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## SERVICE HOTLINE

**REFERENCE NUMBER: 185/2021**

10 September 2021

### UPDATE ON TECHNICAL PROBLEMS WITH CONNECTING TO IDP

Following [Service Hotline 180/2021](#) regarding intermittent connectivity issues on our Information Delivery Portal (IDP) server that resulted in some clients being disconnected when downloading files. This Service Hotline serves to provide an update on the issue.

The issue continues to be investigated by our networks team and our third-party vendor and the root cause is yet to be determined.

#### Status Update

- We isolated the issue to the perimeter firewall module.
- Conducted various tests where we were able to replicate the problem and provided the test results to our vendor for further analysis and recommendation(s).

At this stage we do not have an expected resolution timeline, until our vendor recommendation(s) is received

We will provide a further update during the course of next week.

We apologise for the inconvenience caused.

#### **Market / Service:**

Information Delivery Portal

#### **Environment(s):**

Production

#### **Additional Information:**

If you have any queries about this announcement, please contact +27 11 520 7777 or

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