



Date: 11 March 2013

Ref No: 34/2013

## Service Hotline

### Feedback on EDM, CDM and IRC Technical Issue – 11 March 2013

The JSE would like to provide details regarding the technical issue experienced by customers on the EDM, CDM and IRC Markets on 11 March 2013.

At approximately 14h22, users across all Derivatives Markets received a message indicating a trading engine failover scenario had occurred. Some users had to re-establish their sessions to the markets at this point. Availability of all markets was restored within 1 minute of the outage first occurring.

The cause of the issue has been identified as a communication error to the JSE's storage subsystem. The problem has been escalated to the hardware vendor concerned to assist in establishing the root cause.

The JSE would like to apologise to all market participants that were affected by this incident and would like to assure customers that the necessary steps will be taken to prevent such a problem from re-occurring.

If you have any queries, please feel free to contact [derivative\\_info@jse.co.za](mailto:derivative_info@jse.co.za)

#### Markets / Service (s):

- Equity Derivatives Market
- Commodity Derivatives
- Interest Rate and Currency Market

#### Environment(s):

- Production

#### Additional Information:

#### Contact:

For further information please contact Customer Support:

011 520 7777 or email [Customersupport@jse.co.za](mailto:Customersupport@jse.co.za)