

3<sup>rd</sup> April 2019



## **Informational Notice: DSB PRODUCTION brief FIX disconnect around 00:40 AM UTC April 3<sup>rd</sup> 2019**

### **Audience: DSB PRODUCTION FIX Users**

This is an informational notice to DSB Production FIX users who may have suffered a brief disconnection at approximately 00:40 AM UTC April 3<sup>rd</sup> 2019. Two of our FIX Production instance encountered high memory issue and Stale file handle errors, we have restarted the FIX services to resolve the issue. The sessions that were briefly disconnected were reconnected immediately to an alternative FIX endpoint.

The DSB is continuing to check the root cause of out of memory issue and stale file handle, and will provide further information in due course.

If further assistance or clarification is needed regarding this notification please contact [technical.support@anna-dsb.com](mailto:technical.support@anna-dsb.com).

Please contact [technical.support@anna-dsb.com](mailto:technical.support@anna-dsb.com) for all support & connectivity issues  
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