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## **SFE MARKET HALT – 17 MAY 2004**

Market users would be aware that on 17 May 2004 the SFE Australian Debt Derivatives products were unavailable for trading for a total of 30 minutes between 8.30am and 9.00am.

The delay to market open was initiated by SFE in response to problems experienced by Participants in gaining technical access to the SFE trading platform. On the weekend of 15 – 16 May 2004, SFE performed an administrative upgrade of a key support tool (known as Microsoft Systems Management Server - SMS) to allow for greater efficiency and a reduced need for Participant involvement in the installation of trading software upgrades and fault diagnosis.

Unfortunately, the service pack upgrade of the SMS environment created an operating system/graphics conflict that resulted in the 'blue screen of death' occurring on some SYCOM Interfaces and Workstations, preventing the terminal from connecting to the SYCOM host. Connectivity was able to be reestablished using the Windows NT boot modes of either 'VGA' or 'last known good configuration' functionality. It appears that the fault was associated with a compatibility issue between the upgraded SMS service pack and the Video Accelerated Driver utilised in the Compaq P667 PC's.

SYCOM connectivity is now restored and investigation is underway to ensure that the likelihood of a repeat of this type of incident in the future is minimised. In addition all future changes to SFE technical infrastructure will be made fully transparent to all Participants through a combination of the web site and bulletins. Further details as to how this will operate will be advised over the next few weeks. SFE apologizes for any inconvenience caused.

In the event of a SYCOM disruption, clear instructions and information can be received in real time using the SYCOM status facility on the SFE website and is available at <http://www.sfe.com.au/site/status/status.htm?sycom>

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

A handwritten signature in black ink that reads "David Raper".

**Manager, Business Operations - Derivatives**

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