



DATE: FEBRUARY 27, 2019

TO: OPRA DATA RECIPIENTS

SUBJECT: FEBRUARY 27, 2019 OPRA PROCESSING ISSUE

At approximately 3:05 PM ET on February 27, 2019, OPRA experienced a multicast output server failure at its primary data center in Mahwah, NJ and experienced subsequent issues with participant input connections.

During the troubleshooting process, OPRA determined to minimize further impact and recover processing in the secondary remote data center in Chicago, IL, which was accomplished by approximately 3:17 PM, whereupon normal operations resumed.

The issue is believed to be related to the failure of a hardware component, which will be replaced tonight. Normal operations from the primary data center will resume on February 28, 2019.