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Date: 10 April 2014

Ref No: 68/2014

Service Hotline

Commodity Derivatives Market: Feedback on Technical Issue experienced on 09 April 2014

The JSE experienced an outage on the Commodity Derivatives market at approximately 10h10 on 09 April 2014 that resulted in all users being disconnected and unable to reconnect. The JSE identified the issue and restored the market, which reopened at 10h30.

The root cause has been identified as a programmatic condition on the trading engine, under a very unlikely scenario, that causes the trading engine to fail. The JSE has escalated this to the vendor concerned to remedy the issue and provide an updated code base for the trading engine as soon as possible.

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

Please contact derivative_info@jse.co.za should you have any further concerns or questions around this outage.

Markets / Service (s):

- Commodity Derivatives Market

Environment(s):

- Production

Contact:

For further information please contact Derivative_Info@jse.co.za

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