X-pand into the Future

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Authorized by: Thomas Lenz

Web- and MISS-based Technical Service Tools

Contact: Customer Technical Support, tel. +49-69-211-1 17 10, e-mail: cts@deutsche-boerse.com

Content may be most important for:	**Attachments:**
Ü IT/System Administration	Web- and MISS-based Technical Service Tools Brochure

In order to provide members with simple and easy opportunities to configure, monitor and administer their installations, Eurex provides a broad range of both web- and MISS-based administration tools.

Tickets and Requests is a web-based application integrated in the Service Point. This service enables members to enter and track the status of technical problem tickets. In addition, hardware and software configurations can directly be applied for and queried via the internet.

Web-based Monitoring Tools provide comprehensive statistical information and the ability to monitor the Eurex® trading platform. The tools and information provided include the display of roundtrip times and of bandwidth utilization as well as access to real-time information on issues and alerts within the Eurex® infrastructure and a connection monitor.

MISS-based Monitoring Tools permit monitoring and testing connectivity on the LAN to monitor VALUES API requests and to detect potential gaps on the MISS. They are a small subset of the tools provided in the GATE software on the MISS which can effectively be used to compile and monitor key aspects of a front-end installation.

Detailed information concerning the tools provided can be found in the attached information brochure.

If you have any further questions regarding the services offered please contact Customer Technical Support under tel. +49-69-211-1 17 10 or e-mail: cts@deutsche-boerse.com.

eurex

Eurex Deutschland
Neue Börsenstraße 1
60487 Frankfurt/Main
Mailing address:
60485 Frankfurt/Main
Germany

T +49-69-211-1 17 00
F +49-69-211-1 17 01
customer.support@
eurexchange.com
Internet:
www.eurexchange.com

Management Board:
Thomas Book, Thomas Lenz,
Michael Peters, Andreas Preuß,
Peter Reitz, Jürg Spillmann

ARBN: 101 013 361

DEUTSCHE BÖRSE SYSTEMS

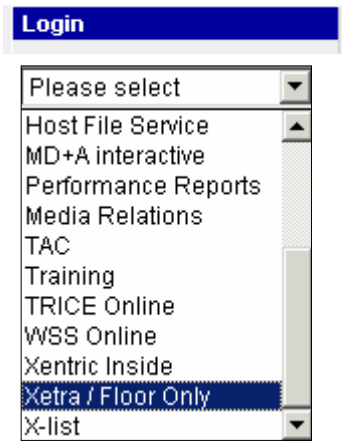
Web- and MISS-based Technical Service Tools

Tickets & Requests

The “Tickets & Requests” application provides Deutsche Börse Group members with a convenient, simple and easy to use opportunity to create problem tickets and make configuration changes as desired. A personal log-in is required to use the “Tickets & Requests” Service. New users must register to gain access and have their account activated by the company’s responsible Central Coordinator.

Access to the Portal

The portal can be accessed via the Deutsche Börse Website www.deutsche-boerse.com via the “Xetra/ Floor Only” entry in the “Login” scroll box on the right side:



or

via the Eurex Website – www.eurexchange.com - under the “Member Section” entry in the “Login” box on the right side:



To be able to access these tools, membership at Deutsche Börse (Xetra), the Frankfurt Stock Exchange or Eurex is required.

Navigation in the Portal: Service Point

This shows you how to locate the “Tickets & Requests” and “Monitoring” application in the Service Point depending on the scope of your authorization:



Information – Where do I find what?
Tickets & Requests

You will find a welcome page in the “Tickets & Requests” application and eight further menu items which will be explained in the following sections:

- Welcome
- Member Information
- Contact Persons
- Current Configuration
- Hardware Configuration Request Entry
- Software Configuration Request Entry
- Request Status Overview
- Ticket Entry
- Ticket Status Overview

Tickets & Request:

Tickets & Requests	Description
Member information	The member can find details of its companies memberships and the associated Key Account Managers.
Contact Persons	This page contains two tables: - Details on the Central Coordinator named by the company. These details are relevant for admission; members are not allowed to change them. - Details of the persons who can be contacted by Deutsche Boerse AG for queries about processing the member orders. This screen allows members to change contact details, add or delete contact persons or their functions, for example, if an employee leaves the company.
Current Configuration	In a tree structure which can be expanded and collapsed the member can see its installed components (e.g. lines, router, server) as well as the relationship to other companies, whose connection services are used or provided by the member.
Hardware Configuration Request Entry	This screen corresponds to “Current Configuration” plus the changes of the members orders. Thus this tree displays more components than the “Current Configuration” tree. Members can order additions and changes on their configuration from this tree. Ticket creating and the configuration overview are not available in this tree.
Software Configuration Request Entry	This tree shows the active report nodes for the connected markets, environments and Members Ids. Members can make additions and changes to report nodes and broadcast streams from this tree.
Request Status Overview	The table contains all of the current and draft requests in “Tickets & Requests”. Requests sent in via forms are not included.
Ticket Entry	The Ticket Entry dialog can be accessed directly via this item without having first selected the component.
Ticket Status Overview	The table contains the problem tickets and processing status of tickets created in “Tickets & Requests” as well as those reported by telephone. The list can be sorted in ascending or descending order.

Monitoring:
Deutsche Börse offers you a comprehensive way to monitor Deutsche Börse trading platforms:

Monitoring	Description
Connections Monitor for - Eurex - Eurex Bonds - Xetra - Xetra Vienna	The member can find the following details regarding their current MISS status: - Connections - Subscribed Broadcast Streams - Logical Device ID and its corresponding Communication Server ID.
Batch Status Monitor - Eurex - Xetra - Xetra Vienna	Status information about the batch is provided.
Production Backend Status Monitor - Eurex - Eurex Bonds - Xetra	The Backend availability is displayed.
Roundtrip Statistics for - Eurex - Eurex Bonds - Xetra	This tool allows the member to view the roundtrip times of their transactions for every MISS including the ranking of their MISS server(s) on the Communication Server. In Eurex, options and futures are separate. Data can be viewed for the last business day or a selected date.
X-Chart - Eurex - Xetra	This tool allows the member to display information on the bandwidth utilization of their leased lines with one minute resolution. Data can be viewed for the last business day or a selected date.
Realtime Backend Log - Eurex - Xetra	The Back End Log gives members the opportunity to browse through issues in real time and be alerted to events on the Eurex and Xetra infrastructure that may have a general member impact. Customer can choose between HTML or RSS.

MISS-Based Software Tools:

- Offers you a variety of user-friendly applications. Tools whereby the user can create lists to compile tailored information and access specific data in a secure environment.
- Are located for Sun Solaris in /opt/gate/baseXY/bin
  (make that back-slashes and add the GATE installation drive for Windows OS).
  One exception is the EurexGapCheckTool which is located in /opt/gate/baseXY/EUREX/bin; (XY

needs to be replaced with the GATE environment number 90 for Production, 91 for Simulation and 93 for Advanced Simulation).

- For more detailed information regarding MISS-based software tools please refer to the Gate and Eurex Frontend Operation Guide (www.eurexchange.com/members/releases).

Please find below a short and concise summary:

MISS-Based Software Tools	Description
Display Message Log	This tool can be accessed from the Xmenu. The tool displays a list of all VALUES API requests sent through a given MISS server with the following details: - MISS ID - Workstation ID (origin of the request) - Request ID (e.g. Enter Order) - Trader Subgroup (e.g. GDBXXSIM) - Timestamp of MISS pass through in Microseconds.
Transaction Counter	This is a command line tool. Similar to the “Display Message Log” details of the VALUES API requests sent through a given MISS are listed and exported to a file.
Event Reader	This tool can be started from the Xmenu or the command line. The Event-Reader can automatically invoke a shell or batch-script on a MISS server when an error message with a given severity is raised.
EurexGapCheckTool	The EurexGapCheckTool is invoked from the command line and scans the ROB-log files (persistent storage of recoverable broadcasts on a MISS) for possible gaps.
Cofi-Tool	Invoked from the command line, this tool collects critical system information from a MISS or workstation and prepares a compressed file with the information for download by technical support staff from DBS.
MessageManager	MMG is an ideal interface for MISS architecture monitoring in automated tools. This GATE binary can be invoked from the command line and allows: - real-time status of MISS architecture services - real-time status of MISS architecture processes - start and stop of a given service (e.g. Eurex/Xetra)
MISS-Based Software Tools	Description
GateWatch	The GateWatch tool offers a variety of tools to monitor and test connectivity within the customer LAN. Consisting of a client and a server component running on the MISS as well as on the workstation, the following tasks can be performed: - Workstation distribution between MISSes in a MISS-group (which

	workstation is talking to which MISS right now) - Broadcast stream distribution (which MISS is currently subscribing which broadcast streams from the exchange back-end) - Test of Multicast distribution between MISS and workstation. A number of test packages is sent and compared to the number of received packages. - Test of Multicast-Request between workstation and MISS. A number of test packages is sent and compared to the number of received packages. - Check for lost Multicast packages. Real-time counter of broadcast packages sent (from MISS) and received (on Workstation) are compared real-time.

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Deutsche Börse Systems AG
Customer Technical Support

60485 Frankfurt/Main, Germany

Phone +49-(0) 69-2 11-1 17 10
E-Mail cts@deutsche-boerse.com
Internet www.deutsche-boerse.com