the network. The started a few days ago and from the investigation, the fault has been traced to the control PC at Highgate Control Centre. The failover (reset) occurred last night where one server was restored and one server still in standby. telent are now checking each station individually to check operations restored.

in addition, The system techs are just reviewing why the second server is still in standby.

thanks
dw

David Williamson CMgr MCMII
Systems Manager
APCI
Systems and Infrastrucure

[REDACTED]
[REDACTED]

From: Smit Gidion <[REDACTED]>
Sent: 09 December 2021 07:51
To: Williamson Dave <[REDACTED]>
Cc: Watson Michael <[REDACTED]>; Network Operations Engineer (LU Asset Control Centre) <[REDACTED]>; Ochelli Chidi <[REDACTED]>
Subject: Re: NOR - VID issues

Morning Dave,

The failover occurred last night where one server was restored and one server still in standby.

The system techs are just reviewing why the second server is still in standby and also the effect of the failover across the line.

Once I know more, I will update.

Regards

Gidion

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From: Williamson Dave [REDACTED]
Sent: Wednesday, December 8, 2021 7:05:18 PM
To: Smit Gidion [REDACTED]
Cc: Watson Michael [REDACTED] Network Operations Engineer (LU Asset Control Centre) <[REDACTED]>
Subject: Re: NOR - VID issues

THanks gidion.

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From: Smit Gidion <[REDACTED]>
Sent: Wednesday, December 8, 2021 5:47 pm
To: Williamson Dave
Cc: Watson Michael; Network Operations Engineer (LU Asset Control Centre)
Subject: NOR - VID issues

Dave,

There are 2 separate issues affecting the VIDS on the Northern Line, see below:

Issue 1

There is a WAN issue on the top section of the Northern Line affecting about 5 sites. This has gone back & forth with Connect. To get to the route cause, telnet System engineer is meeting up with Connect on Thursday night.

Update on this on Friday morning

Issue 2

This is an intermittent issue affecting random stations across the network. The started a few days ago and from the investigation, the fault has been traced to the control PC at Highgate Control Centre. This will be failed over tonight in engineering hours to resolve this issue.

Update on this tomorrow morning.

Kind regards

Gidion Smit
LU COMMS Manager
[REDACTED]