



LMEtrader v10 - Troubleshooting Guide

Please respond to:
Trading Operations, 020 7113 8200

Contents

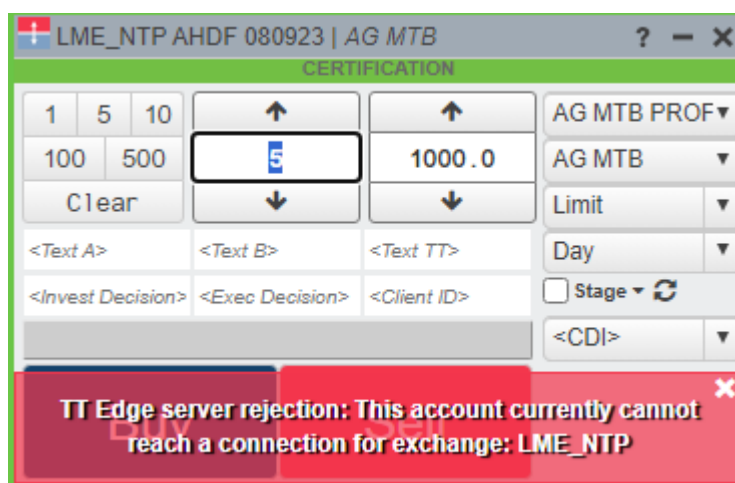
1	Introduction.....	4
2	Error – This Account currently cannot reach a connection for exchange: LME_NTP	4
2.1	Steps to Resolve	4
3	Error - Account (x) has "Apply limits" set but contract (x) is not configured for trading	5
3.1	Steps to Resolve	5
4	Error – RFQ not sent. No Routing Account Specified.....	6
4.1	Steps to Resolve	6
5	Error - Not entitled to live market data for this product	7
5.1	Steps to Resolve	7
6	Error – User (x) not allowed to submit orders with account (x).....	8
6.1	Steps to Resolve	8
7	Error - Connectivity to TT server is currently unavailable	8
7.1	Steps to Resolve	9
8	Error - Max concurrent market data sessions exceeded: XXXX.....	9
8.1	Steps to Resolve	9
9	Error – Order routing is currently unavailable for LME_NTP	10
9.1	Steps to Resolve	10
10	Error - Client field is missing	10
10.1	Steps to Resolve	11
11	Error - Function not allowed in current trading state/condition	12
11.1	Steps to Resolve	12
12	Error - Trading a/c not visible in UI.....	12
12.1	Steps to Resolve	13
13	Error - Proposed position (x) exceeds account (x) Max Long/Short Position Limit (x)	14
13.1	Steps to Resolve	14
14	Error - Per Order Quantity limit breached	15
14.1	Steps to Resolve	15
15	Error - Errors on multiple LEI fields (81, 528)	15
15.1	Steps to Resolve	16
16	Error - Order quantity exceeds maximum order quantity of 10.....	16
16.1	Steps to Resolve	16
17	Error - Authentication Error – Expired Session	17
17.1	Steps to Resolve	17
18	Error - Your login hasn't been set up	17
18.1	Steps to Resolve	18
19	Error - Cannot delete an account with open Positions or trading activity	18
19.1	Steps to Resolve	19
20	Error – OTD on shared and Child Accounts – ‘Ancestor entry prevents sub accounts’	19
20.1	Steps to Resolve	19

21	Error - Customer profile with this name already exists for this company.....	20
21.1	Steps to Resolve	20
22	Error - Cannot Change Password. The change password option is not available.	20
22.1	Steps to Resolve	21
23	Member Admin unable to delete OTD profile.....	21
23.1	Steps to Resolve	21
24	User required to set 2FA (Two Factor Authentication)	22
24.1	Steps to Resolve	22
25	Newly created Strategy Creation appears in the incorrect order	22
25.1	Steps to Resolve	23
26	Error - Account(x) not allowed to trade(x) outright.....	24
26.1	Steps to Resolve	24
27	Error – User (x) has Apply Limits set but contract (x) is not configured for trading	25
27.1	Steps to Resolve	25
28	Error - No account selected	25
28.1	Steps to Resolve	26
29	Error - Orderbook not available.....	26
29.1	Steps to Resolve	27
30	Error – Market data are wrong (expiry date, market phase, etc)	27
30.1	Steps to Resolve	28

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

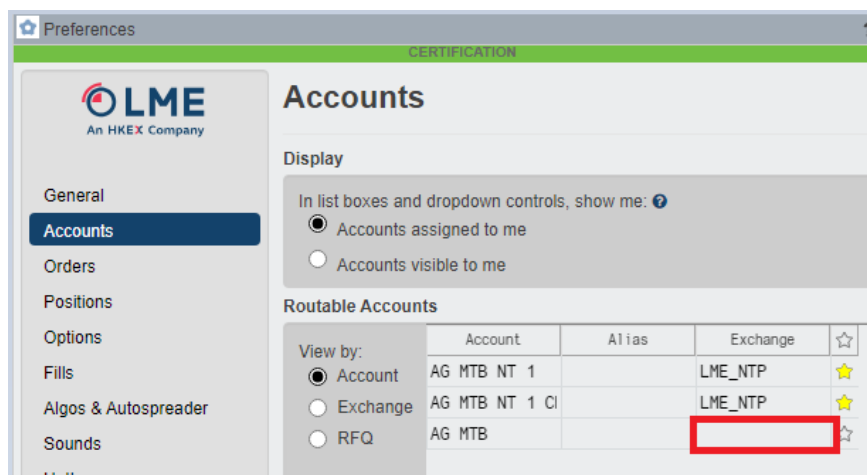
2 Error – This Account currently cannot reach a connection for exchange: LME_NTP



This issue is due to the exchange connection not being assigned for the user.

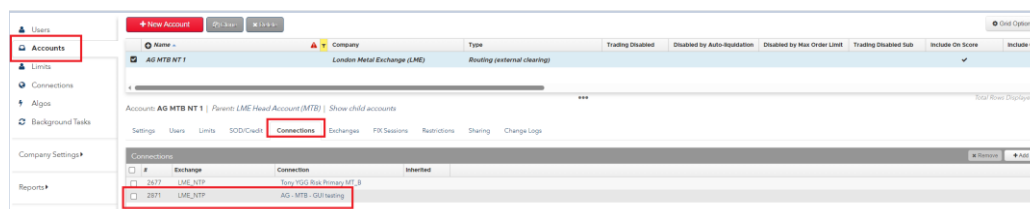
2.1 Steps to Resolve

1. Go to Edit → Preferences → Accounts
2. Click on Accounts
3. The Exchange field should be populated as 'LME_NTP'

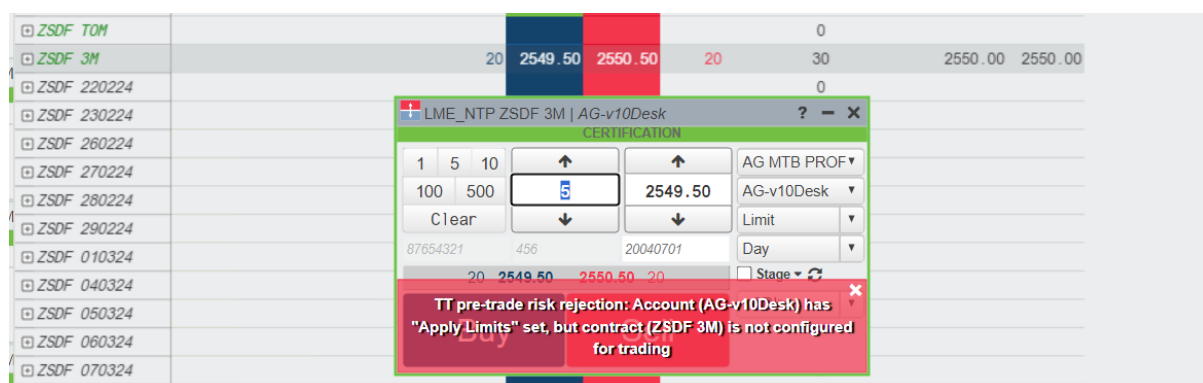


If Exchange field at Account level is BLANK (i.e. not LME_NTP as populated above) the user requires their Member Admin to assign a connection to the account using the LMetrader Setup app using below steps,

- a. Login to LMetrader Setup App using Member Admin login
- b. Go to Accounts → Connections tab
- c. Click Add+ to assign a connection to the required Account. See below,



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 tab in the left navigation pane and select the corresponding account (AG-v10Desk using the above example)
3. Ensure when 'Apply Limits' is checked, Trading Allowed checkbox is ticked for any limits applied for ZSDF. e.g. below is for Outrights

Outrights

Trading allowed

Cancel allowed

Max order quantity

Applied margin %

Standard Price reasonability

Ticks

Aggressive only

Percent

Aggressive only

Reject orders when there is no market data

4 Error – RFQ not sent. No Routing Account Specified

Strategy Creation

CERTIFICATION

LME_NTP Templates +1xAHDF SEP23 -1xAHDF 220923

Avg price strip

Clear legs on submit

Contract	Side	Ratio	Bid	Ask
Future AHDF 20Sep23	B	1		
Future AHDF 22Sep23	S	1		

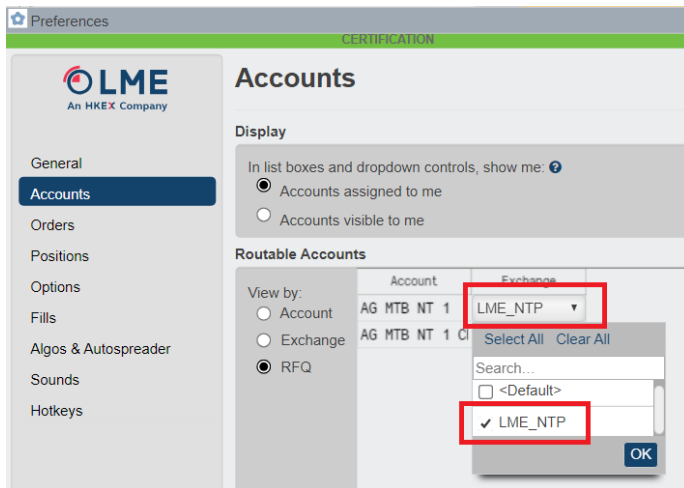
Create Cover

Seed	Exchange	Strategy	Trade	Block	Watch	RFQ	Status	Message

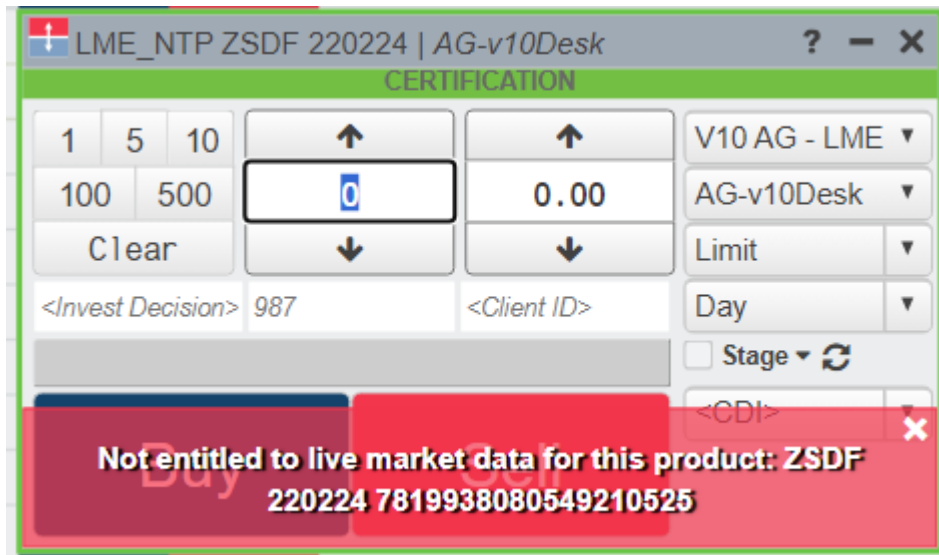
RFQ not sent. No Routing Account specified. Please Select an RFQ Routing Account in Preferences before re-submitting.

4.1 Steps to Resolve

1. Go to Edit → Preferences
2. Navigate to Accounts
3. Select 'RFQ' under Routable Accounts and select 'LME_NTP' under Exchange dropdown
4. Click Save

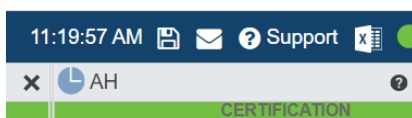


5 Error - Not entitled to live market data for this product



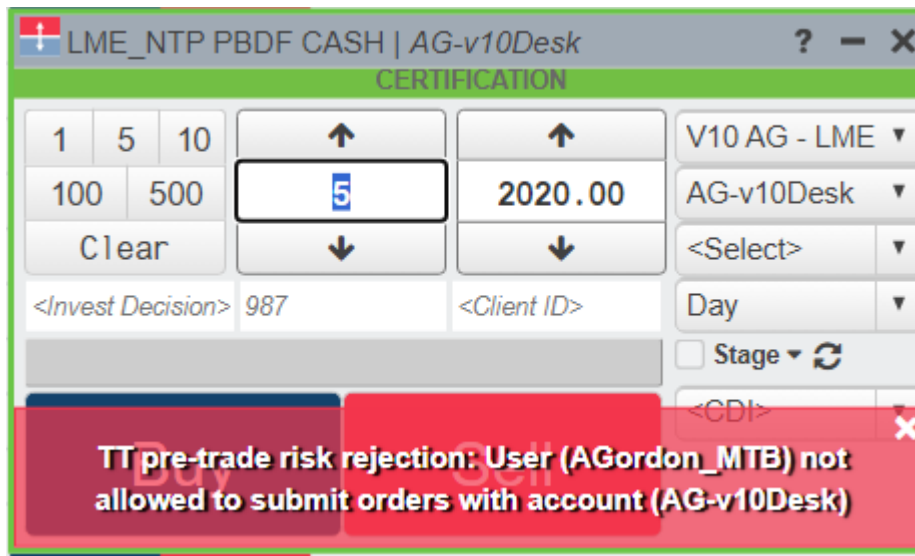
5.1 Steps to Resolve

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



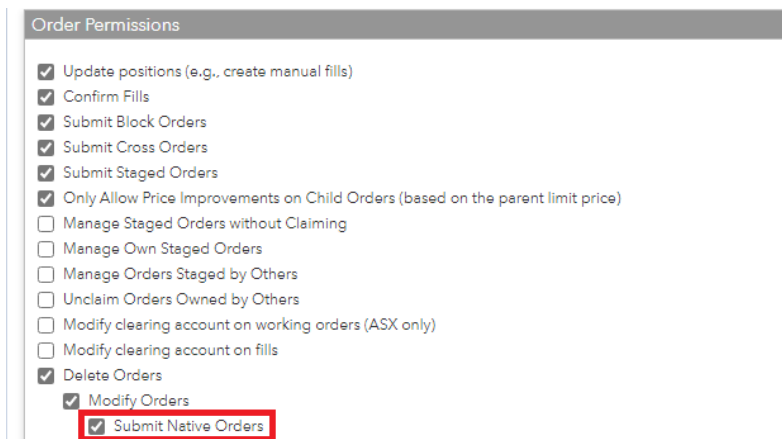
2. In the left pane of the open Feedback widget, describe the issue or provide feedback for the corresponding widget.
3. **Include screenshot and data** option is checked by default and a screenshot of the widget with corresponding Meta data is sent to LME with your feedback.
4. **Note:** Including the screenshot and data helps LME more quickly diagnose your issue.

6 Error – User (x) not allowed to submit orders with account (x)

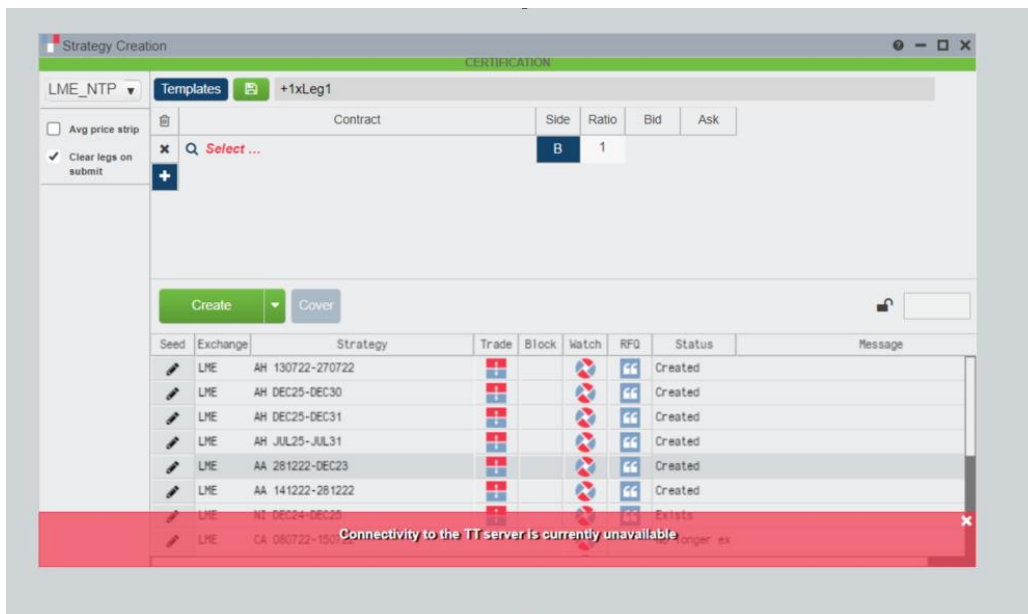


6.1 Steps to Resolve

1. Login to Setup App as a Member admin
2. Go to **Accounts** → Navigate to the account ('AG-v10Desk' in this case)
3. Go to Users Tab
4. Click on the user (AGordon_MTB)
5. Under Order Permissions, ensure 'Submit Native Orders' permissions is ticked



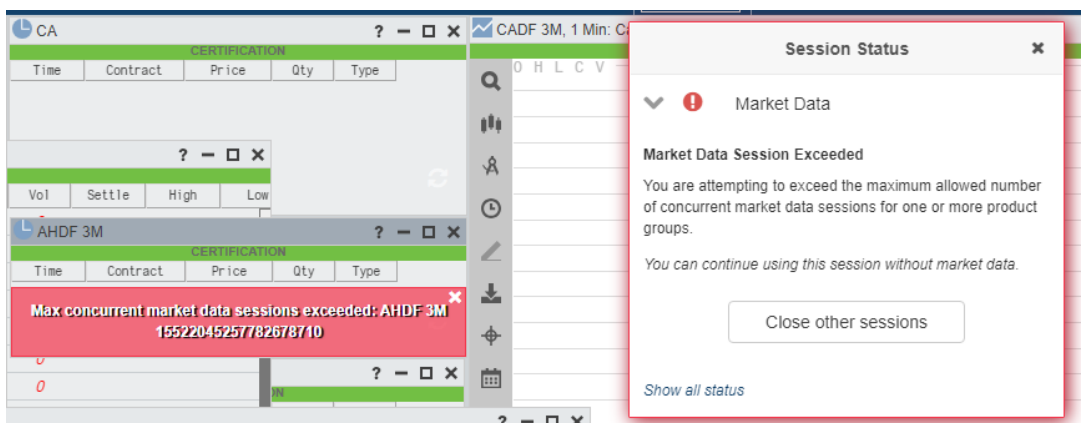
7 Error - Connectivity to TT server is currently unavailable



7.1 Steps to Resolve

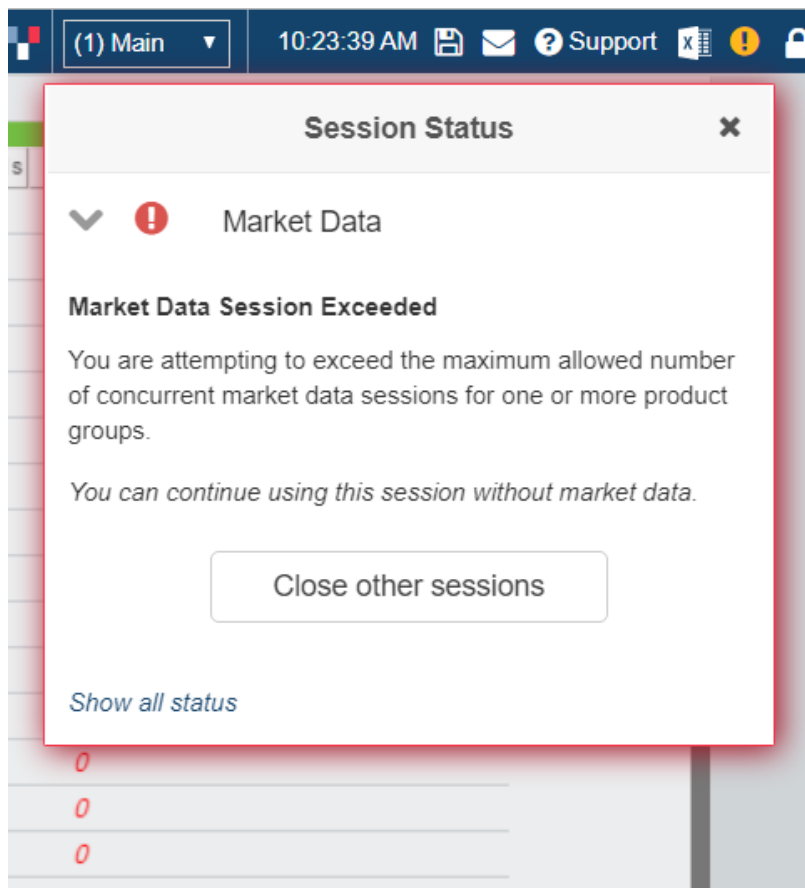
Refresh the page (Ctrl+F5)

8 Error - Max concurrent market data sessions exceeded: XXXX

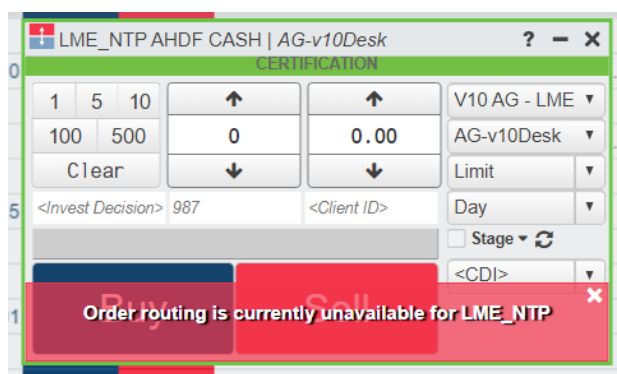


8.1 Steps to Resolve

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



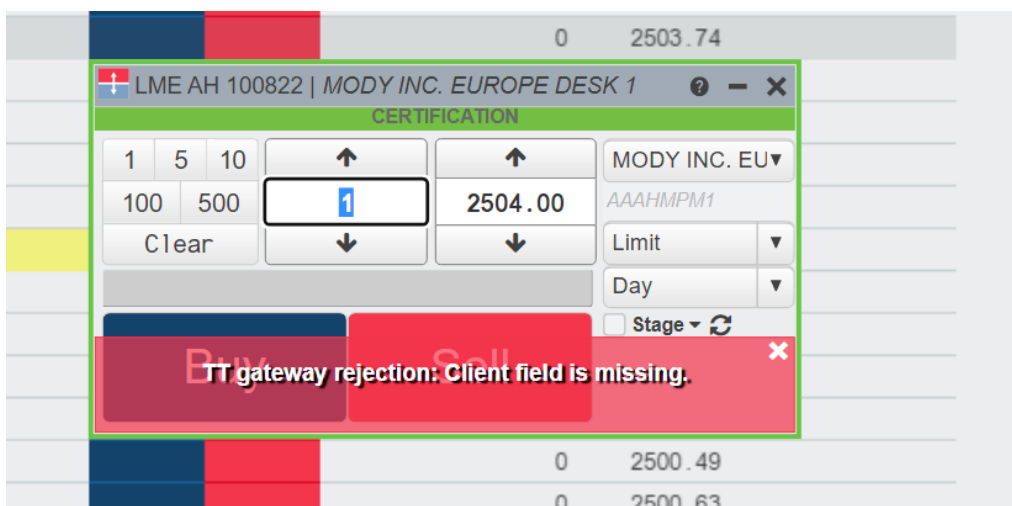
9 Error – Order routing is currently unavailable for LME_NTP



9.1 Steps to Resolve

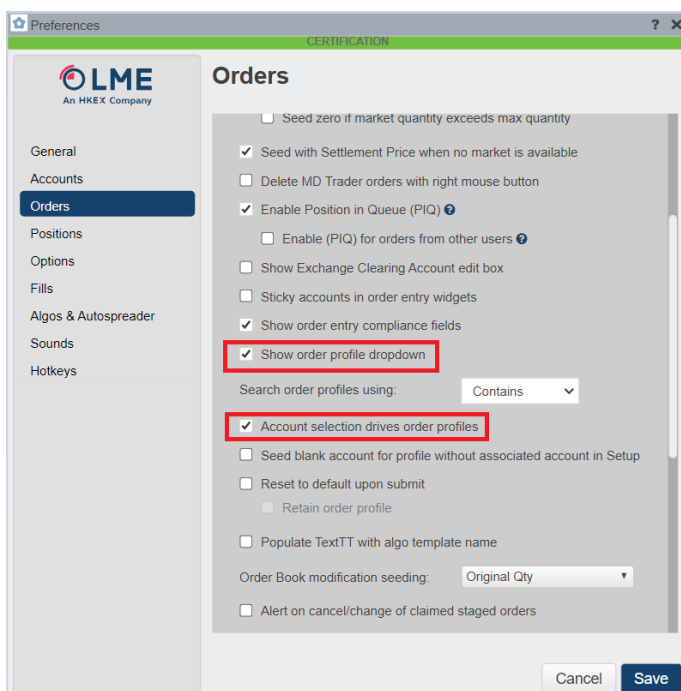
1. Login to Setup App as a Member Admin for account
2. Go to Account → select Connections tab and ensure there is a connection assigned

10 Error - Client field is missing



10.1 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,
 - Login to Setup App as a Member Admin
 - Go to Order Tag Defaults
 - Filter on the Profile used to place orders
 - Populate Account Type field as this is a required setting
4. If the issue persists check the user is set up to trade in the specified product

E.g. trying to enter a carry order when 'Product Type' is specified only for 'Future'

The Member Admin is required to confirm the OTD profile has the correct Product Type set up. In the example below the user will only be eligible for Product Type = Future

Order Tag Defaults

Profile	AG MTB PROFILE
Algo Type:	*
Algo Names:	*
Account	AG MTB NT 1
User	AGordon_MTB
Exchange	LME_NTP
Exchange Product Group	*
Asset Class	*
Product Type	Future
Product	*

Select a Product

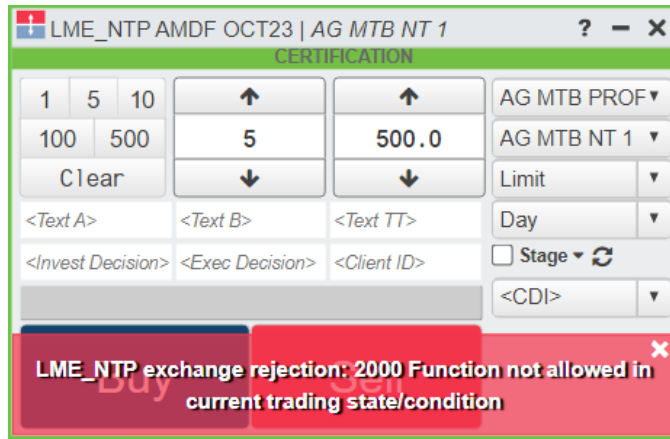
If the user is eligible for all products set Product Type as * (example below), else create a new OTD profile for another specific product.

Exchange Product Group *

Product Type	*
--------------	---

Product *

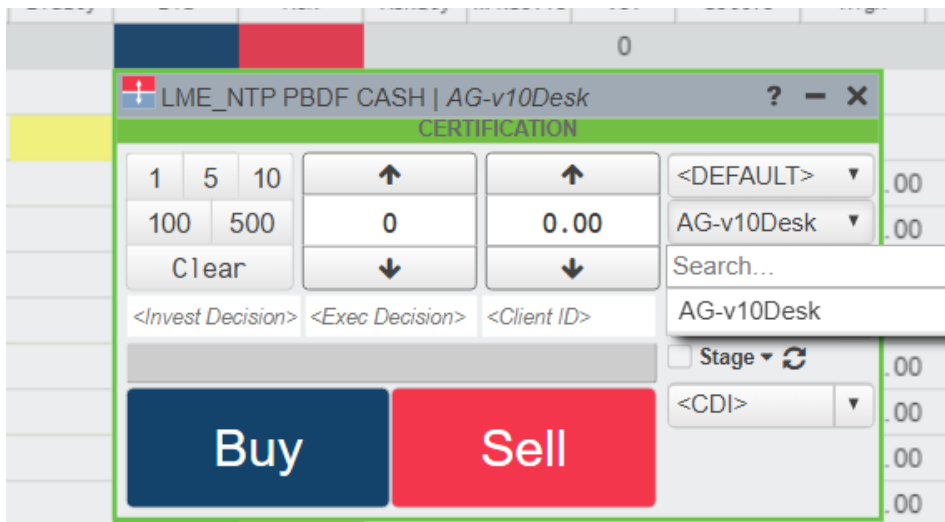
11 Error - Function not allowed in current trading state/condition



11.1 Steps to Resolve

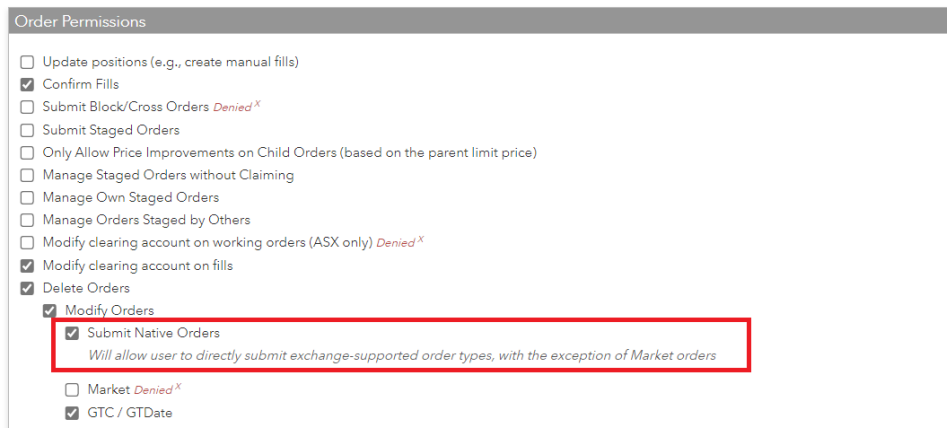
User is trying to enter an order when Market is not in a Pre-Open or Open state

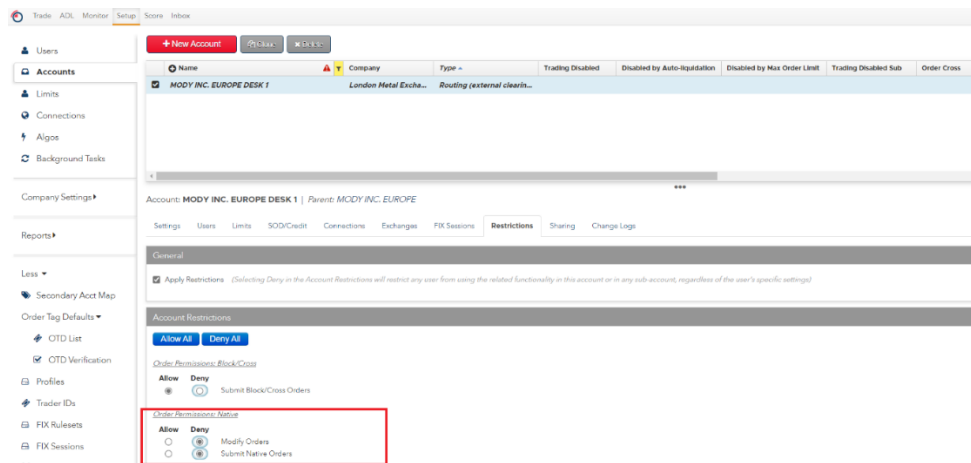
12 Error - Trading a/c not visible in UI



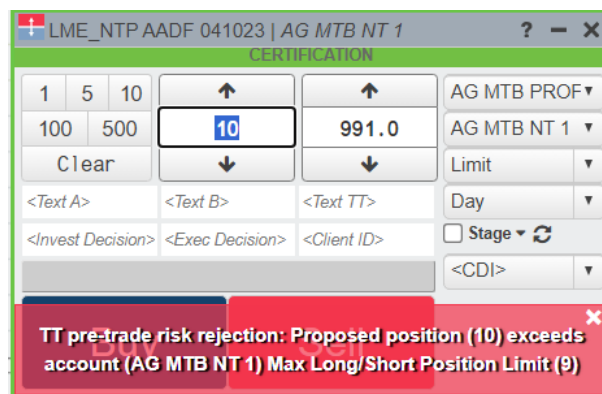
12.1 Steps to Resolve

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





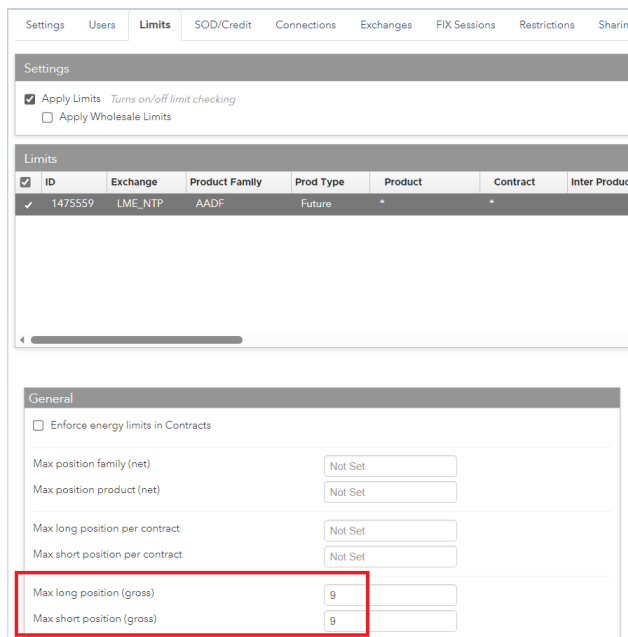
13 Error - Proposed position (x) exceeds account (x) Max Long/Short Position Limit (x)



Trader has had a limit set by the Member Admin at trading Account level

13.1 Steps to Resolve

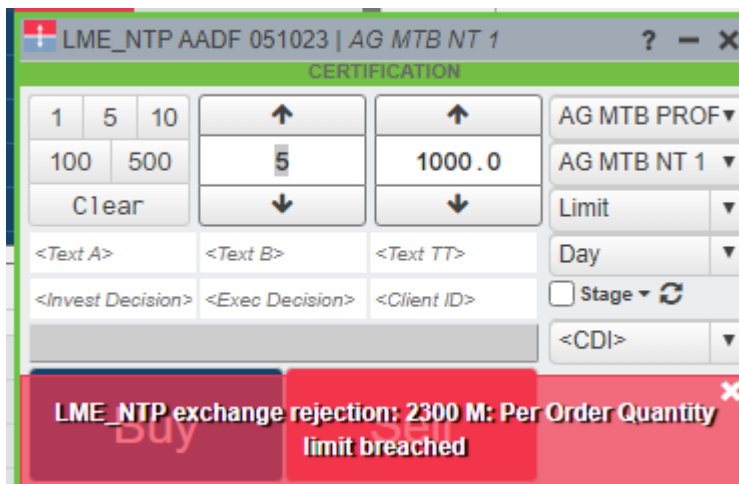
1. Member Admin required to review within Accounts → Limits tab (when Apply Limits is ticked/checked this turns on Limits checking)
2. Limits are set within Max long/short position fields
3. Only selected metals with limits can be traded
4. Untick Apply Limits if they are not to be set by Member Admin in GUI at Account level



Further information can be found here:

<https://Library.Tradingtechnologies.Com/User-Setup/RI-Setting-Account-Position-Limits.Html>

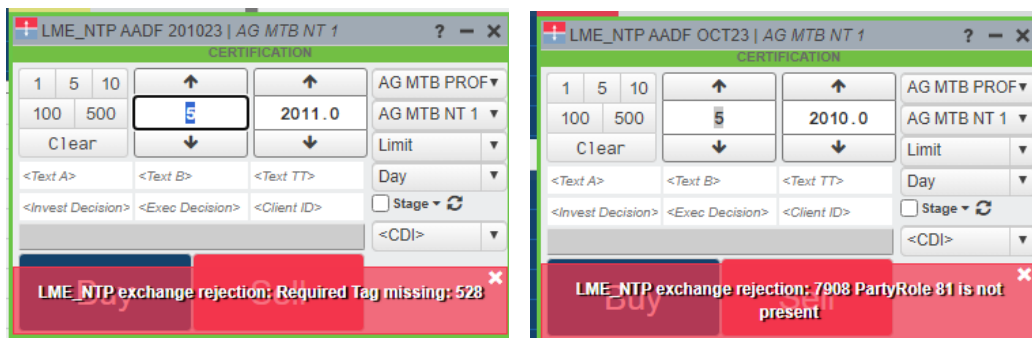
14 Error - Per Order Quantity limit breached



14.1 Steps to Resolve

Contact PTRM manager to review/update PTRM limits

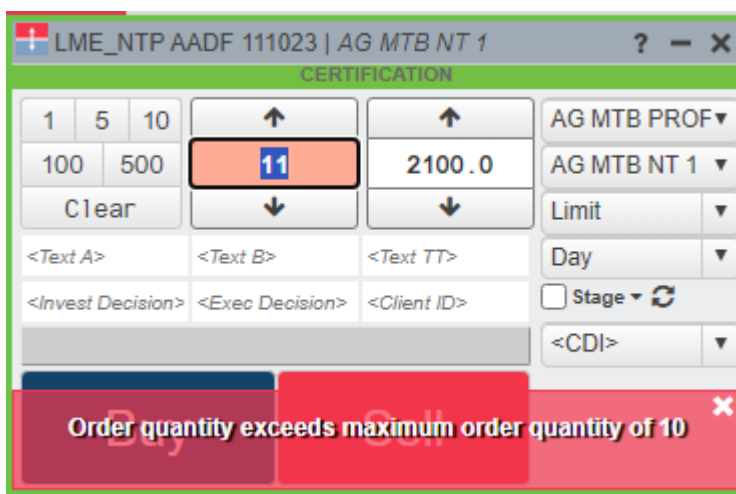
15 Error - Errors on multiple LEI fields (81, 528)



15.1 Steps to Resolve

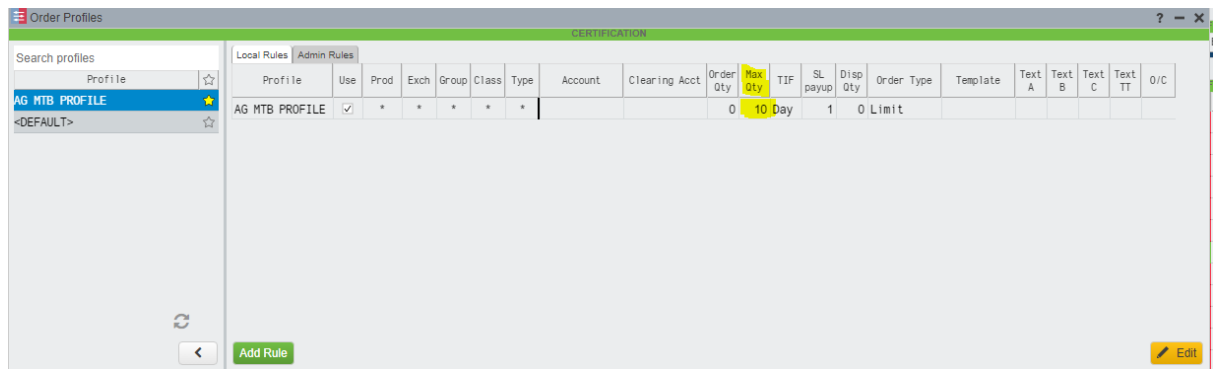
1. Login to Setup App as a Member Admin
2. Go to Order Tag Defaults
3. Filter on the **Profile** used to placed orders
4. Populate **Order Capacity (528)** as this is a required setting
5. Populate **Broker Client ID (81)**

16 Error - Order quantity exceeds maximum order quantity of 10



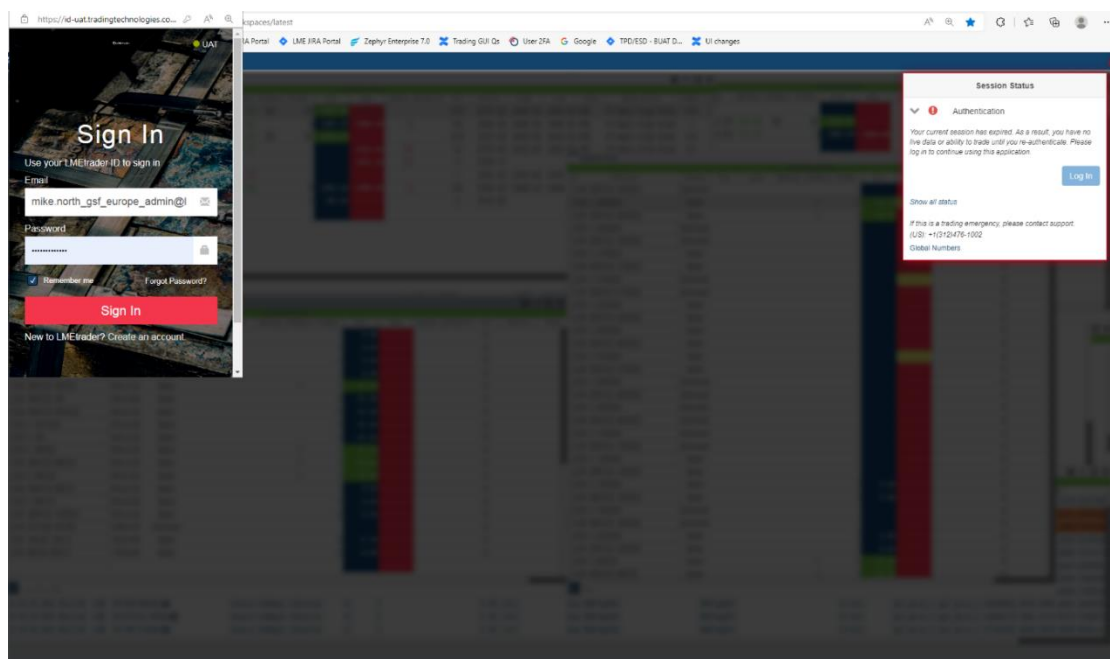
16.1 Steps to Resolve

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 > 10

17 Error - Authentication Error – Expired Session

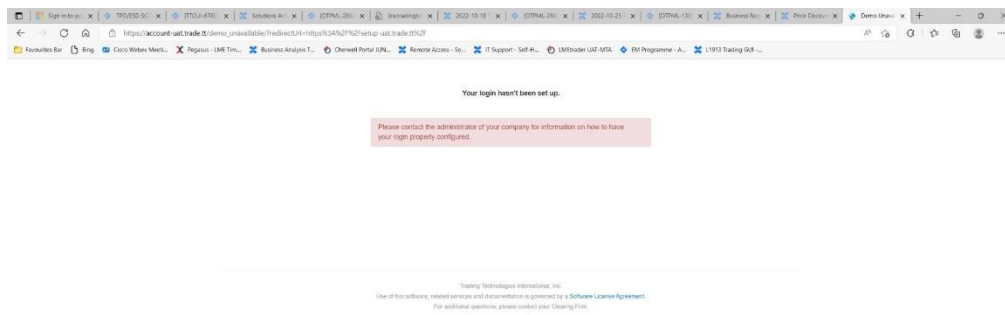


17.1 Steps to Resolve

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

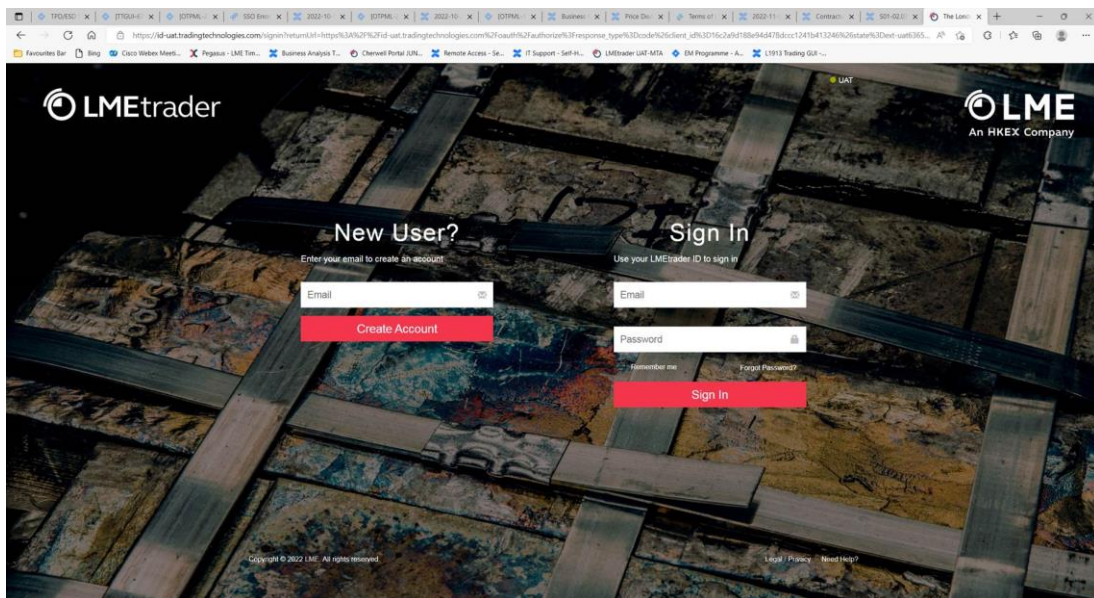
18 Error - Your login hasn't been set up



18.1 Steps to Resolve

When this page is displayed the user has not registered using the Invitation link sent to their Inbox. Please either request a new invitation link from the Exchange or register using the existing invitation link sent to the users inbox.

If the above does not resolve your issue, contact Trading Operations.



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

Warning! 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

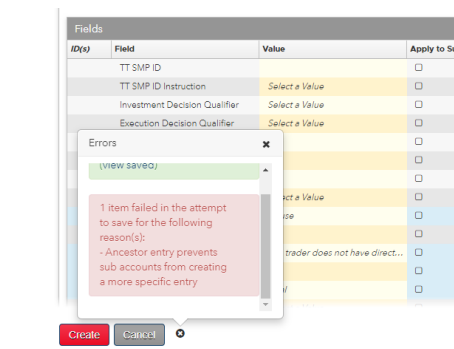
Delete

19.1 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.

20 Error – OTD on shared and Child Accounts – ‘Ancestor entry prevents sub accounts’



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.

20.1 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 Only *OTD's chosen in the listed grid

Fields						
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"/>	
2816...	Future Date Derivative ID	123	<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>

21 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

TEST GROUP

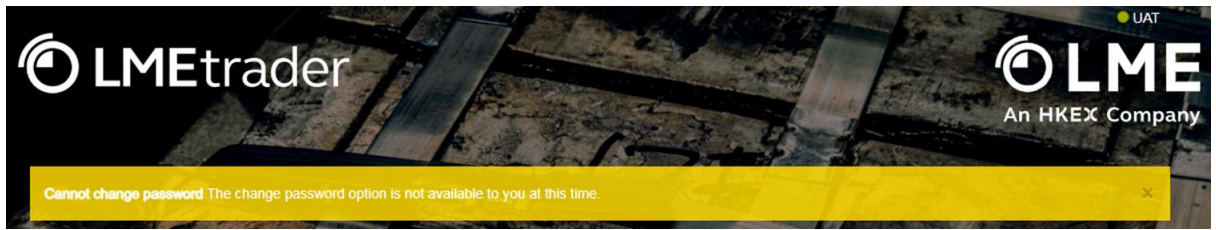
Cancel Create

21.1 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

22 Error - Cannot Change Password. The change password option is not available.

This error usually appears when the login has been attempted with wrong password more than 5 times. In this case the application is locked.

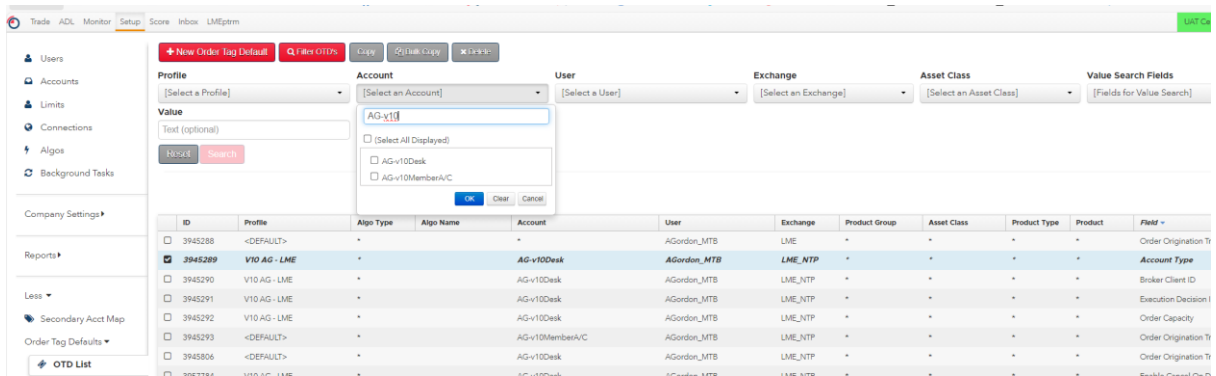


22.1 Steps to Resolve

Password reset is only available after 15 minutes, when this time has lapsed close down all existing LMEtrader sessions and restart this process.

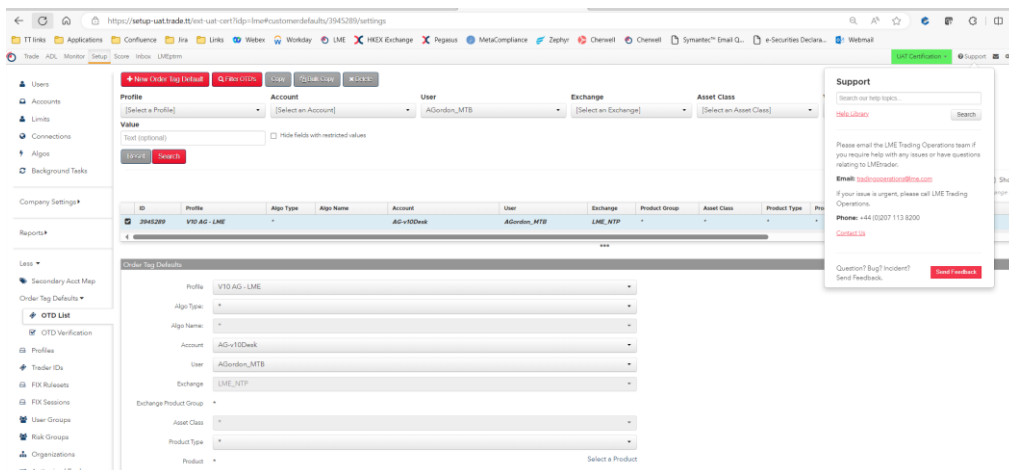
23 Member Admin unable to delete OTD profile

Member Admins can delete the OTD profile using OTD List → Delete option. This will delete the Order Tags however the OTD profile name will still appear in OTD List when user tries to create a new profile.



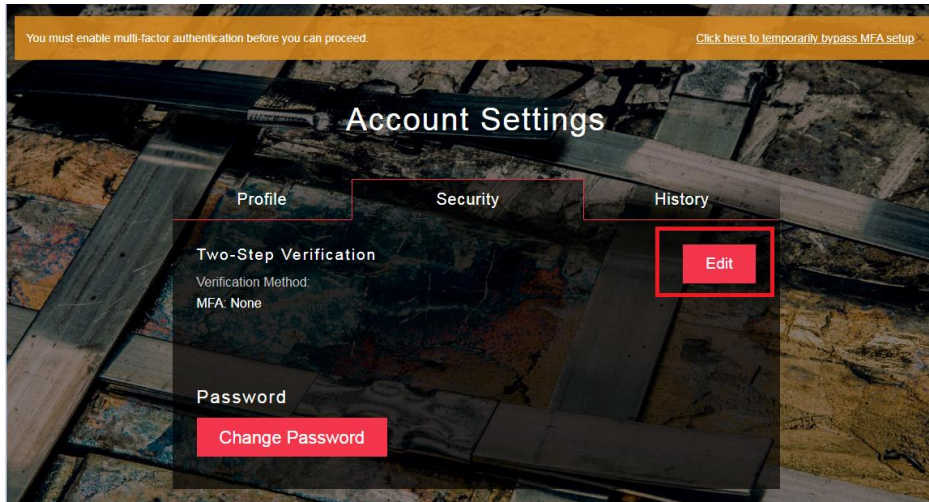
23.1 Steps to Resolve

In order to delete OTD profile name, raise a ticket to LME Trading Operations by navigating to Support → Send Feedback.



24 User required to set 2FA (Two Factor Authentication)

When logging on user is required to set up their 2FA settings

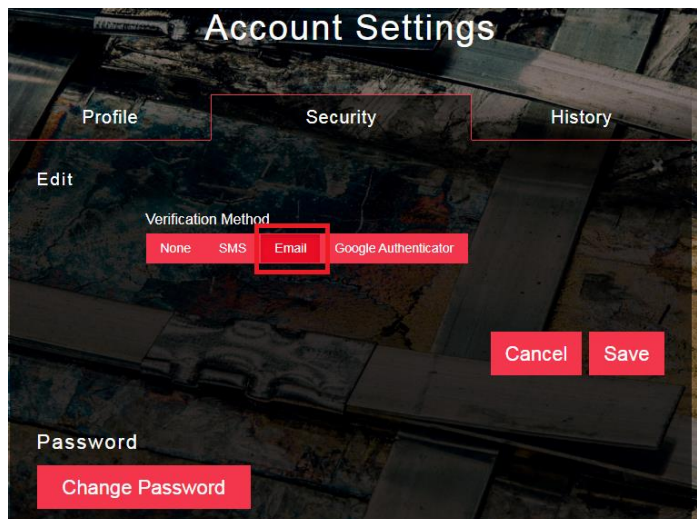


24.1 Steps to Resolve

User selects edit function (as highlighted in above screen) → Verification Method to specify 2FA setting → Save.

'None' is now not a permitted option and user is to choose from SMS, Email or Google Authenticator.

User is then automatically redirected to log on screen where they re-enter user name and pwd.



25 Newly created Strategy Creation appears in the incorrect order

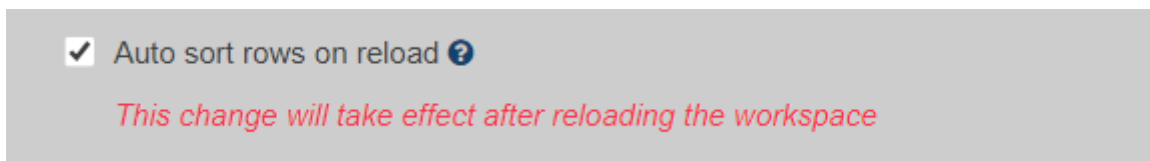
The new strategy creation appears at the bottom of the list within Mkt Grid rather than in the correct order.

Market Grid														
CERTIFICATION														
Contract	Pos	Last	NetChg	WrkBuys	BidQty	Bid	Ask	AskQty	WrkSells	Vol	Settle	High	Low	
SNDF 3M-DEC23										0				
SNDF 071223-DEC23										0				
SNDF 3M-JAN24										0				
SNDF 071223-JAN24										0				
SNDF 071223-FEB24										0				
SNDF 3M-FEB24										0				
SNDF 3M-DEC24		-7.50			1	-7.50	-5.87	1		2		-7.50	-7.50	
SNDF 071223-DEC24		-7.50			1	-7.50	-5.87	1		2		-7.50	-7.50	
SNDF DEC23-JAN24										0				
SNDF DEC23-FEB24										0				
SNDF JAN24-FEB24										0				
SNDF 131023-281123										0				

25.1 Steps to Resolve

User to Right click → Settings: Market Grid Settings → ensure 'Auto sort rows is selected' → Save

This setting change is only specific to the designated Market Grid.



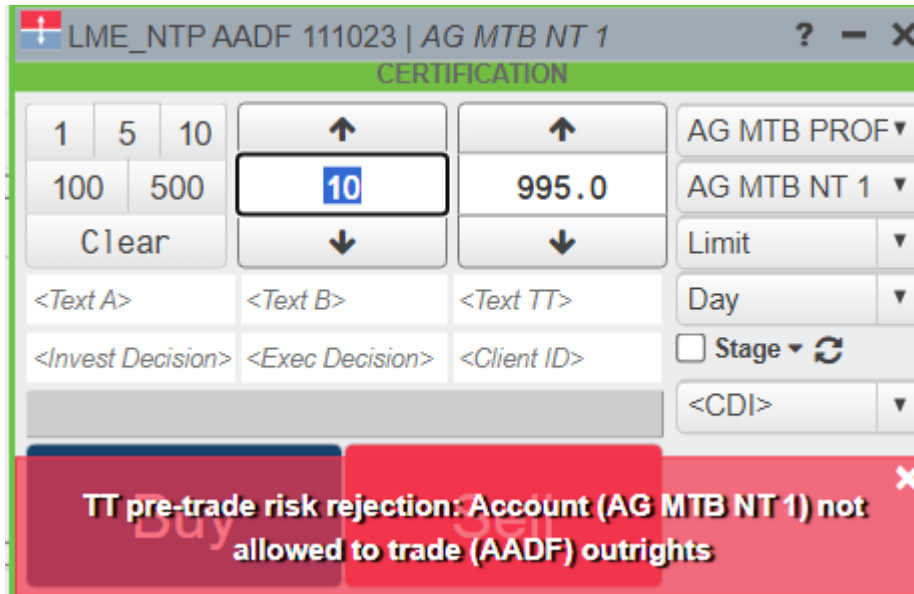
Then user to Save Workspace (this reloads workspace)



Strategy will appear in correct date order

Market Grid														
CERTIFICATION														
Contract	Pos	Last	NetChg	WrkBuys	BidQty	Bid	Ask	AskQty	WrkSells	Vol	Settle	High	Low	
SNDF SEP23-NOV23										0				
SNDF SEP23-3M										0				
SNDF SEP23-071223										0				
SNDF SEP23-DEC23										0				
SNDF SEP23-JAN24										0				
SNDF SEP23-FEB24										0				
SNDF 131023-281123										0				
SNDF OCT23-NOV23										0				
SNDF OCT23-071223										0				
SNDF OCT23-3M										0				
SNDF OCT23-DEC23										0				
SNDF OCT23-JAN24										0				
SNDF OCT23-FEB24										0				

26 Error - Account(x) not allowed to trade(x) outright



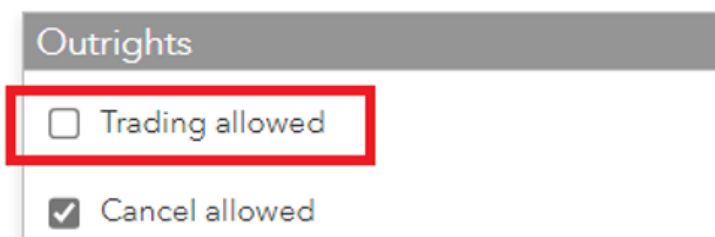
The account has a limit set up

26.1 Steps to Resolve

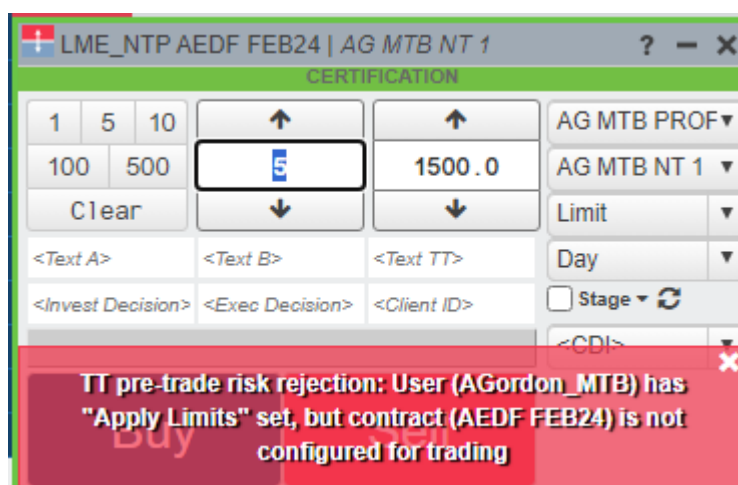
1. Member Admin has set limits in Admin GUI on the Account within Accounts → Limits tab (when Apply Limits is ticked/checked this turns on Limits checking)
2. Select the limit
3. Trading allowed is required to be checked if a limit has been set in the GUI (limits are not required to be set within Max long/short position fields)
4. Only selected metals with limits box selected can be traded (in below scenario AADF can be traded, not AEDF, selecting * in Product Family will include all metals)
5. Untick Apply Limits if they are not to be set by Member Admin in GUI at Account level

Account: **AG MTB NT 1** | Parent: LME Head Account (MTB) | Show child accounts

Settings	Users	Limits	SOD/Credit	Connections	Exchanges	FIX Sessions	Restrictions	Sharing	Change Logs
Settings									
<input checked="" type="checkbox"/> Apply Limits <i>Turns on/off limit checking</i> <input type="checkbox"/> Apply Wholesale Limits									
Limits									
<input type="checkbox"/>	ID	Exchange	Product Family	Prod Type	Product	Contract	Inter Product	Max position	Max pos
<input checked="" type="checkbox"/>	1475560	LME_NTP	AADF	Future	AADF	*			
<input type="checkbox"/>	1475561	LME_NTP	AEDF	Future	*	*			

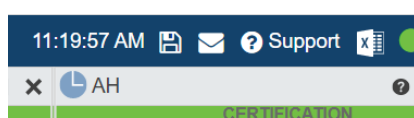


27 Error – User (x) has Apply Limits set but contract (x) is not configured for trading



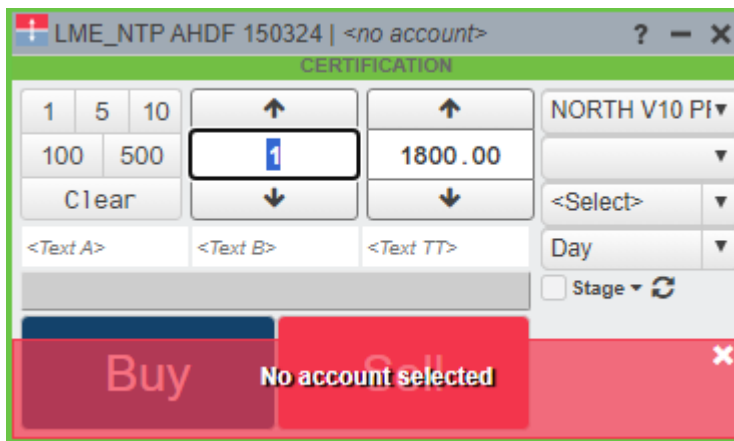
27.1 Steps to Resolve

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



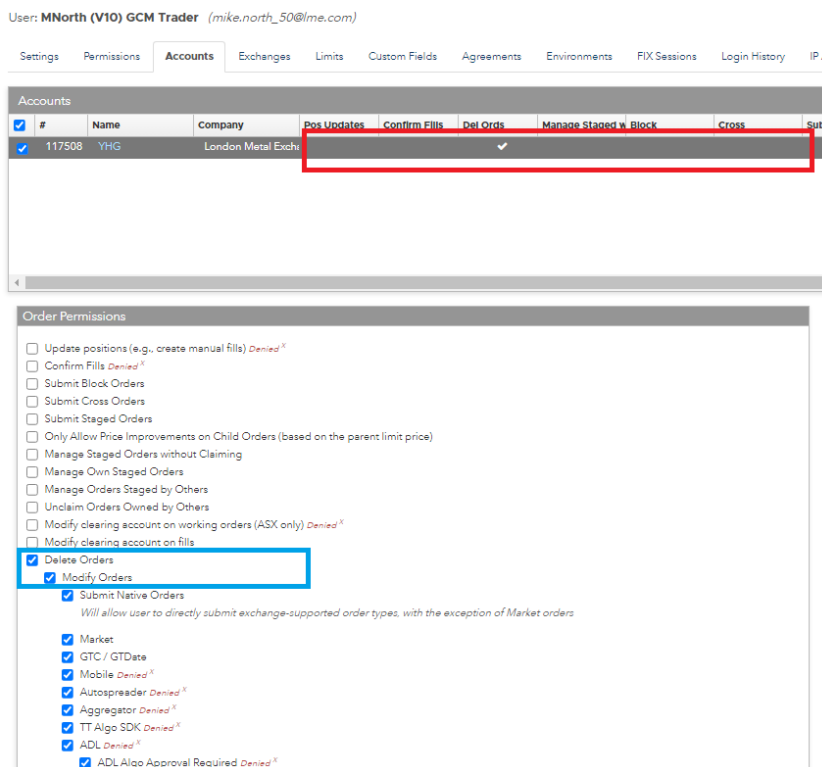
2. In the left pane of the open Feedback widget, describe the issue or provide feedback for the corresponding widget.
3. Include screenshot and data option is checked by default and a screenshot of the widget with corresponding Meta data is sent to LME with your feedback.
4. Note: Including the screenshot and data helps LME more quickly diagnose your issue.

28 Error - No account selected



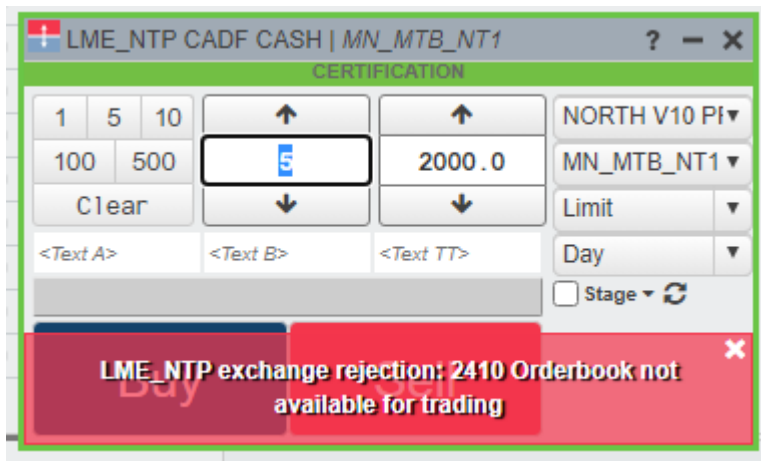
28.1 Steps to Resolve

1. Member Admin required to log in to Set Up app and modify trader permissions
2. From the Users tab select the applicable trader → Accounts tab
3. For the relevant account 'Left click' in the area bordered in red
4. This will bring up the Order Permission box
5. Ensure priorities are set as required within Delete Orders & Modify Orders sections which is bordered in blue and sub sections



29 Error - Orderbook not available

User is not able to enter an order as there is not a reference price for this tradeable instrument



29.1 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.
3. 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.
4. Note: Including the screenshot and data helps LME more quickly diagnose your issue.

30 Error – Market data are wrong (expiry date, market phase, etc)

User has logged in too early when the relevant backend processes have not been started up completely. User should login after **00:30**.

Check States																
CERTIFICATION																
Contract	Pos	Last	NetChg	WrkBuys	BidQty	Bid	Ask	AskQty	WrkSells	Vol	Settle	High	Low	Status	Exp Date	
AADF 3M	1									0				Unknown	09Aug24	
PBDF 3M	24									0				Unknown	09Aug24	
AHDF 3M	38									0				Unknown	09Aug24	
CADF 3M	688			3						0				Unknown	09Aug24	
CODF 3M										0				Unknown	09Aug24	
NADF 3M										0				Unknown	09Aug24	
NIDF 3M	10									0				Unknown	09Aug24	
SNDF 3M	26									0				Unknown	09Aug24	
ZSDF 3M	66									0				Unknown	09Aug24	
AEDF MAY24										0				Unknown	15May24	
AHDF CASH-3M										0				Unknown	14May24	

30.1 Steps to Resolve

1. Refresh the workspace.