

LMEtrader - TroubleShooting Guide

Please respond to: Trading Operations, 020 7113 8200

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Conter	nts htroduction	4
	rror - This Account currently cannot reach a connection for exchange: LME	
2.1	Steps to resolve	
	rror - Account (x) has "Apply limits" set but contract (x) is not configured for trading	
	Steps to resolve	
3.1		
	rror - LME exchange rejection: The specified tag 58 couldn't be found	
4.1	Steps to resolve	
	rror – RFQ not sent. No Routing Account Specified	
5.1	Steps to resolve	
	rror - Not entitled to live market data for this product	
6.1	Steps to resolve	
	rror - User(x) not allowed to trade(x) outrights	
7.1	Steps to resolve	
	rror - User(x) not allowed to submit orders	
8.1	Steps to Resolve	
9 E	rror - Connectivity to TT server is currently unavailable	
9.1	Steps to Resolve	
10	Error - Max concurrent market data sessions exceeded: AH XXXXX	
10.1	Steps to Resolve	10
11	Error - Account is not configured with a valid LME connection for performing this action	11
11.1	Steps to Resolve	11
12	Error - Client short code missing	12
12.1	Steps to Resolve	12
13	Error - Client field is missing	13
13.1	Steps to Resolve	13
14	Error - Request not allowed in current order book state	13
14.1	Steps to Resolve	14
15	Error - Trading a/c not visible in UI	14
15.1	Steps to Resolve	14
16	Error - User not allowed to trade x spreads/strategies	15
16.1	Steps to resolve	16
17	Error - Proposed position(x) exceeds account(x) Max Long/Short Position Limit (10)	16
17.1	Steps to resolve	16
18	Error - Credit Validation Failed	17
18.1	Steps to Resolve	18
19	Error - Errors on multiple LEI fields (10051, 10050)	18
19.1		
20	Error - Errors on Client ID field	
20.1		
21	Error - Order quantity exceeds maximum order quantity of 100	

21.1	Steps to Resolve	19
22	Authentication Error – Expired Session	20
22.1	Steps to Resolve	20
23	Your login hasn't been set up	20
23.1	Steps to Resolve	21
24	Cannot delete an account with open Positions or Trading activity	21
24.1	Steps to Resolve	22
25	Document Control	22

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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Clear	*	•	Day	¥
			🗌 Stage 🕶 🎜	
		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

🛨 LME ZS 3N	l b Client 101		0 – X
	CERT	IFICATION	
1 5 10	^	•	ZZZTestAcc1 🔻
100 500	5	3074.00	Limit 🔻
Clear	*	*	Day 🔻
6	3074.50 3079.	50 5	🗌 Stage 🕶 📿
	de risk rejection its" set, but con for		

- 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		
	Outrights		
	Trading allowed		
	Cancel allowed		
	Max order quantity	Not Set	
	Applied margin %	100	
	Price reasonability		
	Ticks	Not Set	
	Aggressive only		
	Percent	Not Set	

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

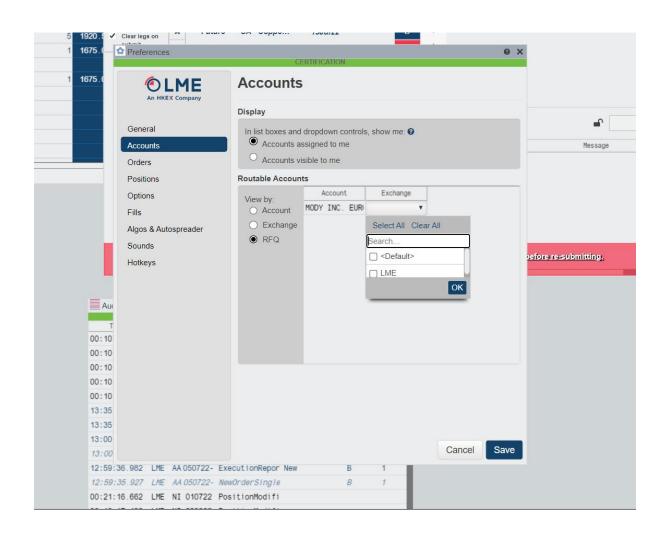
Strategy	Trade	Block	Watch	RFQ	Status		Mess
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6						Day	
В						Stag	C
	LM	E exch	ange re	jectior	1: The specifie	d tag 58 cou	uldn't be
					found		

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

Error – RFQ not sent. No Routing Account Specified 5

0 - X	Market Gri	d							0	x										
					CERTIF				an la											
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	⊡ AA 180722								Seed	d Exchange	Stra	tegy	Trade B	lock Wa	tch RF	a Sta	atus		M	essage
	+ Tab 1																			
								REG) not s	sent. No Rout	ing Account sp	ecified. Please.	Select an R	FQ Rout	ing Acco	ount in Pr	referen	ces before.	re-submit	ting, >>
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								10:18.243 LME												
								10:18.232 LME												
								10:18.229 LME						- 11						

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



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

ME	trade	r F	ile Edit	Widgets	Search				-	Explore
(Live	e Only)	Market	t Grid	CF.	RTIFICATIO	552			9 - 1	o x
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+ (Live	e Only) Tab	b 1								

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

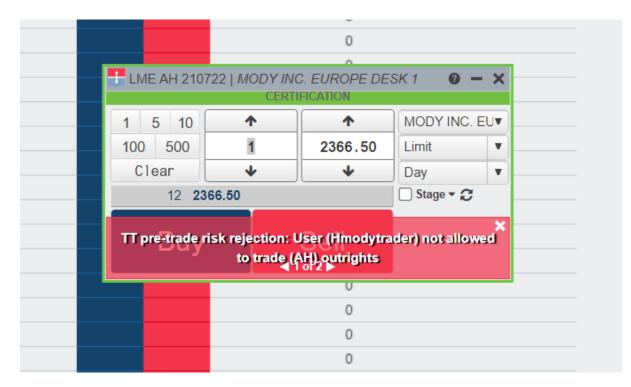


2. In the left pane of the open Feedback widget, describe the issue or provide feedback for the corresponding widget.

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.

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



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

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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Clear legs on submit	× C +	Select .			В	1		, 	-
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	1	LME	AH JUL25-JUL31		4		66 0	Created	
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		LME	AA 141222-281222		(66 C	Created	
	ø						11 8	xists	
	1	LME	NI DEC24-DEC25						

Refresh the page (Ctrl+F5)

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

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Clear legs on submit								
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	ed Exchange LME LME	B Strategy AH JUL22-270722	T LME AH JU	2 JL22-2707	Cre 22 MO CERTII	ated DY INC. EU		Message
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8	ed Exchange LME LME LME LME LME LME	Strategy AH JUL22-270722 AH 130722-270722 AH DEC25-DEC30 AH DEC25-DEC31	1 5 10	JL22-2707	Cre CERTII	ated DY INC. EU ICATION		Message
	ed Exchange LME LME LME LME LME LME	Strategy AH JUL22-270722 AH 130722-270722 AH DEC25-DEC30 AH DEC25-DEC31 AH JUL25-JUL31	LME AH JU 1 5 10 100 500	2 JL22-2707	Cre Certin	ated DY INC. EU ICATION 10.00	MODY IN Limit	

- 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

Y.	(1) Main 🔻	10:23:39 AM 🖺 🖂 🖓	Support 👔 !	
s		Session Status	×	
	V 🌖 N	/larket Data		
	Market Data S	ession Exceeded		
		ting to exceed the maximum al narket data sessions for one or		
	You can contin	ue using this session without m	arket data.	
		Close other sessions		
	Show all status	:		
	0			
	0		- 83	
∢ I	nection: MFL Connect	Ion - PPP (LME)		
	ttings Accounts			
Ge	eneral Settings			
		✓ Connection Enabled		
		 Max connection attempts reached, conne 	ction 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



12 Error - Client short code missing

2439.50 35 5 LME AH 050822 <i>MODY INC</i> .		4 2439.50 2 SK1 0 -	
CERTIFIC			î
1 5 10 个	^	MODY INC. E	JV
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2439.50	35	Day	¥
		🗌 Stage 🕶 📿	

- 1. Login to Setup App as a Member Admin
- 2. Go to Accounts -> Navigate to account in question
- 3. Go to Exchanges
- 4. Populate Client ID(House) field as this is a required setting

Settings Users Limits	SOD/Credit Connections Exchanges FIX Sessions Restrictions Sharing Change Logs			
LME				
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			
	Required if Account type is Chent ISA of Chent USA 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 (MODY INC.)			
Decision Maker	123			Value is set in parent account (MODY INC.)
Client ID (House)	123			
	Short-code required by MiFID			

13 Error - Client field is missing

	0	2503.74	
0 2503.74 ■ LME AH 100822 MODY INC. EUROPE DESK 1 • - × CERTIFICATION 1 5 10 • • MODY INC. EU 100 500 1 2504.00 AAAHMPM1 Limit • Day • Day • TT gateway rejection: Client field is missing.			
			IV
	2504.00		-
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TT gateway rejection:	: Client field is	missing.	
	0	2500.49	
	0	2500.63	

13.1 Steps to Resolve

- 1. Login to Setup App as a Member Admin
- Go to Accounts -> Navigate to account in question
 Go to Exchanges
- 4. Populate Account Type field as this is a required setting

14 Error - Request not allowed in current order book state

		IC. EUROPE DE			50 2439.50
1 5 10	^	^			50 2439.50
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Clear	+	•	Limit	T	
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LME exchange		equest not allow book state	ed in the cu	rrent	
LME exchang			ed in the cu 2503.74		
LME exchang		book state			

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

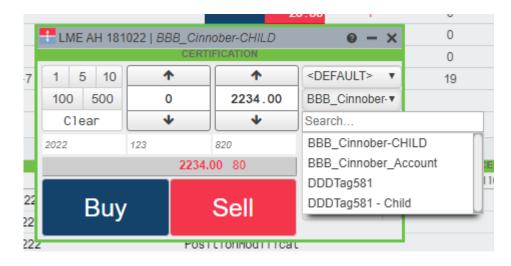
11	:19:57 AM 🖺	🖂 ? Support	×I •
×	AH		0
		CERTIFICATION	

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.

15 Error - Trading a/c not visible in UI



- 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

Order Permissio	ns						
Update positio Confirm Fills Submit Block/u Submit Staged Only Allow Prid Manage Stage Manage Order Modify clearin Modify clearin Delete Orders Modify Ord	ons (e.g., create manual fills) Cross Orders <i>Denied ^X</i> d Orders ce Improvements on Child Or ed Orders without Claiming Staged Orders rs Staged by Others g account on working orders g account on fills	ASX only) <i>Denied ^X</i>		exception of	Market orders		
Market GTC/C GTC/C Trade ADL Monitor Setup	p Score Inbox	_				-	
🛔 Users		clete					
Accounts	Name MODY INC. EUROPE DESK 1	Company	Type - Routing (external clearin	Trading Disabled	Disabled by Auto-liquidation	Disabled by Max Order Limit Trading Disabled	Sub Order Cross
Limits							
ConnectionsAlgos							
 Aigos Background Tasks 							
	- C						
Company Settings	Account: MODY INC. EUROPE DESK 1	Parent: MODY INC. EUROPE			***		
Reports •	Settings Users Limits SOD/Credi	Connections Exchanges	FIX Sessions Restrictions	Sharing Chang	ge Logs		
Less 🔻							
Secondary Acct Map	Apply Restrictions (Selecting Deny in the	Account Restrictions will restrict any us	er from using the related funct	onality in this account or	r in any sub-account, regardless c	f the user's specific settings)	
Order Tag Defaults 🕶	Account Restrictions						
🛷 OTD List	Allow All Deny All						
OTD Verification	Order Permissions: Black/Cross						
🖨 Profiles	Allow Deny						
🛷 Trader IDs	Submit Block/Cross Order	5					
🖨 FIX Rulesets	Order Permissions: Native						
 FIX Rulesets FIX Sessions 	Order Permissions: Native Allow Deny O Modify Orders O Submit Native Orders						

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

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100 500	2	5.00	Limit	T
Clear	*	*	Day	Ŧ
			Stage 🕶	
		User (MNorth) reads/strategie	C) not allowed to es	×

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



17.1 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.

		Exchange	Product Family	Prod Type	Product		Inter Product	Max position 1 Max pos	ition Max long position per	Max short position pe	Max long position Max short pos
<u>~</u>	1322849	LME	ZS	Future	*	*					10
•											
Ge	neral										
	Enforce ene	argy limits in Cor	ntracts								
Ma	ax position fa	mily (net)		Not Set							
Ma	ax position pr	roduct (net)		Not Set							
Ma	ax long positi	on per contract		Not Set							
Ma	ax short posit	ion per contract		Not Set							
Ma	ax long positi	ion (gross)		10			1				
Ma	ax short posit	ion (gross)		Not Set							
M	ax number of	orders per day		Not Set							
Ma	ax child slice	per % of average	e trade size	Not Set							
	Trade out al	llowed									

18 Error - Credit Validation Failed

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100 500	822 MODY INC CERT ↑ 5 ↓ Change rejection OUTRIGHT_PER AAA	3000.00	AAAHMPM1	
Clear		•	Limit	•
			Day	
ME evel	hange rejectio	n: Credit valid	ation failed.	3

Contact PTRM manager to review/update PTRM limits

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

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ange rejection:	Errors on mult	iple LEI fiel	ds ×				
	,,						
	CERTI ↑ 10 ↓ ange rejection:	CERTIFICATION	CERTIFICATION				

19.1 Steps to Resolve

- 1. Login to Setup App as a Member Admin
- 2. Go to Accounts -> Navigate to account in question
- Go to Exchanges
 Populate Trading Capacity(10051)
- 5. Populate Direct Electronic Access (10050)

20 Error - Errors on Client ID field

100 500 1 1760.00 AAAHMPM1 Clear ✔ ↓ Limit	EU▼	MODY INC.	^	^	1 5 10	
Clear		AAAHMPM1	100 500 1 1760.00			
		Limit	*	Clear 🔸		
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🗌 Stage 🗸 📿		🗌 Stage 🕶 📿				

- Login to Setup App as a Member Admin
 Go to Accounts -> Navigate to account in question
 Go to Exchanges
 Populate Client ID

21 Error - Order quantity exceeds maximum order quantity of 100

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EU▼
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21.1 Steps to Resolve

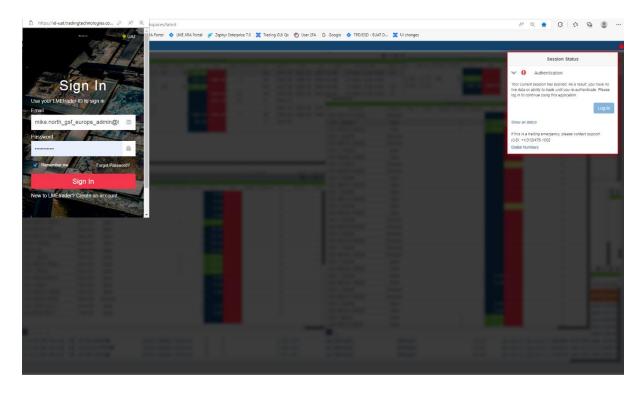
1. Login to Trade App as Trading user

- 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)

Order Profiles									CERTIFI	CATION											0	-
Search profiles		Local Rules /	Admin R	ules									-									
Profile		Profile	Use	Prod	Exch	Group	Туре		Account		Clearing Acct	Order Qty	Max Oty	TIF	SL payup	Disp Qty	Order Type	Template	Text A	Text B	Text C	Tex
EST125	2	TEST125						MODY INC	. EUROP	E DESK	AAAHMPM1	0	2000		1		Limit					
EFAULT>	습													- /			1-000					
	0																					
		-	_																		-	Ed
	<	Add Rule																			1	E

4. Update Max quantity so that it is > 100

22 Authentication Error – Expired Session



22.1 Steps to Resolve

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

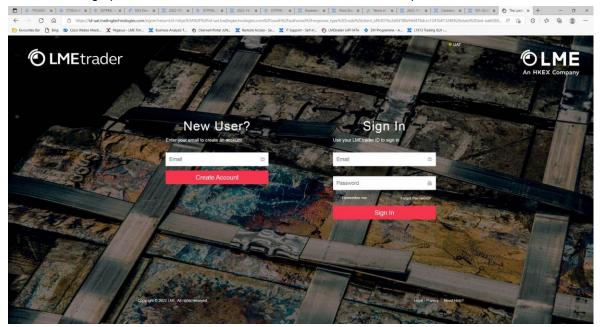
Close the existing browser on which the LMEtrader Application is running and relaunch the browser and the app

23 Your login hasn't been set up

🗖 📔 Signin to yo: X © 1700/150: X © 1700/4711 X X Solvens A: X © 1070/4711 X Z Solvens A: X © 1070/4711 X Ø Janzanger X X 202/4/11 X Ø Janzanger X X 202/4/11 X Ø Janzanger X A 202/4/11 X Ø Janzanger X Ø Janz Ø Janzanger X Ø Janzanger X					σ×	
C A C A Inter/account-ust.trade.tt/demo_innwslable/?redirect/wi-http://ki3AW32Flat.pup-ust.trade.tt/ki2F		A ^h tô	Q ☆	œ	8 ····	
🛅 Favoultes Sar 🚹 Bing 🚳 Cisco Weben Mereti. 🗶 Pepasas - UMB Tam 🗶 Business Analysis T 🐑 Chennel Antal JUN 💥 Remote Access - Ser 🐑 Il Support - Ser H 🕎 UMBrader UM-MTA 💠 EM Programme - A 💥 L1913 Trading 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 questions, please contact your Greating Firm					

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.



24 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

ancel	Delete

С

24.1 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.