



18 February 2021

DSB Production Issue Monday 15th February 2021

To all DSB Users,

On Monday the DSB sent out a [notification](#) to the DSB's FIX user community to advise that some FIX users had experienced disconnections from the DSB's services at 11:27am UTC. Subsequently, some other users also received intermittent errors when making creation or search requests. Both service issues were resolved on Monday, the FIX issue by 3pm UTC and the intermittent errors issue by 7.30pm.

We would like to apologise to the DSB users impacted by this issue for the disruption that this has caused. We have launched a root cause analysis investigation and this email provides an interim status update.

The DSB has identified the cause to be an infrastructure issue within the estate of our Service Provision Partner. This issue was not specific to the DSB as it also affected other clients of the Service Provision Partner. The DSB is now working closely with its Service Provision Partner to identify the root cause and we will provide a further update on this issue once the investigation with the external vendor has concluded.

Kind regards,