Twitter Thread by Amrit Kummer



Amrit Kummer
@maqstik

We continue to hear that several $ZIL holders are unable to withdraw their tokens from certain exchanges and their withdrawal transactions seem to have errored out as incorrect nonce.

A thread on status update. ■

1/ This has only affected a few exchanges, while there are others, where withdrawals are getting processed as expected. Also, given that the network is processing transactions as usual, we understand the frustration of some feeling stuck while others can interact on-chain.

2/ PROBLEM: We have spoken to some of these affected exchanges to better understand the issue at hand. It appears that those exchanges issued several consecutive withdrawal transactions which are expected to include an increasing counter called nonce.

3/ However, if any of the intermediate transactions gets rejected for some reasons, then all the subsequent ones get rejected too as the nonce will no longer be consecutive. We therefore believe that nonces were not correctly handled which led to withdrawals getting affected.

4/ SOLUTION: The solution to the problem is in fact quite simple. All the failed withdrawals can be considered by the exchanges to have been rejected by the network and they can re-issue a new transaction with the correct nonce.

5/ We have been told by some exchanges that they have started to slowly resend transactions programmatically and even in some cases manually (depending on the number of failed transactions).

6/ To this end, we are also helping out the affected exchanges wherever we can with different SDKs to better handle nonces when a batch of withdrawal transactions needs to be sent out to the network.

7/ These SDKs can be integrated in the exchange infrastructure to rectify the issue at hand as well as prevent this from happening in the future. We believe that several exchanges are on top of it and we hope that this issue gets resolved on their end very soon.

8/ We reiterate that funds are all safe and if your withdrawal transaction ID on https://t.co/XMQ6iGrqOs shows a nonce-related error, then you can safely consider that withdrawal to have failed and wait for your exchange to resend a new withdrawal transaction.