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 **Trader 4 Client**  
**Error Message Guide**

**Provided by Henyep Investment (UK) Limited**

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## **ERROR MESSAGE GUIDE**

During the use of the HY Trader 4 trading platform, users will encounter various "error" messages which explain why the user cannot complete an action. These messages can be due to the improper use of a function/command or due to the lack of a particular service.

The following is to be used as a general guide to messages that the user might encounter. If the user cannot understand the message or reason, please contact customer service for additional explanation.

### **"Trade is disabled"**

- User tries to perform a trade during non-working hours that are set on the server ( Admin > Time).
- User tries to perform a trade on symbol(s) during a holiday (Admin > Holidays).
- User tries to perform a trade on a symbol during that symbol session breaks (Admin > Symbol > Sessions tab).
- User tries to open a position on a symbol that is set to "Close only" trade (Admin > Symbols > Symbol tab).
- User tries to open SELL position on symbols that is set to "Long only" (Admin > Symbols > Symbol tab).

### **"Trade Context is Busy"**

User initiates a request for an initial order ("Order is in progress"), and a dealer has not responded to this user's initial request, during this time the user can get a message "Trade Context is Busy" if:

- User selects another symbol from the list of available in the Order Window and tries to place an order (only possible, when dealer responded to initial user's requests or timeout occurs on the dealers side for that request)
- User closes the Order Window during the time when "Order is in progress" is displayed, and tries to place an order for another symbol (only possible, when dealer responded to initial user's requests, or timeout occurs on the dealers side for that request)
- If an account has been set to be "Read only" (Admin > Accounts > "login number", or Manager > Accounts > "login number") the "Trade Context is Busy", or "Please Wait" (for symbols in Request execution mode) messages will appear, if this login will try to trade on a symbols.

If the user tries to place a trade on symbols (for example some Forex symbol), and in the Group to which this user belong ("Group name" > Securities > Forex") the execution is set to "Manual only, no automation", and no dealer for that group is online. Any attempts of the user to perform a trade on this Forex symbol will result in indefinite "Please Wait" message.

### **"Account disabled"**

- In this case either the account itself is disabled, or the group to which this account belong is disabled

### **"Off Quotes"**

- When the dealer does not respond to the user's request. This occurs when the user sends the request to the dealer (manual execution), and dealer does not respond to the user's request. Eventually, the timeout occurs on the dealer's side, and user receives an "Off Quotes" message.
- There have been no incoming prices from the feed for the symbol for about 2:30 hours. If the user attempts to place an order for this symbol (and there have been no incoming prices for the past 2:30 hours for this symbol), the user will get an "Off Quotes" message. Once, the new price comse for that symbol from the feed, or the dealer manually sends a new price in the stream for that symbol (from the MarketWatch window of the manager terminal) - the user will be able to place an order normally for that symbol.
- When the dealer rejects the user's requests, the user will receive "Off Quote" Message.