

CIRCULAR

TYPE & NUMBER	ELEXON Circular – EL02961
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Date	14 March 2019
To	BSC Parties
From	BSC Operations
Purpose	For information

Incident affecting TIBCO Subscribers

What is happening?

Since yesterday, some subscribers of the TIBCO service have been experiencing issues receiving data via their High Grade service. We performed a restart at 17:00 (GMT) yesterday and applied configuration changes on the TIBCO servers. Some subscribers are still experiencing issues receiving the TIBCO data.

How will I be affected?

Currently we believe there is a conflict between ELEXON's and participants' configuration at the server level. Until the incident is resolved, the impacted users will not receive the TIBCO data.

What do I need to do?

We are engaging directly with TIBCO to resolve the issue and we are also working with impacted users to ensure the service is restored as soon as possible. In the meantime, users can access the missing data from the TIBCO Archive on the [ELEXON Portal](#). Alternatively, the data is also available on the BMRS website, API and Data Push Service.

Is there anything else I need to know?

For more information on this Circular, please email bscservicedesk@cgi.com.