



LMEtrader - TroubleShooting Guide

Please respond to:
Trading Operations, 020 7113 8200

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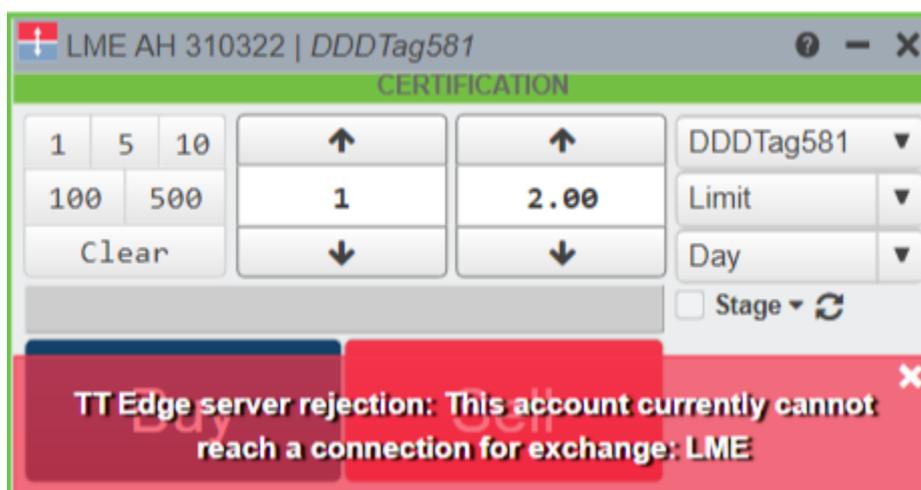
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1 Introduction

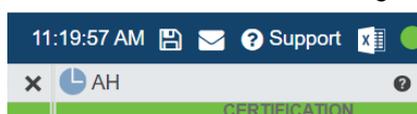
This document is a quick guide on how to fix commonly encountered error warnings in LMEtrader. If you need assistance with any **urgent** issues please speak to Trading Operations on 020 7113 8200 or email tradingoperations@lme.com

2 Error - This Account currently cannot reach a connection for exchange: LME



2.1 Steps to resolve

1. Raise a ticket to LME Trading Operations by navigating to Support -> Send Feedback.

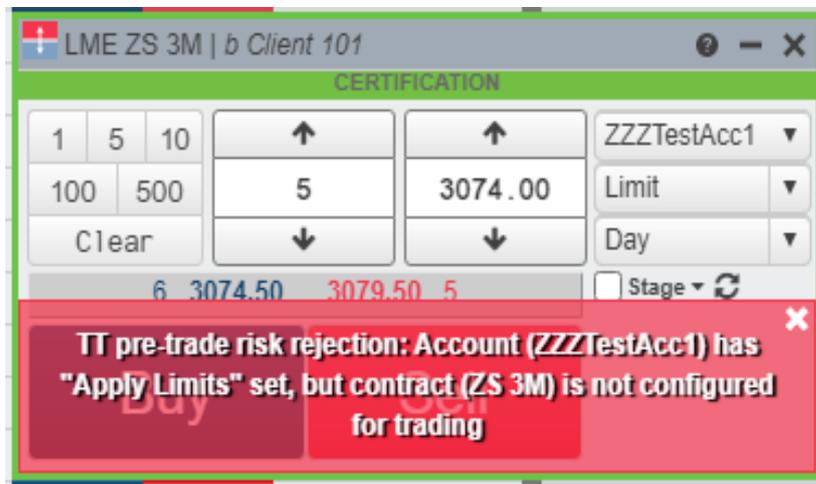


2. In the left pane of the open Feedback widget, describe the issue or provide feedback for the corresponding widget.

Include screenshot and data option is checked by default and a screenshot of the widget with corresponding Meta data is sent to LME with your feedback.

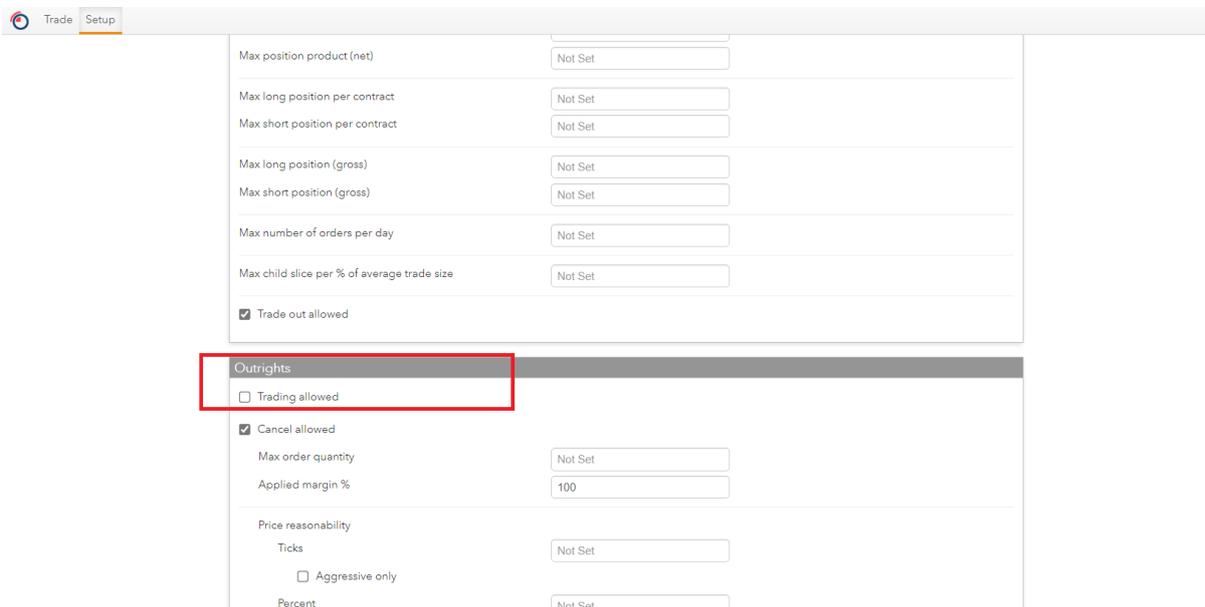
Note: Including the screenshot and data helps LME more quickly diagnose your issue.

3 Error - Account (x) has "Apply limits" set but contract (x) is not configured for trading

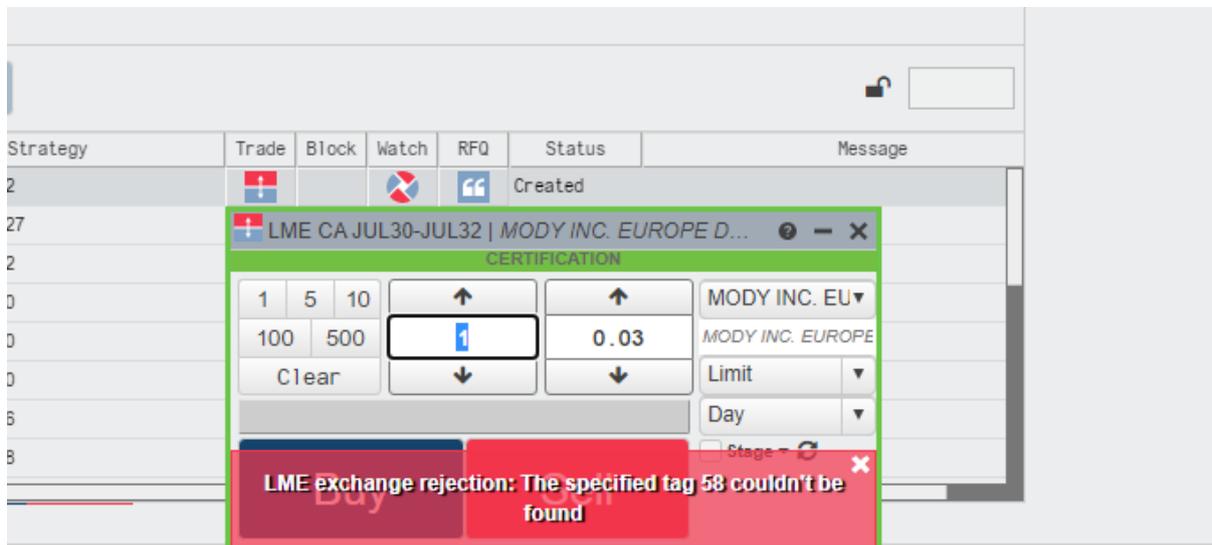


3.1 Steps to resolve

1. Go to Setup App and login as a Member Admin
2. Navigate to the Account (ZZZTestAcc1) in this case using 'Accounts' in left navigation pane
3. Ensure when 'Apply Limits' is checked, Trading Allowed checkbox is ticked for any limits applied for ZS.



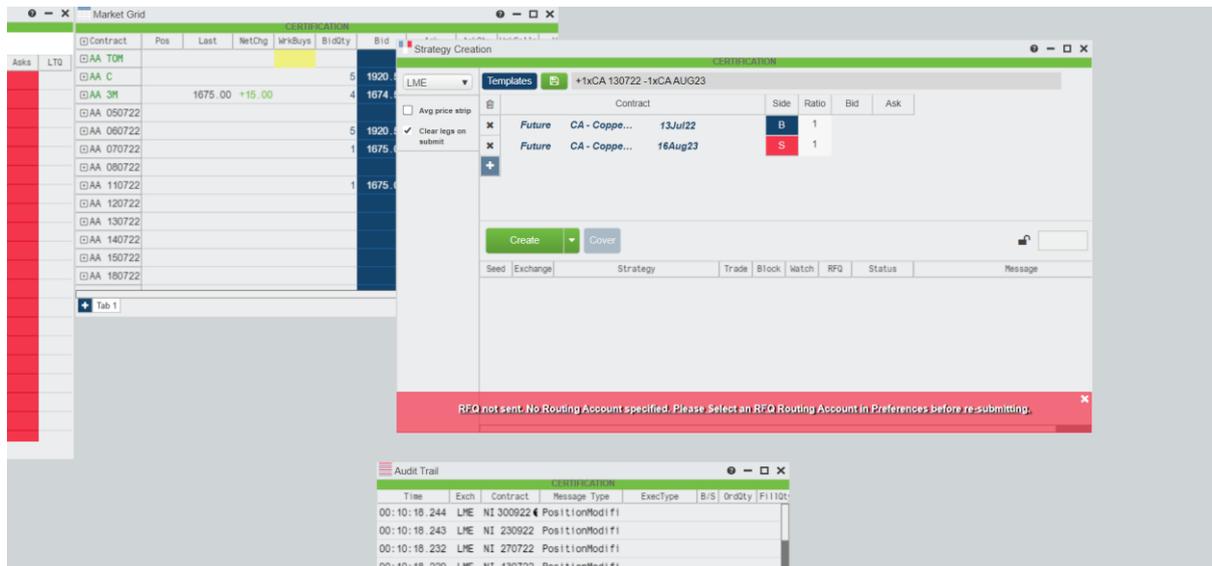
4 Error - LME exchange rejection: The specified tag 58 couldn't be found



4.1 Steps to resolve

1. Login to LMEselect GUI using PTRM Manager user role
2. Ensure the Tag 58(Clearing account) is correctly setup

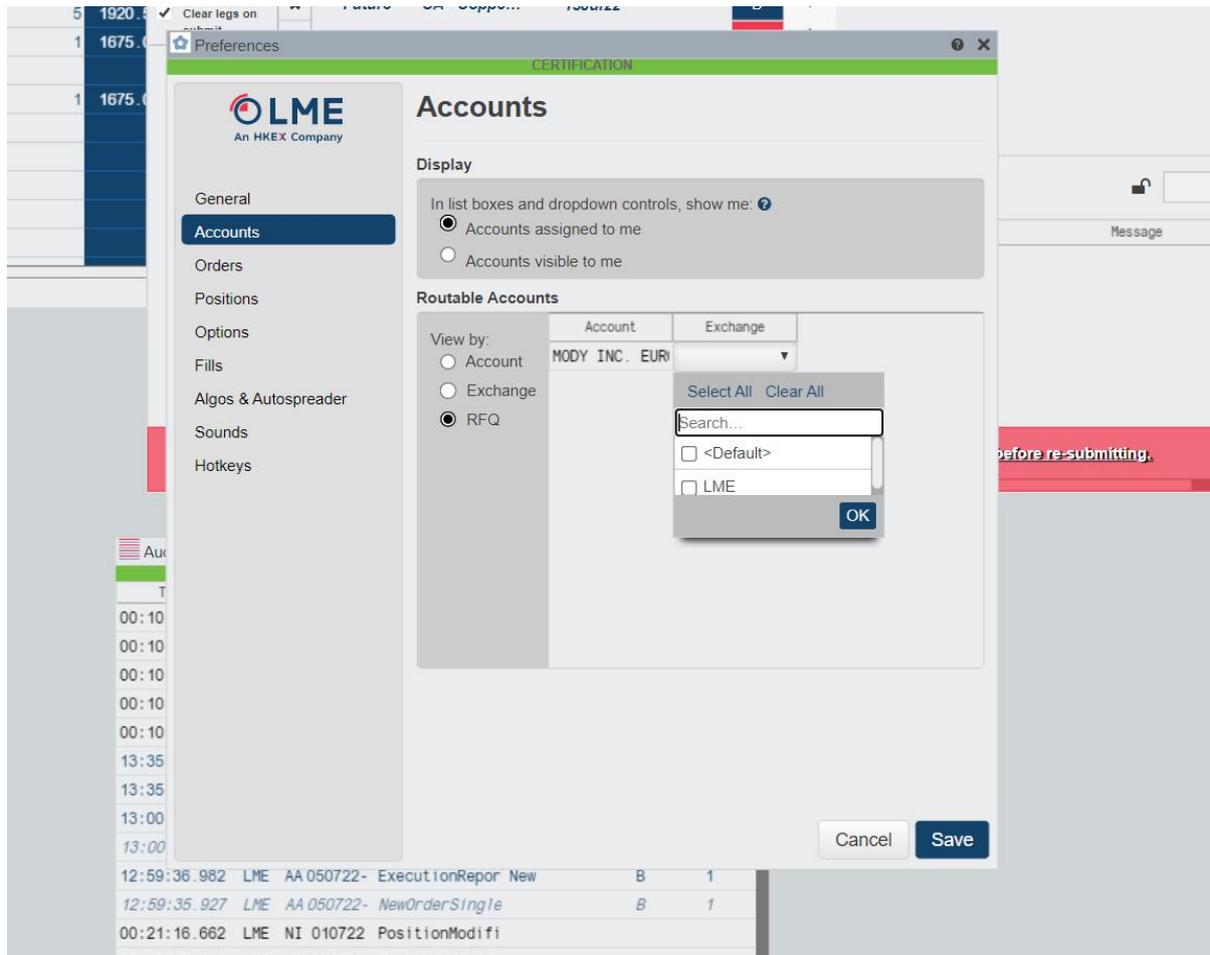
5 Error – RFQ not sent. No Routing Account Specified



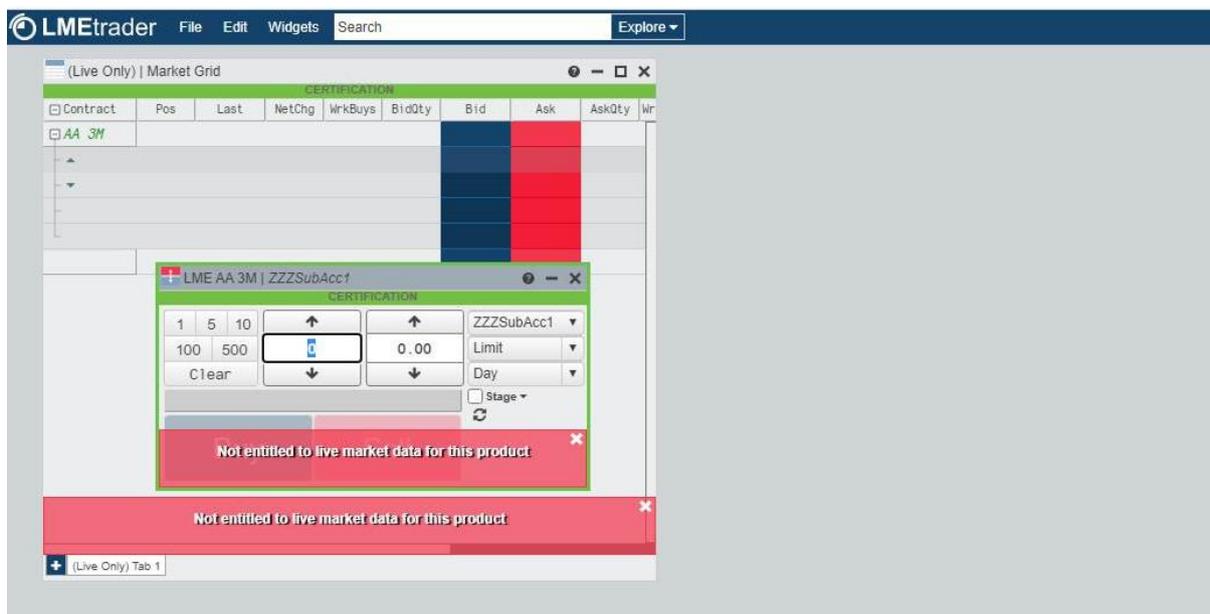
5.1 Steps to resolve

1. Go to Edit -> Preferences
2. Navigate to Accounts
3. Select 'RFQ' under Routable Accounts and select 'LME' under Exchange dropdown

4. Click Save



6 Error - Not entitled to live market data for this product



6.1 Steps to resolve

1. Raise a ticket to LME Trading Operations by navigating to Support -> Send Feedback.

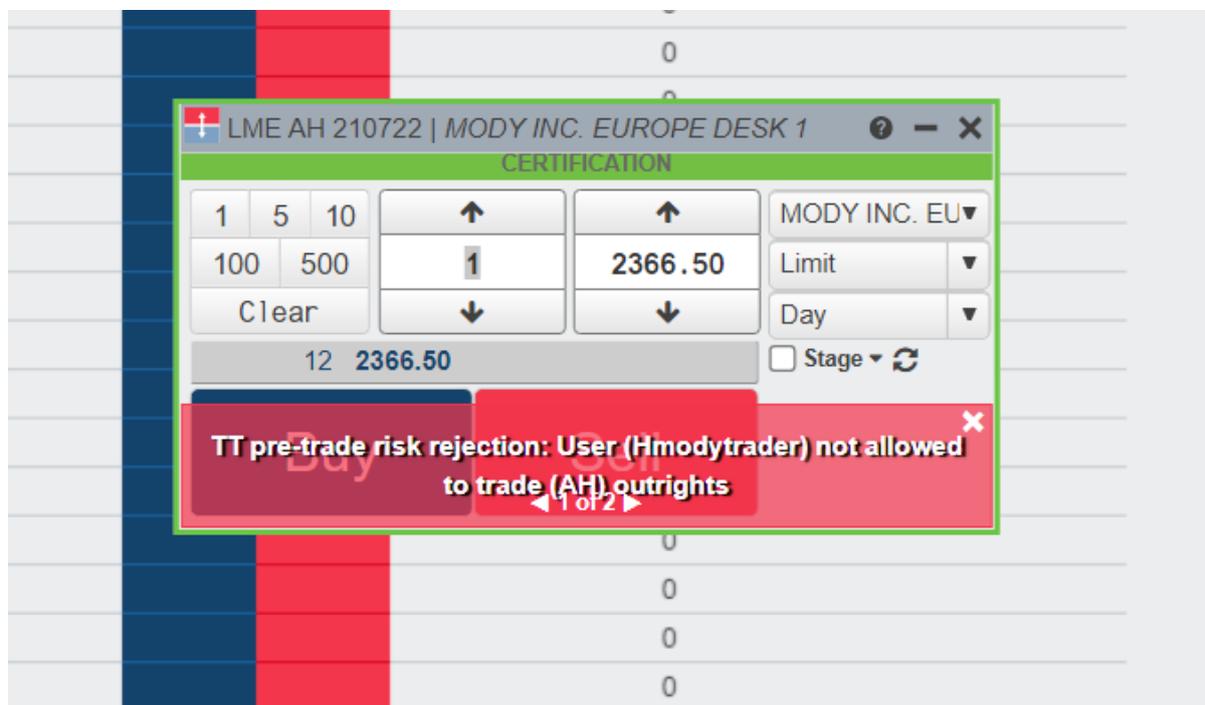


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Note: Including the screenshot and data helps LME more quickly diagnose your issue.

7 Error - User(x) not allowed to trade(x) outright



7.1 Steps to resolve

1. Raise a ticket to LME Trading Operations by navigating to Support -> Send Feedback.



2. In the left pane of the open Feedback widget, describe the issue or provide feedback for the corresponding widget.

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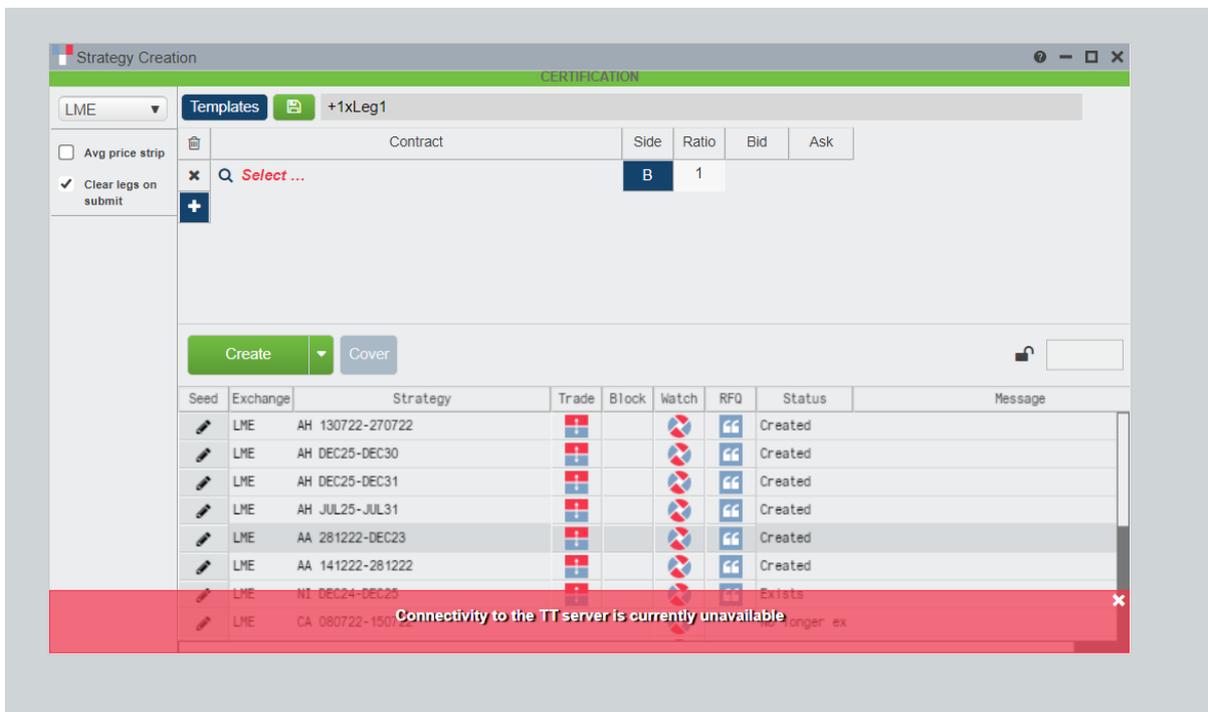
8 Error - User(x) not allowed to submit orders



8.1 Steps to Resolve

1. Login to Setup App as a Member admin
2. Go to **Accounts** → Navigate to the account(DDDDTag581 in this case)
3. Go to Users Tab
4. Click on the user (MNorth_GSF_new_ac2)
5. Under Order Permissions, ensure 'Submit Native Orders' permissions is ticked

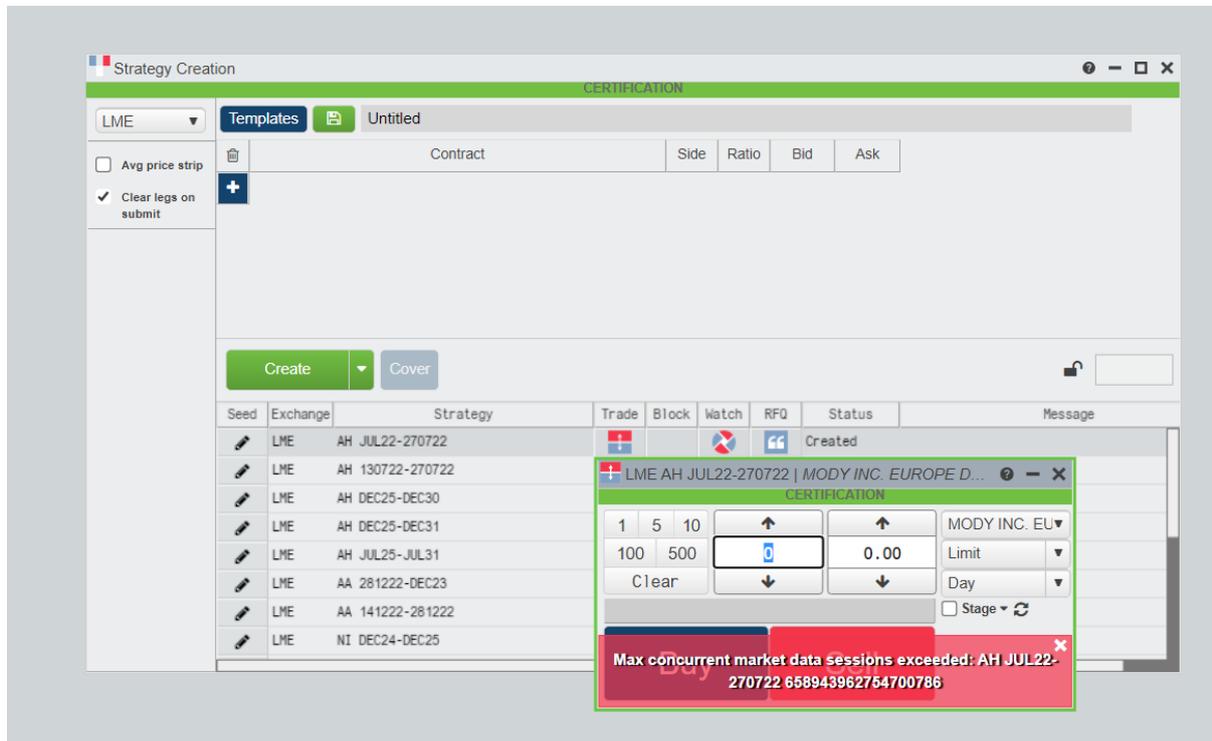
9 Error - Connectivity to TT server is currently unavailable



9.1 Steps to Resolve

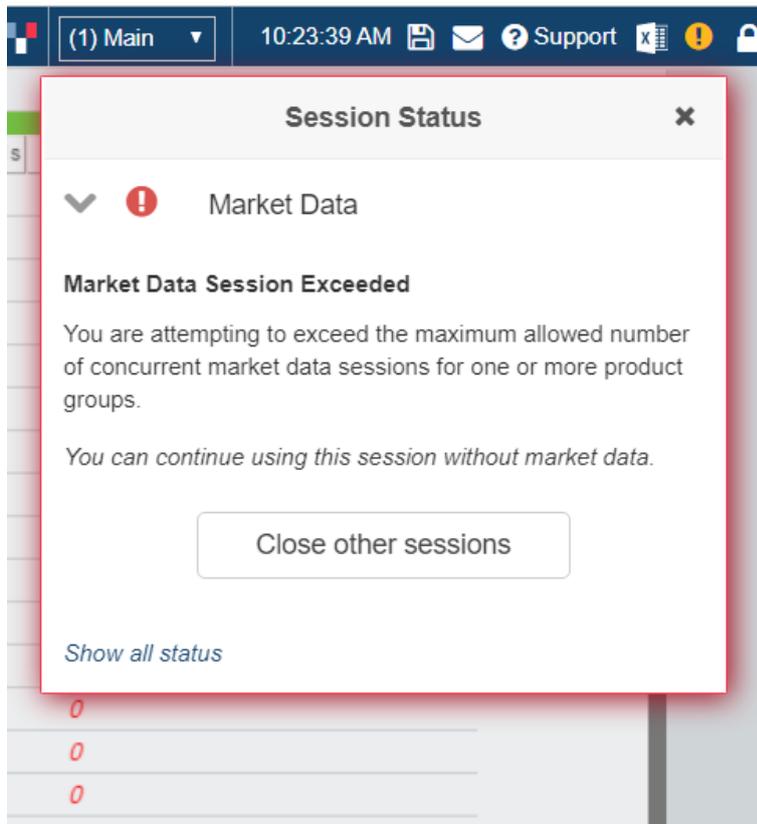
Refresh the page (Ctrl+F5)

10 Error - Max concurrent market data sessions exceeded: AH XXXXX



10.1 Steps to Resolve

1. This error occurs when you have more than one Trade App screens open across different browsers (e.g. Edge & Chrome)
2. In the top right hand corner, you should be able to see below session status. Click on Close other sessions to ensure only existing Trade App session is active



Connection: **MFL Connection - PPP** (LME)

Settings Accounts

General Settings

Connection Enabled

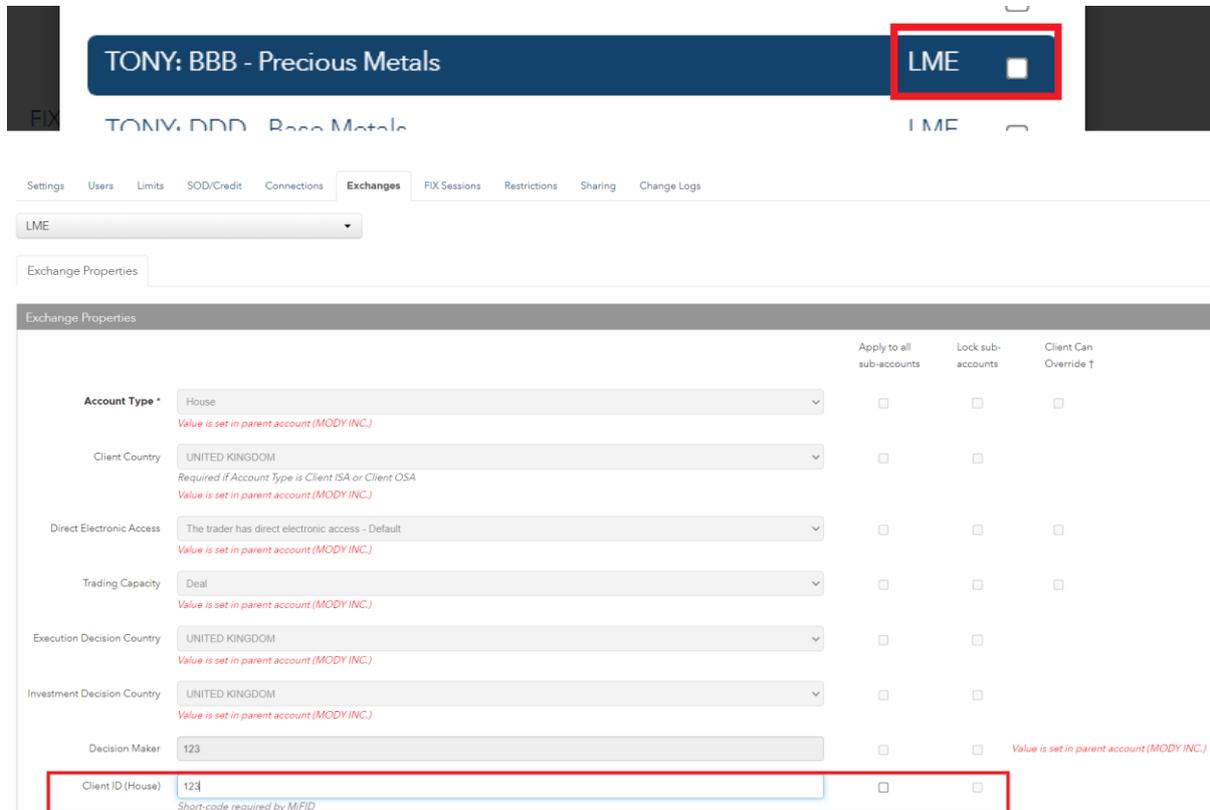
Max connection attempts reached, connection deactivated. Check the connection settings.

11 Error - Account is not configured with a valid LME connection for performing this action

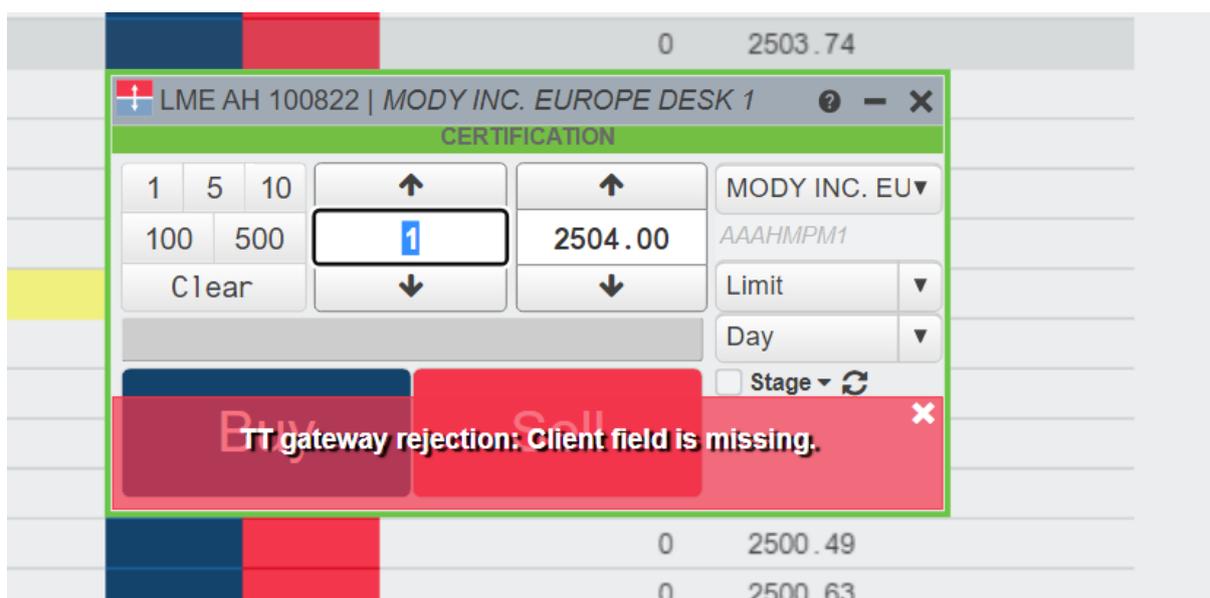


11.1 Steps to Resolve

1. Login to Setup App as a Member Admin for account BBBXHY
2. Go to Connections Tab and select a valid connection. In scenario where a connection is added to parent account and 'Apply to Sub account' checkbox is ticked, the child account should by default the connection on parent account

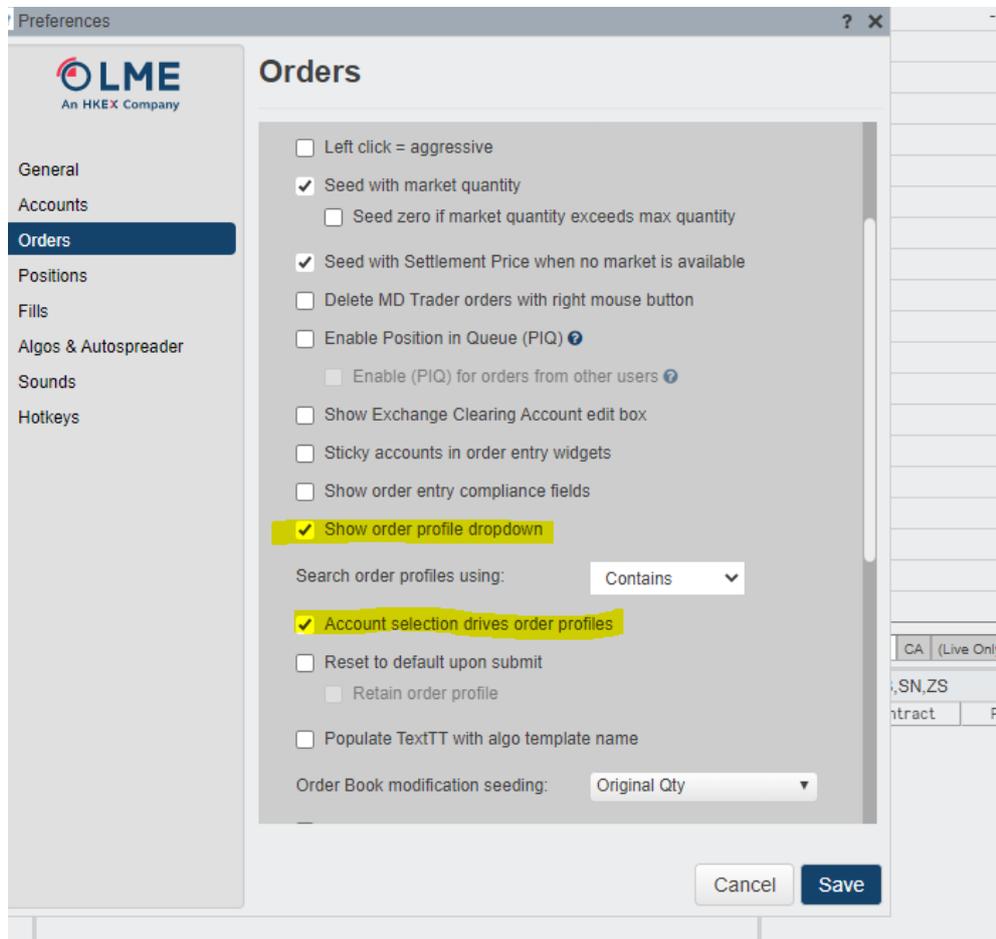


12 Error - Client field is missing



12.1 Steps to Resolve

1. On the LMEtrader Trade App, Go to Edit → Preferences → Orders
2. Tick 'Show Order Profiles' & 'Account Selection drives order profiles'

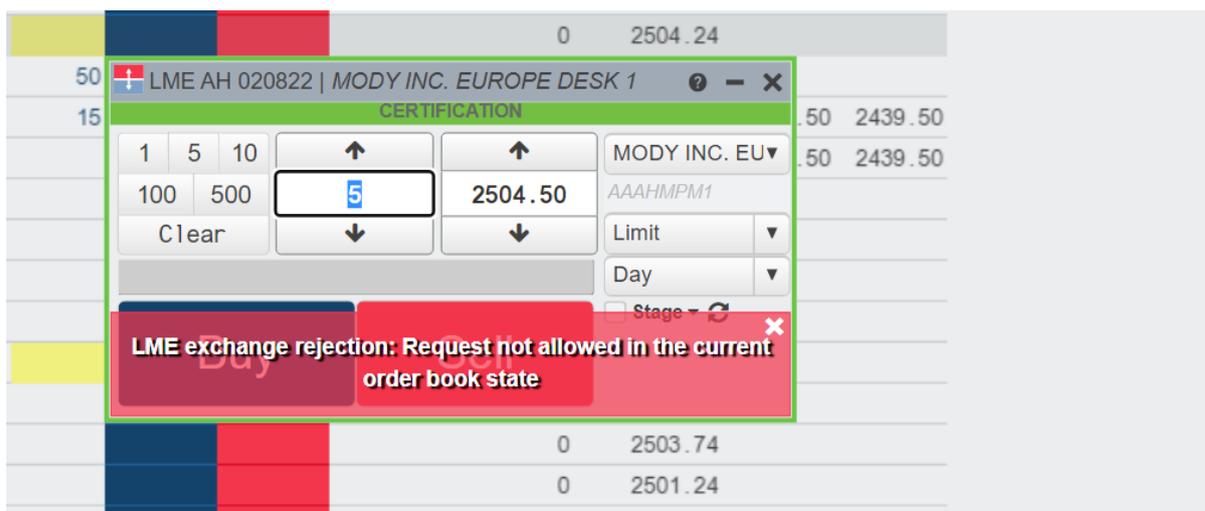


3. Open the order ticket to place an order and ensure the correct OTD profile is selected

If the error still persists then contact your Member Admin who can follow below steps to resolve the issue,

1. Login to Setup App as a Member Admin
2. Go to Order Tag Defaults
3. Filter on the **Profile** used to placed orders
4. Populate **Account Type** field as this is a required setting

13 Error - Request not allowed in current order book state



13.1 Steps to Resolve

1. Raise a ticket to LME Trading Operations by navigating to Support -> Send Feedback.

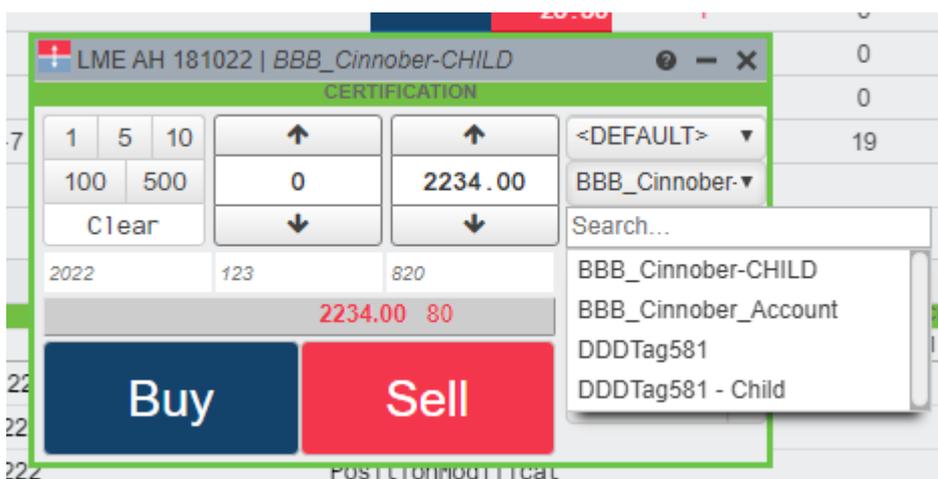


2. In the left pane of the open Feedback widget, describe the issue or provide feedback for the corresponding widget.

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Note: Including the screenshot and data helps LME more quickly diagnose your issue.

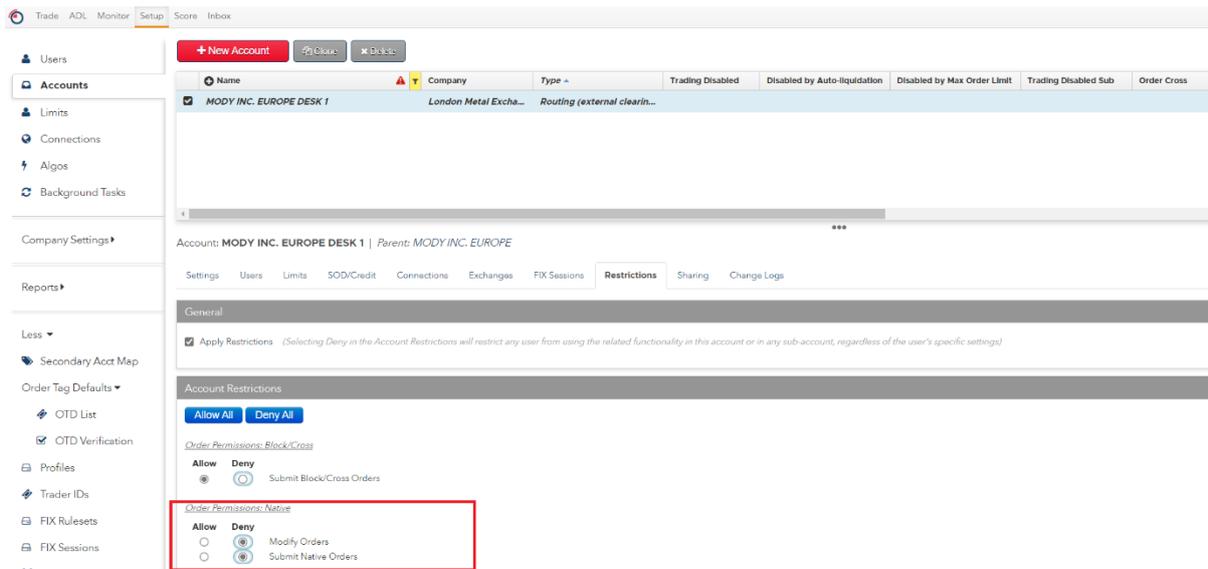
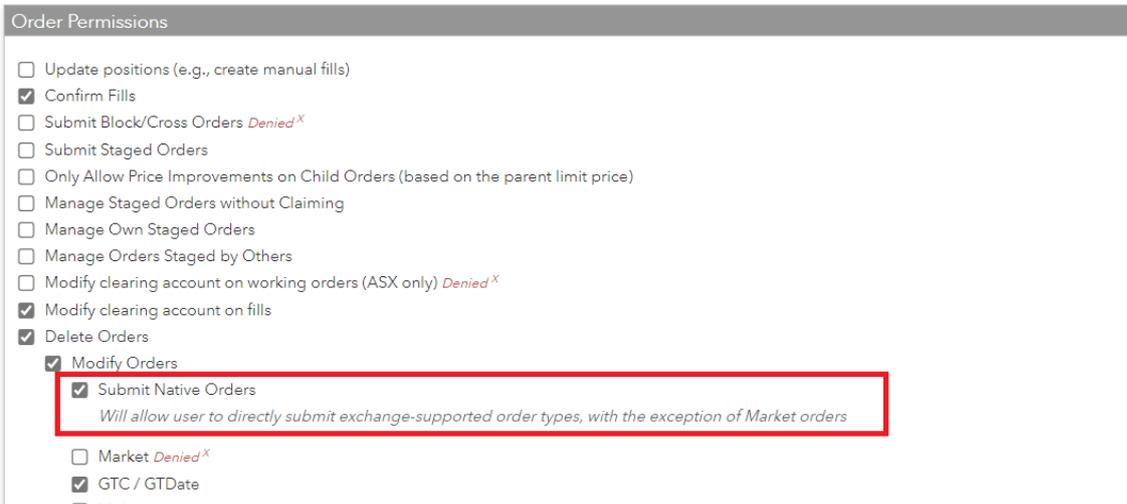
14 Error - Trading a/c not visible in UI



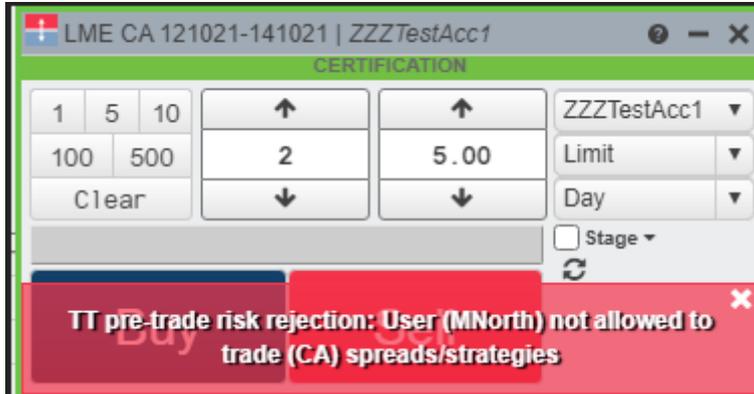
14.1 Steps to Resolve

1. Login to Setup App
2. Go to Users on left navigation pane -> Navigate to the user in question
3. Go to Accounts Tab & Ensure account is added to the user

4. Once the account has been added, Go to Order Permissions and ensure 'Submit Native Orders' permission is ticked
5. If step 4 is already done, then ensure the Account Permissions are set to allow by going to Accounts -> Navigate to the account -> Go to Restrictions Tab -> Click Allow for Modify Orders/Submit Native Orders



15 Error - User not allowed to trade x spreads/strategies



15.1 Steps to resolve

1. Raise a ticket to LME Trading Operations by navigating to Support -> Send Feedback.

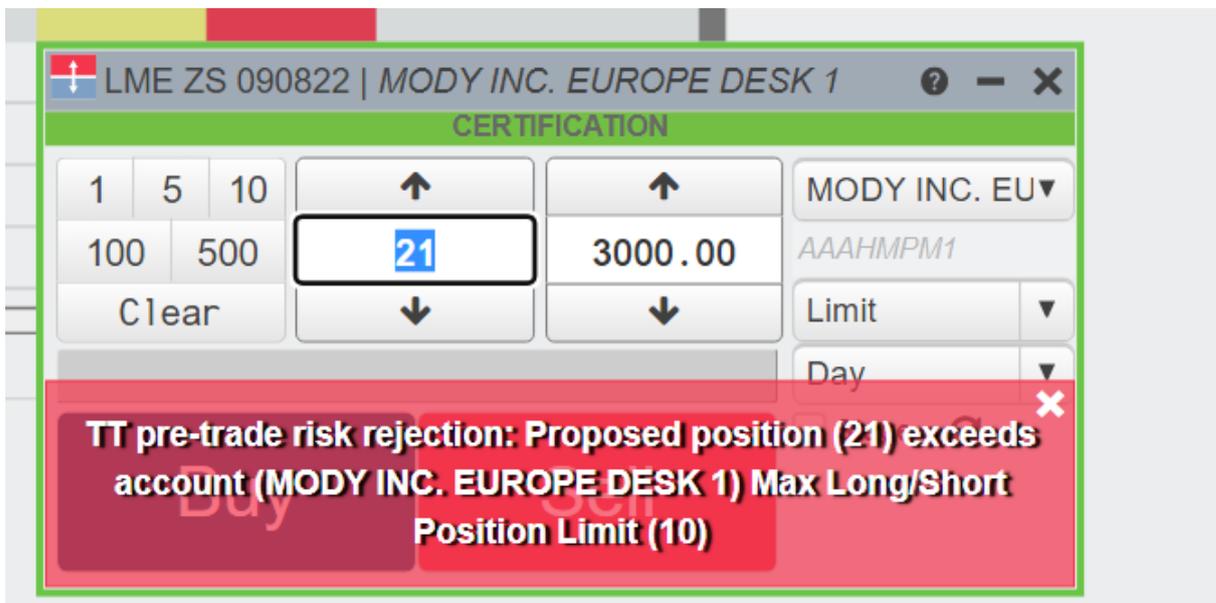


2. In the left pane of the open Feedback widget, describe the issue or provide feedback for the corresponding widget.

Include screenshot and data option is checked by default and a screenshot of the widget with corresponding Meta data is sent to LME with your feedback.

Note: Including the screenshot and data helps LME more quickly diagnose your issue.

16 Error - Proposed position(x) exceeds account(x) Max Long/Short Position Limit (10)



16.1 Steps to resolve

1. Raise a ticket to LME Trading Operations by navigating to Support -> Send Feedback.



2. In the left pane of the open Feedback widget, describe the issue or provide feedback for the corresponding widget.

Include screenshot and data option is checked by default and a screenshot of the widget with corresponding Meta data is sent to LME with your feedback.

Note: Including the screenshot and data helps LME more quickly diagnose your issue.

Limits													
<input checked="" type="checkbox"/>	ID	Exchange	Product Family	Prod Type	Product	Contract	Inter Product	Max position l	Max position i	Max long position per	Max short position per	Max long position	Max short position
<input checked="" type="checkbox"/>	1322849	LME	ZS	Future	*	*							10

General

Enforce energy limits in Contracts

Max position family (net)

Max position product (net)

Max long position per contract

Max short position per contract

Max long position (gross)

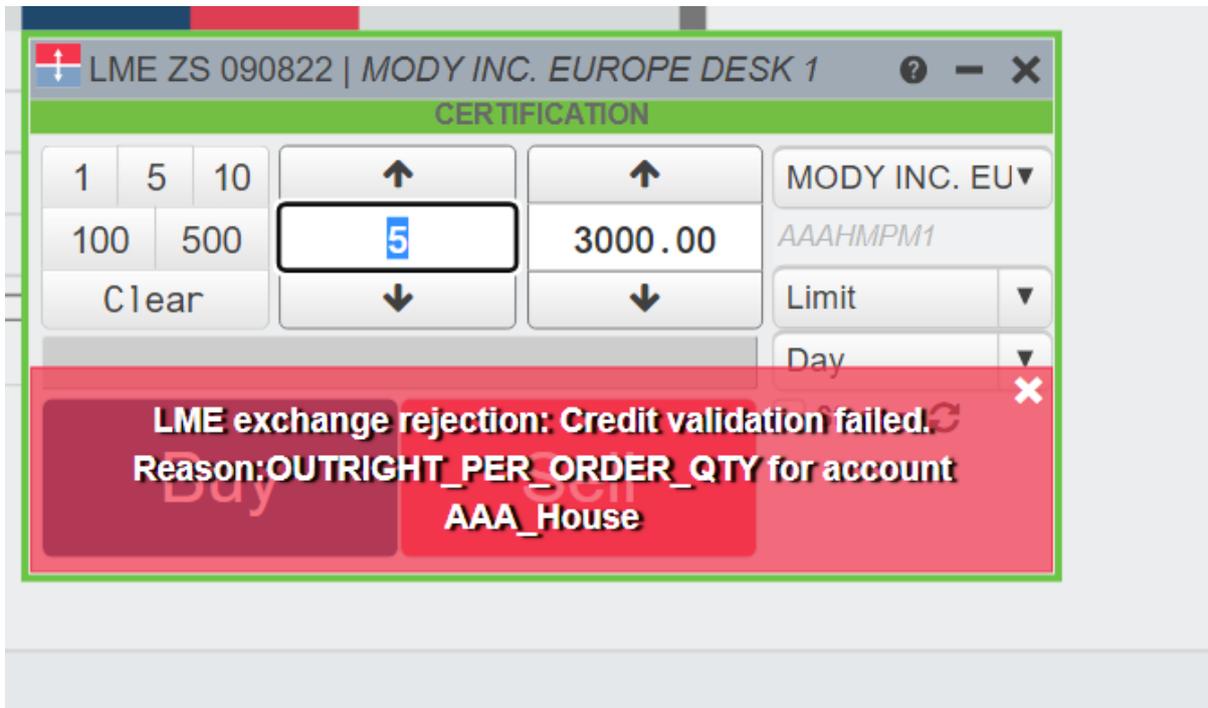
Max short position (gross)

Max number of orders per day

Max child slice per % of average trade size

Trade out allowed

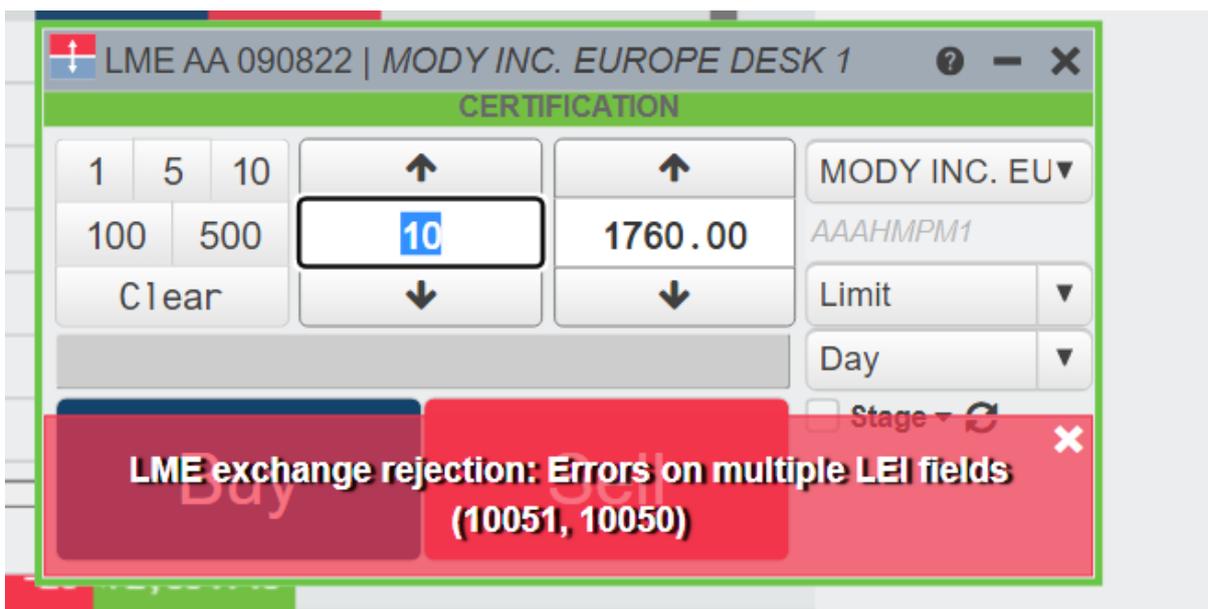
17 Error - Credit Validation Failed



17.1 Steps to Resolve

Contact PTRM manager to review/update PTRM limits

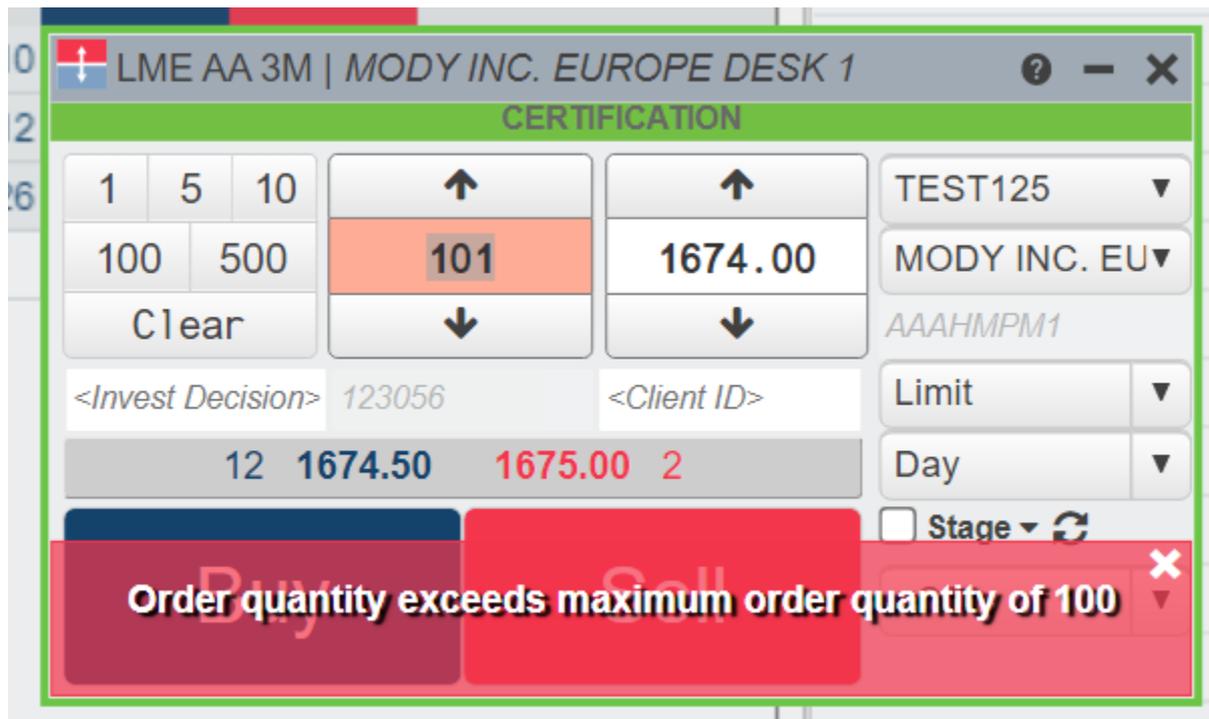
18 Error - Errors on multiple LEI fields (10051, 10050)



18.1 Steps to Resolve

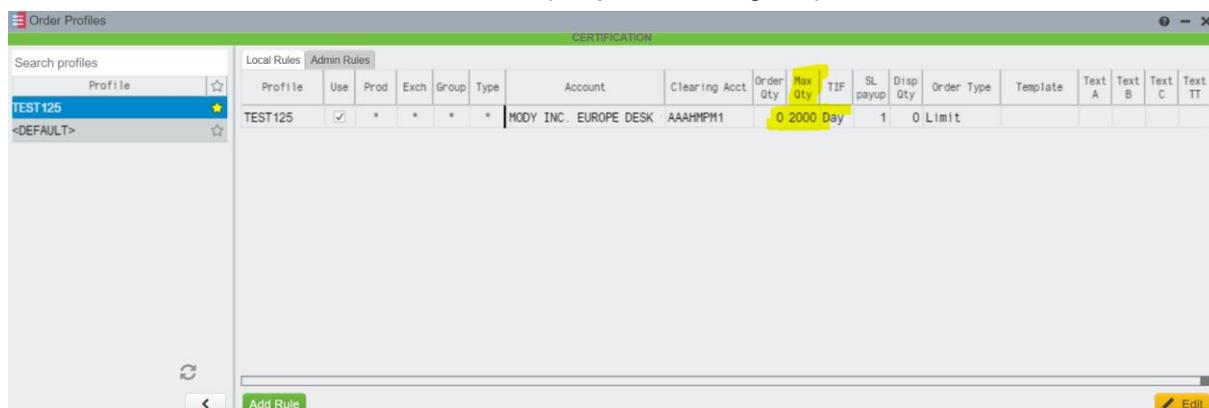
1. Login to Setup App as a Member Admin
2. Go to Order Tag Defaults
3. Filter on the **Profile** used to placed orders
4. Populate **Trading Capacity(10051)** as this is required setting
5. Populate **Direct Electronic Access (10050)**

19 Error - Order quantity exceeds maximum order quantity of 100



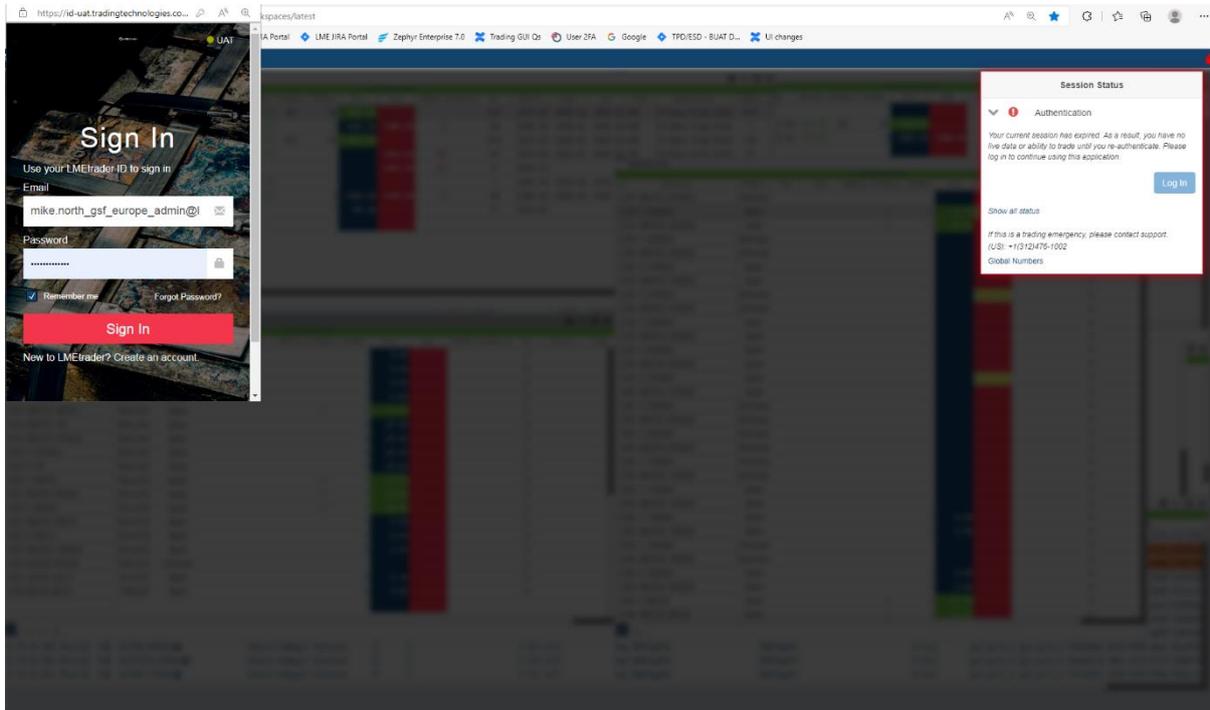
19.1 Steps to Resolve

1. Login to Trade App as Trading user
2. Go to Edit → Order Profiles → Select Profile (if there is no profile choose default)
3. Go to Local Rules Tab and click Edit (to update existing rule)



4. Update Max quantity so that it is > 100

20 Error - Authentication Error – Expired Session

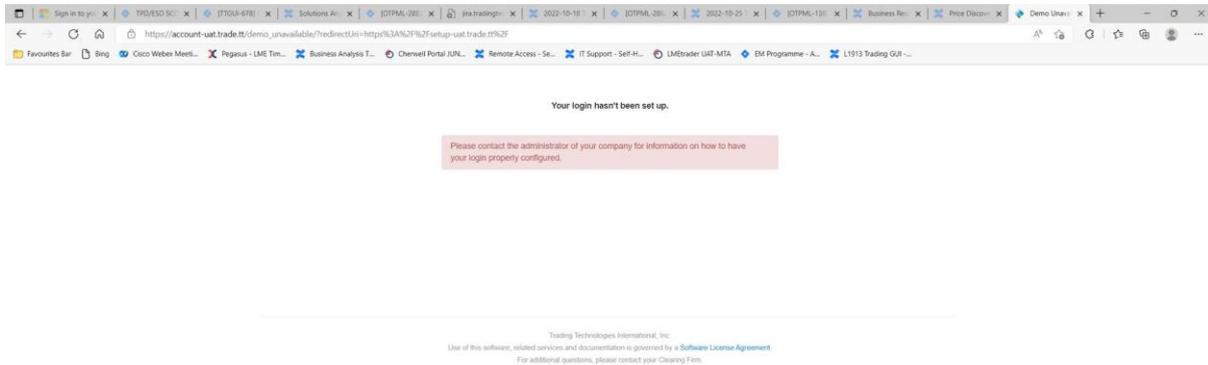


20.1 Steps to Resolve

If logging into LMEtrader using 2 different logins (e.g. as Trader and Member Admin) at the same time, then ensure you are logging in using 2 different browsers i.e. Chrome & Edge
Or

Close the existing browser on which the LMEtrader Application is running and relaunch the browser and the app

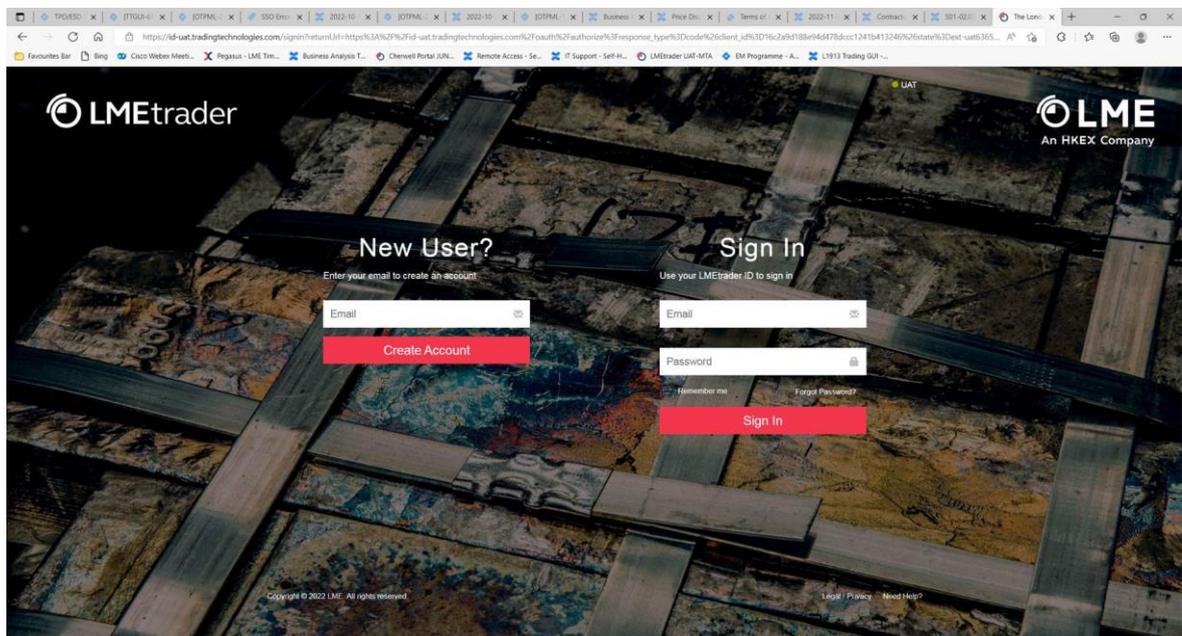
21 Error - Your login hasn't been set up



21.1 Steps to Resolve

When this page is displayed it means that Trading Ops have not setup the user in TT admin but instead the user has been set up (by the member) in the New User? Left hand section from the page below.

Contact trading operations to make sure that the user has been setup in TT admin first.



Or

2. If logged in as a Member Admin, Deselect the 'Lock Sub Accounts' box at the **Parent Account**

Selected Only *OTD's chosen in the listed grid

ID(s)	Field	Value	Apply to Sub Accounts?	Lock Sub Accounts?	Client Can Override?	Restrictions
2816...	Account Type*	House	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
2816...	Clearing Account	AAAHMPM1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
2816...	Commodity Derivative Indicator	Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
2816...	Direct Electronic Access	Yes	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
2816...	Direct Electronic Access	The trader has direct electronic ...	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Note: Lock Sub Accounts – when selected the value is locked and ensures any child accounts (sub-accounts) created from the shared parent account cannot have a different value in this field and that the value is sent to the exchange. When checked, the value cannot be changed on any sub-accounts added by your company or a shared company.

The Member Admin should now be able to update the OTD values on Child account.

Further information can be found here

<https://library.tradingtechnologies.com/user-setup/otd-order-tag-defaults-on-shared-and-child-accounts.html>

24 Error - Customer profile with this name already exists for this company

Below error message is displayed when the identical profile already exists in (this includes if set up by another Member) in Order Tag Defaults – OTD list

New Profile

A customer profile with this name already exists for this company

Profile

24.1 Steps to resolve

This field must be unique and the LME suggest the Member sets up their profile by prefixing with their Mnemonic before the profile name e.g. TEST_Group1