



## SERVICE HOTLINE

**REFERENCE NUMBER:** 228/2014

8 December 2014

Johannesburg  
Stock Exchange

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## TECHNICAL ISSUE EXPERIENCED ON 5 DECEMBER 2014

The JSE would like to provide feedback on the technical issue experienced on the Commodity Derivatives market on the morning of 5 December 2014.

At approximately 10h18 the JSE detected an issue whereby the windows service that runs the Commodity Derivatives Trading Engine stopped. This resulted in the proxy servers losing connection to the Trading Engine further resulting in clients being unable to access their active orders and prohibiting any executions.

The market was reopened at approximately 10h31 and remained stable until close of trading.

The issue was escalated to the JSE's vendors and the root cause was determined to be a programmatic exception on the Trading Engine software. The JSE and our vendor will be implementing corrective measures within the Trading Engine software to prevent a recurrence of this issue.

We would like to apologise to all market participants that were affected by this technical issue.

### Service:

Commodity Derivatives Market

### Environment(s):

Production

### Additional Information:

For further information please contact the Client Services Centre: +27 11 520 7777 or e-mail [customersupport@jse.co.za](mailto:customersupport@jse.co.za)