

**Screen Dealing Bulletin No:** 44/01

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

**Date of Issue:** 20 Nov 2001

### **SYCOM HALT – 16 Nov 2001**

Market users are advised that on 16 Nov 2001 the SYCOM system experienced the following periods of unavailability.

<b>Exchange Status</b>	<b>Time</b>
SFE Halted	11:54
SFE Resumed	12:00
SFE Halted	12:03
NZFOE Halted	12:57
NZFOE Resumed	14:15
SFE Resumed	14:35

Cumulatively the SFE was unavailable for a total of 2 hours 38 minutes, while NZFOE was unavailable for 1 hour 18 minutes.

The unavailability of SYCOM was due to a combination of telecommunication, network and host related problems. The initial failure was identified as an outage in one of the two core Cisco router's that services the SYCOM market, resulting in all Participants accessing via that router losing connection. The core router failure was due to an interruption in the delivery of multicast messages from the host. A failure of this nature is considered unusual and attempts to replicate the incident over last weekend were unsuccessful. However, as a precaution the processor card within this router was replaced and a repetition of the problem is not anticipated.

The error in the effected core router created an issue with the duplication of IP addresses within the host system Mapper service. This incorrectly identified a number of disconnected terminals as logged on. This required a restart of the primary Mapper service within SYCOM to release the connections.

Network issues were exacerbated by the requirement to download datafiles during logon to all terminals. Further, a number of Participants were unable to re-establish connection to SYCOM due to saturation of their network capacity with SYCOM traffic.

Further investigation of the incident is currently with SFE external developers and the router vendors (Cisco).

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

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

A handwritten signature in black ink that reads "David Raper". The script is cursive and fluid.

David Raper  
**Manager, Trading Operations**