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SERVICE HOTLINE

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INTERMITTENT DISCONNECTS ON IRD AND CDM

On Thursday, 21 January 2021, we experienced intermittent disconnects on both IRD and CDM.

The JSE team in conjunction with our 3rd Party partners have investigated the cause of the intermittent disconnects on some of the proxy servers and found that post a planned restart of all the proxy services the previous evening post EOD activities, some of the proxy services did not fully establish back to the market and seemed to be in a stale state.

Unfortunately, due to the stale state, the configured alerts did not trigger. The problem was resolved by restarting the impacted proxy services on the day.

The JSE has identified a couple of enhancements to be made to the monitoring of these services and are in the process of applying these.

Markets / Services:

JSE Derivative Markets

- Interest Rate Derivatives
- Commodity Derivatives

Environment(s):

Production

Additional Information:

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

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