

# **LMEtrader - TroubleShooting Guide**

Please respond to: Trading Operations, 020 7113 8200

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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 <u>urgent</u> 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

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Π	Edge ser rea	ver rejection: ch a connecti	This account on for exchang	currently cannot je: 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.

Trade Setup			
	Max position product (net)	Not Set	
	Max long position per contract	Not Set	
	Max short position per contract	Not Set	
	Max long position (gross)	Not Set	
	Max short position (gross)	Not Set	
	Max number of orders per day	Not Set	
	Max child slice per % of average trade size	Not Set	
	Trade out allowed		
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	Trading allowed		
	Cancel allowed		
	Max order quantity	Not Set	
	Applied margin %	100	
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# 4 Error - LME exchange rejection: The specified tag 58 couldn't be found

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6						Day	•
В						Stag	•• 0 ×
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#### 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

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#### 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

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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) outrights

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12 23	66.50		🗌 Stage 🔻	C
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TT pre-trade r	isk rejection: to trade	User (Hmodytra (AH) outrights 0 0	ider) not al	lowed

#### 7.1 Steps to resolve

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

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×	AH						0
			C	ERTIFIC	CATION		

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.

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TT p not	allowed	risk rejection to submit or	n: User (MNorth ders with accou	_GSF_new_ac2) nt (DDDTag581)	×

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

#### 8.1 Steps to Resolve

- 1. Login to Setup App as an Member admin
- 2. Go to Accounts  $\rightarrow$  Navigate to the account(DDDTag581 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

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Refresh the page (Ctrl+F5)

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

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#### 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

۷	(1) Main 🔻 10:23:39 AM 🖺 🖂	? Support	I !	•
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	V 🕕 Market Data			
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	You are attempting to exceed the maximu of concurrent market data sessions for or groups.	um allowed num ne or more prod	iber uct	
	You can continue using this session with	out market data.		
	Close other session	าร		
	Show all status			
	0		-	
	0			
-	enection: MEL Connection - PDP (IME)			
Se	Accounts			
Ge	eneral Settings			
	Connection Enabled			
	<ul> <li>Max connection attempts reached</li> </ul>	, connection deactivated.	. Check the	conne

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



- 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

		_		
TONY	: BBB - Precious Metals	LM	IE I	
	ADDD Reco Motole	I M	IF ,	_
Settings Users Limits	SOD/Credit Connections Exchanges FIX Sessions Restrictions Sharing Change Logs			
Exchange Properties				
Exchange Properties				
		Apply to all sub-accounts	Lock sub- accounts	Client Can Override †
Account Type *	House 🗸			
	Value is set in parent account (MODY INC.)			
Client Country	UNITED KINGDOM			
	Required if Account Type is Client ISA or Client OSA Value is set in parent account (MODY INC.)			
Direct Electronic Access	The trader has direct electronic access - Default			
	Value is set in parent account (MODY INC.)			
Trading Capacity	Deal			
	Value is set in parent account (MODY INC.)			
Execution Decision Country	UNITED KINGDOM			
	Value is set in parent account (MODY INC)			
Investment Decision Country	UNITED KINGDOM			
	Value is set in parent account (wour live.)			
Decision Maker	123			Value is set in parent account (MODY INC.)
Client ID (House)	123			

## 12 Error - Client field is missing

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Bitigat	teway rejection	: Client field is	missing.	×
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		0	2500.6	3

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

Preferences	? X -1
	Orders
General Accounts Orders Positions Fills Algos & Autospreader Sounds Hotkeys	□ Left click = aggressive         ● Seed with market quantity         □ Seed zero if market quantity exceeds max quantity         ● Seed with Settlement Price when no market is available         □ Delete MD Trader orders with right mouse button         □ Enable Position in Queue (PIQ) ●         □ Enable (PIQ) for orders from other users ●         □ Show Exchange Clearing Account edit box         □ Sticky accounts in order entry widgets         □ Show order entry compliance fields         ✓ Show order profile dropdown         Search order profile susing:         Contains         ✓ Account selection drives order profiles         □ Reset to default upon submit         □ Retain order profile         □ Populate TextTT with algo template name         Order Book modification seeding:       Original Qty         Cancel       Save

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

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

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	CERTIFICATION		

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.

## 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
- 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

rder f	Permissions
] Upc	Jate positions (e.g., create manual fills)
Con	firm Fills
🗋 Sub	rmit Block/Cross Orders <i>Denied <sup>x</sup></i>
Sub	mit Staged Orders
Onl	y Allow Price Improvements on Child Orders (based on the parent limit price)
] Mar	nage Staged Orders without Claiming
] Mar	nage Own Staged Orders
] Mar	nage Orders Staged by Others
] Moo	dify clearing account on working orders (ASX only) Denied $^{ imes}$
Moo	dify clearing account on fills
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	Submit Native Orders
	Will allow user to directly submit exchange-supported order types, with the exception of Market orders
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+ New Account 🛛 🕾 CI	me K Delete							
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General								
Apply Restrictions (Selecting	Deny in the Account Restricti	ons will restrict any us	ser from using the related function	onality in this account or	r in any sub-account, regardless o	f the user's specific settings)		
Account Restrictions								
Allow All Deny All								
Order Permissions: Black/Cross								
Allow Deny								
Submit Block	/Cross Orders							
Order Permissions: Native								
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	New Account     New Account     New Account     New Account     New Account     New Account: MODY INC. EUROPE DESK     Settings Users Limits     General     Apply Restrictions (Selecting     Apply Restrictions     Account Restrictions     Alow Al Ceny Al     Order Permission: Res/Cross     Alow Deny     Submit Block     Order Permission: Native     Aliow Deny     Submit Block     Order Memory Submit Block	New Account     Prisice     New Account     Prisice     New Account     Prisice     New Account     Prisice     New Account     New     New Account     New Account     N	New Account     P(Lisuc     New Account     P(Lisuc     New Account     P(Lisuc     New Account     New Account     New Account     New Account     NoDY INC. EUROPE DESK 1     Company     Company     Account: MODY INC. EUROPE DESK 1     Parent: MODY INC. EUROPE     Setting     Uses     Units     SOD/Credit     Connections     Exchanges      Ceneral     Apply Restrictions     (Selecting Deny in the Account Restrictions will restrict any u      Account: Restrictions     (Selecting Deny in the Account Restrictions will restrict any u      Account: Restrictions     (Selecting Deny in the Account Restrictions     New Deny     Submit Block/Creas      Account     Restrictions      Mody Deny     Mody Orders      Mody Orders      Mody Orders      Mody Orders      Mody Orders      Mody Orders      (Selecting Deny Intervented Processed      (Selecting Deny Intervented Procesed	New Account     Plane     A good of the second formula in the Account Model Exchanage     A count: MODY INC. EUROPE DESK 1     Andread Exchanage     A count: MODY INC. EUROPE DESK 1     Andread Exchanage     A count: MODY INC. EUROPE DESK 1     A count: Restrictions     (Selecting Dary in the Account Restrictions will restrict any user from using the related function     A count: Restrictions     (Selecting Dary in the Account Restrictions will restrict any user from using the related function     A count: Restrictions     (Selecting Dary in the Account Restrictions will restrict any user from using the related function     A count: Restrictions     (Selecting Dary in the Account Restrictions will restrict any user from using the related function     (Selecting Dary in the Account Restrictions     (Selecting Dary in the Account	New Account     Pitchus     It is is is     Non-     Norme     Non-     Non-	New Account     Price     New Account     NoDY INC. EUROPE DESK 1     London Metal Excha.     Routing (external clearin      Account: MODY INC. EUROPE DESK 1     Parent: MODY INC. EUROPE     Setting     Uses     Unes     Sobolecting Desy 1     Parent: MODY INC. EUROPE     Setting     Uses     Uses     Sobolecting Desy 1     Parent: MODY INC. EUROPE     Setting     Uses     Sobolecting Desy 1     Parent: MODY INC. EUROPE     Setting     Uses     Unes     Sobolecting Desy 1     Parent: MODY INC. EUROPE     Setting     Uses     Sobolecting Desy on the Account Restrictions     Sobolecting Desy on the Account Restrictions     Sobolecting Desy on the Account Restrictions     Sobolecting     Mody Orders     Sobolecting	New Account: Plane	Very Account: Conspany Properties and the second frequency of the second of the se

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

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				C	
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#### 15.1 Steps to resolve

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



Max short position per contract

Max long position (gross)

Max short position (gross)

Trade out allowed

Max number of orders per day

Max child slice per % of average trade size

Not Set

10

Not Se

Not Set

Not Set

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.

Lim	its											
	ID	Exchange	Product Family	Prod Type	Product	Contract	Inter Product	Max position f	Max position	Max long position per	Max short position per	Max long position Max short pos
~	1322849	LME	ZS	Future	*	*						10
•												
Ge	eneral											
	Enforce ene	argy limits in Cor	tracts									
M	ax position fa	mily (net)		Not Set								
M	ax position p	roduct (net)		Not Set								
M	ax long positi	ion per contract		Not Set								

# 17 Error - Credit Validation Failed

5 10	<b>^</b>	<b>^</b>		. EU▼
00 500	5	3000.00	AAAHMPM1	
Clear	◆	•	Limit	•
			Day	<b>V</b>

### 17.1 Steps to Resolve

Contact PTRM manager to review/update PTRM limits

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

LME AA 090822   MODY INC	C. EUROPE DES IFICATION	SK 1 🕜	- ×	
1 5 10 🔶	<b>^</b>		. EU▼	
100 500 10	1760.00	AAAHMPM1		
Clear 🔸	•	Limit	•	
		Day		
LME exchange rejection: (1005	Errors on mult 1, 10050)	Stage - ( iple LEI field	× Is	

- 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

-										
0	LME AA 3M   MODY INC. EUROPE DESK 1 🛛 🕜 🗕 🗙									
2	CERTIFICATION									
6	1 5 10	<b>^</b>	<b>^</b>	TEST125 V						
	100 500	101	1674.00	MODY INC. EU						
	Clear	•	•	AAAHMPM1						
	<invest decision<="" th=""><th>&gt; 123056</th><th><client id=""></client></th><th>Limit <b>v</b></th></invest>	> 123056	<client id=""></client>	Limit <b>v</b>						
	12 1	674.50 <b>1675</b> .	00 2	Day 🔻						
	Stage - C									
	Order qua	nuty exceeds in								

#### 19.1 Steps to Resolve

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

Search profiles          Local Rules       Admm Rules         Profile       Prodile       Use Prod       Exch Group       Type       Account       Clearing Acct Order Order Order Order Order Order Type       Template       Text Text Text Text Text Text Text Text	Cider Pio	Juies																					- ~
Search profiles         Inclusion											CERTIFICATION												
Profile       Use       Prod       Exch       Group       Type       Account       Clearing Accc       Order Mass       TIF       SL,       Disp       Order Type       Template       Text       Text </th <th>Search profil</th> <th>les</th> <th></th> <th>Local Rules /</th> <th>Admin R</th> <th>ules</th> <th></th>	Search profil	les		Local Rules /	Admin R	ules																	
TEST125         d         *         *         MODY INC. EUROPE DESK         AAAHMPH1         0 2000 Day         1 0 Limit	-	Profile	습	Profile	Use	Prod	Exch	Group	Туре		Account	Clearing Acct	Order Otv	Max	TIF	SL I	Disp	Order Type	Template	Text	Text	Text	Text
	TEST 125		2	TEST 125	1					MODY INC	EUROPE DESK	AAAHMPM1		2000 0	av	1	0	imit			-	-	
2	<default></default>		습	1201120						1001 110	. LONGIE DEGN	20010101		2000 1	ay		0	Limite					
2																							
2																							
2																							
2																							
<i>C</i>																							
			~																				
			N.																		_		
Add Rule			<	Add Rule																		1	Edit

4. Update Max quantity so that it is > 100

# 20 Error - Authentication Error - Expired Session

https://id-uat.tradingtechnologies.co & A <sup>th</sup> @ kspa	ices/latest			A* @ 🛊 🛛 🗠 🖷 😩 …
turne UAT IA Po	ortal 💠 LME JIRA Portal 🥖 Zephyr Enterprise 7.0 🎇 Tradin	g GUI Qs 🕙 User 2FA 💪 Google 💠 TPD/ESD - BUAT D	i 💢 UI changes	
The second second				
				Session Status
The second second				
				Addictionation
Sign in				Your current session has expired. As a result, you have no live data or ability to trade until you re-authenticate. Please
Use your LMEtrader ID to sign in				rog in to continue using this application.
Email				Log In
mike.north_gsf_europe_admin@l 🔤				Show all status
Password				If this is a freding emergency, please contact support.
				(US): +1(312)476-1002 Global Numbers
Remember me Forgot Password?				
Pign In				
Sign in				
New to LMEtrader? Create an account.				

#### 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

O A bttps://account-uat.trade.tt/demo_unavailable/?redirectUri=https://account-uat.trade.ttps:	ps%3A%2F%2Fsetup-uat.trade.tt%2F	A <sup>b</sup> 16	Q 12≡	(B)	
avourites Bar 🕒 Bing 🥨 Cisco Weber Meeti 🗶 Pegasus - LME Tim 🎇 Business Analysis T	🐑 Chenvell Portal JUN 🎽 Remote Access - Se 🎽 IT Support - Self-H 🐑 LMEtrader UAT-MTA 💠 EM Programme - A 🎽 L1913 Tradie	ig GUI			
	Your login hasn't been set up.				
	Please contact the administrator of your company for information on how to have your login property configured.				
	Trading Technologies International, Inc.				
	Use of this software, related services and documentation is governed by a Software License Agreement. For additional quantitions, pleaser contact your Clearing Firm				

#### 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.



## 22 Error - Cannot delete an account with open Positions or trading activity

WarningI Performing this action will permanently delete this account and all of its sub-accounts.

Cannot delete an account with open positions or trading activity since the last position reset

Cancel Delete

#### 22.1 Steps to Resolve

- 1. Login to Setup App as Member Admin
- 2. Navigate to Accounts and select the account in question
- 3. Go to SOD/Credit tab
- 4. Untick 'Create start-of-day (SOD) records

Next day, the positions should have zeroed out (Trader can check this via position widget in TradeApp). Member Admin should then be able to delete the account.

# 23 Error – OTD on shared and Child Accounts – 'Ancestor entry prevents sub accounts'

ID(s)	Field	Value	Apply to Su
	TT SMP ID		0
	TT SMP ID Instruction	Select a Value	0
	Investment Decision Qualifier	Select a Value	0
	Execution Decision Qualifier	Select a Value	
Err	ors	×	0
	view saved)		
			•
	en fel le al a company	ect a Value	
	to save for the following	ise	0
	reason(s):		
1.1	Ancestor entry prevents	trader does not have direct	0
1	sub accounts from creating		
	a more specific entry	/	0
		▼ 0.5 × 0.2 €	

This issue has occurred as the user is trying to amend a field that has been locked at the Parent Account by your Member Admin.

#### 23.1 Steps to Resolve

1. If logged in as a Trader, ask Member Admin to unlock the field for the Member

Or

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

	○ Selected C	Only *OTD's chosen in the listed grid				
Fields					1	
ID(s)	Field	Value	Apply to Sub Accounts?	Lock Sub Accounts?	Client Can Override?	Restrictions
2816	Account Type*	House				
2816	Clearing Account	AAAHMPM1				
2816	Commodity Derivative Indicator	Yes				
2816	Direct Electronic Access	Yes				
2816	Direct Electronic Access	The trader has direct electronic				
2017	Evention Desiring ID	122	0	0		

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-childaccounts.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 c	ompany
Profile	
TEST GROUP	
	Cancel Create

#### 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