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SERVICE HOTLINE

REFERENCE NUMBER: 230/2021

17 November 2021

COMMODITY DERIVATIVES MARKET HALT – 16 NOVEMBER 2021

On Tuesday, 16 November 2021, clients experienced delays with market data updates and order acknowledgements in the Commodity Derivatives Market (CDM).

A decision was made to halt the market between 09h45 to 10h00, allowing clients the opportunity to reconcile the committed state of their orders. Our investigations reflect that the incident was attributed to an application timeout on the trading engine, which resulted in a rollback of committed orders.

Post investigations conducted yesterday, and to prevent a future reoccurrence, the JSE has since increased the memory on the trading server and completed database maintenance activities. In addition, we will apply a data retention policy to optimise database table settings which is scheduled for completion on Saturday, 20 November 2021.

We are aware that some clients have previously reported market delays and some of the optimisation actions taken last night should aid in addressing these delays. We assure clients that we are actively monitoring this situation closely to prevent a recurrence.

The JSE would like to apologise for the inconvenience caused.

Markets / Services:

JSE Commodity Derivatives Market

Environment(s):

Production

Additional Information:

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