

Report – Emergency Fix Singcall Server

1 Background of the issues that occurred

nWise performed an upgrade of the Singcall apps last Friday. The upgrade was done to solve reported issues during the past 3 months. The upgrade caused immense disruption on traffic from the Singcall server to KPN Teletolk and to 112- Emergency Services.

Test reports were sent by 112 and KPN Teletolk on Monday and Tuesday, and these reports were used to extract log files from the server to analyse data traffic and the errors that were occurring. Based on that information, correction was made in the code of the apps (Android and iOS) and the PC client.

These are the issues that the new update corrects:

- Start-up issues on older Android devices (e.g., Samsung S3)
- Issues related to text transmission to/from the end user apps and PC client.
- Changes to correct firewall transversal issues, which we encountered in networks in the Netherlands and also affect the transmission of text in both directions.

These changes have been done based on the log files that were retrieved during the past few days of tests, both with the 112 platform and the KPN Teletolk platform. Neither of these two platforms have had issues and they are not going to be upgraded.

2 Tests to be performed

Tests will be performed tomorrow as follows

- nWise will use the new Android and the PC client to call 112 Test platform. We will verify voice and text transmission.
- We will test with 4G and WiFi in the Netherlands to a test agent here in Sweden.
- 2-4 different devices for the tests above, and different networks will be used for testing.
- We would like to preliminary book the tests for the afternoon tomorrow between 14-15.
- We would like to confirm with Jan Ubels (cc to Rob Dignum) prior to 12.00 tomorrow morning, based on the follow up tests performed tomorrow.
- Note that the iOS app should be available within 48 hours from this morning (Eastern time USA), and we will test them as soon as they are published. Information will be discussed with 112.

Uppgjord (även faktaansvarig om annan) Prepared (also
subject responsible if other)

Dokumenttyp Document type

Dokumentansvarig/Godkänd Document responsible/Approved

Report

Datum Date

Rev

Tillhör/File

S-kl

nWise

2015-08-19

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3 Follow up procedures regarding tests and upgrades

We would like to send a proposal to 112 in the next couple of weeks on how to perform tests with Signcall app prior to scheduled upgrades, and in case of emergency upgrades as well. This document will be sent as a proposal to 112 for discussions and to decide on follow up procedure.