

## Market Notice

**Number** F4770

**Date** 26 May 2011

### **EDM Neutron Feedback - Trading issues experienced on Thursday, 26 May 2011**

The JSE would like to apologise for the interruptions experienced by some market participants on the Equity Derivatives Market today, 26 May 2011.

The events of today were as follows:

11h40 – JSE detected excessive queuing of outgoing public and private messages on 2 of the 7 communications servers

12h20 – Queues on affected communications servers recovered fully without any JSE intervention

15h55 – JSE detected excessive queuing of outgoing public and private messages on 2 of the 7 communications servers.

16h40 – JSE identified the underlying reason causing the queuing and reallocated CPU resources in an attempt to alleviate the queue build up without halting the market.

16h53 – JSE was forced to halt trading on the Equity Derivatives Market in order to reconfigure the new CPU resources.

17h20 – Equity Derivatives Market was reopened.

18h00 – Equity Derivatives Market closed (extended by 30minutes)

18h45 – Equity Derivatives Market Admin period closed

The JSE has in the last few weeks observed a marked increase in the number of orders processed as communicated in market notice F4765A/B. As a result we have been continuously optimising the environment hosting this market to cater for these increased volumes. A change made in this regard on Tuesday 24 May 2011 resulted in a shortage in allocated CPU resources which led to the problems experienced today.

The JSE is continuously monitoring performance across all infrastructure components in an effort to address the issues experienced today. The JSE would like reiterate that these infrastructure issues are our highest priority and are by no means being taken lightly.

### **Allan Thomson**

Director: Trading

Tel: +27 11 520 7082

Fax: +27 11 520 7551

E-mail Address [allant@jse.co.za](mailto:allant@jse.co.za)

**Distributed by the Company Secretariat +27 11 520-7478**



**JSE Limited Registration Number: 2005/022939/06**

One Exchange Square, Gwen Lane, Sandown, South Africa.  
Private Bag X991174, Sandton, 2146, South Africa. Telephone:  
+27 11 520 7000, Facsimile: +27 11 520 8584, [www.jse.co.za](http://www.jse.co.za)

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