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January 29, 2008

TO: OPRA Market Data Recipients
FROM: Joe Corrigan
RE: January 28, 2008 Outage

On January 28, 2008, at approximately 10:50 a.m., ET, OPRA experienced problems, which prevented data from being disseminated normally over the 24 multicast lines. After diagnosis and execution of recovery procedures, normal multicast data dissemination over 20 of the 24 multicast lines resumed by approximately 11:01 a.m. The remaining four multicast lines resumed normal processing by 11:10 a.m. Data for multicast lines 1, 12, 13 and 24 was lost during the problem; SIAC is unable to replicate the lost data. The problems were caused by operating system defects, which resulted in the failure of a server and of the automatic recovery on the surviving servers. OPRA software and operating system changes are underway to mitigate a reoccurrence.

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