

This is to inform you that we had an issue while sending OPS.PBS.MI.BK267TRN.G0 and OPS.PBS.MI.BK268TRN.G0 files to FIS due to issue in transmitting the files to the FIS server via NDM. The transmission issue is fixed now and we have manually sent the files to FIS , FIS already posted the transactions and previous day transaction is available now.

Latest Update :

We are still on the call with Incident Management and FIS.

**Some Transactions from yesterday 6/20/17 have not posted to banking accounts. As a result, balances are not up to date within IBS Insight or DB Private Wealth Online Plus( Online Banking)**

**Outgoing Wires initiated via Online Banking today are also affected this morning and have not yet been processed. A message will be posted to Online banking informing alerting your clients as well.**

Please be sure to communicate this to your clients. We are actively working on this issue with FIS.

Next Steps as of 2:00 PM EST:

- Determining the root cause for this issue – Completed
- Sending the files to FIS – Completed
  - FIS to process the files – Completed
  - Currently checking with the operations to check the previous day transaction is posted or not. – Completed

ETA: NA

**Business impact:** Some Transactions from yesterday 6/20/17 have not posted to banking accounts. As a result, balances are not up to date within IBS Insight or DB Private Wealth Online Plus( Online Banking) Outgoing Wires initiated via Online Banking today are also affected this morning and have not yet been processed.

Location affected: US

**Service impact:** Some Transactions from yesterday 6/20/17 have not posted to banking accounts. As a result, balances are not up to date within IBS Insight or DB Private Wealth Online Plus( Online Banking) Outgoing Wires initiated via Online Banking today are also affected this morning and have not yet been processed.

Applications impacted: Private Banking System - 21275-1

**Initial Root Cause Analysis:** Encryption at the network level caused this issue and removal of encryption helped in fixing the issue.

Next update: NA

Incident Start date and Time: 2017-06-21 01:20:45 EST

Client Services Escalation: PWMITUS Production Support  
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Regards,  
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DB ServiceNow URL : <https://dbunity.gto.global.intranet.db.com/navpage.do>  
Assignment Group: PWM IT US L2