



EUROPEAN CENTRAL BANK

EUROSYSTEM

Update on T2 operations and incidents

target | T2
services



T2 Contact Group meeting
13 December 2023

Matej Writzl
DG MIP/Market Infrastructure Management Division

Operational matters

1 Release November 2023

2 Incidents

Release November 2023

✓ Go live and first day

- Successful deployment
- Smooth first day of operations
- No interruption of settlement – closed on-time RTS – re-opened RTGS
RTS I on time !
- Minor hiccups
 - EoD: Long duration of data propagation and delayed change of BD and start of CLM RTS (19:19 instead of 19:00)
 - DWH: some reports were unavailable or had incorrect reported values



✓ New version of TARGET Infoguide

Incident: Slow A2A processing

RTGS	27 October	<ul style="list-style-type: none">• First incident caused rejection of some customer payments• Second incident impacted the inbound traffic to T2 which was processed at an extremely slow pace and the outbound traffic from T2 was not being processed at all.• The closure of CLM and RTGS was delayed by 3 hours <p><u>Root Cause:</u></p> <ul style="list-style-type: none">• Disk space shortage preventing writing operations on the Database storage which lead to stopped processing of the RTGS messages, long processing of the RTGS business day events and to issues affecting ESMIG An <p><u>Solution:</u></p> <p>Resolved by installation of an additional disk space to the Database storage</p>
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Incident: ESMIG U2A unavailability

T2	7 November	<ul style="list-style-type: none">• An issue prevented U2A connectivity to ESMIG from 15:19 to 17:35.• Incident also affected the processing of ancillary system files (settlement procedures A, B and E)• T2 closing was delayed for one hour <p><u>Root Cause:</u></p> <p>ESMIG preparatory activity for the Common Component part of the November 2023 release (activity had been previously carried out in testing stages without issues).</p> <p><u>Solution:</u></p> <ul style="list-style-type: none">• Resolved by manual intervention, followed by a restart of affected components.• Issue affecting the settlement of ancillary system files was resolved by restarting at 18:20. Afterwards, all AS files successfully settled
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Incident: Login issues via ESMIG portal (U2A)

T2	23 November	<ul style="list-style-type: none">• On 23 November between 17:00 and 18:06, the login process to the ESMIG portal (U2A) started to be very slow.• T2 closing was delayed for one hour <p><u>Root Cause:</u></p> <p>An abnormal behavior of one of the Web servers responsible to authenticate the users during the login to ESMIG where the logging action was significantly increased.</p> <p><u>Solution:</u></p> <p>Additional disk space has been added to the server and a partial restart was performed in order to restore the service.</p>
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Questions



Thank you for your attention!

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ECB: market infrastructure and payments

