



SFE NOTICE NO.

54/07

Date of Issue: 7<sup>th</sup> May 2007  
Effective Date: 7<sup>th</sup> May 2007

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## SYCOM IV Update

Market users are advised that a number of Sycom IV trading workstations experienced connectivity interruptions over the period 30<sup>th</sup> April 2007 to 4<sup>th</sup> May 2007.

The issues arose as a result of the Participant workstation or interface not receiving data required for the new Trading Date correctly, and materialised when the user attempted to access data for that new Trading Date. The symptom appeared to the user as a Runtime Error 6 on the workstation and/or interface and immediately disconnected the user. Following a restart of the workstation and/or interface, all functionality resumed as per normal.

The root cause of the problem has been established and rectification was effected successfully implemented over the weekend 5<sup>th</sup>-6<sup>th</sup> May to prevent reoccurrence.

If a user experiences a similar issue with their connection, they are asked to contact the Service Desk, and restart their workstation, or interface and Trading Application. Participants are requested to ensure they are familiar with the process of restarting and connecting their Trading Application to ensure minimal disruption.

If required, the Service Desk is able to remotely restart a user's workstation and/or interface if requested. Participants should note that the ASX Service Desk is unable to assist in the reconnection of a Participants Trading Application to the interface. If a user requires the involvement of the Service Desk, please ensure you are able to provide the appropriate User Trading ID and Machine name.

Should you have any queries, please contact the ASX Service Desk on +612 9256 0677 or [service.desk@asx.com.au](mailto:service.desk@asx.com.au)

A handwritten signature in black ink, appearing to read 'Suzanne Munro', is written over a horizontal blue line.

Suzanne Munro  
Manager, Business Operations