

To: All LME Clear Members

Date: 17 02 2023

Ref: 23–004

Classification: Technical

Subject: **LMEMERCURY INFRASTRUCTURE INTERFACE MIGRATION
ON 25 MARCH 2023**

Summary

1. The LMEmercury clearing platform will be undergoing an IT interface migration upgrade on Saturday, 25 March 2023. There are no new functional changes to the LMEmercury application itself over-and-above the current Production releases.
2. This Notice advises members to check, and if need be clear their desktop web browser cache setting prior to attempting to access the LMEmercury user interface.

Scope and Instruction to Check and Update Web Browser Setting

3. The latest version of LMEmercury contains changes that may require a refresh of the web browser cache. If the application page does not load as expected, participants are advised to carry out the following steps:
 - 3.1. Perform a hard refresh using the browser shortcut option:
 - On Windows and Linux operating systems the shortcut is usually **Ctrl + F5**
 - On Apple macOS the shortcut is usually **Command + Shift + R**
 - 3.2. If the problem persists, continue to clear the web browser cache. This step varies depending on web browser:
 - On Microsoft Edge, the option to clear caches is usually found under the “Settings” menu option, section “Privacy, search, and services”
 - On Firefox, the option to clear caches is usually found under the "Settings" menu option
 - On Chrome, the option to clear caches is usually found under the "More tools" menu option
 - 3.3. If the problem persists after clearing the cache:
 - Contact your internal I.T. Support Services in the first instance to assist with clearing the web browser cache



4. There will be no change to the GUI URL or to the list of compatible web browsers that participants currently use for accessing LMEmercury application.
5. No data center switch over will take place for LMEmercury production services as part of this migration. The LMEmercury production services will continue to run from LME data centre 1 (DC 1) post upgrade.
6. No connectivity testing will be taking place for LMEmercury services on the upgrade weekend. The LMEmercury application will be migrated to new infrastructure interface in readiness for start of business Monday 27 March 2023. In the event of any connectivity issues on Monday, participants need to contact LME Clear Operations team at lmeclear.operations@lme.com.

Queries

7. Any queries regarding this Notice should be directed to LME Technical Account Management team at tam@lme.com.

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