



# **NICS AND III SYSTEMS OUTAGES**

11/24/04

**On October 3, 2004, the FBI's Criminal Justice Information Services Division (CJIS) completed one of its most complex Information Technology (IT) maintenance processes and equipment installation projects in some time. The equipment installation was part of a Technical Refreshment Project that moved the Interstate Identification Index (III) from outdated servers to larger, more robust superdomes. The III, which houses millions of criminal history records, is one of the databases that must be searched during a federally-mandated NICS background check.**

**The newly rehosted III ran with only minor issues from October 3 until October 28. The III system (and thus the NICS) was out of service from 10:16 p.m. until 11:52 p.m. EST on October 28. The III intermittent outages recurred on October 31, November 3, 4, 9, 10, and 11.**

**During this period, CJIS IT specialists, augmented by external IT experts, have worked around the clock to resolve the root cause IT issues. Design engineers and Information Specialists from across the country have converged on the Clarksburg, West Virginia, site. Many others have focused on the problem in technical labs across the country. Progress has been made.**

**On November 16, a separate technical error occurred which also involved the III. The NICS was again taken out of service from 10:47 a.m. until 3:17 p.m. EST. Because of the importance of the III database and because of the time of the year, this issue has now been raised to a Severity 1 – System Down status within the database software supplier's structure. That is as high as the priority can be raised.**

**The FBI NICS Section is well aware of the burden that has been placed upon its customers as a result of these recent events. Please be assured that measures are being taken to rectify any remaining issues as quickly as possible. We certainly appreciate your patience and understanding during this time. We will continue to keep you apprized of any additional information that we become aware of on this matter.**

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