# TMX | Montréal Exchange

## Technical Notice                                        010-12

**TO:**        Montreal Exchange Approved Participants (APs) and Foreign Approved Participants (FAPs)

**FROM:**      Participant Connectivity Coordinator

**SUBJECT:**   **LOPR Project - Technical documents:**
**LOPR Password Security Protection - Three (3) Attempts**

**DATE:**      June 13, 2012

**LOPR Password Security Protection – Disabling of connection after three (3) unsuccessful attempts to log in.**

In its continuous efforts to improve the security features of its electronic tools and systems, Bourse de Montréal Inc. (the Bourse) has developed a new feature that will limit the attempts to log into LOPR to 3 attempts for both the Production and Test environments.

The Bourse considers that this feature, which is widely used by financial institutions and other entities, is a very effective protection method against unauthorized access. That will practically eliminate the risk that access to the Bourse's system is obtained with the help of algorithms that use multiple attempts to find the correct usernames and passwords.

After 3 failed attempts the account will get disabled and the users will be required to contact the Support desk **1-877-588-8489** or **samsupport@m-x.ca** in order to identify themselves by providing the original authentication credentials that were submitted through the LOPR ID request form.

**NOTE:** If the user does not remember the authentication information, he will be required to submit a new LOPR ID Request form: **http://reg.m-x.ca/f_techdocs_en/lopr_id_request_form_en.pdf.** This form shall be submitted to **samsupport@m-x.ca**.

This new feature will be implemented on **JUNE 25, 2012.** It is also important to mention that this will be fully transparent for users and therefore no particular action is required from them to have that feature activated.

## Contact Information

Please forward all questions regarding the LOPR system to lopr@m-x.ca.

We thank you for your cooperation.

Participant Connectivity Coordinator