

Incident impacting TIPS

TIPS CG – 10 JUNE 2026

Date	Description
14th April 2026	Expired messages due to wrong configuration of Technical Address Network Service Link
21st May 2026	Incomplete or empty Statement of Account reports

- ❑ **Description of the issue:** On 14 April, starting at 18:00, the Service Desk noticed a high number of expired payments, also confirmed by several NCBs. The expired payments affected only a subset of participants using NEXI NSP.
- ❑ **Root cause:** incorrect assignment of EBA RT1 DN to the SWIFT Network Service of a party that was performed in CRDM around 14:00 on the same day. Once the TIPS data propagation became effective at 18:00, all parties using that EBA DN as instructing party started experiencing issues with instant payments.
- ❑ **Business impact:** 321,057 messages expired
- ❑ **Mitigation measure**
 - An alarm has been implemented to detect incorrect DN–Network Service assignments.
 - PBI000000237925 has been opened to define a long-term solution, planned for NOV.2026 release.

- ❑ **Description of the issue:** On 21 May 2026 at 23:00, a customer reported empty or incomplete hourly camt.053 Statement of Account reports. On the morning of 22 May, additional CBs reported similar issues, leading to the declaration of a general incident. Investigations identified a misconfiguration caused by the premature activation of an internal service related to the June release. The issue affected hourly and EOD camt.053 reports only, while Turnover Reports and GLs were not impacted. On 22 May 2026 at 10:30, the relevant components were restarted and corrective actions initiated
- ❑ **Root cause:** Unintended startup of a dormant internal service introduced for a future release deployment.
- ❑ **Business impact:** hourly and EOD reports not delivered correctly
- ❑ **Mitigation measure:**
 - No further action needed. The effect of the unintended startup materialized because the integration of the new service in the technical monitoring was not yet completed, hence allowing this abnormal situation to persist for a while. The integration of the new services/components to be deployed at an earlier point in time will allow prompt detection preventing impacts on the scheduled report generation.

Thank you for the attention!