

February 1, 2025

Dear DSB Production Users,

We wish to advise our Production users that the connections for Production GUI and ReST API services have been restored at 08:45:00 (UTC) and are now accessible.

A fix has been implemented and the DSB Technical Support team will continue to monitor the system closely.

Should you have any further concerns and are still experiencing connectivity issues, please do not hesitate to reach out to technical.support@anna-dsb.com

Regards,
DSB Technical Support Team



1st Feb 2025

**INFORMATIONAL NOTICE: DSB Production GUI
and REST API Services are Inaccessible**

Audience: All DSB Users

Notification details:

This is an informational notice to all Production users that GUI and ReST API services in the DSB Production environment (<https://prod.anna-dsb.com/>) is currently inaccessible. The

DSB is currently investigating the cause of this issue and will provide further updates once the services have been restored.

Please note that the Enterprise clients are not affected in this issue.

We would like to apologise for any inconvenience this has caused.

An update will be provided in an hour.

If further assistance or clarification is needed regarding this notification please contact technical.support@anna-dsb.com.

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