

# PRESS RELEASE

日本取引所グループ プレスリリース



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Tokyo Stock Exchange, Inc.

## The Cause of the Recent Failure in arrowhead and Measures Implemented

We deeply apologize for the inconvenience caused to many investors and other market users due to the failure in the arrowhead cash equity trading system on October 1, 2020.

We have identified the direct cause of the failure and have implemented measures to address the issue in the system.

### 1. Overview of incident

A failure occurred in a memory module in Device 1 of the Shared Disk Device<sup>1</sup> in arrowhead. Operations were supposed to switch automatically to Device 2, but switching did not function as expected.

### 2. Cause

We found that, among the switching functions for failures in the Device, automatic switching does not function for the case of a failure resulting from a memory module failure.

### 3. Measure

As a result of verifying the switching function, we found that automatic switching could occur in a failure caused by a memory module failure if the Device settings were changed. We implemented the settings into the system on October 4 and have confirmed that automatic switching functions as expected.

To prevent similar incidents, we are considering further actions, including further analysis of the cause, reassessment of system settings, and other preventative measures.

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<sup>1</sup> Storage device that stores user information and other data that is used across different devices in the system.