香港交易所設備託管服務有限公司
(香港交易及結算所有限公司集團全資附屬成員機構)

HKEX HOSTING SERVICES LIMITED
(A wholly-owned member of the Hong Kong Exchanges and Clearing Limited Group)

客戶通告 SUBSCRIBER NOTICE

Subject:	HKEX Service Network ("HSN") Switch Software Upgrade Post Release Tests ("PRTs")
Enquiry:	HKEX Hosting Service Desk Hotline Tel: (852) 2211 6080 or Email: hsservicedesk@hkex.com.hk
To:	All HSN Subscribers

Further to the Subscriber Notice (Ref. No.: HDS/24/0703) dated 9 July 2024, Hosting Services is pleased to announce that following the successful completion of the Readiness Test, the HSN switch software upgrade will be rolled out in production by two phases on 28 September 2024 and 5 October 2024 for primary and secondary network switches respectively.

Highlights of the HSN network switch software upgrade are as follows:

- HSN Subscribers are not required to change the network parameters before and after the switch software upgrade
- There is NO change to all application connectivities and IP addresses, including OTP-C, OTP-CSC, HKATS, DCASS, OMD-C, OMD-D, OMD-CC, and IIS

To ensure the reliability of HSN network switch, two optional PRTs will be arranged on **28 September 2024 (Saturday)** ("PRT Phase 1") and **5 October 2024 (Saturday)** ("PRT Phase 2"). To prevent any unforeseen issues and ensure stability after the upgrade, HSN Subscribers are highly recommended to participate in the two PRTs, and to perform the test on OTP-C, OTP-CSC, HKATS, DCASS, OMD-C, OMD-D, OMD-CC and IIS running on HSN switches with the new software version.

HSN Subscribers are highly recommended to coordinate with their IT teams and/or vendors for necessary planning and preparation, and secure sufficient operation staff and support from their IT teams and/or vendors at all times during the PRTs.

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1. Post Release Test Phase 1 and Phase 2

Date	HSN Subscribers connecting with	Test Time	Brief Activities
PRT Phase 1 **28 September 2024** (Saturday) • HSN <u>primary</u> switch software will be upgraded to new version • HSN <u>secondary</u> switch software remains unchanged ****************************** **PRT Phase 2** **5 October 2024** (Saturday) • HSN <u>secondary</u> switch software will be upgraded to new version • HSN <u>primary</u> switch software already in new version	• OTP-C • OTP-CSC • OMD-C • OMD-CC • IIS	9:00 a.m. to 12:00 noon	Please refer to the detailed activities rundown to be distributed later.
	• HKATS • DCASS • OMD-D	10:00 a.m. to 12:00 noon	

2. Participation Form and Result Confirmation Form

To participate in the PRTs, HSN Subscribers are required to complete the online "Participation Form of HSN Switch Software Upgrade Post Release Tests" **at or before 12:00 noon on 20 September 2024.** A detailed activity rundown will be provided to those registered HSN Subscribers on 24 September 2024 for PRT Phase 1 and 30 September 2024 for PRT Phase 2 respectively.

HSN Subscribers are required to complete the online "HSN Switch Software Upgrade Post Release Test Phase 1 Result Confirmation Form" **at or before 6:00 p.m. on 30 September 2024** and "HSN Switch Software Upgrade Post Release Test Phase 2 Result Confirmation Form" **at or before 6:00 p.m. on 7 October 2024.**

If HSN Subscribers are unable to participate in the PRTs, please be aware that since HSN network equipment will be rebooted during the software upgrade maintenance window from 5:00 a.m. to 9:00 a.m. on 28 September 2024 and 5 October 2024, network connectivity between HSN and HKEX systems will be affected. HSN Subscribers may expect symptoms such as few intermittent connectivity issues and interface flapping during the maintenance window. HSN Subscribers are highly recommended to perform health checks on HSN connectivity right after the software upgrade maintenance windows.

3. **Typhoon, Extreme Conditions and Black Rainstorm Warning Arrangements**

- If Typhoon Signal No. 8 (or above) or Extreme Conditions or Black Rainstorm Warning is issued two hours before the start of PRT, the software upgrade rollout as well as the PRT will be cancelled and will not be resumed for the rest of the day.

- In case Typhoon Signal No. 8 (or above) or Extreme Conditions is issued after the start of PRT, the PRT will be terminated 15 minutes thereafter.

- In case Black Rainstorm Warning is issued after the start of PRT, all scheduled activities of the PRT will continue until completion.

4. **Important Reminder**

- Due to the HSN switches software upgrade, new HSN provisioning and HSN reconfiguration services will NOT be offered on 28 September 2024 or 5 October 2024.

- If HSN Subscribers experience any issues during PRTs, please report immediately to relevant support team(s) of HKEX. Contact details of HKEX support teams will be included in the detailed activities rundown.

- In the unlikely event that a rollback is required, the original switch software will be re-instated. HKEX-Hosting will inform HSN Subscribers by email and/or SMS as soon as possible.

For any enquiries, please contact the Hosting Service Desk at (852) 2211 6080 or email hsservicedesk@hkex.com.hk.

Hosting Services
Information Technology Division