



## Informational Notice: DSB PRODUCTION brief FIX disconnect around Sat 2:00 AM UTC September 7<sup>th</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 2:00 AM UTC September 7<sup>th</sup> 2019. One of our FIX Production instance encountered Stale file handle error and we have restarted the FIX service 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 the 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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