

Incident report

JAO domain not accessible 23/02/2026



DISTRIBUTION	TSOs/Market
VERSION	1
DATED	26 February 2026

1 Executive summary

On 23 February 2026, JAO primary domain (jao.eu) became externally unreachable between 18:07 and 23:00 CET. During this period, services hosted under the jao.eu domain, including email addresses, the JAO website, the IIP platform, the eCAT application, the Publication Tool, and related Webservices were not accessible from external network. Communication with external stakeholders was maintained via phone and an alternative temporary communication channel.

As eCAT was temporarily inaccessible and auction result and rights documents could not be distributed, several intraday auctions were cancelled due to the temporary unavailability of the auction access interface.

Credit Limit updates were temporarily suspended pending receipt of the scheduled external banking report.

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3 List of abbreviations

FR: France

GB: Great Britain

JAO: Joint Allocation Office

MP(s): Market Participant(s)

P1: Priority 1

RTE: Réseau de Transport d'Électricité

TSO: Transmission System Operators

EURid: The registry manager of the .eu country code top-level domain names by appointment of the European Commission since 2003.

4 Introduction

Several intraday auctions had to be cancelled because the auction access interface was unavailable and the distribution of the auction results and programming authorisation files was not possible.

Auction IDs:

EL1-GB-FR-I-ID0008-260224-01

EL1-FR-GB-I-ID0008-260224-01

IF1-FR-GB-I-ID0008-260224-01

IF1-GB-FR-I-ID0008-260224-01

IF2-FR-GB-I-ID0012-260224-01

IF2-GB-FR-I-ID0012-260224-01

5 Incident

Monitoring systems detected external unavailability of JAO's primary domain (jao.eu) at 18:07 CET. The incident was classified as P1 and escalated according to the incident management procedure. A secondary domain (jao-sa.com) was acquired and configured to restore partial service availability.

The unavailability resulted from a registrar-level administrative validation error at EURid, which led to the immediate suspension of the JAO domain on the same day, following the data correction at 17:05 on 23 February 2026, triggering the subsequent service outage and cascading impacts on auctions, system access, and communications.

EURid acknowledged a technical bug preventing verification deadline extensions also triggering the automatic administrative blocking of the domain at the same time.

They are analyzing measures to avoid recurrence. The organization apologized for the inconvenience caused.

5.1 Involved parties

Market Participants

TSOs: ElecLink, National Grid, RTE

5.2 Impacted borders

France<> Great Britain, Interconnectors: IFA1, IFA2, EL1

5.3 Timeline (CET)

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18:07 Monitoring systems detected external unavailability.

18:39 External unavailability of the JAO domain confirmed; root cause investigation initiated; P1 incident opened; emergency provider contacted; secondary domain purchased

19:04 Market Message shared with Market Participants

19:35 Service Provider engaged for eCAT reconnection to secondary domain

19:40 EL1 auctions cancelled due to eCAT unavailability

EL1-GB-FR-I-ID0008-260224-01

EL1-FR-GB-I-ID0008-260224-01

19:50 IFA1/IFA2 auctions cancelled

IF1-FR-GB-I-ID0008-260224-01

IF1-GB-FR-I-ID0008-260224-01

IF2-FR-GB-I-ID0012-260224-01

IF2-GB-FR-I-ID0012-260224-01

20:00 Scheduled external banking report not received

21:10 Website on secondary domain online

21:28 eCAT restored via secondary domain

21:58 MPs informed to use alternate domain

23:00 Primary domain restored

23:40 Credit limit update process temporarily suspended pending banking information

23:50 Invoice verification functionality was temporarily unavailable.

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07:57 Credit limit updated for all MPs

5.4 Communication

External communications were issued to relevant stakeholders regarding service unavailability, auction cancellations, and temporary access arrangements, in accordance with relevant procedures.

- 19:04 <http://www.jao.eu/news/jao-domain-not-available>
- 19:40 <http://www.jao.eu/news/urgent-market-update-auction-cancellation-el1-gb>
- 19:49 <http://www.jao.eu/news/urgent-market-update-auction-cancellation-if1-frgb>
- 21:37 <http://www.jao.eu/news/update-jao-domain-now-temporarily-available>
- 21:58 <http://www.jao.eu/news/update-new-temporarily-domain-ecat>
- 22:04 <http://www.jao.eu/news/update-new-temporarily-domain-puto>
- 23:12 <http://www.jao.eu/news/solved-domain-jaoeu-available>
- 23:40 <http://www.jao.eu/news/credit-limit-check-disabled-2>

6 Handling of the incident – evaluation

6.1 Detecting the issue

External unavailability was first detected by monitoring systems at 18:07 CET.

6.2 Immediate steps taken to return to normal business operation

- The incident was escalated and classified as P1 in accordance with the Incident Management Procedure.
- Relevant service providers were engaged for investigation and remediation.
- Acquisition and activation of a secondary domain
- Reconnection of essential systems (website, eCAT) to restore accessibility

7 Claims

None.

8 Lessons learnt and recommended follow-up actions

The alternate domain will remain active as a structured resilience measure. Further resilience enhancement measures are being assessed, including structured fallback mechanisms for email, SFTP, APIs, and CASP systems.

8.1 Probability that it will happen again

Following the investigation and the implementation of resilience actions, the identified risk has been mitigated.

8.2 Closing remarks

JAO remains committed to ensuring operational reliability, transparency towards stakeholders, and continuous improvement of its resilience framework. The incident has been reviewed in line with internal governance processes, and follow-up actions are being implemented accordingly.