

**\*\*UPDATE 11:00:00 UTC 09<sup>th</sup> August 2022\*\***

We have identified root cause, a fix has been implemented but we are managing the service restart so there may be connection issues across all environments.

The DSB will send further updates as when they become available.

Regards,  
DSB Technical Support Team

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**\*\*UPDATE 10:00:00 UTC 09<sup>th</sup> August 2022\*\***

We are still working on the issue and remediation actions are ongoing, we are currently focusing on recovery in a UAT environment. Users may encounter disconnection and login issues on GUI, FIX and REST API during the remediation effort. The issue is currently experienced by the users across all connections and endpoints.

The DSB will send updates as when they become available.

Regards,  
DSB Technical Support Team

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Regards,  
DSB Technical Support Team



9th August 2022

## **INFORMATIONAL NOTICE : DSB PROD/UAT/UAT2 Services Inaccessible**

**Audience: All DSB User**

**Notification details:**

This is an informational notice to all UAT2, UAT, and PROD users that GUI, FIX and ReST API services in the DSB UAT2, UAT, and PROD environments are currently inaccessible which started at 06:55 AM UTC 9th of August 2022. The DSB is currently investigating the cause of this issue and will provide further updates once the services have been restored.

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)

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