LMEtrader - TroubleShooting Guide

Please respond to:

Trading Operations, 020 7113 8200

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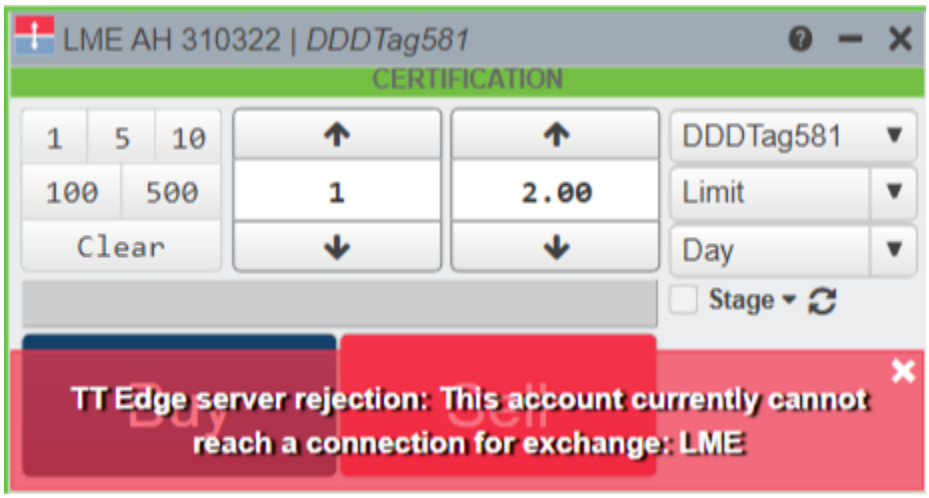
1 Introduction

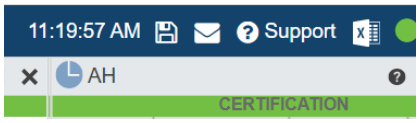
This document is a quick guide on how to fix commonly encountered error warnings in LMEtrader. If you need assistance with any **urgent** issues please speak to Trading Operations on 020 7113 8200 or email tradingoperations@lme.com

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.

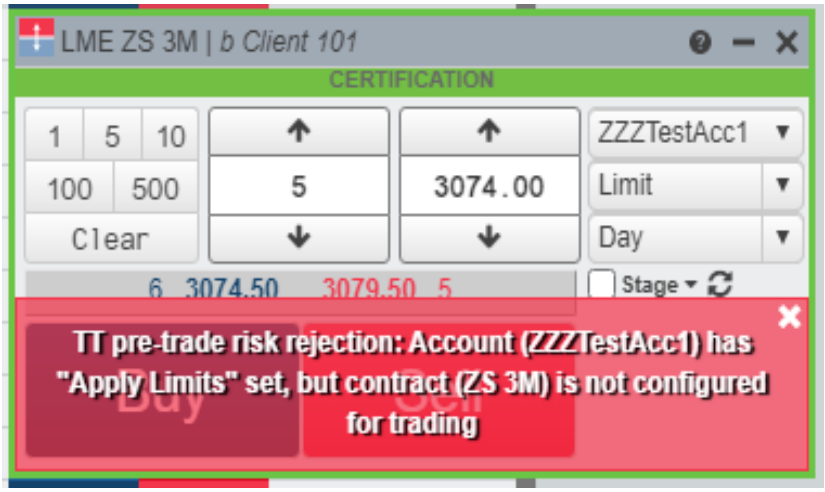


2. In the left pane of the open Feedback widget, describe the issue or provide feedback for the corresponding widget.

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.

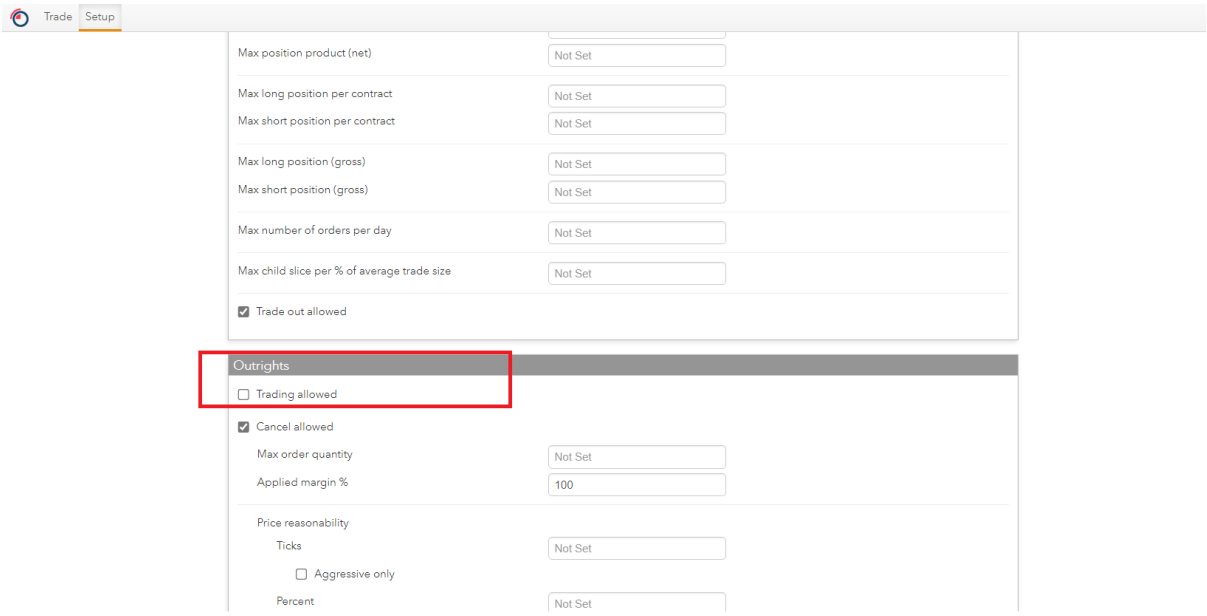
Note: Including the screenshot and data helps LME more quickly diagnose your issue.

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

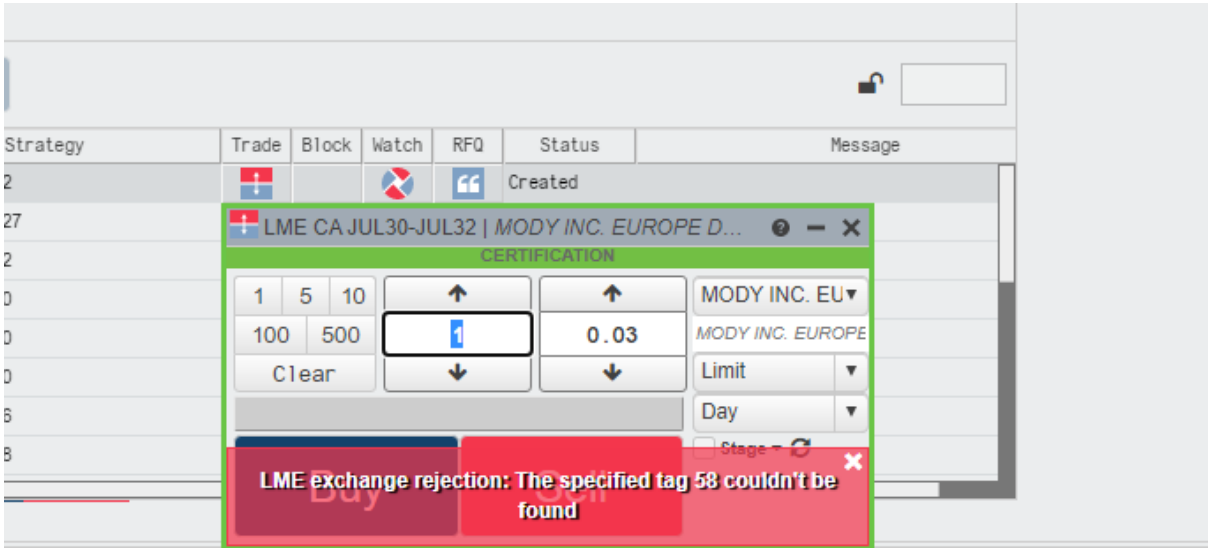


3.1 Steps to resolve

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.



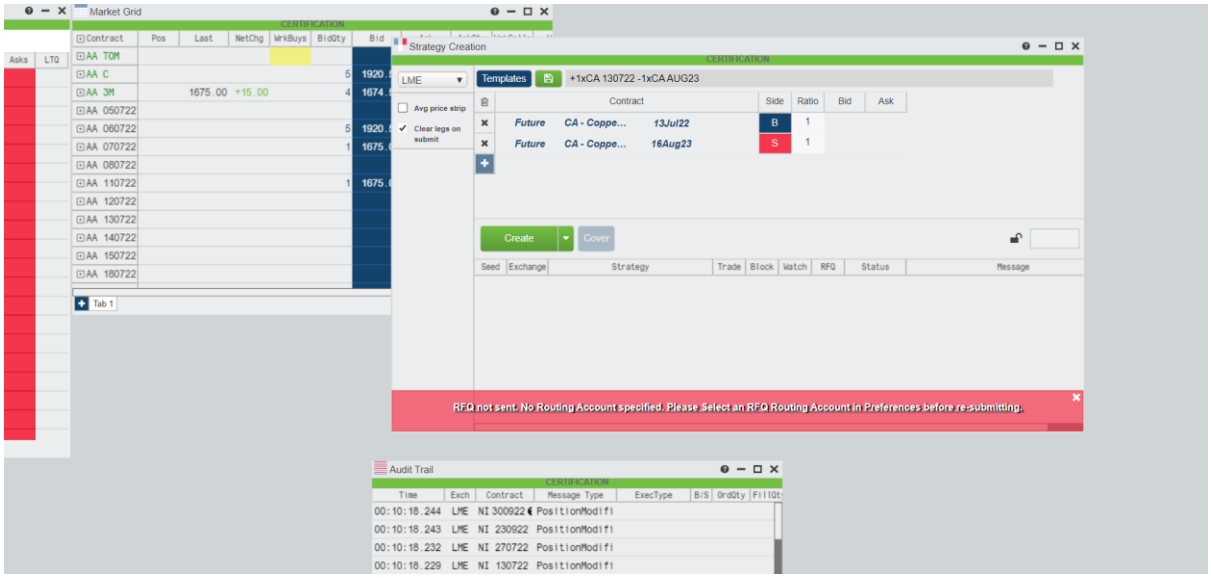
4 Error - LME exchange rejection: The specified tag 58 couldn’t be found



4.1 Steps to resolve

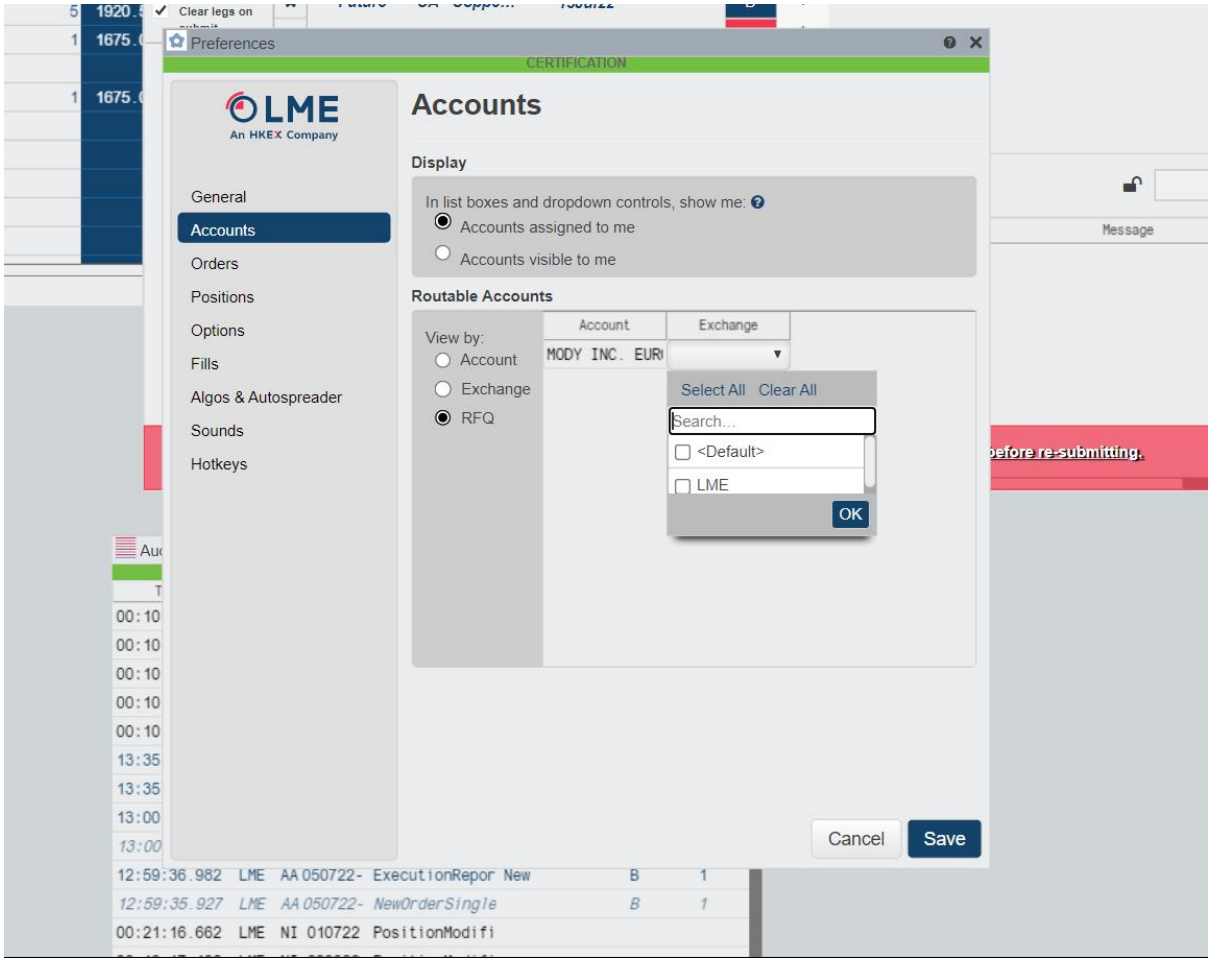
1. Login to LMEselect GUI using PTRM Manager user role
2. Ensure the Tag 58(Clearing account) is correctly setup

5 Error – RFQ not sent. No Routing Account Specified

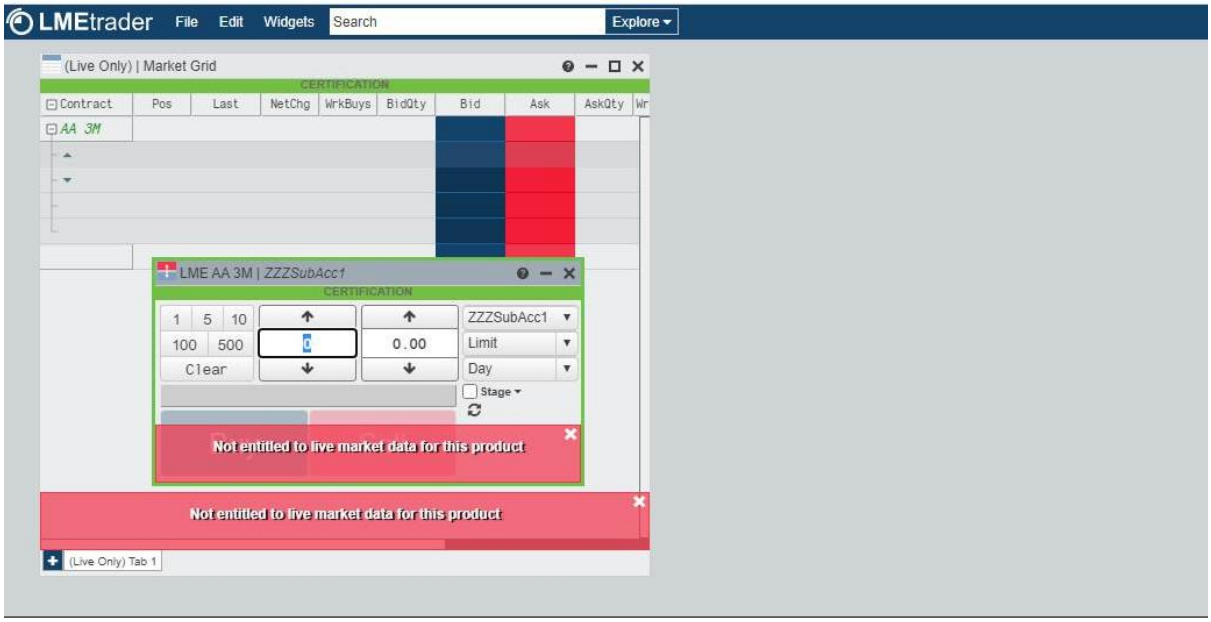


5.1 Steps to resolve

1. Go to Edit -> Preferences
2. Navigate to Accounts
3. Select ‘RFQ’ under Routable Accounts and select ‘LME’ under Exchange dropdown
4. Click Save

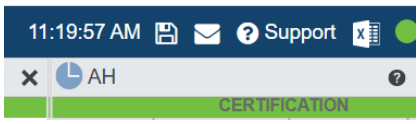


6 Error - Not entitled to live market data for this product



6.1 Steps to resolve

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



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

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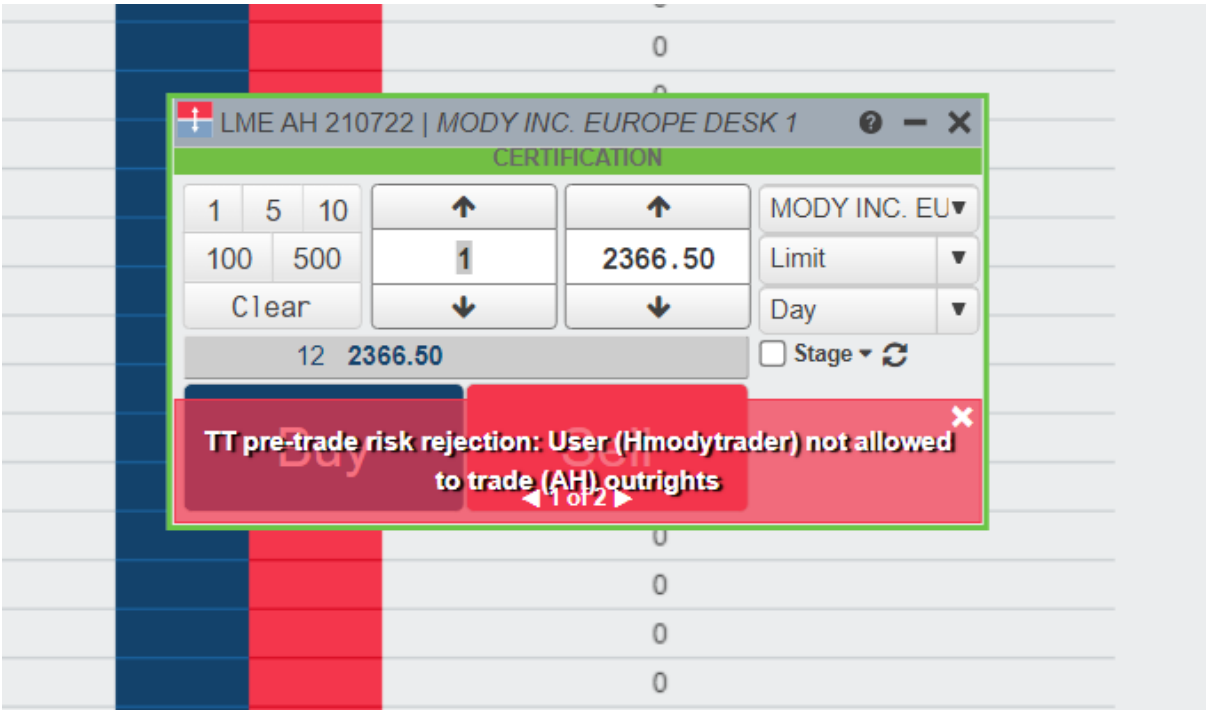
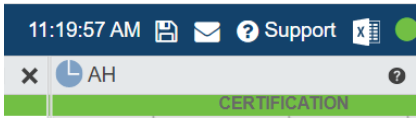
Note: Including the screenshot and data helps LME more quickly diagnose your issue.

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.



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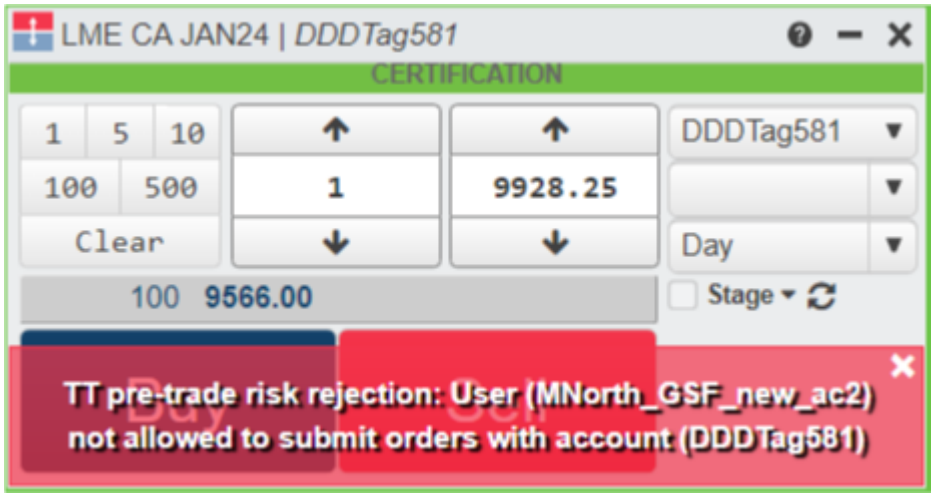
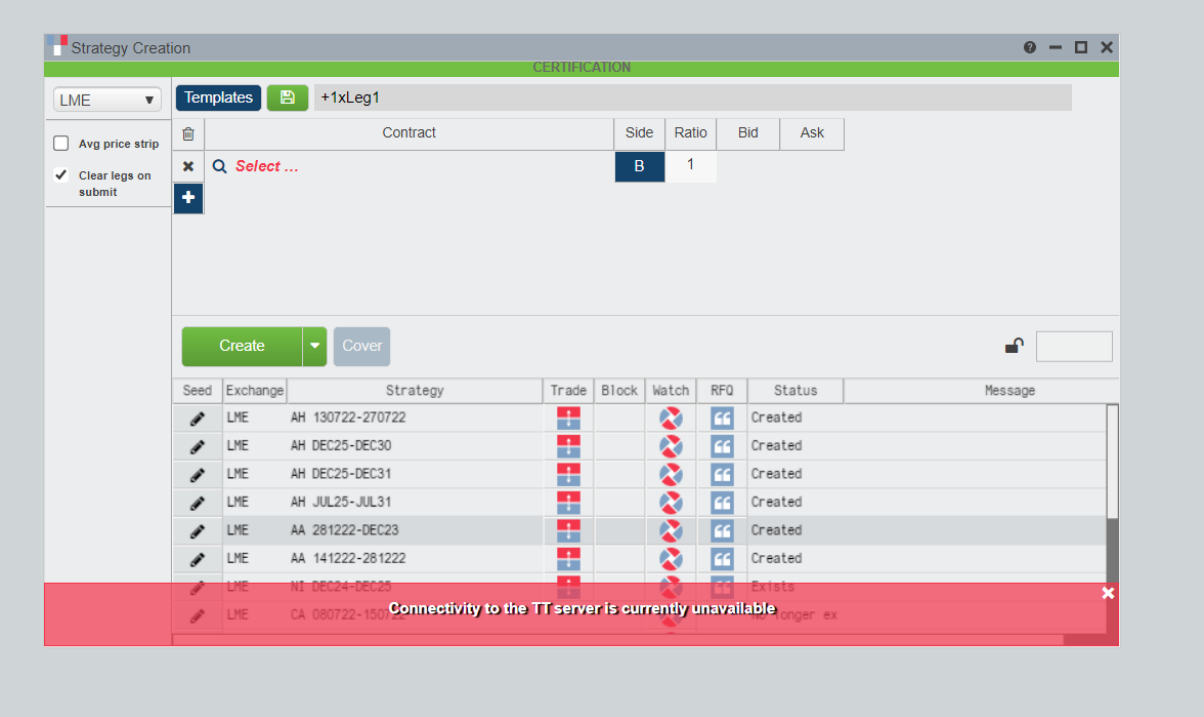
8 Error - User(x) not allowed to submit orders



8.1 Steps to Resolve

1. Login to Setup App as an Member admin
2. Go to **Accounts** → 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

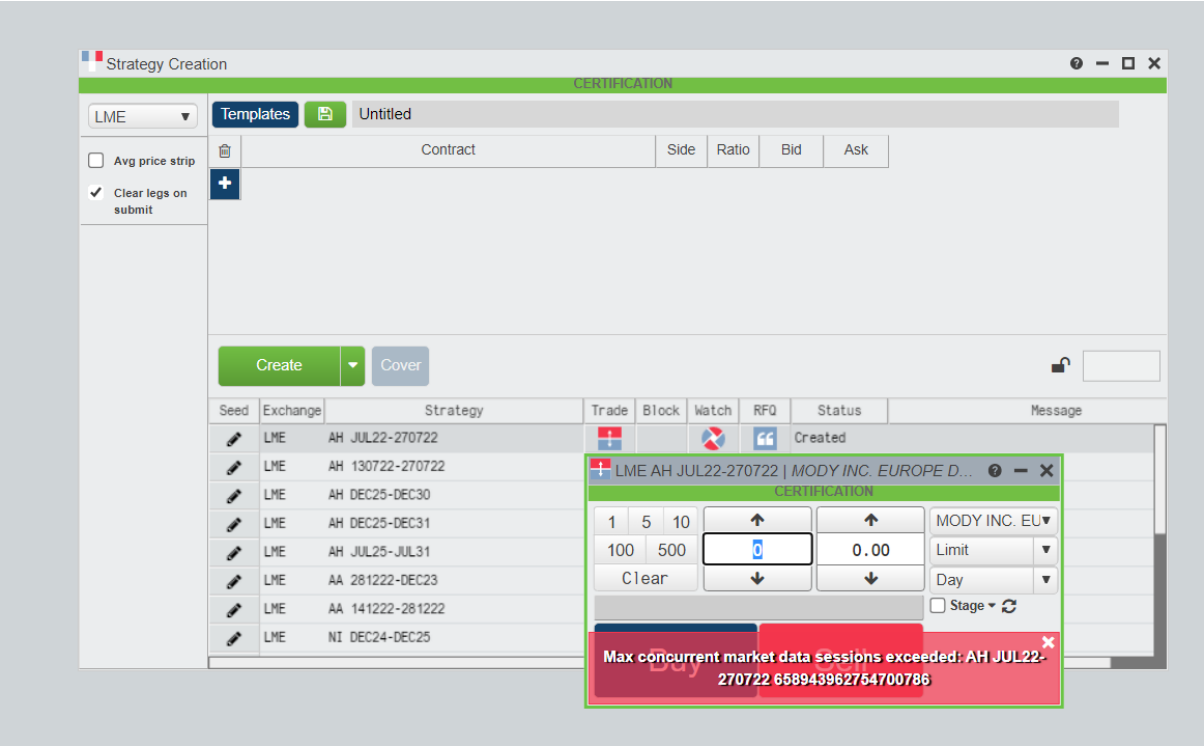
9 Error - Connectivity to TT server is currently unavailable



9.1 Steps to Resolve

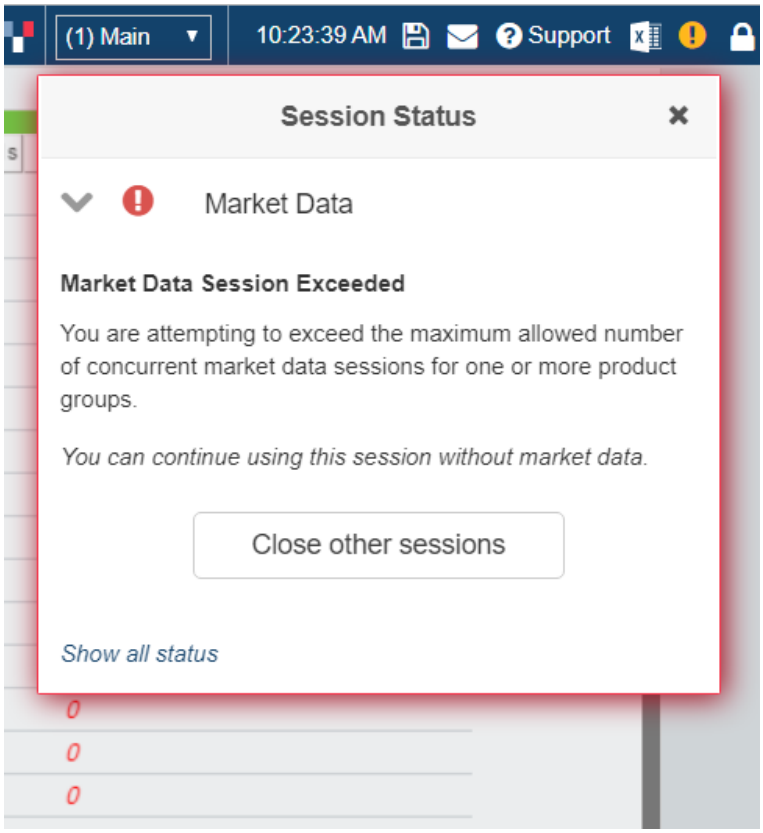
Refresh the page (Ctrl+F5)

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

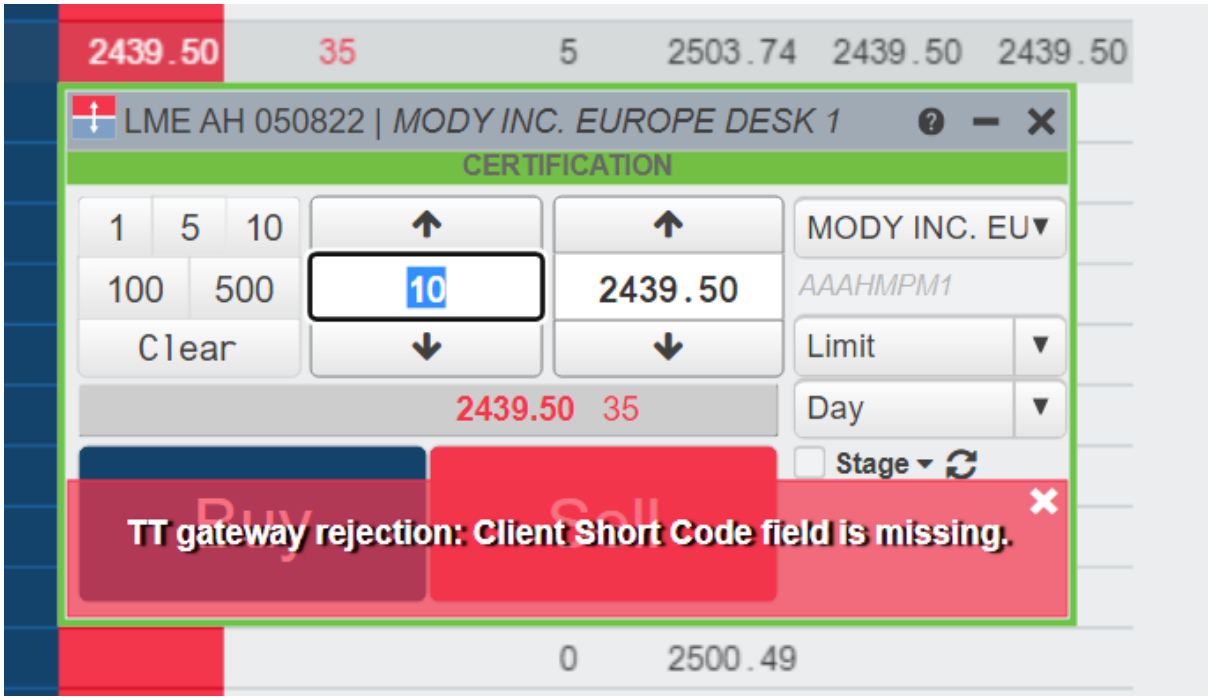


11 Error - Account is not configured with a valid LME connection for performing this action

11.1 Steps to Resolve

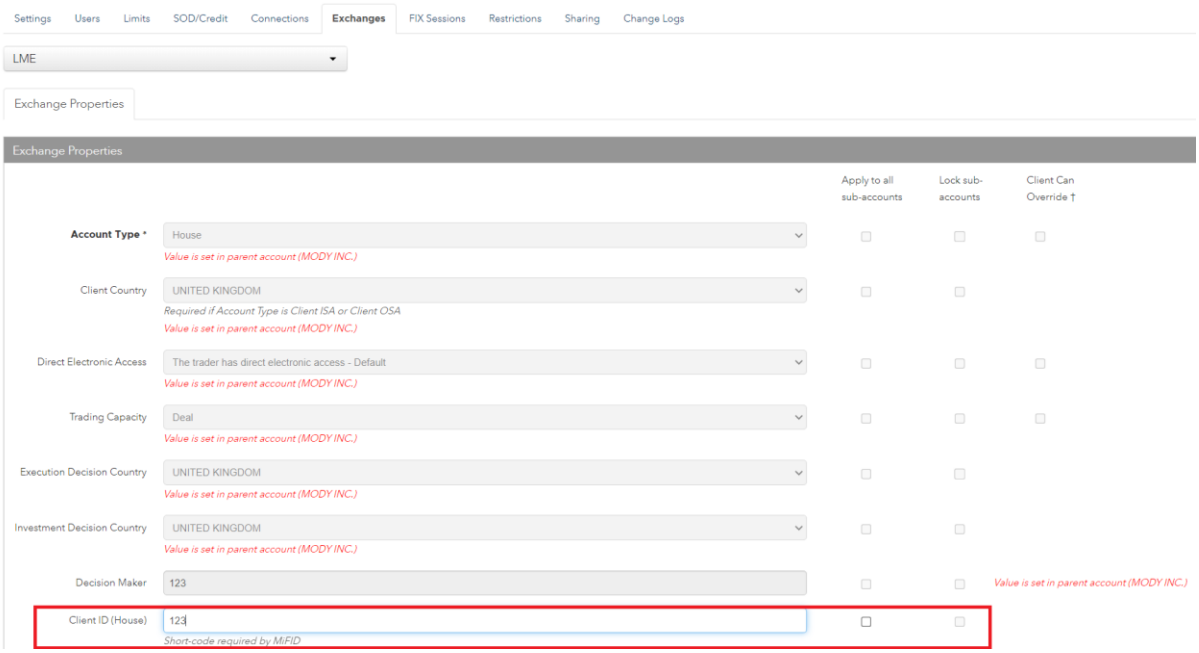
1. Login to Setup App as a Member Admin for account BBBXHY
2. Go to Connections Tab and select a valid connection. In scenario where a connection is added to parent account and 'Apply to Sub account' checkbox is ticked, the child account should by default the connection on parent account

12 Error - Client short code missing

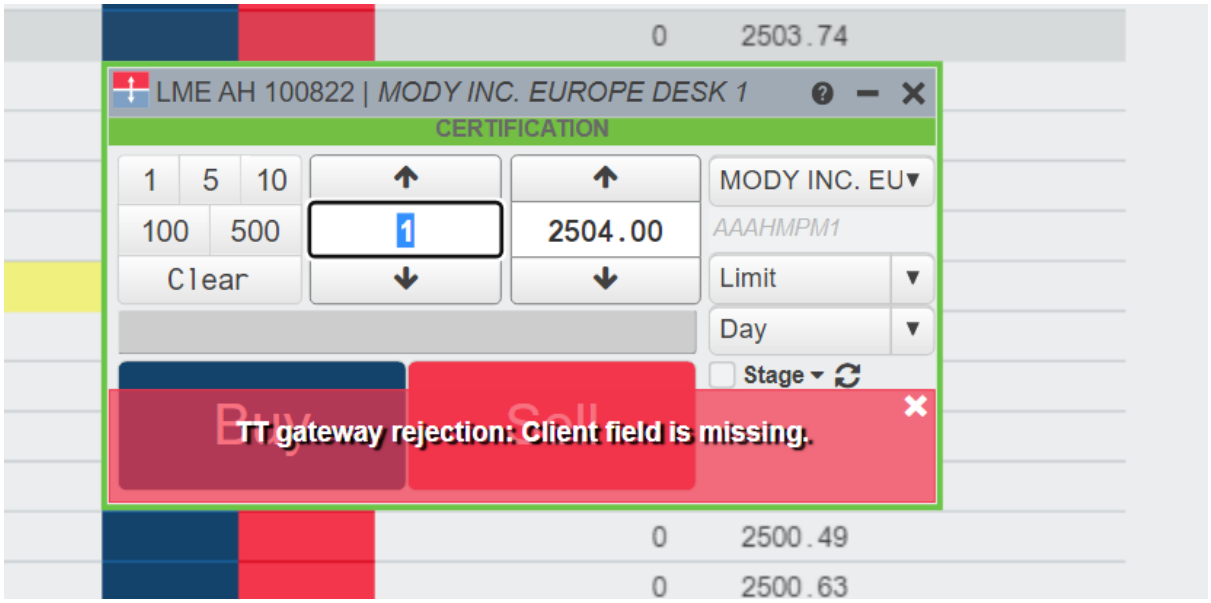


12.1 Steps to Resolve

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



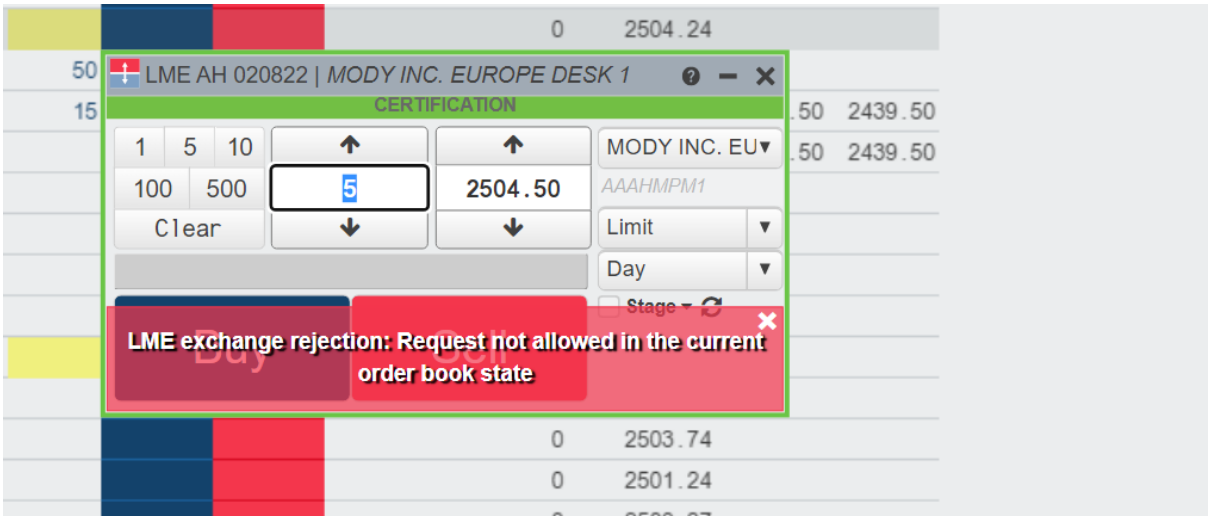
13 Error - Client field is missing



13.1 Steps to Resolve

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

14 Error - Request not allowed in current order book state



14.1 Steps to Resolve

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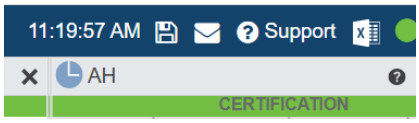

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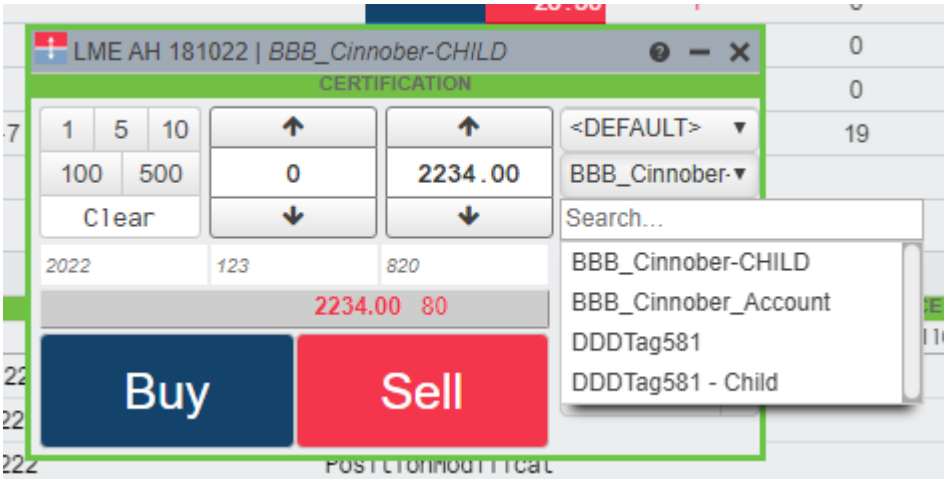
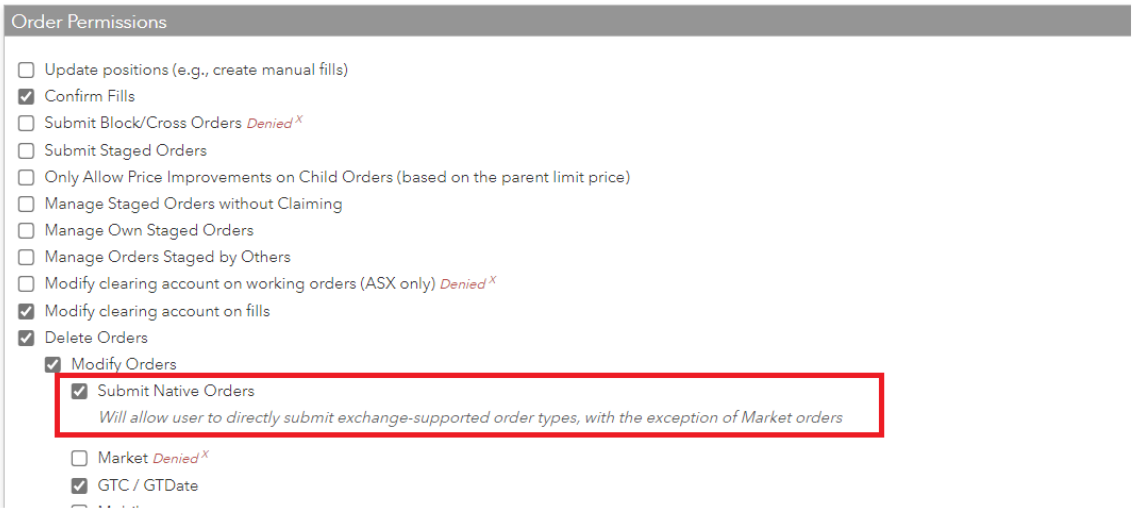
15 Error - Trading a/c not visible in UI

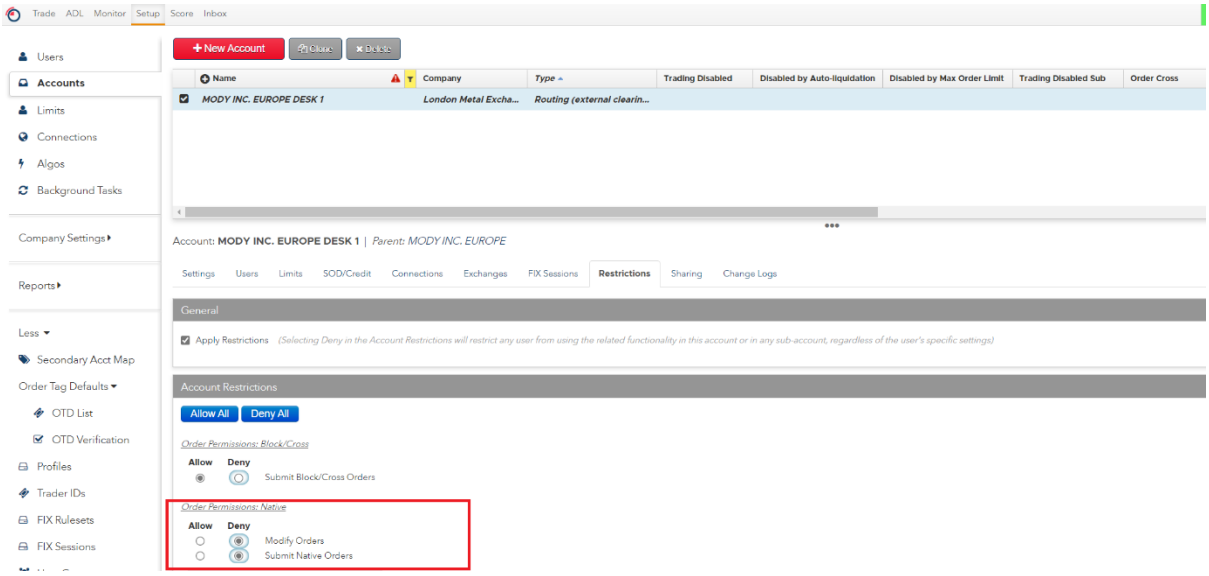


15.1 Steps to Resolve

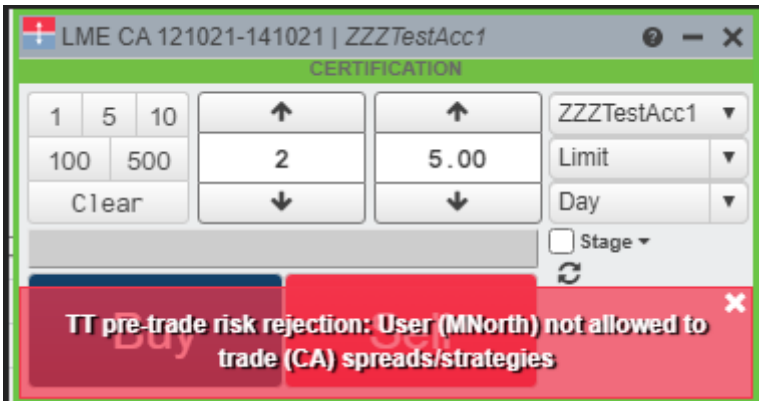
1. Login to Setup App
2. Go to Users on left navigation pane -> Navigate to the user in question
3. Go to Accounts Tab & Ensure account is added to the user

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





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



16.1 Steps to resolve

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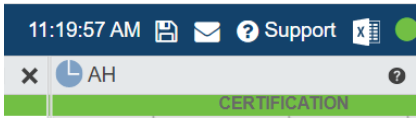

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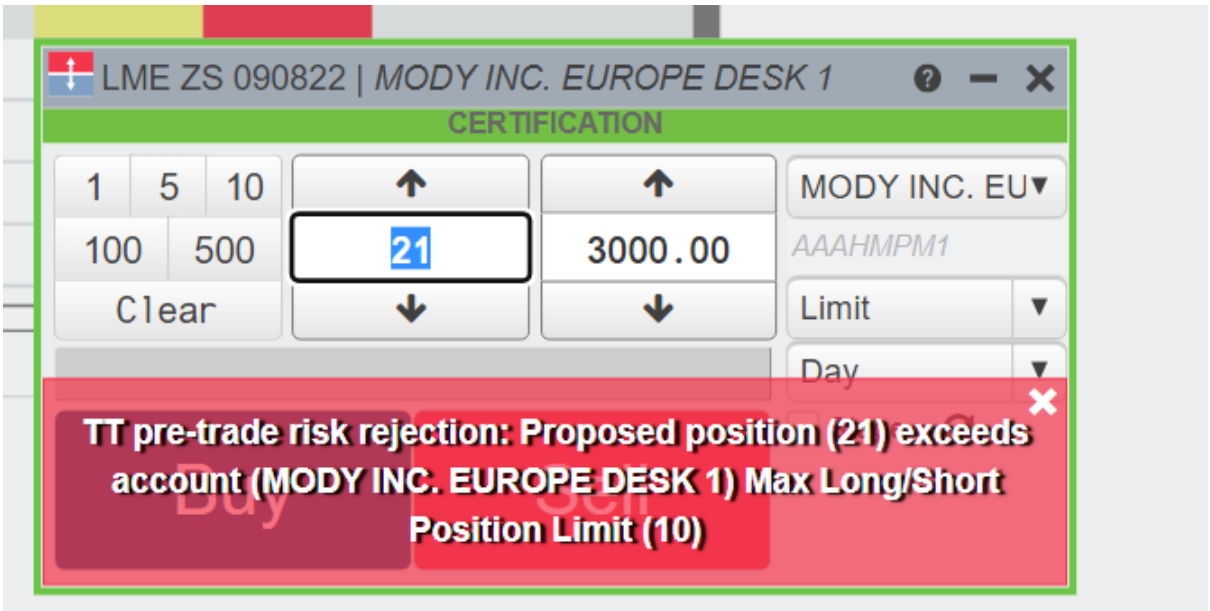
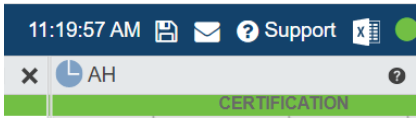
17 Error - Proposed position(x) exceeds account(x) Max Long/Short Position Limit (10)



17.1 Steps to resolve

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



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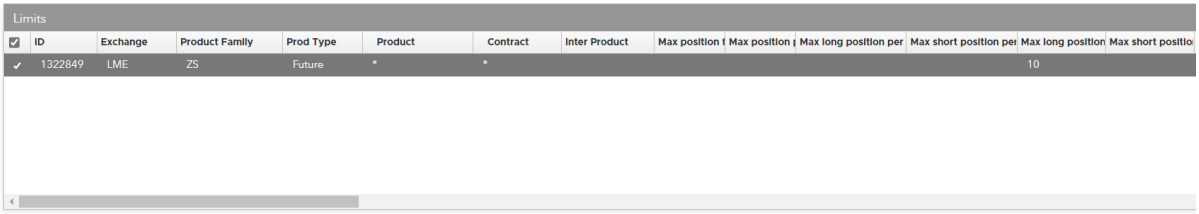
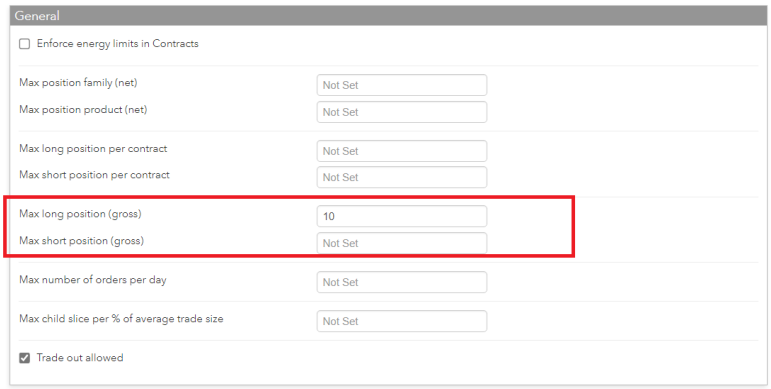
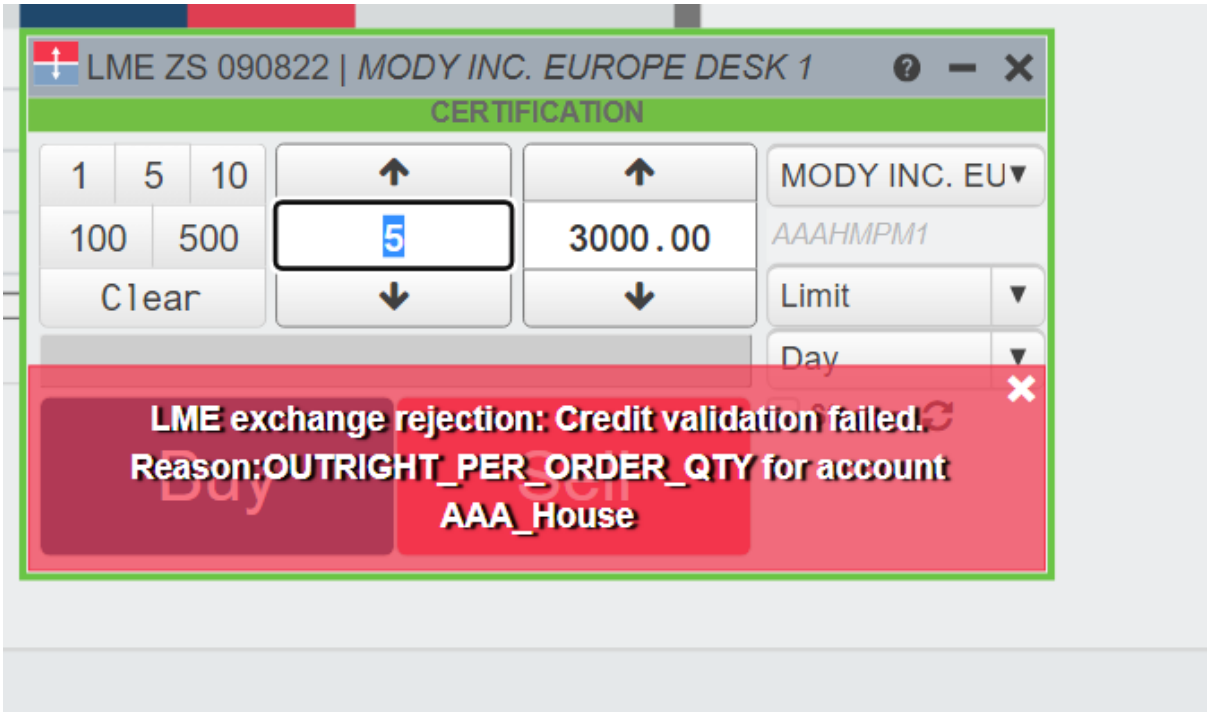




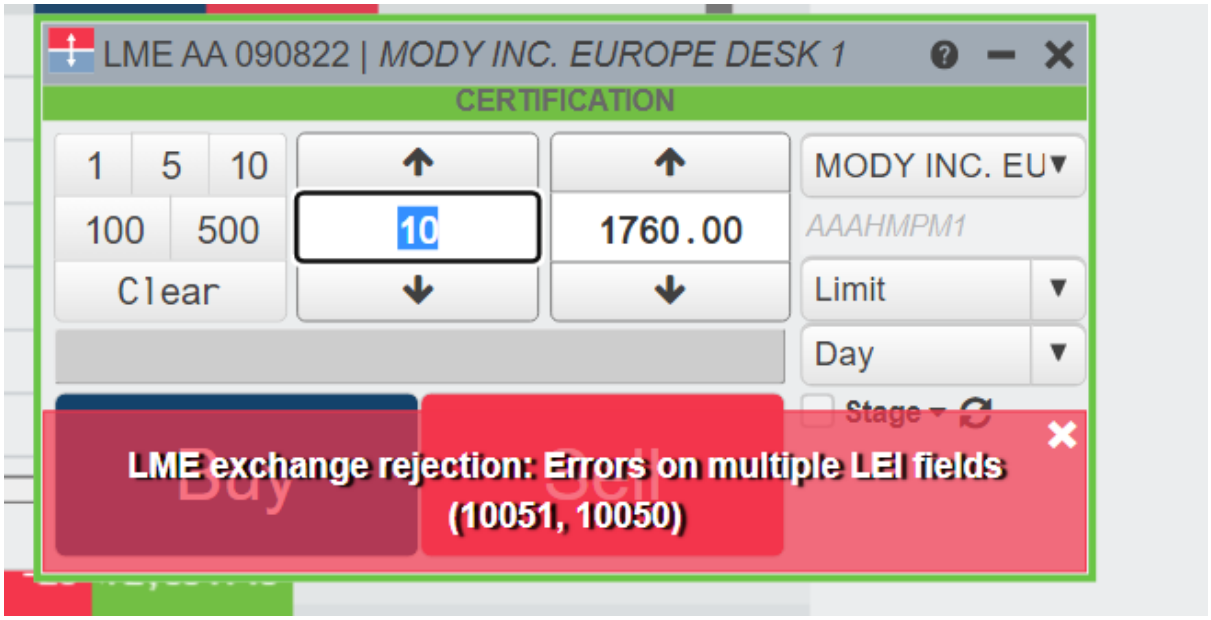
18 Error - Credit Validation Failed



18.1 Steps to Resolve

Contact PTRM manager to review/update PTRM limits

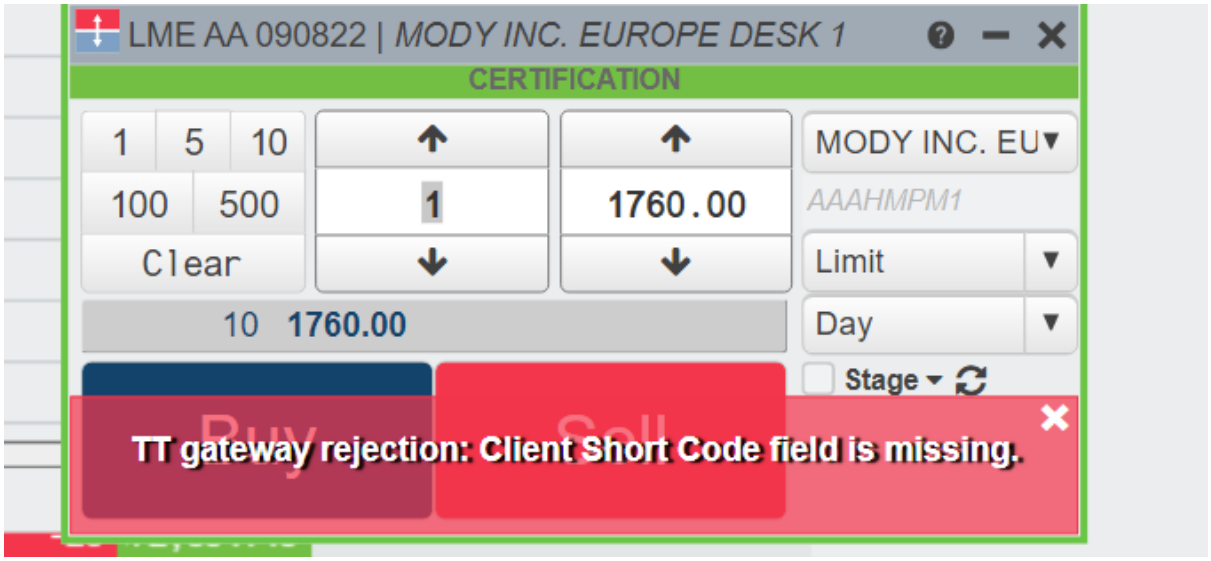
19 Error - Errors on multiple LEI fields (10051, 10050)



19.1 Steps to Resolve

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

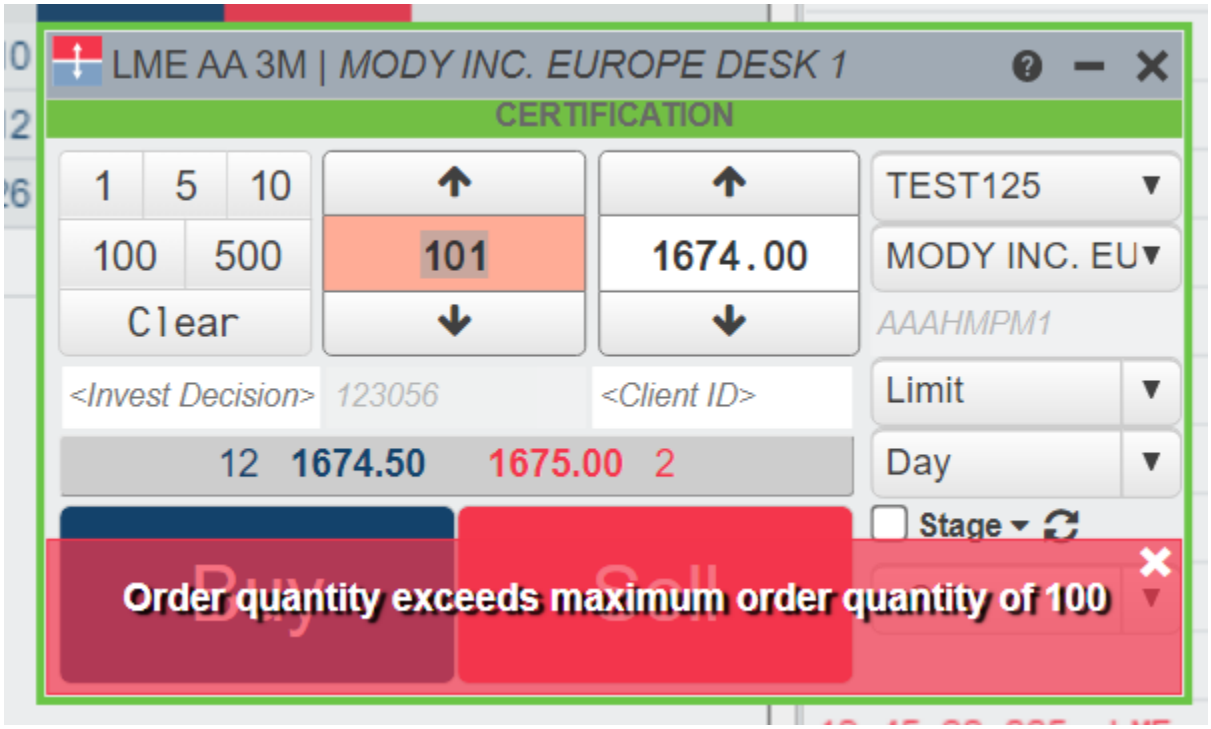
20 Error - Errors on Client ID field



20.1 Steps to Resolve

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

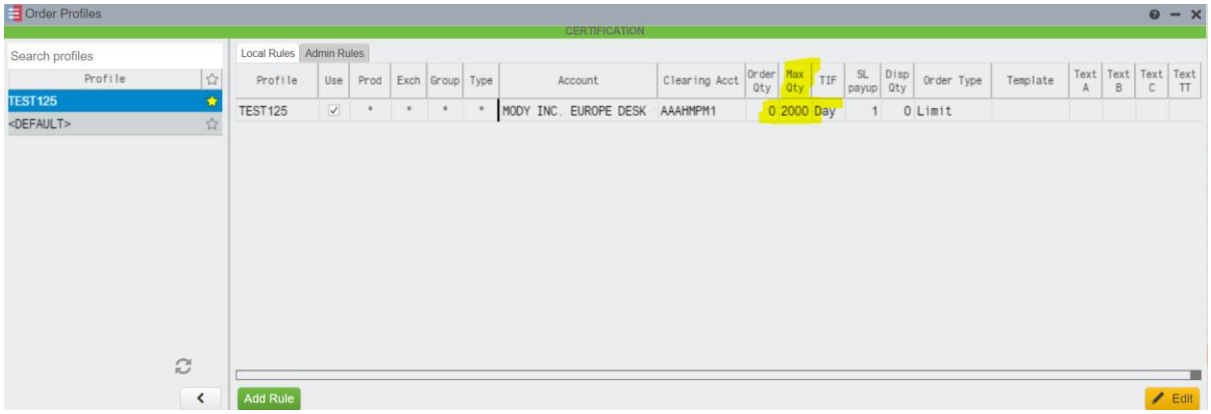
21 Error - Order quantity exceeds maximum order quantity of 100



21.1 Steps to Resolve

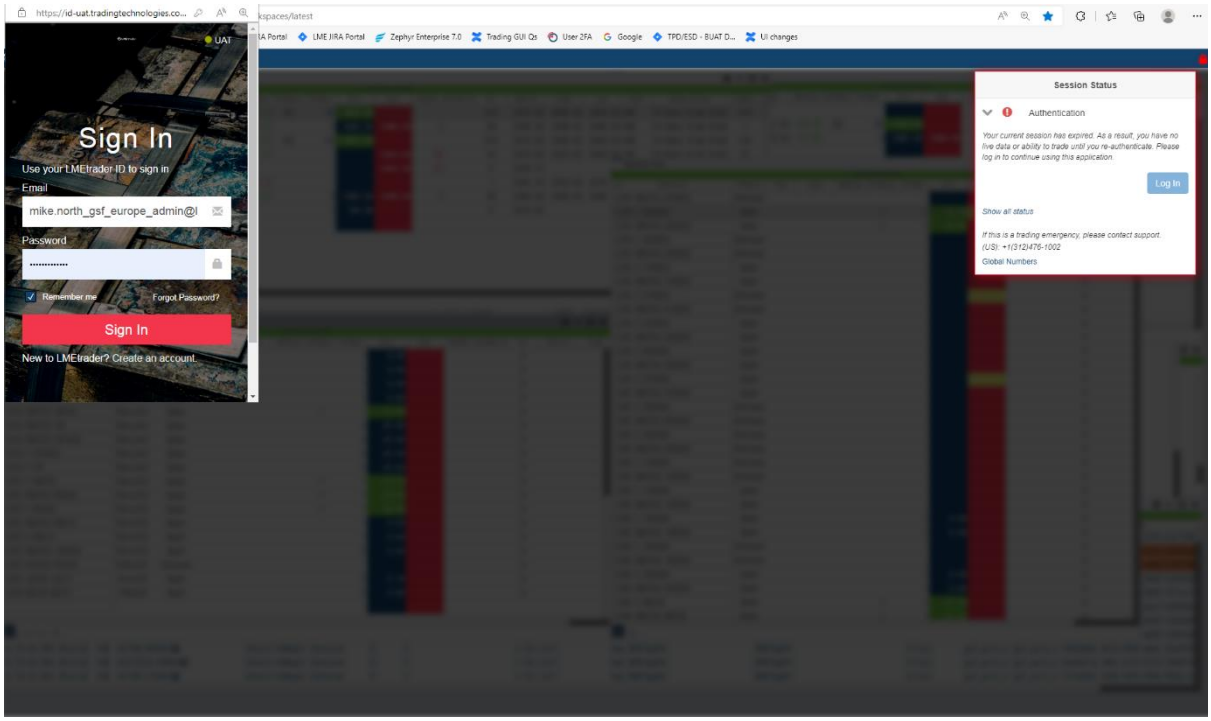
1. Login to Trade App as Trading user

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)



4. Update Max quantity so that it is > 100

22 Authentication Error – Expired Session



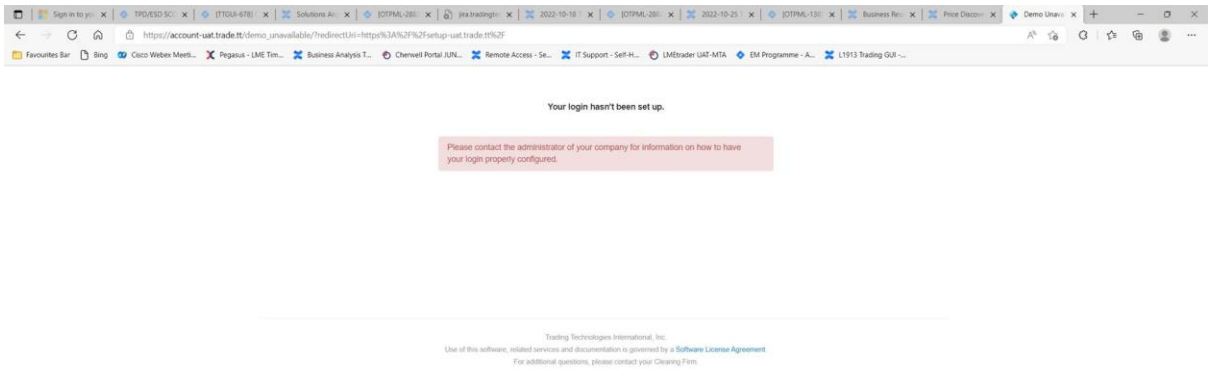
22.1 Steps to Resolve

If logging into LMEtrader using 2 different logins (e.g. as Trader and Member Admin) at the 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

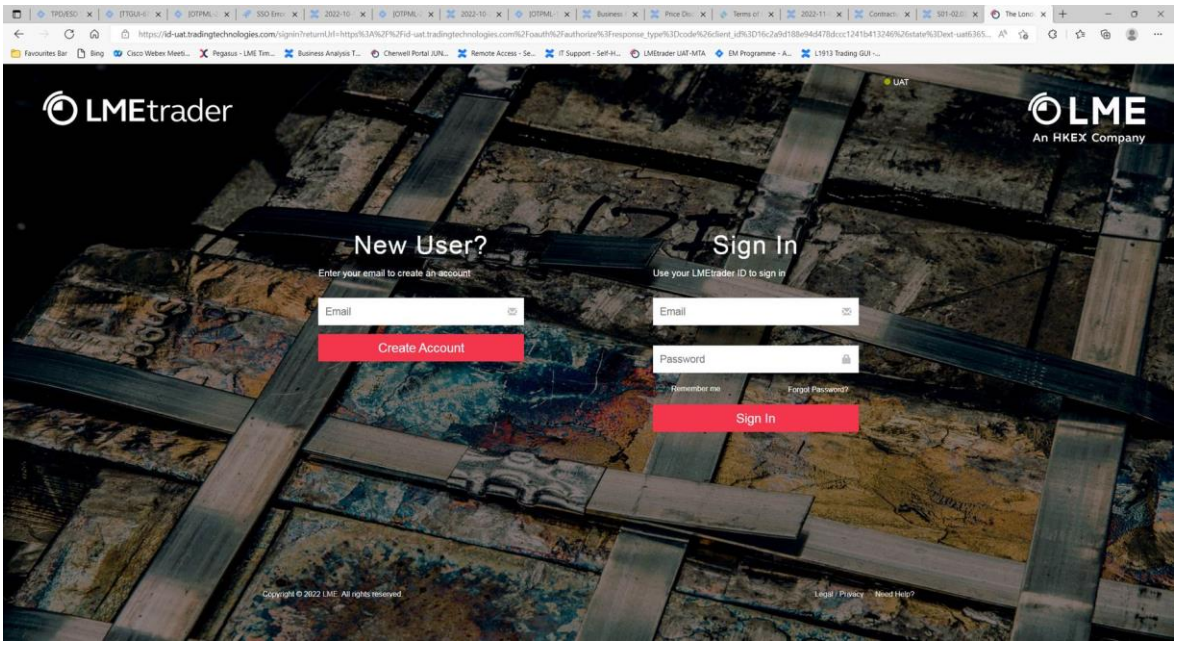
23 Your login hasn't been set up



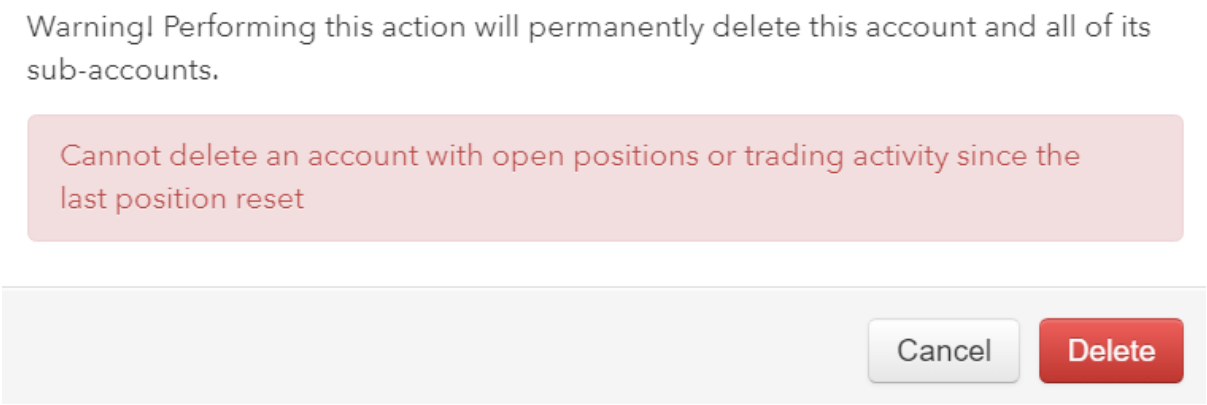
23.1 Steps to Resolve

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.



24 Cannot delete an account with open Positions or Trading activity



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.