

T4 Login Errors

| Error | Error Meaning | Solution |
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| <p>When someone logs into T4 for the first time, they get the message: Firm XYZ is not available</p> | <p>There may be several reasons for this error. See solution list to troubleshoot this error.</p> | <ul style="list-style-type: none"> a. Click on ie, navigate to new page, if can't call internet provider, if yes next b. Go to www.ctsfutures.com and login under your firm to make sure username and password are correct, if no call firm admin to reset, if yes should work try download application again c. Turn off firewalls, check LAN for authenticating proxy server(if have one allow www.t4login.com on ports 443 and 80) d. Make sure clock and date are correct. e. Complete all window updates especially .net framework 1.1 (http://www.microsoft.com/downloads/details.aspx?FamilyID=262d25e3-f589-4842-8157-034d1e7cf3a3&displaylang=en) then install sp1 (http://www.microsoft.com/downloads/details.aspx?familyid=a8f5654f-088e-40b2-bbdb-a83353618b38&displaylang=en) f. Vista p.c. turn off user account control settings and firewall g. Can admin login and see data? Can admin login as user? |
| <p>When someone logs into T4 wireless on CBOT Floor, they get the message: Firm XYZ is not available</p> | <p>There may be several reasons for this error. See solution list to troubleshoot this error.</p> | <ul style="list-style-type: none"> a. Verify mac address is registered with CME b. Look for connection to CME on laptop c. Host file entered 167.204.222.129 d. Wireless on /off switch on laptop turned on |