

February 22, 2025

Dear DSB Production Users,

The DSB would like to advise that the Root Cause Analysis (RCA) document in relation to inaccessibility of GUI and REST API services in the Production environment last 1st of February 2025 has now been published in the link below. A summary of incidents and associated RCA's are available on the [operational status page](#) on the DSB's website.

Link: <https://www.anna-dsb.com/download/dsb-rca-adsb-40694-dsb-production-gui-and-rest-api-services-are-inaccessible/>

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

Kind regards,  
DSB Technical Support Team

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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](mailto:technical.support@anna-dsb.com)

Regards,  
DSB Technical Support Team

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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](mailto:technical.support@anna-dsb.com).