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**From:** SFE Corporation Limited ABN 74 000 299 392

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### **SYCOM HALT – 19 August 2002**

Market users are advised that on 19 August 2002 the SYCOM system experienced a period of unavailability totaling 63 minutes.

The market halt was caused by a failure in both the primary and redundant Account Position Tracker Services located in the host. An unsuccessful attempt was made to recover the failed service. To expedite the recovery of the market the system was rebooted and then restarted. This resulted in the requirement for all users to reconnect.

The SYCOM system is now fully functional with full redundancy in place. Further diagnosis of the failed server and hardware will be conducted on the weekend of 24-25 August 2002. Logs of the incident have been collected and are currently with our US based software developers.

Please be aware that SFE takes every care to maintain system hardware and software stability and integrity and apologises for any inconvenience caused.

Participants and users made extensive use of the SYCOM status facility on the SFE website, which provided real time situation and fault information. Participants are encouraged to seek real time information during market disruptions by going to the link below and clicking on “SYCOM Status traffic light”.

<http://www.sfe.com.au/index.asp?dispage=/site/html/trading/products/intro.asp>

Time sequence of events

<b>Exchange Status</b>	<b>Time</b>
SFE and NZFOE Halted	09.27
SFE Pre-Open	10.20
SFE Open	10.30
NZFOE Pre-Open	10.20
NZFOE Open	10.30

# S F E B U L L E T I N C O N T I N U E D

The following are product specific downtimes attributable to this failure.

<b>Product/ System</b>	<b>Time (minutes)</b>
Debt Products	63
Equity Index Products	40
Individual Share Futures	40
Commodity Products	30
Sponsored Products	30
NZFOE Products	63

Should you have any queries please contact David Raper on 9256-0554 or draper[@sfe.com.au](mailto:draper@sfe.com.au)



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