

From:  
To:  
Date: 10/20/2008 9:16:31 AM  
Subject:

---

Dear Chief Administrators:

As a follow-up to my October 8 email regarding an incident with AAMVA's Network Control Software (NCS) on October 7, I wanted to provide you with results from our Preliminary Root Cause Analysis (RCA).

As I reported earlier, on October 7 between 11:37 am EDT and 12:08 pm EDT, AAMVA's NCS application experienced a message processing response time slowdown which impacted several DMV operations and business partner subscribers. Within five minutes, our team had identified the problem and corrective action was initiated. We returned to normal message processing by 12:08 pm EDT.

Preliminary analysis points to an issue with the NCS load balancing cluster, specifically, application integration with Microsoft's Network Load Balancing (NLB) module. The technical team is continuing to analyze the event and has implemented additional monitoring and alerting procedures while analysis and testing/remediation continue. These additional proactive steps will allow AAMVA to identify this type of issue quicker in the future, allowing our technical team to initiate corrective action before it begins to impact system performance.

The AAMVA team remains dedicated to providing quality services that meet the critical business needs of all motor vehicle agencies and our business customers. We will continue to communicate with you on matters that impact our subscribers. If you have any questions, please feel free to contact Reed Rusniak, AAMVA's Director of Middleware Systems. Mr. Rusniak can be reached at 703-908-5771, or by email [rrusniak@aamva.org](mailto:rrusniak@aamva.org)

Best regards,

Neil

Neil D. Schuster  
President & CEO  
American Association of Motor Vehicle Administrators  
tel: 1.703.270.8932  
email: [nschuster@aamva.org](mailto:nschuster@aamva.org)