

Dear DSB PROD, UAT, UAT2 Users,

Further to our earlier notification, we wish to advise our PROD, UAT, UAT2 users that the issue reported earlier was resolved in all environments by 12:15:00 (UTC).

We will continue to monitor the system closely, however, please contact Technical Support if you require any further information and if you are still experiencing connectivity issues.

Regards,
DSB Technical Support Team

****UPDATE 12:00:00 UTC 09th August 2022****

We have identified root cause, a fix has been implemented and connections may now have been restored in UAT2 and Production environment however remediation actions are still ongoing for the UAT environment.

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

Regards,
DSB Technical Support Team

****UPDATE 11:00:00 UTC 09th 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

****UPDATE 10:00:00 UTC 09th 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

****UPDATE 09:00:00 UTC 09th August 2022****

We are still working on the issue and remediation actions are ongoing, 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



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

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