

September 12, 2024

Dear Users,

Kindly refer to the RCA below regarding the 401 Unauthorized errors which affected the REST and FIX API Service in the Production environment last September 6th.

Link: <https://www.anna-dsb.com/download/dsb-rca-adsb-39882-production-rest-and-fix-api-connection-encountering-401-unauthorized-error/>

Please contact [Technical Support](#) if you have any questions in relation with this notification.

Kind regards,  
DSB Technical Support Team

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September 7, 2024

Dear Users,

Further to our earlier notification, we would like to advise our Production users that the issue regarding 401 Unauthorized errors being encountered on REST and FIX API Service reported has been resolved.

Please contact [Technical Support](#) if you are still experiencing connectivity issues.

Kind regards,  
DSB Technical Support Team

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September 7, 2024

Dear Users,

Please be informed that the DSB is actively investigating the 401 Unauthorized

errors affecting the REST and FIX API services. We are working on a resolution and will provide an update within the next hour.

We apologize for any inconvenience caused and appreciate your patience.

Kind regards,  
DSB Technical Support Team

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September 7, 2024

Dear Users,

Please be informed that the DSB is still currently investigating the issue concerning the 401 Unauthorized errors being encountered on REST and FIX API Service.

The DSB is working on a resolution for this issue and will provide another update in the next hour.

Apologies for any inconvenience this may have caused.

Kind regards,  
DSB Technical Support Team

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6th September 2024

**Informational Notice: PROD REST and FIX API Connection  
encountering 401 Unauthorized Error**

**Audience: DSB PROD REST and FIX API Users**

**Notification details:**

This is an informational notice to all PROD REST and FIX API users who are receiving “**401 Unauthorized**” errors when sending create and search requests starting at 19:40 UTC September 6th 2024 via the DSB PROD REST and FIX API service.

The DSB would like to apologize for any inconvenience this may have caused.

The DSB is currently investigating the root cause of this issue, if further assistance or clarification is needed regarding this notification please revert back to us and we will respond accordingly.

Regards,  
DSB Technical Support Team