



SERVICE HOTLINE

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PROBLEMS EXPERIENCED WITH EQUITY AND INDICES END OF DAY DATA FILES ON 26 JAN 2017

A number of technical problems unfortunately occurred last night that not only delayed the provision of the data files but also resulted in duplicate data records for the E, I and SI.zip files.

A problem with the data preparation routines impacted the EE.zip file. But unfortunately, once this problem was resolved, a separate and different problem resulted in duplicate records being placed in the E.zip file. The E.zip problem was resolved last night and recreated files were made available around 10pm.

It was found this morning that the duplicate record problem unfortunately extended to the I and SI.zip files. These data files have been recreated and are in the process of being moved to the IDP server to replace the incorrect files of last night.

The JSE is conducting an impact analysis to understand the root causes of the problems and to implement mitigation actions to try and prevent them from happening again.

The JSE apologizes for the impact to your operations and to your clients.

Service:

JSE Equity Market
InfoMax Equity Data Service

Environment(s):

Production

Additional Information:

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