

程式出錯

網域故障影響滙豐渣打

【本報訊】香港域名註冊有限公司（簡稱HKDNR）昨日凌晨二時半起出現技術故障，以致部分以「.com.hk」結尾的域名不能顯示網頁，受影響的網域達數百個，包括滙豐及渣打銀行的網域。影響所及，有關銀行客戶投訴未能在網上進行理財服務。HKDNR承認出現技術問題。

HKDNR行政總裁謝建安稱，該公司每晚都會將軟件程式更新，但前晚其中一個程式出現問題不能更新資料至「.com.hk」的域名，以致昨早部分以上述域名登記的網頁不能運作，但該公司已於上午九時十六分修正資料。他解釋，

由於互聯的網域系統擴及全球，故在修正資料後仍需要一段時間才能更新全球的伺服器，故此部分網域於上午稍後時間才回復正常。

謝稱，因應今次事件，已即時作出緊急安排，包括加強內部程式的監察，夜間派員監察程式的執行；延長熱線服務時間；及將高級經理的電話給予客戶，以便發生問題時客戶可即時聯絡尋求協助。

滙豐銀行發言人指，昨晨七、八時已發現不能進入銀行的網頁，但HKDNR要九時才有人上班，故要延至九時後才修復系統。渣打銀行則指昨晨九時至十一時服務受到影響。

蘋果日報

.com.hk 事故 滙豐等網站受影響

【本報訊】本報收到讀者投訴，昨日上午無法登入滙豐銀行的網站。滙豐銀行發言人表示，由於網站域名供應商系統問題，故昨早約7、8時嘗試登入的客戶未能成功，至九時半恢復正常。渣打銀行發言人也表示，昨早9至11時，因域名公司技術問題，客戶無法進入該行平台。

香港域名註冊有限公司（簡稱

HKDNR）行政總裁謝建安指出，HKDNR的自動系統每晚均執行一些更新或取消域名程式，從未發生故障。是次乃一個更新域名資料的程式出事。他表示，故障發生在昨日凌晨2:30至早上9:15，但由於網民早上使用較多，故真正受影響時間為7:00至9:15。他續稱，昨日收到逾100宗投訴，主要是投訴不能登入網站及未能

收到電郵，但無人提出索償要求。

全港有6萬個「.com.hk」的域名登記，大部份屬於本港中小企，其餘主要來自銀行、保險公司及互聯網服務供應商（ISP）等。這次約有500個網站受影響，當中包括滙豐銀行、渣打銀行、宏利保險、和記環球電訊及電訊盈科（008）旗下網上行。

S. C. M. P.

Crippled com.hk domain hits websites

Alex Lo

Thousands of Hong Kong-based websites were down for almost seven hours yesterday because of problems with one of the city's main internet domain name registrars.

Some experts warned the shut-down – possibly the first experienced in Hong Kong's history – could represent a potentially serious crisis.

Hong Kong Domain Name Registration yesterday admitted that system problems had affected a substantial number of about 67,000 locally registered websites ending

with com.hk between 3am and 10am.

"Not all of the [com.hk] sites were affected but some of them were. I don't have the exact number. As far as I know, this is the first time this has happened," a company spokeswoman said.

She said engineers were examining the cause of the breakdown, and could not comment until the reason had been identified.

The company received more than 100 complaints. Those affected included the websites of HSBC and Standard Chartered Bank, as well as entertainment portal www.sina.com.hk.

"For several hours, our webpages could not be opened and so customers could not conduct internet banking," a HSBC spokeswoman said.

The government's Commerce, Industry and Technology Bureau last night demanded an urgent report on the problem from the registrar.

Roy Ko Wai-tak, head of the government-funded Computer Emergency Response Team, warned it was a serious problem because the registrar's server was one of several basic channels that connected local internet traffic to the global network.

"It's basic infrastructure. If it crashes, it has a ripple effect," he said. "When you first set up an [internet protocol] address, you have to do it with the registrar. If that root entry is out, you can request a webpage and that [request] would flow around the Net, never reaching its destination."

Government websites were not affected, but a bureau spokeswoman said authorities were concerned.

"We have a representative that sits on the board of the Hong Kong Internet Registration Corporation Limited and we expect a full report," she said.