

13 June 2018

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Dear Hadyn

**Re: Landonline issues**

Thank you for your letter of 30<sup>th</sup> May and the accompanying survey results regarding Landonline Citrix issues.

I share your concerns about the increasing level of frustration among your members and I am committed to working with you to help to resolve this. I appreciate there have been issues with access to, and the performance of, Landonline, however, the Landonline application itself remains secure and robust.

**Landonline Citrix Disconnects**

LINZ was aware, for some months, of an issue with Citrix freezing or dropping Landonline sessions. It was often, also unacceptably slow.

This issue almost always affected surveyors rather than conveyancers or search-only users, because surveyors undertake the largest transactions within Landonline, especially when processing plans through PlanGen.

During our investigations of the Citrix connection issue, we put up the Citrix Issue form and advised all Landonline users of this via April's Landwrap. This enabled affected customers to record their issues more easily than calling LINZ customer service and clarified that the issue was much bigger than the volume of calls through the call centre had indicated.

The root cause of the issue was identified in May- a data bottleneck was occurring frequently through a combination of heavy Landonline user traffic combined with a non-Landonline internal server process intermittently broadcasting large amounts of data. A rapid fix was applied from the 24th May. We believe the Citrix freeze/disconnect issue is now resolved. Other slow performance issues are also expected to be reduced.

**PlanGen Performance**

We are also aware of an issue with PlanGen performance. PlanGen is based around an old ESRI product - MapObjects - which is long out of vendor support and has no direct upgrade path. There is nothing more in the way of tuning that can be done to make the current product run faster, and so full replacement is the only viable option.

We are currently investigating a much newer ESRI ArcSDE product in its place, and will undertake a proof-of-concept to ensure its viability. We aim to commence this work in July and we expect it to take 4 months to determine if it is suitable.

If it proves viable we will then be in a position to establish a Landonline enhancement project to undertake the full replacement through 2019.

## **Other access issues**

During May there were several Landonline outages which prevented external customers from accessing Landonline:

- Friday 4<sup>th</sup> May 7:50am-11:10am
- Wednesday 23<sup>rd</sup> May 1:08am-1:57pm
- Monday 28<sup>th</sup> May 7:20am-10:19am

All are unrelated, comprising the non-arrival of a key certificate file from Entrust, our external network provider accidentally disconnecting our Wellington-Auckland link and a planned firewall change dropping the rules permitting external user access.

Changes have been made to stop these from individually recurring. The combination of these access issues with the running issue around Citrix has triggered broader activities around how we monitor our delivery of Landonline.

## **Moving forward**

I'd like to reiterate that the Landonline application itself remains secure and robust. Several system technology upgrades are planned through June and July which will allow us to continue to ensure that vendor support for components of the system is there when we need it. This work is part of our ongoing commitment to make sure Landonline is as up-to-date as possible. These will not affect your ability to use Landonline.

LINZ and our support partner Datacom are not satisfied with the time it took to finally understand and resolve the Citrix disconnect issue, and new processes are underway to improve our joint ability to monitor and alert for all technical problems within the complex infrastructure required to safely deliver Landonline to our external customers.

I am pleased with the positive feed back about the Citrix Issue form but it concerns me that a large percentage of your survey respondents had not heard of it, despite it being in April's Landwrap which is emailed to all customers. We obviously have more work to do to ensure important messages reach your members.

To that end, Adam Miller's Property Rights Support group are working to have a Landonline voice on your members-only Forum. In addition they are also considering if the Citrix issue form can be extended to become a more general channel for Landonline users to record issues beyond the current email and phone options. I also understand that there may be an opportunity to piggy back off the NZIS regular email newsletter to help to disseminate information more widely.

I look forward to continuing to work with you on these and other matters which concern your members.

Yours sincerely



Kathy Mansell

**Deputy Chief Executive, Property Rights**