



Date: 02 April 2013

Ref No: 43/2013

## Service Hotline

### Feedback on EDM, CDD and IRC Technical Issue – 2 April 2013

The JSE would like to provide details regarding the technical issue experienced by customers on the EDM, CDD and IRC Markets on 2 April 2013.

At approximately 09h02 users across all Derivatives and Interest Rate 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 exact cause has not been identified as yet. The problem has been escalated to the JSE 3<sup>rd</sup> party vendors 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.

#### Markets / Service (s):

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

#### Environment(s):

- Production

#### Additional Information:

#### Contact:

For further information please contact Derivative info:

011 520 7000 or email  
[Derivative\\_info@jse.co.za](mailto:Derivative_info@jse.co.za)