MFG150 - M7 - ComTrader Support Checklist

M7 Release 6.22.188

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1 Frequent Problems

1.1 ComTrader is unable to connect

- Check if a proper user account and password is used.
- If you are not sure about the validity of your password, try resetting your password using the “Forgotten password” functionality. Follow the instructions in the chapter Safeguards in the *MFG110 Trader Manual ComTrader* . The related website must have access to the Internet.
- Check if the connection details are properly set up (please refer to *MFG140 ComTrader Setup Guide*).
    - Check your firewall and proxy settings if the addresses and ports described in *MFG140 ComTrader Setup Guide* are available and open.

1.2 ComTrader is crashing, ComTrader does not open system windows (as export file selection)

- Check if all of the technical requirements listed in the *MFG140 ComTrader Setup Guide* (e.g. dedicated amount of memory, supported hardware components, operating system and suitable internet connection) are met.

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2 Problems with Continuous Export

There are multiple factors that can have a negative impact on the continuous export functionality. Therefore, for an efficient identification of the root cause, it is necessary to have relevant information.

If the exported file is stored on a shared drive, the issue can be related to a poor network connection between the shared drive and the user's pc. To rule out this as a potential root cause, the user shall try saving the file locally, to verify whether the issue persists and include the results in the issue description.

If the issue still persists, the following answers or information shall be provided for further investigation:

1. Does the user enable the Continuous Export and save his/her profile, or he/she enables the functionality with each login?
2. Is any other user, tool or operating system accessing the file at its location?
3. If so, do all of the above users/ tools have the default settings to open the file in a read-only mode (including their operating systems)?
4. The screenshots of the problem or exact text of the received error messages. If there was no error message, the exact description of the steps and of the result is necessary.
5. The ComTrader logs shall cover **the entire session of the user until the problem occurred**.

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3 ComTrader Support Checklist

Please complete this check list before consulting Deutsche Börse AG for ComTrader support.

Incident identification	
1) User Identification	
Please specify the user for which the incident happened (the user ID used to connect to the Trading Service)	
Did other users within your team encounter the same incident? (if yes, please add the user IDs as well)	
How long have you been logged in? (10min, 30min, 6h, since yesterday 6pm)	
2) Time identification	
Please specify when the incident happened (date and time).	
3) Problem identification	
Please describe the incident in your own words. (e.g. estimate the average delay in seconds, the amount of forced logouts)	
4) Repetition	
Was the incident a one-time only event, or is it reproducible?	
If reproducible, please describe exact steps to reproduce the issue.	
If the bug can be viewed on the screen, please attach screenshots (in a Windows environment Win+PrtScr saves the image into the Pictures folder) as separate files.	

Computer details	
5) OS identification	

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Computer details	
Please specify which OS was used and its version number.	
6) Hardware identification	
Please specify the processor used, the amount of RAM and the graphics card used. (In a Windows environment this information can be accessed by right clicking on Computer - choosing properties.)	
Please also make sure that your graphics card drivers are up to date.	

Logs and other software	
7) ComTrader log	
Please attach the ComTrader logs.	
Logs are stored in the user's home directory in the .comtrader-jfx folder (the folder can be accessed via the General menu of the Login window or Trading window (please refer to MFG110 ComTrader Trader Manual*). Logs are organised in subfolders for each day. The newest log in every folder always has the .log file extension. The higher that the number is, the older the log is. (The numbering occurs only if a log file exceeds 5MB when the current log file is zipped).*	
Several log files may be created, please always send the whole content of the folder for the day that incident occurred).	
8) Other software	
Is there any other nonstandard software running on the computer being used? You can provide a screenshot of the running processes to help us determine the memory consumption of other programs	
9) Public Message Interface	
Are you connected to M7 via the Public Message Interface (API)?	
If yes, did you encounter the same incident in your software as well?	

In case of problems with stability/freezing	
10) System event log	
Please attach a system event log, steps on how to retrieve it are located below this table.	
11) Additional details	

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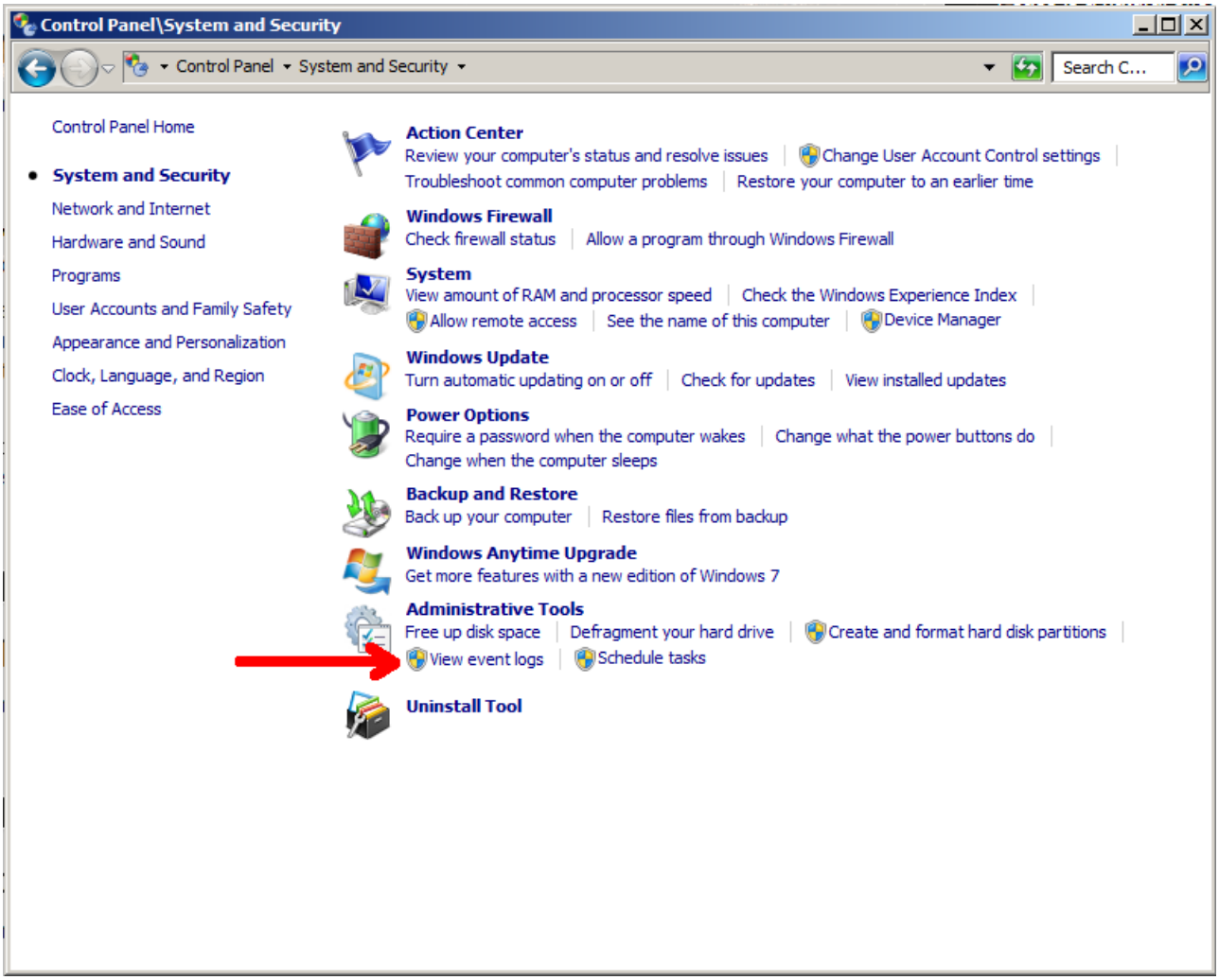
In case of problems with stability/freezing	
Please describe the specific behaviour you have experienced, e.g.: • *The screen is blinking* • *Switching between panels is delayed or impossible* • *The current view is frozen* • *The user has been logged off unexpectedly (please specify if happened once or repeatedly)* • *The user is unable to log in again*	

On Windows 7 environments, the event log can be found under Control panel - System and Security.



Since administrator rights are required to access this log, you may need to ask the administrator to retrieve it.

The log can be exported using a right click on the application log folder and choosing the option “Save All Events As…”, please use the txt format to export the log file.

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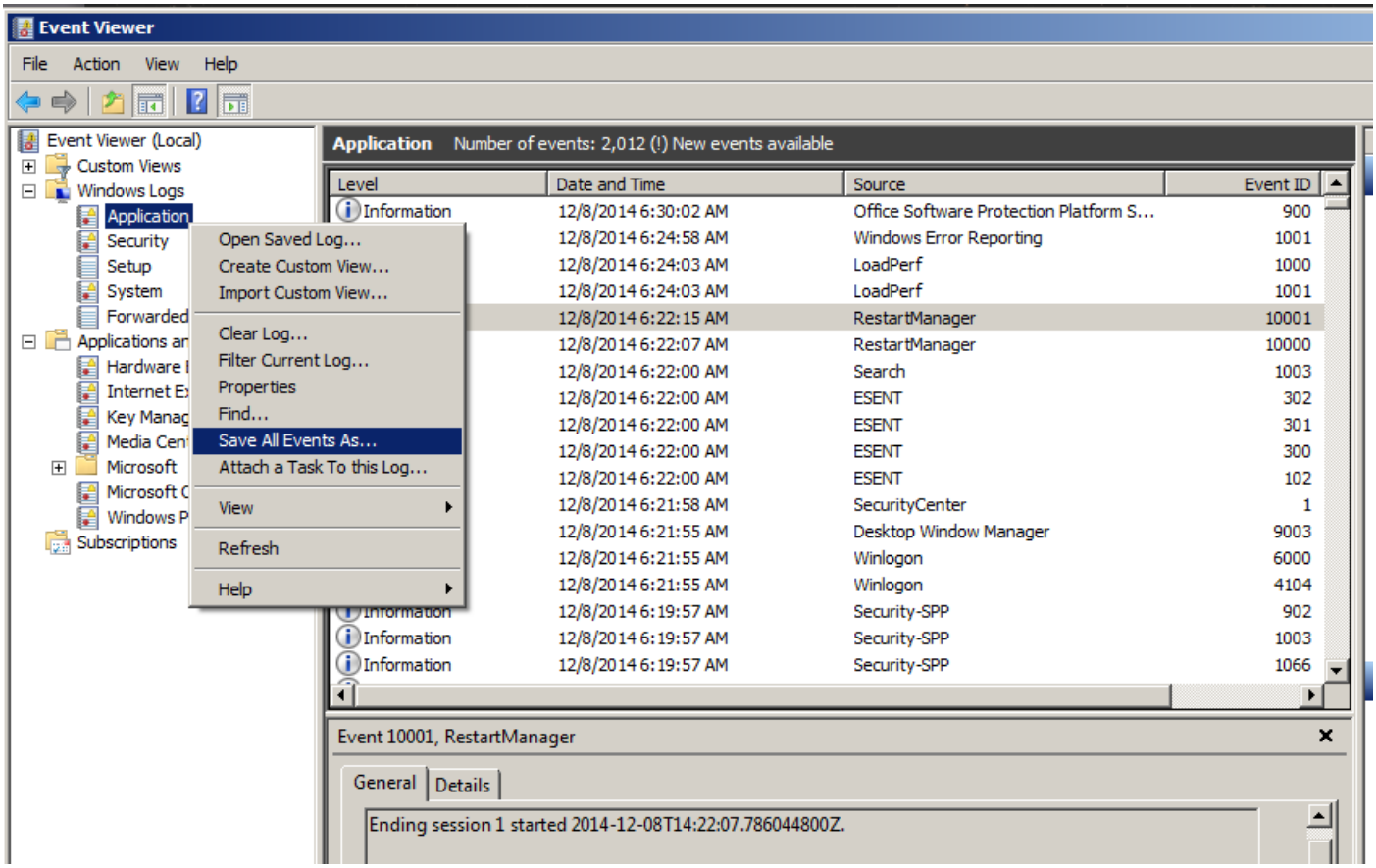

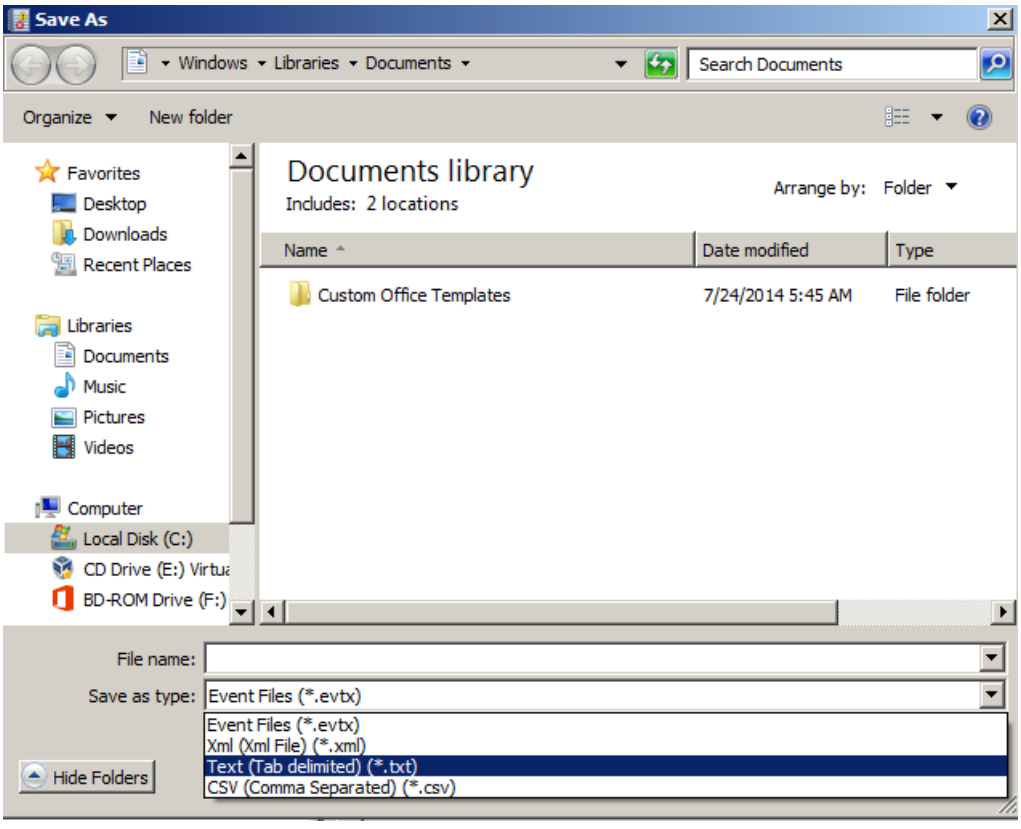

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