

**\*UPDATE - RCA NOW AVAILABLE\***

Please see the Root Cause Analysis found [here](#) that has been made available to DSB PRODUCTION GUI and REST API Users addressing the below service disruption encountered by GUI and REST API Users on 31st March 2020.

Regards,  
DSB Technical Support Team



31 March 2020

**Notification: DSB PRODUCTION GUI and REST API service disruption around 09:48 AM UTC Tuesday March 31st 2020**

**Audience: DSB PRODUCTION GUI and REST API Users**

**Notification details:**

This is an informational notice for the incident that occurred today 31st March 2020. The incident impacted DSB Production GUI and REST API users who may have encountered a timeout starting around at 09:48 AM UTC.

The DSB services have stabilized at 11:10 AM UTC and further information will be provided on root cause once investigations are concluded.

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](mailto:technical.support@anna-dsb.com).

Regards,  
DSB Technical Support Team