

SFE NOTICE NO. 109/05

Date of Issue: 9<sup>th</sup> August 2005

Effective Date:

**SFE MARKET HALT – 8 August 2005**

Market users are advised that on 8 August 2005 the SFE market experienced a period of unavailability totaling 93 minutes for the main products.

The main products are defined as Three and Ten Year Bonds, Bank Bills, SPI and Interbank Future and Option contracts.

Early indication is that the pause was the result of a Remote Procedure Call (RPC) (a Microsoft operating system function) becoming unresponsive on one of the servers used to run SYCOM's 10 services. The period of unavailability is not considered to be a SYCOM application issue. The trading system was recovered within the standard one hour but opening the market was slightly delayed whilst an unrelated issue relating to a denied router connection was resolved. Whilst analysis of both the operating system and router issues is being undertaken neither aspect appears to be related to the stability or resilience of the SYCOM application itself.

Event	Time	Down Time
Market halted	11:57:41	
System Recovered	12:23:00	
Reopening times announced	13:05:00	
Main product pre open	13:20:00	
Main product open	13:30:00	93 minutes
Non main product pre open (NZ Products, Currency, LPT, Bond Spread, Agricultural and Swap)	13:35:00	
Non main product open	13:45:00	108 minutes
Non main product pre open (ISF's and Electricity)	13:50:00	
Non main product open	14:00:00	123 minutes

SFE apologises for the inconvenience whilst continuing to refine its recovery procedures to minimize the downtime associated with such events.

The SYCOM system is now fully functional. SFE technical staff, software providers and other related infrastructure providers are performing a thorough investigation of the incident.

In the event of a SYCOM disruption, clear instructions and information on opening time, order status and Workstation recovery 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)



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