

# INCIDENT

BULLETIN

FIS

**Bulletin ID:** 321590

**Topic Type:** Incident

**Ticket:** IN25016208575

**Solutions:** ACH Tracker Processing, Account Recon Positive Pay Advantage, Address Analysis, Anytime Lender, BASE2000, BancPac, Bankway, Bill Pay - Payment Manager Business, Bill Pay - Payment Manager Consumer, Bill Pay - Payment Manager Remittance, Biller Service Provider, BizChex, Business eBanking, Card Production, Charlotte, ChexAdvisor, ChexAdvisor Educational Report, ChexInsights, Clarity, Commercial Capture Xpress, Connections, Consumer eBanking, Data Privacy Manager (DPM), Debit Card Processing, Digital One, Digital One LFI, Direct Suite, EDI Translation Services, EFT Services - Milwaukee-Brown Deer, EFT Services - Milwaukee-New Berlin, EFT Services - Norcross, EFT Services - St Pete, Endpoint Exchange, Engagement Suite, Ethos Analytics, Extended Account Analysis, FIS Code Connect, FIS Content Management, FIS DirectLink ATM, FIS DirectLink Branch, FIS DirectLink Consumer, FIS DirectLink Merchant, FIS DirectLink Risk Review, FIS DirectLink Teller, FIS External Transfers, FIS Global Funds Transfer (GFT), FIS Integrated Payables, FIS Integrated Payables for Bank Resellers, FIS Mobile Banking Services, FIS Output Solutions, FIS P2P, FIS Remittance Processing, FIS Xpress Deposit, FLO, Fednow managed service, Forensic Signature Verification, FraudChex - ATO, FraudChex - NAF, Global KYC, HORIZON, HORIZON 360 BI, IBS, IBS Business Intelligence, IBS Sales and Service, ID Authentication, ID Verification, IDChex, IST Switch, ImageCentre, ImageCentre Hosted, Internet Direct, Issueless Positive Pay, MISER, MISER Business Intelligence, Mercury, MobiMoney, Modern Banking Platform, OFAC Watch, Online

Account Creation, Online Banking, Open Payment Framework, Origenate, Origenate Anywhere, PayDirect, Payments One Credit (P1C), Prepaid North, Prepaid Program Managed Services, Prepaid Sunrise, Profile, QualiFile, RTP Managed Service, Red Flag Checklist, Relius Administration, Relius Documents, Relius Government Forms, SendPoint ATM, SendPoint Branch, SendPoint Merchant, SendPoint Teller, Shared VRU, TBS - Credit, TRIPS Adjustments, TRIPS Collections, TRIPS Dispute, TRIPS Exception, TRIPS Incoming Returns, TRIPS Outgoing Returns, Transaction Account Protection, VelocityChex, VisionContent, VisionIP, VisionIP Hosted, Wealth and Retirement TrustDesk, Web Site Services, eDelivery Services, eWire, eZCard Retail

### **What you need to know**

As communicated earlier FIS® has identified an issue affecting multiple applications in Little Rock Technology Center (LRTC). Users may experience degraded service while accessing the affected applications

**NOTE:** Please disregard this *Bulletin* if your applications are not affected

### **Steps FIS is taking**

A subset of Little Rock Data Center hosted applications have been disrupted due to a Power Outage. IBM technicians are on-site to assist with recovery. The SAN (Storage Area Network) switch used for replication from Little Rock to Phoenix was unavailable and subsequently recovered, however, replication is not working at this time and is being investigated.

The FIS technical team is working to mitigate the issue. Our next update will be **Today Jan 15, 2025, at 7:40 p.m. CT,**

We apologize for any inconvenience this may cause.

### **Steps for you to take**

Please notify your internal teams. Please find the attached document for Product status.

### **Questions? We can help!**

If you have any questions regarding the content of this *Bulletin*, please enter a support ticket in the FIS Client Portal, contact us at **844.6 FIS NOW (844.634.7669)**, or use your normal support process. If calling, please use your Entity ID and IVR ID for security validation. To view your EID#

and IVR ID, click on your username in the upper right corner of the FIS Client Portal landing page.

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