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SERVICE HOTLINE

REFERENCE NUMBER: 149/2018

3 August 2018

COLOCATION EQUITY DERIVATIVE DISCONNECTS ON 1 AUGUST 2018

JSE clients are advised that through extensive investigations by the JSE and its 3rd Party Vendors, the root cause of the incident impacting certain colocation EDM connections has been identified as a software bug impacting the CAM table (Content Addressable Memory) on the switches facilitating the Equity Derivatives market connectivity.

As communicated on Wednesday evening, the corrective measure executed involved the rebooting of these specific switches. The JSE will be scheduling an upgrade of these switches software on recommendation of the 3rd Party Vendor based on the identification of this specific bug.

Due to the fact that not all colocation clients were impacted by the triggering of the bug, the troubleshooting activities were highly complex in nature and prolonged the identification of the root cause.

The JSE apologizes for any inconvenience caused by this unforeseen event and assures its clients that everything is being done to mitigate a re-occurrence.

Market / Service:

JSE Equity Derivatives Market

Environment(s):

Production

Additional Information:

If you have any queries about this announcement, please contact the Client Services Centre on +27 11 520 7777 or e-mail CustomerSupport@jse.co.za

Issued By:

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