



SIX Exfeed Message No. 10/2024

Summary – Incident on SWXess Trading Platform on 31 July 2024

To Business Coordinators
 Technical Coordinators

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Important Information 

On Wednesday, July 31st, SIX experienced a technical issue which caused an outage of market data and index dissemination via MDDX feeds. The technical incident occurred at 09:01 CET and was solved at 13:26 CET. The incident was caused by a processing problem in the SSX environment on Tuesday, July 30th, which led to a misconfiguration and, once trading started on July 31st, to a data consistency issue. This caused a termination of the data dissemination system. The matching engine and other systems of SSX were not affected by the incident. The incident was not related to a cyberattack or any other external event.

The problem identification was complex, as databases and logfiles of several systems had to be analysed. This is also the reason why a first recovery at 11:30 CET failed, once live trading data were loaded in the data dissemination system again. In combination with the information lead time for participants before resuming trading (30 minutes) and sequential opening of market segments service recovery lasted about 5.5 hours. The problem was solved permanently and intensive checks have not shown any further unexpected behavior of our systems.

Due to the failure no market and index data could be disseminated via MDDX for SSX, SDX and BME. While all trading members at BME continued to receive market data through an alternative source, the situation at SSX was different. Part of the SSX trading members continued to receive market data via the IMI interface, while a significant number of members connected to MDDX feeds only did not. Due to the unequal treatment of trading members it was decided to suspend all trading at SSX (and SDX) at 10:00 CET. On the other hand, trading at BME continued, as all trading members were treated equally.

Trading at SSX was resumed at 14:30 CET starting with Equities, Investment Funds, ETFs, ETP and Sponsored Funds, followed by Structured Products, Rights and Options at 14:45 CET and finally Bonds at 15:00 CET. All segments closed in an orderly manner and closing prices were established for all instruments.

After the incident SIX has intensified the monitoring of its trading systems. As part of our regular incident management, a detailed technical analysis is currently being done. On this base, further preventive measures will be implemented. SIX informed FINMA and CNMV about the incident and remains in close contact for further analysis and measures.