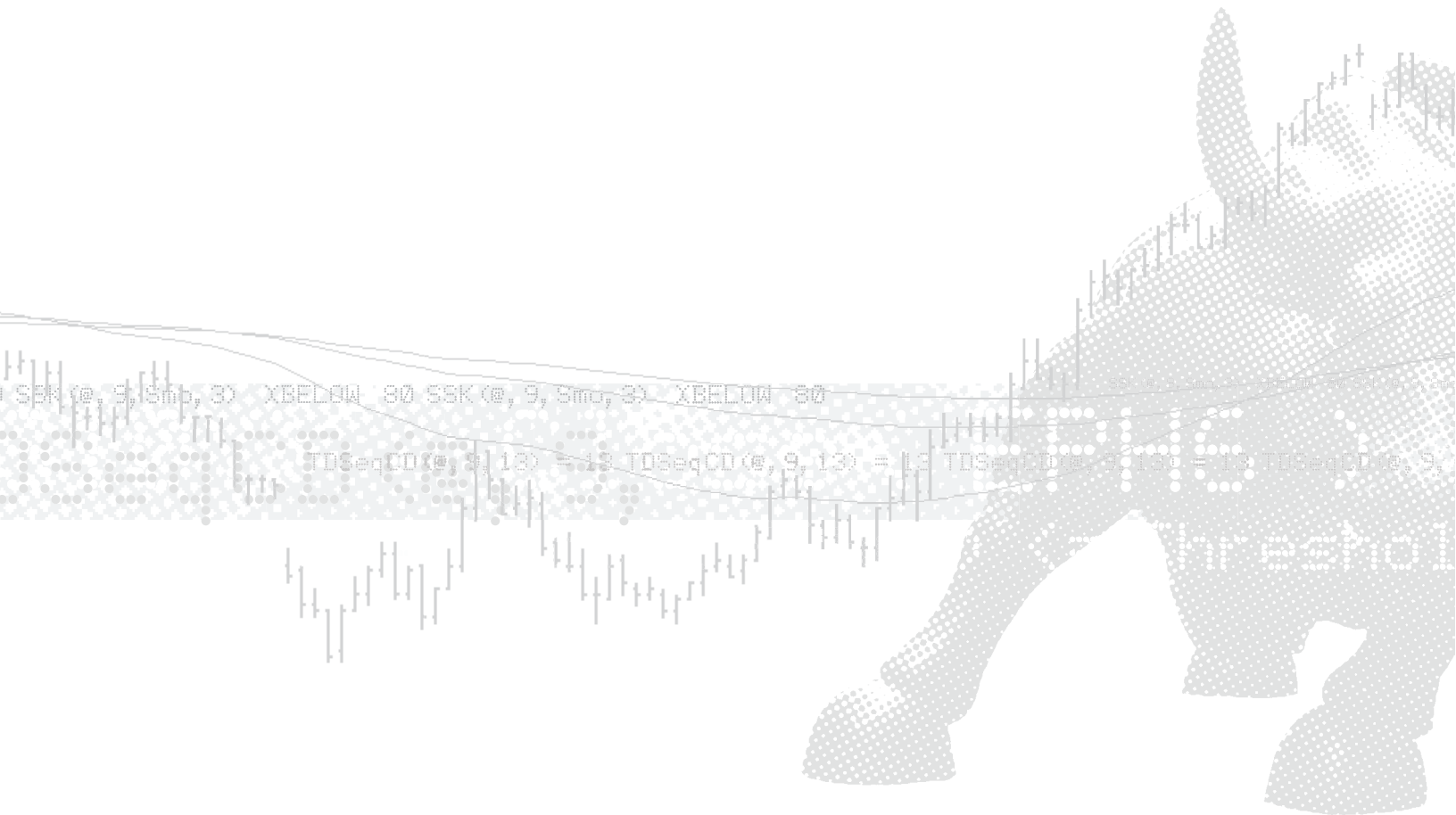




Frequently Asked Questions

and other helpful information



FAQ

How do I chart?

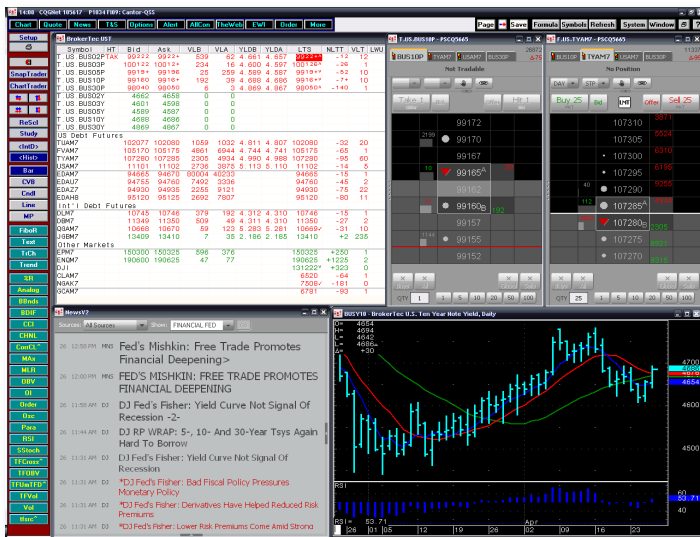
To create a chart, left click on the 'Chart' toolbar button in the upper left corner of your CQG screen. A chart appears. In the lower left corner of the chart is a blinking cursor. This is the command line where the symbol and/or the time frame (Intraday and Historical) are entered. You can use the following Intraday time frames: 1 through 60 minutes (1, 10, 30, etc.). You can use the following Historical time frames: Daily (,D), Weekly (,W), Monthly (,M), Quarterly (,Q), and Annually (,A). CQG provides multiple chart types: Bar, Percent Bar, No Gap, Fill Gap, Equalize Sessions, Candlestick, Line, Constant Volume Bar, Tick, Point and Figure, Market Profile, Yield, and Spread Bar. For more information on charting visit the CQG User's Guide and Quick Reference Guide.

How do I change the enablements on my CQG system?

To change the enablement's (exchanges, studies, packages), please call your CQG Sales Representative.

What enablements do I have on my CQG system?

To view your CQG system enablements, left click on the 'System' button at the top right of your CQG screen; left click on 'Display System Status'. Right click in the System Status window. Left click on Enablement's. If you have additional enablement questions, please call your CQG Sales Representative.



How do I install the CQG software?

Component pacs for installing CQG are available on the Downloads page. Use the following instructions to install the CQG software:

1. Shut down all programs but remain logged into the Internet, keeping this web page up (or print these instructions).
2. Select "Download the latest version of CQG 7x...".
3. Use the default of "Save this program to disk".
4. Save 7x... .exe in a directory of your choice. You will see the percentage progression as the version is downloaded.
5. At the completion of the download, left click on "Open".
6. Unzip the files to the default directory, C:\CQGInstallation.
7. Open the 'My Computer' window by either double clicking on the desktop icon or selecting 'Start', then 'My Computer'.
8. Double click the local hard drive C.
9. Double click on setup.exe in the cqg installation directory, which will begin the installation.
10. Select "Next" on the "Welcome" screen that appears.

11. Select "I accept to the terms in the License Agreement" after reading it. Then click "Next".
12. Verify your User Name and Organization, select the type of install (personal or common) and click "Next".
13. Choose the type of installation. On this screen, you may select a 'Complete installation' (default directory etc.) or a 'Custom installation' that will allow you to select folders etc. This is recommended only for expert computer users.
14. After type of install is selected, click "Install".
15. Wait for the CQG/NET client to install: you will see a progress indicator.
16. When the Install Wizard prompts you, click "Finish".
17. There will be a CQNet icon placed on the computer desktop area as well as a CQG program group in the 'Start Menu'.
18. Click the 'CQNet' icon and the 'Login' window will appear.
19. In the 'Login' window, enter your Username and Password and click "Login". If you do not have a Username/Password, please contact CQG Customer Support.
20. You will be prompted to change your password.
21. Left click on "Login" and CQG/NET will begin to load.

How do I upgrade the CQG software?

Generally, you will be notified by CQG Customer Support when an upgrade of the software is available. Upgrades usually take place as you login to CQG or as you exit CQG. If you believe you should be running a newer version, please call CQG Customer Support.

How do I create a custom study?

To create a custom study, left click on the 'Formula' button at the top of the CQG screen. In the Define User Formulas window, left click on the 'Custom Studies' tab. Click on the 'New' button and begin creating your study. For additional information on creating custom studies, please call CQG Customer Support.

How do I create a condition?

To create a condition, left click on the 'Formula' button at the top of the CQG screen. In the Define User Formulas window, left click on the 'Conditions' tab. Click on the 'New' button and begin creating your condition. For additional information on creating conditions, please call CQG Customer Support.

How do I create a Q formula?

To create a Q formula, left click on the 'Formula' button at the top of the CQG screen. In the Define User Formulas window, left click on the 'QFormulas' tab. Click on the 'New' button and begin creating your Q Formula, or you can use the predetermined Q Formulas that are already set up for your use. For additional information on creating Q formulas, please call CQG Customer Support.

What is my CQG password?

Your CQG password is the same 5-digit number as your CQG system number. If you have logged into CQG before, you were given the opportunity to change your password. If you changed your password and have forgotten it, please call CQG Customer Support.

How do I login to CQG?

To login to CQG, left click on the 'Start' button in the lower left corner of your computer screen. Go to Programs, then to CQG, and left click on 'CQG Client'. When the login window appears, enter your user name and password, and click on the 'Login' button. You may have a CQG shortcut icon on your desktop. If so, double left click on the shortcut, enter your username and password in the 'Login' window, and click on the 'Login' button.

Why don't I have any data?

Left click on the 'Refresh' button at the top of the CQG screen. If after 60 seconds you still don't have any data, you may have lost your Internet connection. Log out and back in to your Internet browser. If you still don't have data displayed in your CQG screen, call CQG Customer Support.

What is Gateway?

Gateway is an integrated trade routing system that provides clients with the necessary edge for successful trading in Futures, Options, and Fixed Income. The hardware, software, and network infrastructure are all managed by CQG. Combining the power of the CQG market analysis tools with the efficiency of direct connections to the exchanges, Gateway has been designed to be the fastest, most reliable, and lowest cost order execution platform on the market.

Who do I give my new address and phone number to?

If you have a new address, phone number, e-mail address, etc., please contact your account representative to update that information.

How do I import/export pages to CQG?

Follow these steps to import/export files:

1. First, export the files from the Host machine. To do this, left click on the System button and left click on 'Import/Export Pages and Components'.
2. Choose 'Export' and 'All Settings'.
3. In the large white window, choose where you want to export the files to and click the OK button.
4. To import the pages to your system, left click on the 'System' button and then left click on 'Import/Export Pages and Components'.
5. Choose 'Import' and 'All Settings'.
6. In the large white window, choose where you want to import the files from and click the OK button.

If I have to shut CQG down, will I lose all of my data?

You won't lose your data if you have to shut your CQG Integrated Client system down. The data is stored on the CQG servers.

How do I contact CQG Sales and Customer Support?

Web: www.cqg.com

United States

Sales: 1 800-525-7082
Support: 1 800-525-1085

Germany

Sales: +49 (0) 69-920-7920
Support: +49 (0) 69-920-79270

Japan

Sales: +81 (0) 3-3286-6633
Support: +81 (0) 3-3286-6877
(Toll free in Japan: 0120-020-494)

United Kingdom

Sales: +44 (0) 20-7827-9500
Support: +44 (0) 20-7827-8270

Russia

Sales: +7 495-795-2410
Support: +7 495-795-2409

France

Sales and Support: +33 (0) 1-74-18-07-81

Australia

Sales: +61 (0) 2-9230-6867

Singapore

Sales: +65 6720-3165

Is there a way to look up symbols in the CQG software?

Yes, a list of symbols is available in the CQG software. Left click on the 'Symbols' button at the top of the CQG screen. The Symbol Finder is displayed. You can enter a description of the issue, the type of issue, and/or the exchange the issue is listed on. Click the 'Find' button. You can also use the Symbols & Exchanges search on this site.

How do I change the time frame on a chart?

In the lower left corner of an active chart, you will see a blinking cursor. This is the command line. If you are on an Intraday chart and want to look at a Daily chart, type a comma (,) and the letter D (,D). Other entries for Historical timeframes are: Weekly (,W), Monthly (,M), Quarterly (,Q), and Annually (,Y). For Intraday timeframes of 1 minute to 60 minutes, just type the number (1, 10, 15, etc.).

Can I copy and paste data from CQG into Excel or other programs?

Yes, you can copy data from a Quote Spreadsheet or an Enhanced Quote Spreadsheet. Click and drag over the data you want to transfer to Excel. Right click on the highlighted data and click on 'Copy to Excel'. In Excel, right click where you want to place the data, and click Paste.

How do I put a study on a chart?

To put a study on a chart, left click on the 'Study' button on the left side of the CQG screen. The 'Add Study' window appears where columns of studies are displayed. Left click in the 'Study' column to highlight the study you want on your chart. In the lower left corner of the 'Add Study' window there is a box labelled 'Overlay'. Check this box if you want the study to be overlaid on the chart. If there is no check, the study will be displayed in a separate window below the chart. At the bottom of the 'Add Study' window, click on the 'Add' button and then click on the 'Close' button. The 'Add Study' window is closed and the study has been added to the chart.

Can I restore pages that have been lost?

Yes. Left click on the 'System' button at the top of the CQG screen. Click on 'Auto Backup User Settings'. In the Auto Backup window, click on the 'Restore from Archive' tab. A scrollable window is displayed. Click on the date of the most recent file that will have your lost pages and then click on the 'Restore Now' button. Be aware that restoring files from an archive will replace your current settings, so you will lose any recent work.

How do I save my pages?

To save your pages, click on the 'Save' button at the top of your CQG screen.

Can I overlay one chart on top of another?

CQG provides the Chart Analog Overlay Study. With a chart as the active window, left click on the 'Study' button. In the alphabetical listing of studies, click on 'Chart Analog Overlay'. Click on the 'Add' button at the bottom of the 'Add Study' window, and then click on the 'Close' button. The title bar of the active chart will now display the symbol twice (GCZ4-Gold-Pit, Dec 04, Daily | GCZ4-Gold-Pit, Dec 04, Daily). In the command line, enter a second symbol (e.g. SIZ4). The symbol in the chart title bar will now be SIZ4-Silver-Pit, Dec 04, Daily | GCZ4-Gold-Pit, Dec 04, Daily. Two sets of bars will be displayed on the chart. If you place the mouse over a bar, a small window will be displayed that tells which symbol is represented. For more information on Chart Analog Overlay please, call CQG Customer Support.

How do I transfer component pacs to CQG?

Follow these steps to transfer component pacs from one CQG system to another CQG system:

1. On the system of origin, left click on the System button and left click on 'Import/Export Pages & Components'.
2. In the Import/Export Pages & Components window, left click on 'Export' and left click on 'Component Pac'.
3. Click the OK button to display the Export Pac Wizard which will walk you through the export.
4. Save the file to the Desktop for easy access.
5. Transfer the newly created file to the receiving system's Desktop.
6. Follow the previous procedures using 'Import'.
7. To download the Component Pacs available on this website, click on the link for the Component Pac you wish to use from the Downloads page and choose 'Save As'.
8. Save the pac to your Desktop and follow the instructions above for Importing.

For additional information on Component Pacs, please contact CQG Customer Support.

Some common issues and solutions

When attempting to logon you are unable to enter a user name: Error message “Server not responding”

- Connectivity issue, ensure the user has an Internet connection and that you can access a website in the USA, e.g. www.cnn.com. (This confirms the user is able to log on to a server in the USA.)
- Ensure there are no firewall issues. If the user is in an office, their IT department will have to allow the user access to “port 2823”.
- Any anti virus such as Norton must have auto protect set up correctly.
- Test connectivity by having the user go to the command prompt and do a telnet test:
- “Start, run, cmd enter, type: telnet cqgnet.cqgnet.com 2823 enter”. If the box disappears or goes black immediately and returns no message, then connectivity is fine. However, if the box hangs and an error message appears, then the port 2823 is not open, and the IT department can arrange for the user to have access.
- Normally, if the user cannot even enter a username, then the note above is the issue, or it could be an ISP issue. The user would need to contact their Internet provider.
- Also, try to enter a CQG IP addresses in ‘select host’ (see attached spread sheet). If the user can login, this is a DNS resolution problem. The IT department can take care of this.

Password has failed validation with the server

- If the user has entered an incorrect password, contact CQG. However, first confirm with the user that they are entering the correct password. By default, the user may still be using the original password, which was the system number. You can find the user system number by calling CQG support or referencing the original email sent from eadmin@cqg.com.
- Ensure the user is typing the correct username exactly as it is supposed to appear. There should be no extra characters, and all letters should be in the correct case.

After logging in, no CQG window populates or the application is stuck on initializing CTree connection

- If the CQG icon is visible in the tray at the bottom right of the screen, then there are still some processes running for CQG.
- From the tray or task manager, right click the icon and end the process. If this cannot be done, restart the machine.
- Once restarted, navigate to the user’s Private folder: Net Users: C:\Documents and Settings\AllUsers\Documents\CQGN\Private\.
- Once in the Private folder, delete the Temp folder and the 2 Bourtov files. Restart CQG.

CQG is stuck initializing info when loading

- The user cannot connect to our data servers.
- The user must ensure their firewall allows our IP addresses.

Error message: Access violation

- There could be anti virus software scanning the private folder, so this would be a settings issue with the anti virus software that needs changing.
- Ensure the user has full permission and control of the PC. If the IT department can log in as an administrator and has no problems with CQG, then that is the answer. Permissions should then be changed.
- Make sure the user is clicking the correct icon. If there has been an upgrade, the user may be clicking the old icon.
- Renaming the private folder will also fix the access violation with the following steps: Star/All programmes/CQG/CQGN/Support info/ User Files. Then rename private folder from here.
- In order to recreate the previous pages and settings, an auto back up is needed. (Described above.)

Negative figures on volume

- Click on System/Data/Database repair. and select dio.mdb.
- Click on Data Cache (System/ Data/Clear/ Data Cache) or restart CQG.

Can’t initialize orders and positions

- Remove op.mdp from private folder.

Upgrade message appears after upgrade or A message appears after an upgrade asking you to down grade:

- Ensure the correct service class is assigned in INFO. (Call customer support.)
- Slowness, data delayed, network congestion, latency with prices
- Most of these issues can be solved with the deletion of the Temp folder, clearing Data Cache, or requesting that our CQG support group move the user to a different server. (Point them to a different server.)
- In order to have a user moved, you must ensure they are a NET user and also that they are logged in. Users can be moved from a LAN. The likelihood of them needing to be moved for latency is very low.
- Carry out a repair to the software, this is done by completing the following:
- Control Panel/ Add Remove programmes/CQGNet/Click for Support Information and Click Repair
- The following is also where the Private folder is kept: Start/ All programs/ CQG/ CQG Net/ Support info/ USER FILES. Delete the temp folder from here.
- Also in the Start menu, when selecting CQG Net there is a "Repair" option that can also be used as a trouble shooting element in your investigation. 'Application hanging' or 'erroneous install issues' can often be dealt with here.

Moving settings and pages to another PC:

- To copy the private folder from one PC to another, go to Start/All programs/CQG/CQGNet/Support info/User Files. Copy the Private folder. On the new PC, follow the same path and rename the Private folder: private.old. Paste the original Private folder onto this PC. The simplest, easiest and most pain free way of doing this is by copying the private folder from one machine and inserting it in the user files box of the new machine. This will enable the user to log in and see the same pages and studies, etc., as before. However, this will overwrite any pages that may have already been built on the new machine.
- Start> All programs> CQG> CQG Net> Support info> Select USER FILES and copy private folder from here. Go to new machine to the same path, but rename private folder to private.old and paste the original private folder into this window.

Helpful Information

Logging in

There are two ways to login:

- Use the icon on the desk top.
- Go to Start/Programs/CQG/CQGNet/CQGClient. Remember the login is case sensitive.

The Login is authenticated by login servers (64.208.51.224 or 64.208.51.225), and then the integrated client randomly connects to a range of servers. Therefore, all necessary IP addresses need to be opened.

Pages and Settings

Pages are stored locally; therefore, the user needs to be granted full control on the specific location, which is, by default: C:\Documents and Settings\All Users\Documents\CQGNet\Private

Backups

By default, CQG will save data from Daily, Weekly and Monthly backups in the following: C:\Documents and Settings\All Users\Documents\CQGNet\Backup

Hosts

Cqgnet.cqgnet.com	Production
Cqgrdnet.cqgrdnet.com	Stage

Order routing

demo.cqgtrader.com	Demo
europe.cqgtrader.com	Europe
cqgtrader.com	US