

CSC Troubleshooting Questions

Important! *If traders are unsure about their position, they should contact the exchange immediately. (Alternatively, CSC can assist to conference in the exchange.)*

1. **Name.**
2. **Firm.**
3. **Phone number/email.**
4. **Please describe the issue. If applicable, provide Audit Trail messages, TT Order Numbers and screen shot(s).**
5. **What date, time and time zone did this issue occur?**
 - *A point of reference for looking through application logs; this helps to narrow down the issue.*
6. **What date did this issue begin occurring?**
 - *A point of reference for looking through application logs; this helps to narrow down the issue.*
7. **Is the issue still occurring?**
 - *YES: We can attempt to trouble shoot this real-time.*
 - *NO: What was done to fix the issue? This will help us to investigate and reproduce the issue.*
8. **Has the TT software component ever worked correctly?**
 - *YES: Did something change in the environment (Network, Configuration, etc.)? This will help determine the root cause.*
 - *NO: Is this a new setup? Is it configured correctly? This will lead us down the correct investigative path.*

Why does the CSC ask these questions?

These questions help the CSC pursue the correct investigative path when determining the root cause of an issue. In addition, these questions help the CSC determine if TT can troubleshoot the issue real-time, or, whether post-time log analysis is necessary.

9. **What is the TT software version(s)?**
 - *This can help determine if the issue is version-based and confirm if there is a fix in a current/scheduled release.*
10. **How many traders are affected, i.e., one, some, all?**
 - *This can help narrow down where the issue is occurring (i.e., TT Gateway, Workstation, Exchange, etc.).*
11. **Workstation IP address(es).**
 - *This can help us verify that the correct log files have been received and can also be used as a point of reference when troubleshooting.*
12. **Trader Name(s).**
 - *This can help identify any past/present issues that may be related.*
13. **Trader Gateway Login(s).**
 - *This can help in differentiating the affected trader from other traders in the log files. This will also help determine if the trader is an exchange trader or proxy trader.*

14. **TT Gateway(s) affected. (TT Gateway Flavor and IP address)**

- *This can help us verify that the correct log files have been received and can also be used as a point of reference when troubleshooting.*

15. **How are traders connecting to the TT Gateway? (i.e., Locally, Remote Host, WAN Router, VPN, Internet) Provide IP addresses for all remote connections.**

- *This can help narrow down where the issue is occurring.*

16. **Is the TT Gateway setup Standard, MPF, Proxy, Cluster or Failover?**

- *This can help narrow down where the issue is occurring and help determine which logs to collect.*



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