# SafeSeaNet Newsletter – Christmas 2020

The year of 2020 is ending. A year that has not been following the normality as the previous years. Regarding the Danish SafeSeaNet, we have been lucky to keep it running almost as normal.
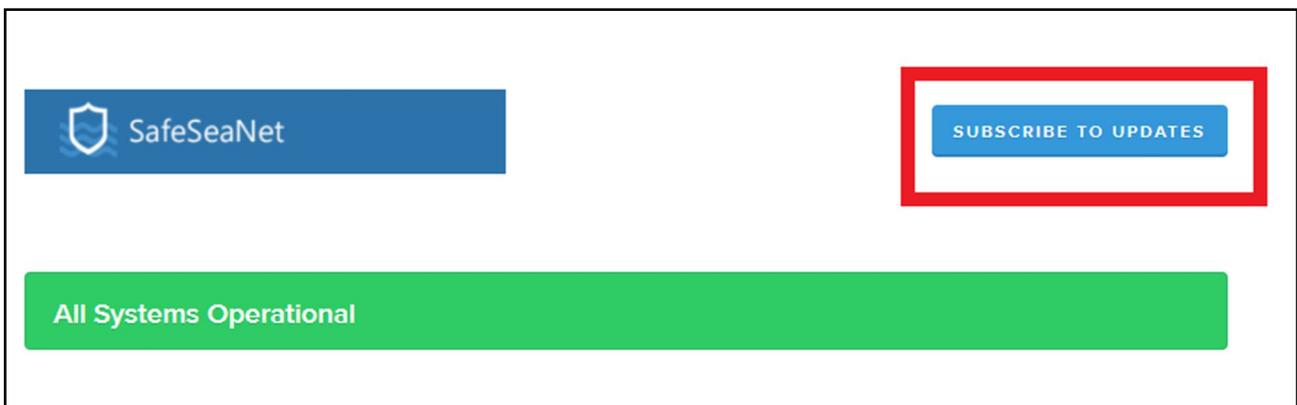
We have had two breakdowns, that were not planed. Because of that, we have been going through our internal processes to see if we are able to decrease the genes for our users. The first thing we will do is getting a fiber broadband internet connection established between our servers in Karup and Frederikshavn. If the server breaks down in Karup we will keep the connection running from Frederikshavn without much delay. The second thing is how we communicate with you during breakdowns. We are now able to offer a new service, please read more about it below.

You may have seen, the homepage is redesigned for the Danish Defense, including our information page. (https://forsvaret.dk/safeseanet). In that regard, we will like to offer a new operation and information service. https://safeseanetdenmark.statuspage.io/. If you subscribe  to this service, you will receive an email if we have breakdowns at SafeSeaNet and/or our mail server. If we plan on maintenance of SafeSeaNet or our mail servers, we can also inform you about downtime in advance.
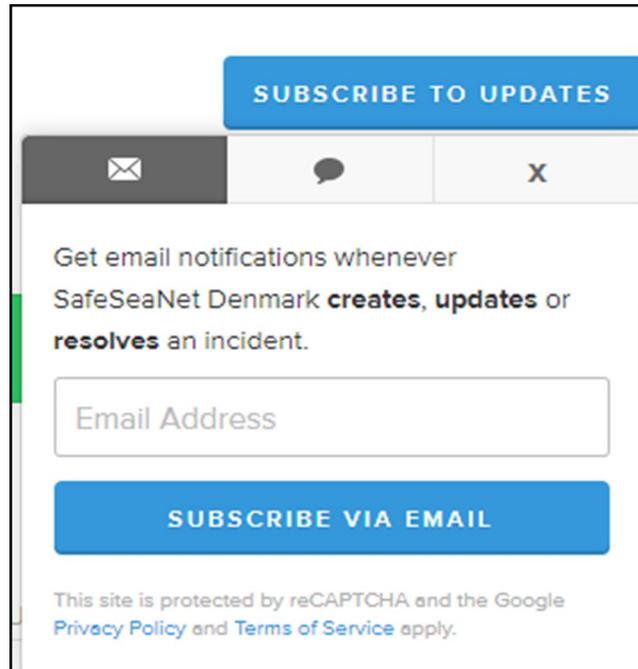
Please make sure only to connect one joint mail for your organization, where relevant recipients can read it. There are two reasons for this. First, you have to unsubscribe an email, if the email closes because of a new job. The second reason is, that we don't have unlimited profiles who can sign on.

## To sign on to our operation and information service mail, please follow this instruction:
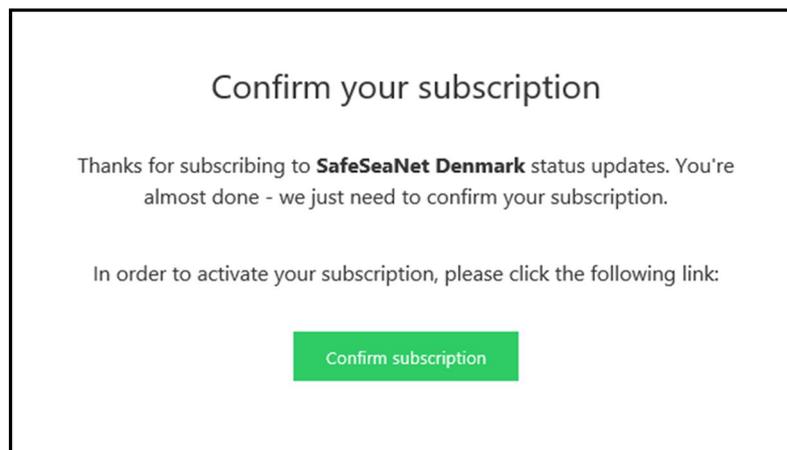
1.  click on https://safeseanetdenmark.statuspage.io/
2.  click on "subscribe to updates"

3. Enter the desired email and click on "subscribe via email"



4. Go to your email, you have received an email from: [noreply@statuspage.io](mailto:noreply@statuspage.io), you have to confirm you want to receive our statusmails. Click on the green button "confirm Subscription"



5. Your email is now activated, and we are allowed to send status mails to you

6. The sender of our status mails is [noreply@statuspage.io](mailto:noreply@statuspage.io). Please take notice of which "componets" the mails are about. At the bottom of the emails, you can click on "view full incident details" for our description of the problem. We have three subjects we can have problems with that concerns our SafeSeaNet users. The issues are:
   a. *Nsw.safeseanet.dk – web page*: This refers to if the Danish SafeSeaNet is up and running or if it's very slow.
   b. *EMSA – Kan DK-SSN levere data til EU?*: This is about the connection between Denmark and EU. Is the connection between the systems up running? The Danish SafeSeaNet is working; all Danish Authorities are able to read your data. Your reports will say, "pending".
   c. *Safeseanet@safeseanet.dk, status på vores mail*: We can't receive any emails or send any.

7. If you don't want to receive the above mail-notifications, you can always find information through: https://forsvaret.dk/safeseanet. Click on the link:



## SafeSeaNet and the holidays:

- *If you need support during the holidays, you have to be aware that during the holidays, from Friday December the 18.th from the afternoon and to the end of Sunday January the 3.rd, we only check email at safeseanet@safeseanet.dk mornings at weekdays. If you have an urgent issue/problem, you have to call the Danish Maritime Assistance Service (MAS) at +45 72 85 03 70. The Maritime Assistance Service will provide a contact to you, afterwards.*

- *When you start up your reporting, and find your vessel has the wrong name at the correct IMO-number, just go ahead and use the correct IMO. When you have created your report, please update your vessels data at "ship identification". After that, write an email to safeseanet@safeseanet.dk and inform us.*

- *Lately we have experienced an increase in vessels sending emails to [safeseanet@safeseanet.dk](mailto:safeseanet@safeseanet.dk) telling us they can't report, because of a lack of internet. This is a no-go, we at SafeSeaNet is only supporters of the system, and can't give exemptions. The proper authorities can't read your email, and the email is not monitored 24/7. Let someone at your office to the reporting or hire an agent to do the work for you.*

- *At forsvaret.dk/safeseanet you can find manuals and spreadsheets*

We wish you and your family a merry Christmas and a happy new year.


Best regards

Martin Ahl and Lise Højriis

Royal Danish Navy Command