

UPDATE - RCA NOW AVAILABLE

Please see the Root Cause Analysis found [here](#) that has been made available to DSB FIX Production users addressing the below disconnection encountered by FIX clients on 8th January 2020.

Regards,
DSB Technical Support Team



8 January 2020

**Notification: DSB PRODUCTION FIX service
disruption around 10:21 AM UTC Wed January 8th
2020**

Audience: DSB PRODUCTION FIX Users

Notification details:

This is an informational notice for the Severity 2 incident that occurred today 8th January 2020. The incident impacted DSB Production FIX users who suffered disconnection starting around at 10:21 AM UTC on several of the DSB's FIX servers.

The DSB continues to investigate the root cause of the disconnect and information will be made available to users in due course. This is an information notice and no further action is required.

The DSB system has stabilized and the DSB is monitoring the FIX sessions that encountered disconnection have reconnected successfully. Please let us know if you are still experiencing connectivity issues.

Apologies for this inconvenience.

If further assistance or clarification is needed regarding this notification please contact technical.support@anna-dsb.com.

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