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SERVICE HOTLINE

REFERENCE NUMBER: 241/2017

17 November 2017

INTERMITTENT DISCONNECTS - COLOCATION - 15 NOVEMBER 2017

The JSE would like to provide an update on the intermittent disconnects experienced by clients on the Native Trading gateway, in the Colocation data centre on 15 November 2017.

A setting on the Colocation firewall was meant to reset passive connections but was actually resetting both active and passive connections on an hourly basis. These parameters were updated on the firewall configuration at 12:30 and no further disconnects were experienced after 13:45, as all connections had passed their hourly connection time. The JSE is awaiting feedback from the firewall vendor to advise what the root cause of the active connections being disconnected is.

In the two days prior we did not see the TCP issue that manifested on 15 November 2017. We are engaging with the vendor to understand what caused this issue.

The JSE would like to apologise to all clients that were affected by the issue and will identify and implement additional measures to avoid a recurrence of the issue.

Service:

JSE Equity Market

Environment(s):

Production-Colocation

Additional Information:

If you have any queries about this announcement, please contact the Client Services Centre: +27 11 520 77 77 or e-mail CustomerSupport@jse.co.za

Issued By:

Client Service Centre