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## SERVICE HOTLINE

**REFERENCE NUMBER: 160/2021**

6 August 2021

### EDM AND FXM | USER CREATED INSTRUMENTS NOT FEEDING TO RTC - 2 AUGUST 2021

The JSE would like to provide an update on the issue that resulted in newly added anyday futures and option strikes not feeding down to the Real Time Clearing system (RTC) on Monday, 2 August 2021.

The cause identified was a failure in establishing communication within the distributed transaction component between two servers, which resulted in the JSE's RTC system not receiving the newly created instruments and subsequently the transactions linked to these instruments. All other transactions processed during this time.

We have resolved this by disabling and re-enabling the configuration on the failing servers. In addition, we have documented the resolution for a quicker turnaround if the problem reoccurs. Furthermore, our third party provider advised on the implementation of enhanced logging tools to discover the root cause of such component issues.

We will continue to monitor our servers and apologise for the inconvenience caused to you and your clients.

#### Markets / Services:

JSE Derivative Markets

- Equity Derivatives
- Currency Derivatives

#### Environment:

Production

#### Additional Information:

If you have any queries about this announcement, please contact the Client Service Centre on +27 11 520 7777 or e-mail [customersupport@jse.co.za](mailto:customersupport@jse.co.za)

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