

UPDATE - RCA NOW AVAILABLE

The DSB would like to advise that the Root Cause Analysis (RCA) document (located [here](#)) has now been published in relation to the intermittent issues experienced by DSB Production Users when trying to create/search for ISIN records on the 14th February 2021. A summary of incidents and associated RCA's are available on the [operational status page](#) on the DSB's website.

Please contact DSB Technical Support if you have any further questions in relation to this issue.

Regards,
DSB Technical Support Team

Audience: All DSB PRODUCTION Users

Notification details:

RE: Intermittent Error "**Unable to parse requestContext**" when performing an ISIN create or search via ReST, FIX or GUI.

Further to our earlier notification we wish to advise our Production users that the intermittent error reported earlier was resolved at 08:10AM (UTC).

Please contact [Technical Support](#) if you require any further information.



15 February 2021

**Informational Notice: DSB PRODUCTION
Intermittent ISIN creation and search failure due to
the 2021 Feb Strike Price Release**

Audience: All DSB PRODUCTION Users

Notification details:

This is an informational notice to advise our Production users that we are currently investigating an intermittent error "**Unable to parse requestContext**" which may occur when performing an ISIN create or search. The DSB is currently investigating this issue, further updates will be provided as soon as possible.

Users who have experienced this error are advised to resubmit any transactions that have failed so they can be reprocessed by the system.

If further assistance or clarification is required in relation to this issue, please revert back to us and we will respond accordingly.
