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SERVICE HOTLINE

REFERENCE NUMBER: 218/2020

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DELAY WITH TRADES FEEDING INTO RTC AND MIT POST TRADE GATEWAY

Further to SMS and email communication issued on Monday, 28 September 2020, we have identified the cause of the delayed delivery of trade updates to a faulty network hardware component on the Storage Array Network (SAN). This adversely affected the writing of messages to the database. The remedial action to failover to the secondary node was seamless to clients and addressed the delays in trade updates.

Post the failover to the secondary node, we observed errors on the market data system, and in order to address the errors, further remedial actions identified and implemented. These actions were limited to the Equity Market to minimise risk to other impacted markets, taking longer than anticipated and exceeding the set time limit parameter, which automatically placed the Equities Market in a halt status.

We have since replaced the failed storage network component and mitigating actions to prevent a recurrence are under investigation, these include:

- monitoring measures that could provide earlier warnings of hardware and system malfunctions;
- an assessment as to whether the addition of a further HBA (Host Bus Adaptor) card would be viable and additional zoning for more paths to the SAN;
- engaging our third party provider to understand the reason for the Equity Market halt to mitigate future unexpected market halts in the event of a similar occurrence.

We appreciate your patience while we addressed the issue, and apologise for the resultant inconvenience caused to you and your clients.

Market / Service:

JSE Equity Market
JSE Derivative Markets

- Equity Derivatives
- Currency Derivatives

Environment(s):

Production

Additional Information:

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

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