

Info Flash - INCIDENT 25/02/21 (update) - Data dissemination

Dear Client,

We provide you an update on **Incid_25/02/21 - 10:30 CET**, which has caused problems on the Collection process and the Dissemination products:

- Incident description:

> Significant delays in the NAV dissemination

- Root cause:

> Instability in the ESB Sonic Dissemination and Collection processing chain

- Impact:

> Delay of dissemination products longer than at normal

- Correction:

> Increase the reception capacity of the number of messages in entry queue, used to update the dissemination tracking

> Restart of the server containing the sending and collection transformation containers

We have returned to a normal situation in terms of the processing time of our disseminations at 25/02/2021 - 12:30 CET.

we will continue to monitor the disseminations to ensure the stability of the process. A further communication will follow

We would like to apologize for any inconvenience caused by this incident.

We remain at your disposal,