

## **SCREEN DEALING BULLETIN NO. 01/00**



### **SYCOM Halt 7/1/00**

The purpose of this bulletin is to provide Members and their clients with an explanation regarding the cause of the 42 minute unavailability of SYCOM® on 7 January 2000.

During the evening session which commenced on 6/1/00, the SYCOM® market was disrupted for approximately 1 minute when all users received a "connection lost" message at 4.03 am. As all users were immediately able to reconnect successfully, there was no halt to trading.

During subsequent investigations of this incident, the Exchange attached an additional network diagnostic tool to the Exchange's communications network. It appears that the attachment of this tool caused a high level of network errors resulting in all Member Workstations being disconnected from the system at 9.03 am.

Whilst most Members reconnected automatically, a number continued to experience problems resulting in the Exchange electing to shut down and re-initialise the system. Accordingly, the system was available at 9.45 am with pre-opening commencing at 9.50 am and all markets re-opened at 9.55 am.

It should be noted that this problem is not related to SYCOM® IV software and in turn is in no way attributable to Y2K.

Enquiries are continuing into the previous evening's network disruption.

**Frank Coyne**  
**General Manager; Trading Operations**

**07/01/2000**