



## SERVICE HOTLINE

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Johannesburg  
Stock Exchange

Tel: +27 11 520 7000  
Fax: +27 11 520 8584

[www.jse.co.za](http://www.jse.co.za)

## COLOCATION CONNECTIVITY ISSUES

The JSE would like to provide feedback on the colocation connectivity issues experienced on 7 November 2017.

The JSE has identified the root cause of the issue to be a software bug in the current firewall software that in a certain sequence of events causes excessive resource utilisation on the firewalls, resulting in the firewall entering into a “conserve” mode and not servicing any new requests and causing clients to disconnect.

Whilst the current connectivity solution into colocation has redundancy, this particular software bug causes an outage across the cluster and does not force the shutdown of the primary firewalls in order for the secondary firewalls to become the primary.

The firewall replacement scheduled for 11 November 2017 is expected to resolve the issue. Based on recommendations from our firewall vendor, we implemented interim corrective actions on the evening of 7 November 2017 to mitigate a reoccurrence of this issue until the firewall replacement is implemented.

The JSE would like to apologise to all market participants that were affected by the issue.

### Market/s:

JSE All Markets

### Environment(s):

Production

### Additional Information:

If you have any queries about this announcement, please contact the Client Services Centre on +27 11 520 7777 or [Customersupport@jse.co.za](mailto:Customersupport@jse.co.za)

### Issued By:

Tshwantsho Matsena - Chief  
Information Officer & Market  
Controller