

# SCREEN DEALING No: 50/99 BULLETIN



To: **All Members**  
**SYCOM Managers**

## **SYCOM Market Unavailability on 20 October 1999**

SYCOM®'s daytime market which includes the SPI®, ISF®'s, Wheat, Wool, Electricity and NZFOE products was unavailable for a period of 40 minutes between 10.20 am and 11.00 am this morning.

The cause of this market halt was due to a problem encountered in one of the SYCOM® host components which is responsible for the multicast messaging to all workstations. Accordingly, when it was detected that this service was degrading, the decision was taken to halt the markets.

Due to the unusual nature of this problem and the possibility that it had also affected the Exchange's backup systems, the Exchange elected to adopt the safest method of recovery and invoked manual procedures to shut down and restore each of the host processors before resuming the market.

The system was made available at 10.50 am with pre-opening commencing at 11.00 am and the market re-opening at 11.05 am.

The Exchange regrets any inconvenience encountered and would like to assure participants that every effort is being taken to analyse and rectify this problem.

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

**20/10/99**