

Annexure 4

INTIMATION & SUBMISSION OF TECHNICAL GLITCH		
	HEADERS	DETAILS
2. Preliminary Incident Report (T+1 day)	1. Date & Time of Incident & Incident duration (in Minutes)	10/12/2025 Time - 1:12PM-2:30PM (78 Minutes)
	2. Incident Description	Orders not going through XTS platform
	3. Immediate action taken (provide brief details)	Initial investigation: MySQL DB was corrupted, tried to recover services for DB but not successful Actions <ul style="list-style-type: none"> • Recover DB backup • Restarted the server. • Performed Intraday EOD & BOD processing to restore
	4. Business Impact i) Number of Clients Impacted ii) Any other impact	8 NA
	5. Were alternate trading channles available for clients (list all the alternate channels) i) Was there a spike in traffic on the alternate channels available to clients? If yes, provide details.	Bolt, Neat and MCX Trader. No spike was in traffice on the alternate channels.
	6. Was the issue caused or encountered by a third-party vendor or service provider? i) Name of the third-party vendor or service provider and a bief description of the issue. ii) Do you have a back-up vendor for the said services	NA
	7. Was the issue encountered on the Exchange-provided environment? If Yes, kindly provide details of intimation and communication sent to the Exchnage.	No
	8. Did you move operations to the Disaster Recover (DR) site? If, Yes, what was the Recovery Time?	No
	9. Network Connectivity Issues / Hardware Issues / Software Issues / Human Error / Other (Please Specify (if more than one, please separate with commas))	DB Issue