



SERVICE HOTLINE

REFERENCE NUMBER: 82/2015

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Information Delivery Portal (IDP) – Intermittent File Download Issue

Clients experienced intermittent issues when downloading files over Thursday night (2015/06/25) and Friday morning (2015/06/26).

These issues were as a result of an issue with regards to the security software running on the JSE firewall which was preventing the transfer of certain file types. The issue was identified and addressed on Friday morning.

Preventative measures have been put in place to mitigate this issue.

We humbly apologise for any inconvenience caused.

Market / Service:

End of Day Products (IDP)

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 e-mail Customersupport@jse.co.za

Issued By:

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