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SERVICE HOTLINE

REFERENCE NUMBER: 162/2019

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COMMODITY MARKET INTERMITTENT DISCONNECTS

The JSE would like to provide feedback on the intermittent disconnects experienced on the Commodity Market on Friday, 26 July 2019.

At approximately 10h53 the JSE started noticing a build-up of messages on the Commodities Derivatives Market (Agri's) application queue, shortly thereafter some clients reported that they were experiencing latency in viewing their trades.

Following our investigation, we found that one of the member's API (Application Programme Interface) was operating at a higher order ratio (excessive order management rate) generating excessive message rates as well as the same unexpected behaviour from one of the Software Vendors API as seen the previous day.

The JSE intervened by contacting the various parties and requested that the excessive order management rate be adjusted lower in order to prevent the application queue from reaching its limit and disconnecting again.

The JSE is actively pursuing a number of mitigating actions in order to prevent this from re-occurring.

The JSE would like to apologise to all market participants affected by the issue.

Market / Services:

JSE Commodity Derivative Market

Environment(s):

Production

Additional Information:

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