

part of eex group



# Customer Operating Manual

EEX GV Portal  
19.03.2018  
Leipzig

1.4.12

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## 1. History

Date	By	Version	Reason
04/07/2017	EEX	1.4.11	Final version
19/03/2018	EEX	1.4.12	New branding

This document is available on the EEX website at [www.eex.com](http://www.eex.com) → Access → Files & Specifications → EEX GV Portal.

### Referenced Documents (published by Trayport®)

Server\_Installation\_Guide(TG).pdf (Guide for Trayport® GlobalVision Trading Gateway Server)

Trader\_Administration\_Guide.pdf (Guide for customers using GV Portal)

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Trayport® is a registered trademark of Trayport Limited.

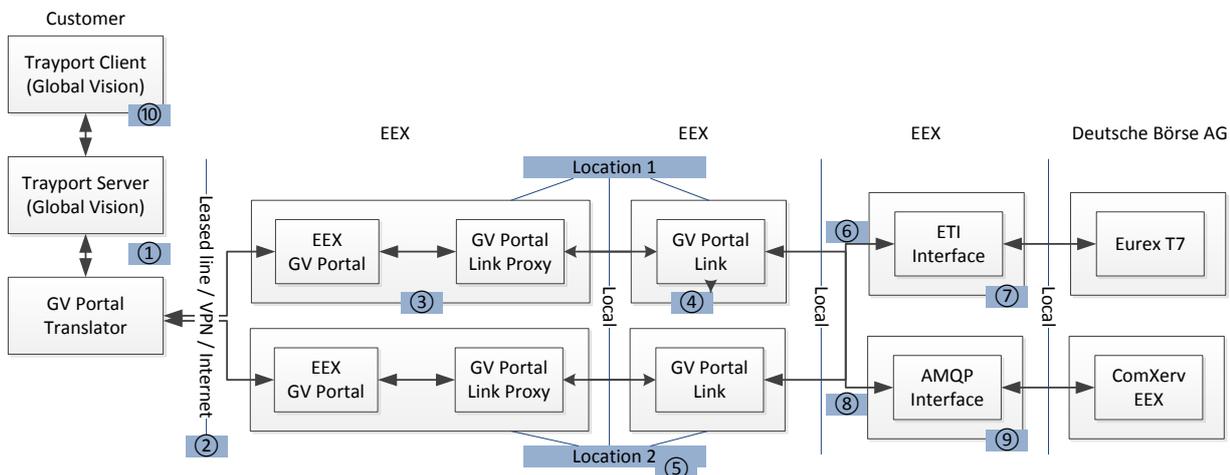
## 2. Introduction

Traders of admitted companies at EEX AG can have access to the EEX markets by using Trayport® GlobalVision Trading Gateway

EEX offers an interface (GV Portal) which can be used to connect to EEX markets from Trayport® GlobalVision Trading Gateway with minimal effort. With this interface it is possible to use a range of main trading functionalities.

With GV Portal, trading on the derivatives market as well as the spot market is supported in one technical interface connection. It should be noted that the interface only provides functionalities for trading on the EEX screen, i.e. for the placement of exchange orders. OTC trades need to be entered and approved or taken up via the EEX WebTrading/Clearing System and the EEX Clearing System. GV Portal Link connects to the EEX markets (which are running on Deutsche Börse® back-ends) via the T7 interfaces (for EUREX®, e.g. ETI) which are provided by Deutsche Börse®.

This document provides information on the following to EEX trading participants:



- System requirements and configuration guidelines for connecting to EEX GV Portal,
- Conduct and activities necessary during normal operation,
- System behaviour and measures to be taken in case of operational problems,
- Operations and set-up support provided by EEX.

Please refer to the latest Trayport® GlobalVision Trading Gateway documentation and to the EEX Trading Systems documentation for further details and descriptions of the trading front- and back-ends itself. The latest documentation of the EEX Trading Systems can be found on the EEX website [www.eex.com](http://www.eex.com).

### 3. Technical prerequisites

#### 3.1. Note on formal and legal prerequisites

**In order to participate in trading activities on EEX**, an admission to the EEX Derivatives and/or Spot Markets, which run on Deutsche Börse® back-end Eurex®, is necessary. Please check with EEX Customer Relations to make sure that you are admitted to trading in the required market(s).

**In order to connect to GV Portal**, each customer has to contact EEX Customer Relations to obtain advice, authorisation and technical access to use the system. The appropriate application forms are available on the EEX website at [www.eex.com](http://www.eex.com) → Download → Admission Forms → EEX.

#### 3.2. Connectivity requirements for EEX GV Portal

Requirement	Description	Check
Technical access to EEX GV Portal running at Deutsche Börse® AG	Leased line(s), VPN or Internet with appropriate bandwidth (where required)	<input type="checkbox"/>
Connection to EEX GV Portal server	<p><b>IP addresses for Production:</b>  <u>Via leased line and VPN:</u> 2 locations available  <u>Via Internet:</u> 2 locations available                      IP addresses for Production will be communicated directly to customers in advance of productive usage. Usage of Location 1 or 2 depends on your configuration of GV Portal Translator (please refer to the appropriate Trayport® documentation) and (for customers using leased line or VPN) on your technical access to GV Portal locations at Deutsche Börse®.</p> <p>A switch-over to the second location is possible in case connection to your default location is lost (please refer to chapter 4.1.6).</p> <p><b>IP addresses for Simulation (if applicable):</b>  <u>Via leased line and VPN:</u> 10.136.135.123  <u>Via Internet:</u> 193.29.79.226</p>	<input type="checkbox"/>
Connection between Trayport® GlobalVision Trading Gateway Server and EEX GV Portal	<p>The setup of network and firewall has to ensure a communication between servers which will be used by the interface. The name resolution between your GlobalVision server and EEX GV Portal has to work correctly.</p> <p>TCP/IP ports 4000-4003 have to be opened for outbound traffic in the firewall.</p>	<input type="checkbox"/>

### 3.3. Requirements for the Trayport® GlobalVision Trading Gateway Server

A Trayport® GlobalVision Trading Gateway Server is required for using GV Portal.

EEX GV Portal supports Trayport® Trading Gateway Server versions up from 8.9.0. Depending on the release of EEX GV Portal, other versions can be supported. For further information on supported versions please contact EEX Support Desk (see chapter 7.1) or Trayport® Support (see chapter 7.2).

Requirement	Description	Check
Operable Trayport® GlobalVision Trading Gateway Server installation (release 8.9.0 or higher)	For detailed installation guidelines, please refer to the Trayport® documentation or contact Trayport® Support (see chapter 7.2).	<input type="checkbox"/>
Trayport® administration rights for users	Capacity to set up and maintain users, user settings and companies in the Trayport® GlobalVision User administration tool.	<input type="checkbox"/>
Trayport® administration rights for instruments	Capacity to set up and maintain instrument settings at Trayport® GlobalVision Trading Gateway Server.	<input type="checkbox"/>
Connection between Trayport® GlobalVision Trading Gateway Clients and Server	It needs the TCP/IP port 11997 by default and uses a proprietary protocol provided by Trayport®.	<input type="checkbox"/>
Operable Trayport® GV Portal Translator installation	To obtain the appropriate release, please contact Trayport® Support (see chapter 7.2).	<input type="checkbox"/>
Client certificate for EEX GV Portal	To obtain the appropriate certificate, please contact Trayport® Support (see chapter 7.2). The client certificate has to be imported according to Trayport® documentation (see GV Portal Trader Administration Guide).	<input type="checkbox"/>

## 4. Configuration

### 4.1. Settings in GlobalVision (Trading Gateway and GV Portal Translator)

#### 4.1.1. Creating a broker for EEX

Start the GlobalVision User Administration and create a company with code 'EEX' and company name 'EEX AG'. Select <Company is a Broker>. Then add a new user with following settings:

- Login: 'EEXBroker'
- Full name: 'EEXBroker' (It is required that the "Login" and "Full name" are equal for the broker user)
- User Type: 'Broker'
- Servers: 'IPTS'
- uncheck <Require new password at next login>
- highlight the company 'EEX'
- highlight group 'Administrators'.

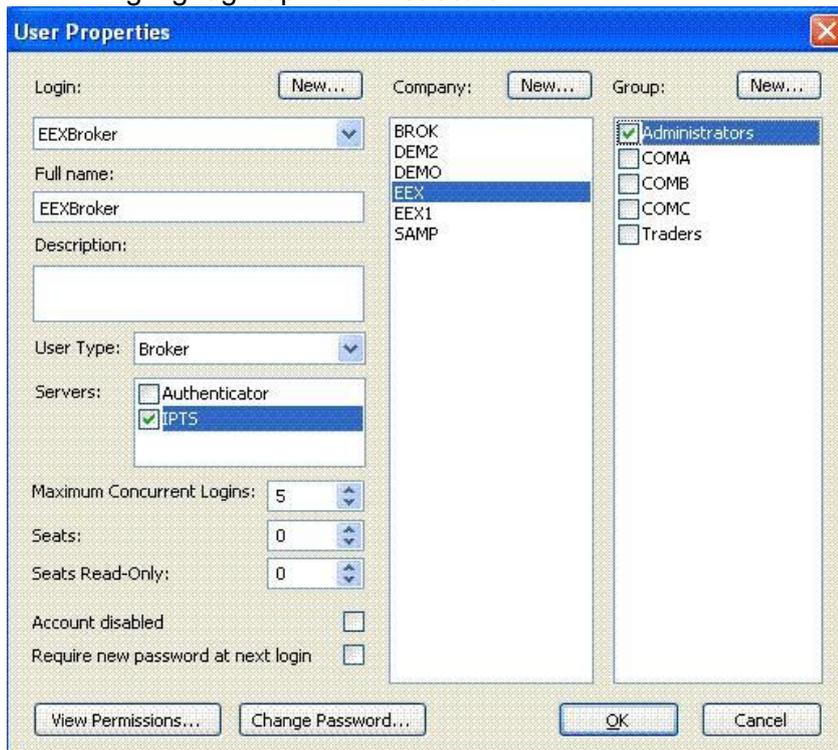


Fig 1: User properties in GlobalVision

#### 4.1.2. Trayport® Party Mapping for EEX traders

Since the trading firm and the EEX use different names for traders and exchange's users, these have to be mapped in the Party Mapping of the GV Portal Translator on the customer side.

Party Mapping configures the way in which the GV Portal Translator converts between the trading firm's names for users and accounts, and the exchange's names for those users and accounts. There is also a mapping for the company itself.

The Party Mapping configuration file is located in the directory that was specified when the GV Portal Translator service was installed (in Section 4.2, "Copying and Registering the GV Portal Translator Files", Step 3).

```
<?xml version="1.0" encoding="utf-8"?>
<PartyMappings xmlns="urn:trayport:portal:party-mappings">
  <PartyMapping>
    <Party PartyId="Test User 1" PartyRole="OriginationTrader" />
    <GVIdentifier Id="31" />
  </PartyMapping>
  <PartyMapping>
    <Party PartyId=" Test User 2" PartyRole="OriginationTrader" />
    <GVIdentifier Id="32" />
  </PartyMapping>
  <PartyMapping>
    <Party PartyId=" Test User 3" PartyRole="OriginationTrader" />
    <GVIdentifier Id="33" />
  </PartyMapping>
  <PartyMapping>
    <Party PartyId=" Test User 4" PartyRole="OriginationTrader" />
    <GVIdentifier Id="34" />
  </PartyMapping>
  <PartyMapping>
    <Party PartyId="TestFirmId" PartyRole="OriginationFirm" />
    <GVIdentifier Id="2" />
  </PartyMapping>
  <PartyMapping>
    <Party PartyId="TestAccount1" PartyRole="ClearingAccount" />
    <GVIdentifier Id="Account1" />
  </PartyMapping>
  <PartyMapping>
    <Party PartyId="TestAccount2" PartyRole="ClearingAccount" />
    <GVIdentifier Id="Account2" />
  </PartyMapping>
</PartyMappings>
```

The parameters are as described below:

### **PartyRole**

There are three roles of the mapped identity: OriginationTrader, OriginationFirm and ClearingAccount. There must be one or more OriginationTrader mappings, one or more ClearingAccount mappings and exactly one OriginationFirm mapping. The OriginationFirm is the company who owns the GV Portal Translator.

### **PartyId**

This is the name the exchange uses for the Party (user, account or the company itself). The PartyId values of the users (OriginationTrader mappings) have to match the user names of the respective back-end user mapping, as they are provided by EEX Support.

The PartyId value of the OriginationFirm mapping must also match the Organisation field (O value) in the clientCertificate. The clientCertificate is specified within the GV Portal Translator configuration file.

#### **GVIdentifier Id**

This is dependant on the PartyRole. The GVIdentifier Id for

- OriginationTrader role must be a GlobalVision user ID value,
- ClearingAccount role must be a GlobalVision Trading Account name,
- OriginationFirm role must be a GlobalVision trading company ID value.

#### 4.1.3. Trayport® instrument mapping – Price formats for EEX instruments

In order to support exchange specific order attributes, the creation of term formats, for example price formats, on the Trayport® server is necessary. These values are sent to the exchange backend when entering or modifying an order. These attributes can be configured on a broker level.

The installation of the term formats is mandatory and enables for example the following attributes in the order form of the Trayport® client:

- in Eurex®: Account, e.g. 'A1', 'M1', 'M2', 'P1', 'P2'

Eurex® EEX instruments are mapped to different instruments on the Trayport server. I.e. different instruments are used on the Trayport server for Natural Gas Futures, Power Futures and so on. To do so the so called "price formats" are used.

For each instrument on the Trayport® server which is relevant for GV Portal, term formats have to be mapped, after initially creating the different term formats. Please proceed according to the instructions in the following chapters to create and assign the different price formats.

**Hint:** We highly recommend using a Portal Translator version of 1.5 or above. Starting with version 1.5 there is no need to maintain price formats at all, since they will be pulled automatically from the Portal servers with a Translator version 1.5 and above.

#### 4.1.3.1. Creating price formats for EEX instruments

In order to create price formats, do the following steps:

1. Start the Trayport InstCreation Admin Tool.
2. Take a back-up of the ICOL by going to File -> Save to ICOL File.
3. Switch to the tab "Price Formats".
4. Create two price formats as shown in Fig. 2 and 3. The name of the price format does not matter. The Eurex® price format consists of 6.

The following list details the definitions that have to be created for the different markets: The order is as follows: definition name (*Field Name*), then *Data Type - Control Type* and finally the *Choices in CSV*.

*EEX Eurex:*

```

Account
String - Dropdown
"", "", "A1", "A1", "M1", "M1", "M2", "M2", "P1", "P1", "P2", "P2"
Open/Close Code
String - Dropdown
"", "", "O", "O", "C", "C"
Text
String - Textbox
Max. Length: 12
MIOrdNo
String - Textbox
Max. Length: 12
Original Order Number
String - Textbox
Max. Length: 256
Trade Status
String - Textbox
Max. Length: 256

```

Screenshots of the Price Formats:

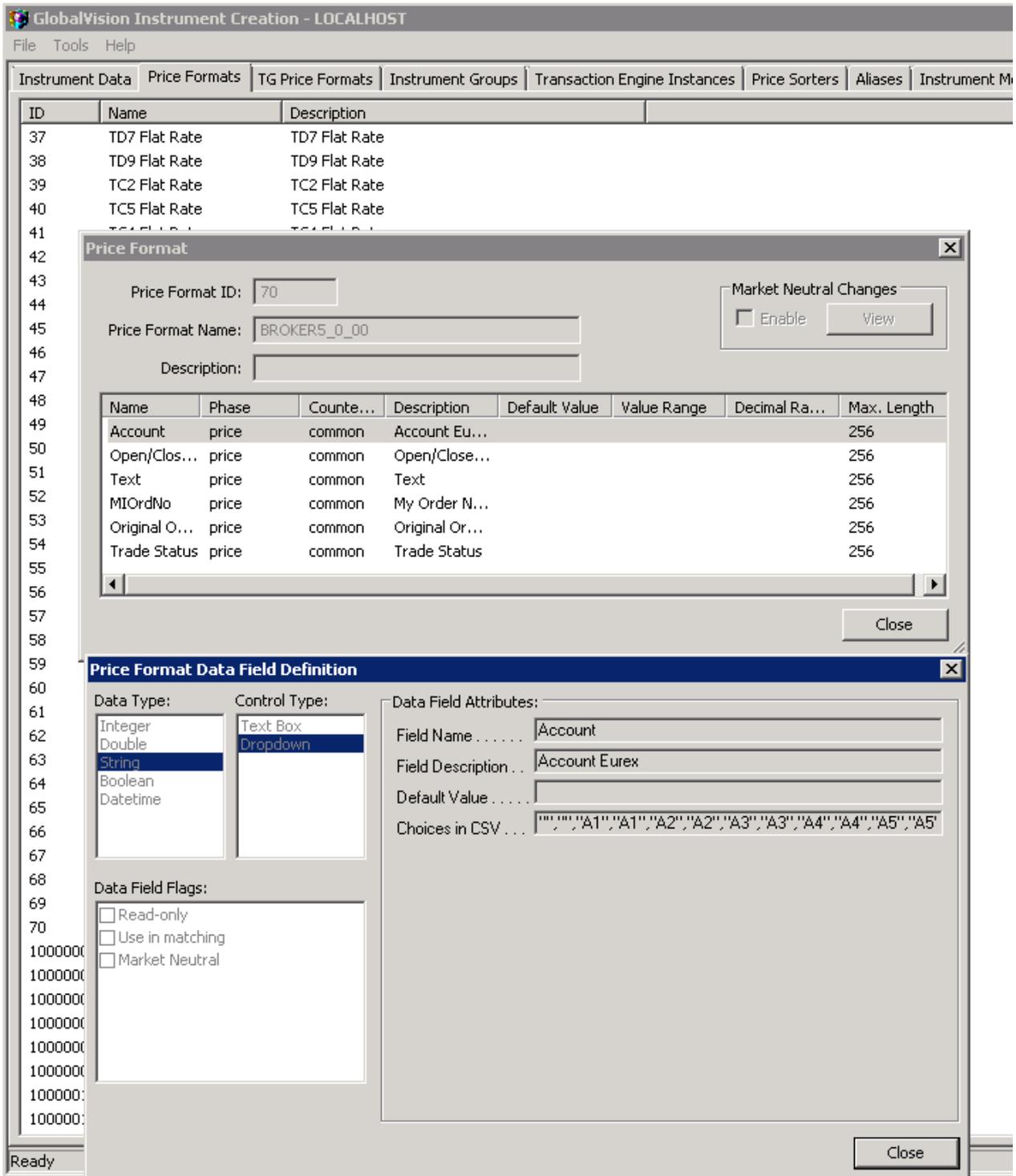
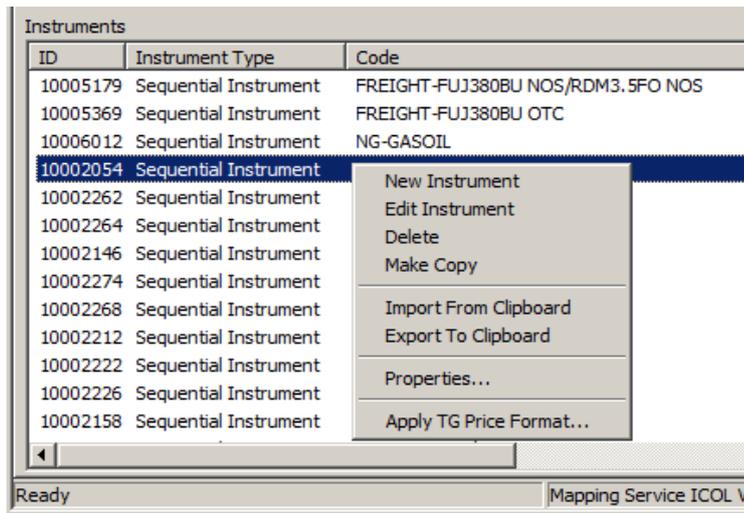


Fig 2: Creating a price format for Eurex®

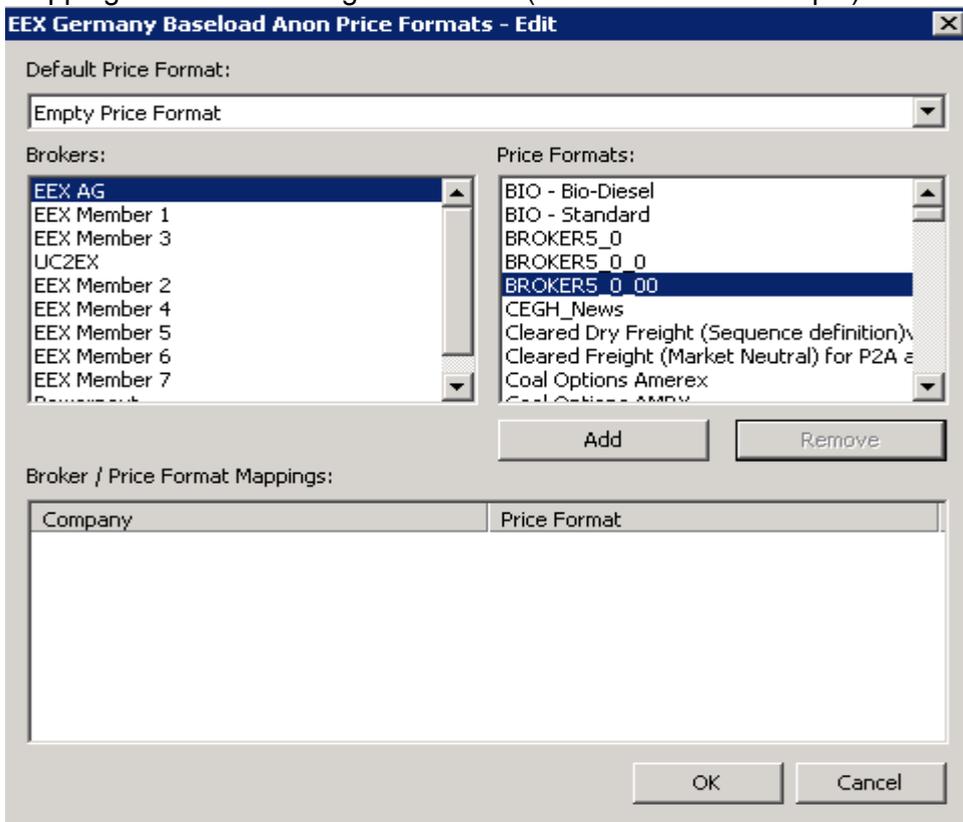
#### 4.1.3.2. Assigning price formats to EEX instruments

You will have to assign a price format to each Trayport® instrument which is relevant for GV Portal. The following are the steps necessary to assign a price format to an instrument:

1. In the Trayport® InstCreation Admin Tool, switch to the “Instrument Data” tab.
2. Edit the instruments that should have the price format and select “Edit price Format Mappings”.



3. Assign the price format to the broker used for EEX GV Portal by clicking “Edit Price Format Mappings...” and choosing the *Brokers* (EEX Broker for example) and the *Price Formats*.



4. Save the settings to the server.

5. Restart the TP\_EEX translator service for the ICOL changes to take effect.
6. Update the Trayport® client sheets. If everything went fine, it should look similar to Fig. 4.

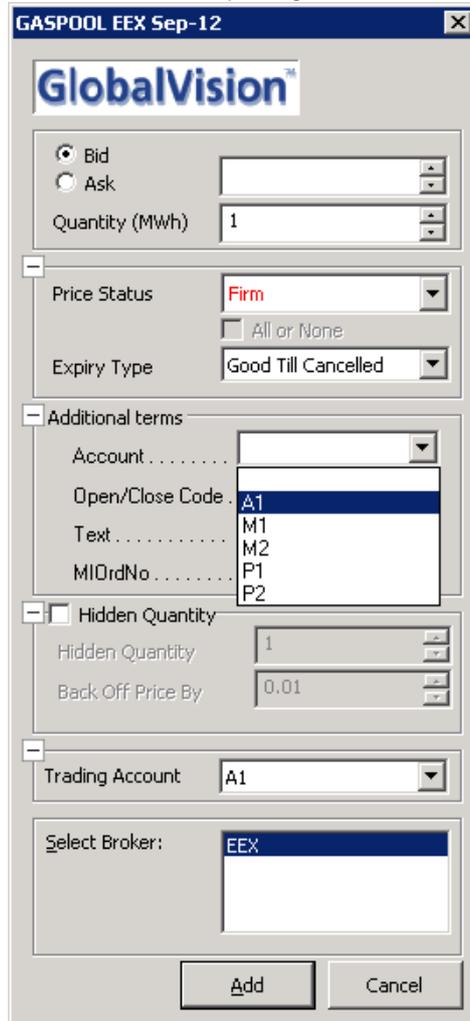


Fig 3: Successfully installed price format for Eurex®

#### 4.1.3.3. Instruments to be changed

The following instruments are used by EEX and have to be changed:

**For Eurex®:**

Instrument ID*	Instrument (Eurex Instrument Code / Product Id)
10001075	EEX France Baseload Anon (F7Bx)
10001077	EEX France Peaks Anon (F7Px)
10001079	Germany-Austria Baseload EEX (F1Bx)
10001081	Germany-Austria Peaks EEX (F1Px)
10001389	Germany-Austria Off-Peaks EEX (F1Ox)

Instrument ID*	Instrument (Eurex Instrument Code / Product Id)
10641710	Germany Baseload EEX (DEBx)
10641712	Germany Peaks EEX (DEPx)
10641714	Austria Baseload EEX (ATBx)
10641716	Austria Peaks EEX (ATPx)
10001739	Germany EEX Anon/France Baseload EEX Anon (F1BxF7Bx)
10001741	Germany EEX Anon/France Peaks EEX Anon (F1Px77Px)
10003008	EUA EEX (FEUA)
10003067	CER EEX (F2CR)
10003341	EUA EEX SPOT (SEME)
10003463	EUA Aviation EEX (FEAA)
10003465	EUA Aviation SPOT EEX (SEMA)
10003469	CER GREEN EEX (SEMC)
10003493	GoO Nordic Hydro Power EEX (FECN)
10003495	GoO Alpine Hydro Power EEX (FECA)
10003497	GoO North Cont Europe Wind Power EEX (FECW)
10003531	CER GREEN EEX/CER EEX (SEMCF2CR)
10003532	EUA EEX/EUA Aviation EEX (SEMESEMA / FEUAFEAA)
10003533	EUA EEX/CER EEX (FEUAF2CR)
10003537	EUA EEX/CER GREEN EEX (SEMESEMC)
10004036	API 2 EEX (FT2x)
10004037	API 4 EEX (FT4x)
10011906	EEX Belgium Baseload (QBBx)
10011910	EEX Holland Baseload (QDBx)
10011912	EEX Holland Peaks (QDPx)
10012528	Spain Baseload EEX Anon (FEBx)
10012534	Holland Baseload EEX Anon (Q0Bx)
10012536	Holland Peaks EEX Anon (Q0Px)
10012566	Belgium Baseload EEX Anon (Q1Bx)
10012572	Nordic Baseload EEX Anon (FBBx)

Instrument ID*	Instrument (Eurex Instrument Code / Product Id)
10012739	Italy Baseload EEX Anon / Swiss Baseload EEX Anon (FDBxFCBx)
10012741	Germany Baseload EEX Anon/Nordic Baseload EEX Anon (F1BxFBBx)
10012743	Italy EEX Anon/Germany Baseload EEX Anon (FDBxF1Bx)
10012745	Italy EEX Anon/Germany Peaks EEX Anon (FDPxF1Px)
10012747	Italy EEX Anon/France Baseload EEX Anon (FDBxF7Bx)
10012749	Italy EEX Anon/France Peaks EEX Anon (FDPxF7Px)
10012753	Swiss EEX Anon/Germany Baseload EEX Anon (FCBxF1Bx)
10012754	Swiss EEX Anon/France Baseload EEX Anon (FCBxF7Bx)
10012755	Spain EEX Anon/France Baseload EEX Anon (FEBxF7Bx)
10100480	Italy Baseload EEX Anon (FDBx)
10100482	Italy Peaks EEX Anon (FDBx)
10100484	Swiss Baseload EEX Anon (FCBx)
10640205	Germany Baseload EEX Intraday Cap Future (C1Bx)
10640207	Germany Baseload EEX Anon/Germany Peaks EEX Anon (F1BxF1Px)
10640209	Holland Baseload EEX Anon/France Baseload EEX Anon (Q0BxF7Bx)
10640211	Holland Peaks EEX Anon/France Peaks EEX Anon (Q0Px F7Px)
10640213	Holland Baseload EEX Anon/Belgium Baseload EEX Anon (Q0BxQ1Bx)
10640215	Belgium Baseload EEX Anon/France Baseload EEX Anon (Q1BxF7Bx)
10640217	Holland Baseload EEX Anon/Germany Baseload EEX Anon (Q0BxF1Bx)
10640219	Holland Peaks EEX Anon/Germany Peaks EEX Anon (Q0Px F1Px)
10640207	Germany Baseload EEX Anon/Germany Peaks EEX Anon (F1BxF1Px)
10640415	UK Baseload EEX Anon Fin (FUBx)**

Instrument ID*	Instrument (Eurex Instrument Code / Product Id)
10640417	UK Peaks EEX Anon Fin (FUPx)**
10641148	Germany-Austria Baseload EEX Non-MTF (N1Bx)
10641150	Germany-Austria Peaks EEX Non-MTF (N1Px)
10641816	Germany Baseload EEX Non-MTF (N2Bx)
10641818	Germany Peaks EEX Non-MTF (N2Px)
10641152	France Baseload EEX Anon Non-MTF (N7Bx)
10641154	France Peaks EEX Anon Non-MTF (N7Px)
10641668	Germany Baseload EEX Intraday Floor Future (C1L1-C1L5)
10640529	Germany-Austria Baseload Wind Fut EEX (W1Bx)
10641770	Germany-Austria Baseload EEX/Germany Baseload EEX (DEBxF1Bx)
10641768	Germany-Austria Peaks EEX/Germany Peaks EEX (DEPxF1Px)
10012526	Romania Baseload EEX Anon Euro (FHBx)
10012619	Romanian Fin Peaks PXE (FRPx)
10001996	Czech Fin Baseload PXE (FXBx)
10001998	Czech Fin Peaks PXE (FXPx)
10011036	Hungary FIN Baseload PXE (F9Bx)
10011038	Hungary FIN Peak PXE (F9Px)
10011072	Slovak FIN Baseload PXE (FYBx)
10011073	Slovak FIN Peak PXE (FYPx)
10012621	Poland Fin Baseload PXE (FPBx)
10012623	Poland Fin 15H Peaks PXE (FPPx)

\* Instrument ID according to Trayport® Goldmapping service

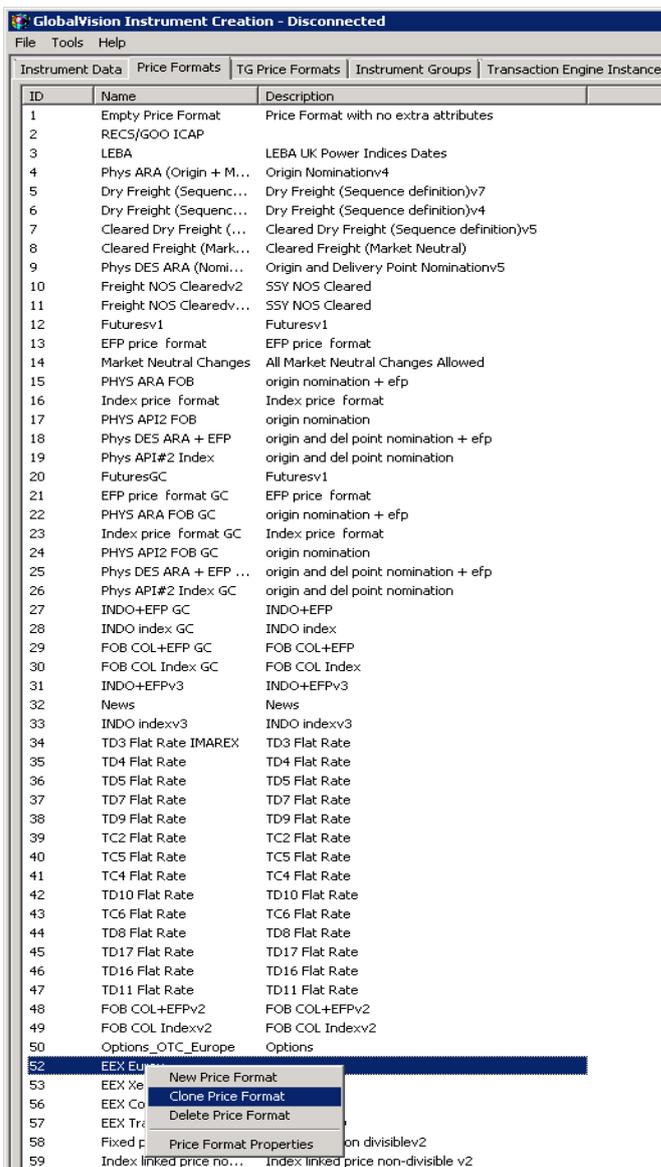
\*\* Products use Gregorian and EFA Sequences

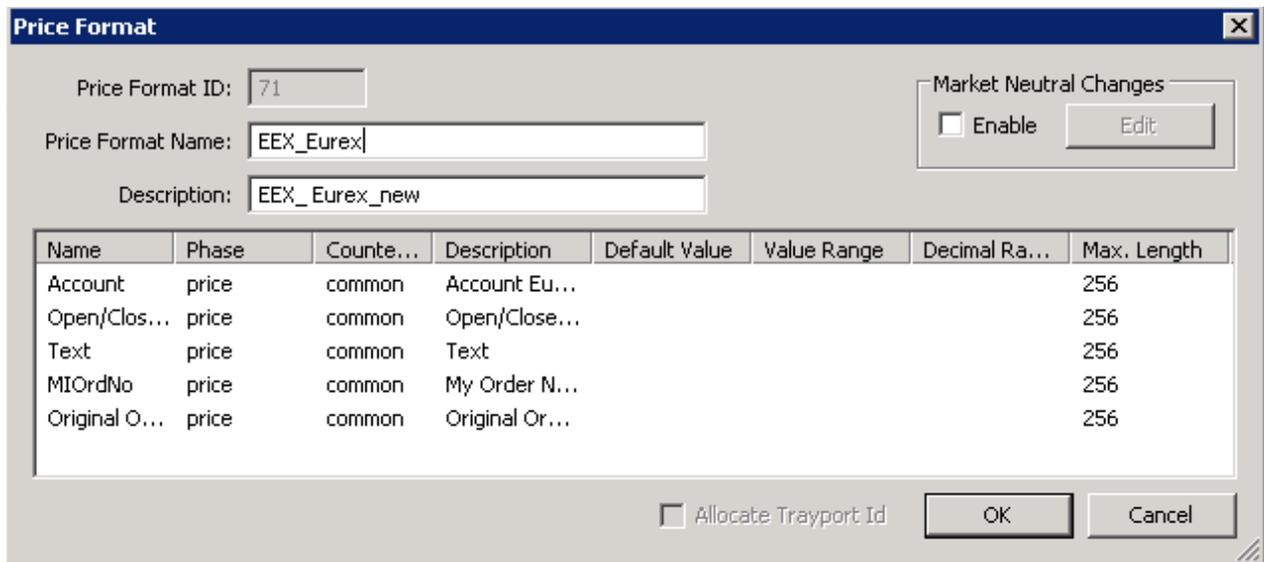
#### 4.1.3.4. Cloning a price format (e.g. for Eurex®)

Starting on 23<sup>rd</sup> November 2015 it will be necessary for clients that are using a GV Portal Translator Version below 1.5 to adapt their price formats to include the “Trade Status” field.

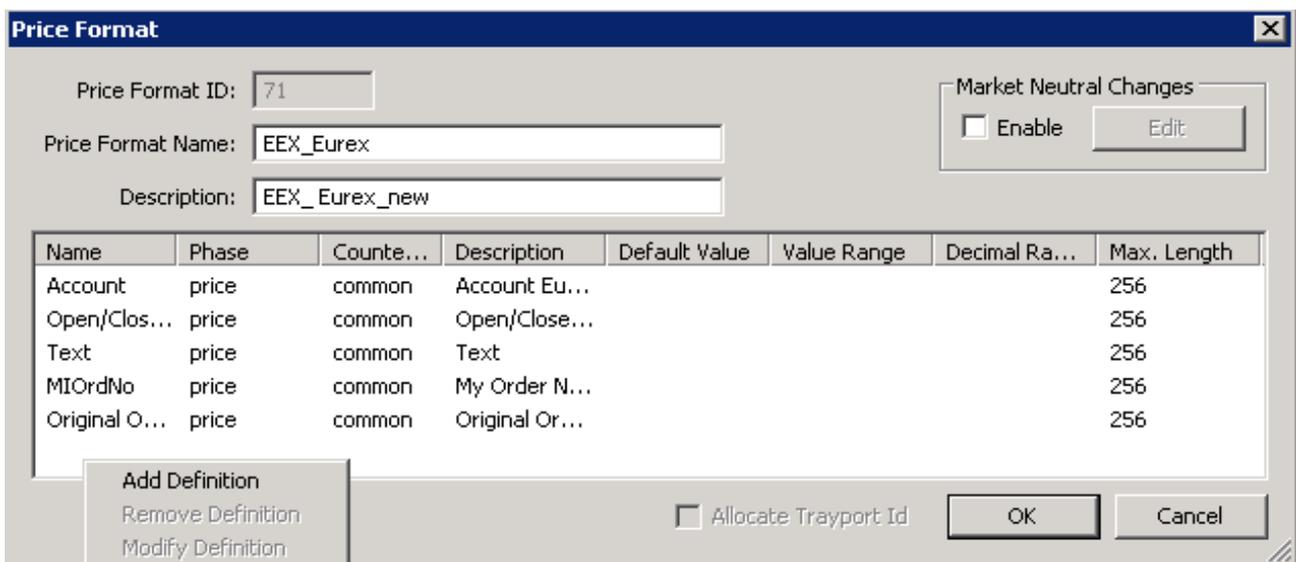
Please follow the below steps in order to adapt your price format (Note: It is unfortunately not possible to modify existing price formats and you need to clone an old one and add a price format definition in the process). In this example the EEX Eurex price format will be used:

1. Start the Trayport® InstCreation Admin Tool.
2. Take a back-up of the ICOL by going to File -> Save to ICOL File.
3. Switch to the tab “Price Formats”.
4. Select the price format that has to be cloned (e.g. “EEX Eurex”), then select “Clone price format” from the context menu.





5. Change the “Price Format Name” to a name not used currently.
6. Change the price format as required (e.g. in order to add the “Original Order Number”, right click on an empty spot and select “Add Definition” from the context menu, as shown below).



7. Select “Data Type:” String and “Control Type:” Text Box as shown below:

**Price Format Data Field Definition**

Data Type: Integer, Double, **String**, Boolean, Datetime

Control Type: **Text Box**, Dropdown

Data Field Attributes:

Field Name: Trade Status

Field Description:

Max length: 256

Default Value:

Validation Failure Error Message:

Data Field Flags:

Read-only  
 Use in matching  
 Market Neutral

OK Cancel

**Price Format**

Price Format ID: 71

Price Format Name: EEX\_Eurex

Description: EEX\_Eurex\_new

Market Neutral Changes:  Enable Edit

Name	Phase	Counte...	Description	Default Value	Value Range	Decimal Ra...	Max. Length
Account	price	common	Account Eu...				256
Open/Clos...	price	common	Open/Close...				256
Text	price	common	Text				256
MIOrdNo	price	common	My Order N...				256
Original O...	price	common	Original Or...				256
<b>Trade Status</b>	<b>price</b>	<b>common</b>					<b>256</b>

Allocate Trayport Id

OK Cancel

8. Click “OK” to save the new price format.
9. Please refer to chapter 4.1.3.2 for a description how to assign the new price format to the respective instruments (see the list of instruments provided in chapter 4.1.3.3).

#### 4.1.4. Handling of unmapped traders

The “System Unmapped Trader” is designed to handle the situation where a trading account is defined on the foreign server (the exchange side), but does not exist on the local server (the Trayport® GlobalVision Trading Gateway Server). The Trading Gateway will automatically create the “Unmapped Account”, provided the “System Unmapped Trader” account belongs to the local trading

company. The “System Unmapped Trader” is used to represent deals which have flowed down to the Trading Gateway which belong to an unmapped trader.

When the Trading Gateway is installed, the following step should be completed, as per the “Server Installation Guide” for Trayport® GlobalVision Trading Gateway Server (step 18 of chapter 2, “Setting Up a Trading Gateway Server”):

*“You must also use the User Administration Tool to move the System Unmapped Trader. This is a special account that was created automatically when you installed GlobalVision. You must update this account so that it belongs to the local trading company.*

*When you have done this, delete the ‘Unmapped Company’ from the Companies list.”*

Therefore, you should ensure the following is configured in User Admin:

- The “System Unmapped Trader” account belongs to the local trading company.
- The local trading company has the “Unmapped Account” assigned when you right-click -> Manage Accounts on the local Trader company on the Companies tab.
- The “Unmapped Company” is deleted from the Companies list.

For further clarification, please refer to the mentioned Trayport® documentation or contact Trayport® Support (see chapter 7.2).

#### 4.1.5. Disconnect Order Action

The action the EEX GV Portal automatically takes in the event of a failure of the Trayport® GlobalVision Trading Gateway Server (or generally: if connection between EEX GV Portal and the Trading Gateway Server is lost; see chapter 6.6, failure scenarios 1a, 2 and 3) has to be defined by the “disconnectOrderAction” properties of the GV Portal Translator and depends on customer’s policy.

The “disconnectOrderAction” setting consists of two properties:

- “action” is a required parameter and can be:
  - “NoAction”: Status of your orders in Deutsche Börse® back-ends will not be changed.
  - “Remove” (default): Your orders will be deleted from Deutsche Börse® back-ends.
  - “Withhold” (currently not applicable): As an automatic order withholding is not supported by EEX GV Portal currently, the GV Portal Translator will log a warning and set the action to “Remove”.
- “timeoutSeconds” is optional; default value is 0, maximum value is 3600 (seconds). This is the amount of time to wait after a disconnection before the action is executed as configured above. So for example, if “timeoutSeconds” is set to 30 and “action” set to “Remove”, if there is a disconnect between EEX GV Portal and the Trading Gateway Server but the connection is re-established within 30 seconds, then EEX GV Portal does nothing. If the connection has not re-established within the 30 second time limit, then your orders are removed from the Deutsche Börse® back-ends by EEX GV Portal.

**Please note:**

- The setting of this parameter only concerns handling of orders that have been entered via your current connection to EEX GV Portal. Orders that have been entered e.g. via the native front-ends of Deutsche Börse® back-ends won't be affected.
- The setting of this parameter only concerns handling of orders by EEX GV Portal in case the connection between Trayport® GlobalVision Trading Gateway Server and EEX GV Portal fails. The handling of orders in case of a connection failure between GlobalVision clients and the GlobalVision Trading Gateway Server depends on trader-specific settings at the GlobalVision front-end (see chapter 6.6, failure scenario 10).
- If the EEX GV Portal has been interrupted (e.g. due to a failure), is then restarted and connects to Deutsche Börse® back-ends, but cannot rebuild the connection to your Trayport® GlobalVision Trading Gateway Server (e.g. due to ongoing connection problems), orders that (depending on the above configuration) still remain in the back-ends will not be deleted automatically by the EEX GV Portal.

**4.1.6. Support of connection to multiple locations of EEX GV Portal**

The GV Portal Translator can be configured (as of release 1.4.1.127) to connect to a second location of EEX GV Portal in case of a connection loss to your default location.

To configure your GV Portal Translator appropriate, please refer to the GV Portal Trader Administration Guide or contact Trayport® Support (see chapter 7.2).

**Please note:**

- For customers using leased line and/or VPN access to Deutsche Börse®, support of multiple locations of EEX GV Portal can only be provided if they have two leased lines or two VPN connections or a combination of leased line and VPN access.
- If your GV Portal Translator configuration includes setting of the Disconnect Order Action to "Remove" (see chapter 4.1.5) **and** support of multiple locations of EEX GV Portal, orders that have been entered via one location of EEX GV Portal will still be deleted in case of a connection loss, even if GV Portal Translator succeeded to connect to the second location. This behavior is due to the necessity of EEX GV Portal being able to delete your orders (if configured) from the EEX back-ends in case connection to your Trayport® GlobalVision Trading Gateway Server is lost and can't be re-established (therefore the different locations of EEX GV Portal are set up to act independent from each other). With regard to this, the "timeoutSeconds" parameter for the Disconnect Order Action should be configured to max. 30 (seconds) to avoid that – in case of a switch-over from your default location to the second location of EEX GV Portal – orders entered via the default location will first be visible when connecting to the second location but afterwards will be deleted automatically due to execution of the Disconnect Order Action by the default location.

#### 4.1.7. Filtering OTC trades

The GV Portal Translator can be configured to filter OTC cleared trades to prevent the display of duplicated trades. The “filterOtcClearedTrades” setting can be set to “false” (meaning exchange implied prices are disabled; this is also the default value) or “true” (then the exchange implied prices are enabled).

For detailed information, please refer to the GV Portal “Trader Administration Guide” provided by Trayport®.

#### 4.1.8. Enable Exchange implied prices

The GV Portal Translator can be configured to show implied prices generated by the exchange EEX. The exchange generated implied prices do have an execution guarantee.

The “enableVenueImpliedPrices” setting can be set to “false” (meaning that the implied exchange prices are not shown) or “true” (then the display of implied prices is activated).

For detailed information, please refer to the GV Portal “Trader Administration Guide” provided by Trayport®.

#### 4.1.9. Permissive FOK Validation

The EUREX® trading system does not allow FOK orders and they are converted to IOC orders. With those order type a part of the volume can be executed. This would cause the Translator to restart as a lower volume will be executed than the original trade. To allow FOK orders in combination with GV Portal you have to set the parameter “permissiveFoKValidation” to true. The default is false.

For detailed information, please refer to the GV Portal “Trader Administration Guide” provided by Trayport®.

## 4.2. Member- and trader-specific settings in EEX GV Portal

The following settings can be configured in EEX GV Portal (if you require a setting to be changed, please send an E-Mail to [Technology@eex.com](mailto:Technology@eex.com)):

On **member-specific** level:

General settings:	
<b>potentialOrderMatching</b>	Popup a warning message before submitting an order if an order would immediately match. <b>Default value is false.</b>

Additional settings for Eurex®:	
<b>priceReasonabilityCheck</b>	Enables/disables the built-in price reasonability check. <b>Default value is false.</b>
<b>warnOnPotentialSelfMatch</b>	Enables/disables the self-match prevention check. <b>Default value is false. Only valid for non implied orders</b>

On **trader-specific** level:

Trader-specific settings are used in case an order is entered in Trayport® front-end without entering a value for the respective price format field and if no default value for the field was specified in the price format definition via Trayport® InstCreation tool (see chapter 4.1.3.1). If in this case also no trader-specific settings are configured in EEX GV Portal, then the default values (as listed below) will be used.

Trader-specific settings for Eurex® price format fields:	
<b>Account</b>	Default value is "P1".
<b>Open/Close code</b>	Default value is "O" (Open).
<b>Text</b>	No Default value.

On further questions, please contact EEX Support (see chapter 7.1).

## 5. Operational Handling and Regular Maintenance

For operational handling and regular maintenance of your Trayport® GlobalVision installation (Trading Gateway Server, GV Portal Translator etc.) and your connection to EEX GV Portal, please refer to the appropriate Trayport® documentation or contact Trayport® Support (see chapter 7.2).

## 6. Problem Handling

**Note:** An overview of known failure scenarios is provided in chapter 6.6.

A list of known problems and how to react if they occur can be found in chapter 6.7.

### 6.1. Functional or technical problems

In case there is any doubt as to a proper ordering and trading functionality, please check the following aspects first:

Aspect	Check
Are Party Mappings for EEX GV Portal configured properly?	<ul style="list-style-type: none"> <li>Check Party Mappings for EEX GV Portal in the GV Portal Translator's Party Mapping xml file.</li> </ul>
Are instruments and price formats defined properly for EEX GV Portal?	<ul style="list-style-type: none"> <li>Check instrument mapping and price formats definition for EEX products in Trading Gateway.</li> </ul>
Do trader accounts have sufficient permissions and product assignments?	<ul style="list-style-type: none"> <li>Contact the EEX Support Desk (see chapter 7.1) to have trader permissions and product assignments checked.</li> </ul>

If appropriate, please contact EEX Support (see chapter 7.1) for assistance.

### 6.2. Behaviour of Trayport® GlobalVision Client (traders' view)

Behaviour	Possible Reasons	Possible Solutions
Orders are struck through	<ul style="list-style-type: none"> <li>Trayport® Service not available</li> <li>Defect of network connection to Trayport® Server</li> </ul>	<ul style="list-style-type: none"> <li>Check status of Trayport® Service</li> <li>Check status of network connection to Trayport® Server</li> </ul>
Many/all orders have disappeared, but manual action for that has not been taken and orders have not been executed	<ul style="list-style-type: none"> <li>GV Portal Translator not available</li> <li>Lost connection to EEX GV Portal (which may have been re-established meanwhile)</li> </ul>	<ul style="list-style-type: none"> <li>Contact EEX Support Desk (see chapter 7.1) to check orders</li> <li>Contact your local IT support to check whether GV Portal Translator is running and connected to EEX GV Portal; if applicable, restart GV Portal Translator</li> </ul>

Behaviour	Possible Reasons	Possible Solutions
Message “Call executed timed out” (after order entry)	<ul style="list-style-type: none"> <li>Order stream for Eurex® is not configured properly</li> </ul>	<ul style="list-style-type: none"> <li>Retry your action after a few seconds</li> <li>If required, contact EEX Support Desk in addition (see chapter 7.1)</li> </ul>
Messages from Deutsche Börse® back-ends are passed through to trader’s Trayport® Client GUI (see also chapter 6.2.1)	<ul style="list-style-type: none"> <li>e.g. EEX exchange provides information on trading limit</li> </ul>	<ul style="list-style-type: none"> <li>For functional reasons, please contact the EEX Support Desk (see chapter 7.1).</li> <li>For technical reasons, please contact your local IT support; if required, contact the EEX Support Desk in addition (see chapter 7.1)</li> </ul>

### 6.2.1. Passing-through of back-end messages to the front-end

Error messages from Deutsche Börse® back-ends (Eurex®) are passed through to the GlobalVision front-end of the respective trader if they occur upon trader’s activities (e.g. functional problems like “order limit”, insufficient user privileges, etc.).

Furthermore, general error messages will only be passed through to the front-end of the trader which is executing an activity at the moment at which the error occurs – they will not be displayed on all traders’ front-ends and they will not be displayed if there is no activity.

Depending on the message,

- correct your trading activities,
- contact your local IT support and/or
- contact EEX Support (see chapter 7.1).

### 6.3. Log messages

Log files of the GV Portal Translator may be useful for analysis in case of problems. Therefore they may have to be sent over to EEX Support Desk (see chapter 7.1) or Trayport® Support (see chapter 7.2) if requested by these.

## 6.4. Checking network connections

In case of potential problems with network connections, please check

- connections between the Trayport® GlobalVision Trading Gateway Server and trader clients (Is GlobalVision GUI available and working? Is a client login possible?)
- name resolution of
  - Trayport® GlobalVision Trading Gateway Server
- firewall port rules for
  - ports at the Trayport® GlobalVision Trading Gateway Server configuration

Protocol/Port	Source	Destination	Check
TCP/11997	Trayport® GlobalVision Trading Gateway front- end	Trayport® GlobalVision Trading Gateway Server	On source with Connection Tester inside Trading Gateway Client
TCP/4000-4003	Trayport® GlobalVision Trading Gateway Server	EEX GV Portal	On source with (e.g.) “telnet <destination> 4000”

**Note:** The port numbers listed in the table are as required in chapter 3.

### 6.4.1. Connection problems of leased line or VPN connection

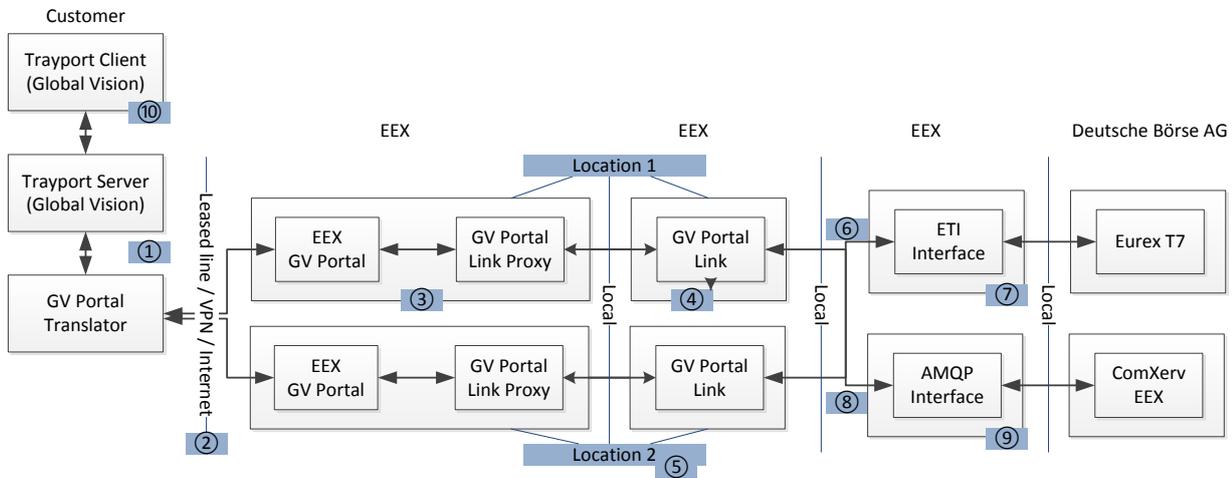
Errors of leased lines or losses of VPN connection may be detected by Deutsche Börse® as it checks the availability of the router at the customer’s site. In the event that such an error is detected, Deutsche Börse® will contact your local IT support.

Nonetheless, it is not certain that Deutsche Börse® will be able to detect connection losses within an appropriate period. Therefore, each member should monitor its connection to Deutsche Börse® itself and contact EEX Support (see chapter 7.1) if any problem is detected.

## 6.5. Checking system requirements

In case of changes in the system environment, in particular, it has to be checked if the system requirements listed in chapter 3 are still fulfilled.

## 6.6. Overview of known failure scenarios



**Note:** All failures should, at least, be reported to your local IT support.

No	Failure Scenario	Detection by customer	Resultant behaviour	Customer action required
1a	Trayport® GlobalVision Trading Gateway Service fails or Trayport® GV Portal Translator fails	By GlobalVision front-end	<ul style="list-style-type: none"> <li>▪ <b>If configured:</b> Own orders <u>entered via Trayport® and EEX GV Portal</u> are deleted from the Eurex® EEX back-end (behaviour can be adjusted, see chapter 4.1.5).</li> <li>▪ Log-off and disconnect from the Eurex® EEX back-end</li> <li>▪ If Trading Gateway Service fails: All orders are shown struck through in the GlobalVision front-end</li> <li>▪ If GV Portal Translator fails: Usually, orders are no longer displayed in the GlobalVision front-end</li> <li>▪ After Trading Gateway Service is re-</li> </ul>	<ul style="list-style-type: none"> <li>▪ Check orders (see chapter 6.6.1).</li> <li>▪ Contact your local IT support to restart Trayport® Trading Gateway Service and/or GV Portal Translator.</li> </ul>

No	Failure Scenario	Detection by customer	Resultant behaviour	Customer action required
			<p>established, re-connection to Eurex® EEX back-end is established; former own orders will be shown as firm prices in the GlobalVision front-end if they haven't been deleted (see chapters 4.1.5 and 6.6.1).</p>	
1b	<p>Trayport® GlobalVision Trading Gateway Database fails</p>	<p>Monitoring by customer required</p>	<ul style="list-style-type: none"> <li>▪ Trayport®'s SQL server does not work</li> <li>▪ Usually, no automatic detection and warning by Trading Gateway Service (no noticeable misbehaviour in order activities at the front-end; new front-end logins will be refused)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Check orders (see chapter 6.6.1).</li> <li>▪ Contact your local IT support to restart Trayport® Database and/or Server.</li> </ul>
2	<p>Loss of Connection between the Trayport® GlobalVision Trading Gateway Service and EEX GV Portal</p>	<p>By GlobalVision front-end</p>	<ul style="list-style-type: none"> <li>▪ <b>If configured:</b> Own orders <u>entered via Trayport® and EEX GV Portal</u> are deleted from the Eurex® EEX back-end (behaviour can be adjusted, see chapter 4.1.5).</li> <li>▪ Log-off and disconnect from the Eurex® EEX back-ends</li> <li>▪ Usually, orders are no longer displayed in the GlobalVision front-end</li> <li>▪ <b>If configured:</b> Connection of Trading</li> </ul>	<ul style="list-style-type: none"> <li>▪ Check orders (see chapter 6.6.1).</li> </ul>

No	Failure Scenario	Detection by customer	Resultant behaviour	Customer action required
			<p>Gateway Service will switch over to a second location of EEX GV Portal (see chapter 4.1.6).</p> <ul style="list-style-type: none"> <li>▪ After connection to Trading Gateway Service is re-established, re-connection to the Eurex® EEX back-end is established; former own orders will be shown as firm prices in the GlobalVision front-end if they haven't been deleted (see chapters 4.1.5 and 6.6.1).</li> </ul>	
3	EEX GV Portal fails (Remark: EEX GV Portal servers are clustered)	By GlobalVision front-end	<ul style="list-style-type: none"> <li>▪ <b>If configured:</b> Own orders <u>entered via Trayport® and EEX GV Portal</u> are deleted from the Eurex® EEX back-end (behaviour can be adjusted, see chapter 4.1.5).</li> <li>▪ Log-off and disconnect from the Eurex® EEX back-ends</li> <li>▪ Usually, orders are no longer displayed in the GlobalVision front-end</li> <li>▪ <b>If configured:</b> Connection of Trading Gateway Service will switch over to a second location of EEX GV</li> </ul>	<ul style="list-style-type: none"> <li>▪ Check orders (see chapter 6.6.1).</li> </ul>

No	Failure Scenario	Detection by customer	Resultant behaviour	Customer action required
			<p>Portal (see chapter 4.1.6).</p> <ul style="list-style-type: none"> <li>▪ After connection to Trading Gateway Service is re-established, re-connection to the Eurex® EEX back-end is established; former own orders will be shown as firm prices in the GlobalVision front-end if they haven't been deleted (see chapters 4.1.5 and 6.6.1).</li> </ul>	
4/5	<p>EEX GV Portal Link fails (Remark: EEX GV Portal Link servers are clustered) or A whole location of EEX GV Portal fails</p>	By GlobalVision front-end	<ul style="list-style-type: none"> <li>▪ Orders in the Eurex® EEX back-end are out of trader's control (they are not deleted automatically)</li> <li>▪ Usually, orders are no longer displayed in the GlobalVision front-end</li> <li>▪ <b>If configured:</b> Connection of Trading Gateway Service will switch over to a second location of EEX GV Portal (see chapter 4.1.6).</li> <li>▪ After connection to Trading Gateway Service is re-established, re-connection to the Eurex® EEX back-end is established; former own orders will be shown as firm prices in</li> </ul>	<ul style="list-style-type: none"> <li>▪ Check orders (see chapter 6.6.1).</li> </ul>

No	Failure Scenario	Detection by customer	Resultant behaviour	Customer action required
			the GlobalVision front-end if they haven't been deleted (see chapter 6.6.1).	
6	ETI interface is not available or out of service (relevant for Eurex®)	By GlobalVision front-end	<ul style="list-style-type: none"> <li>▪ Orders in the Eurex® back-end are out of trader's control (they are not deleted automatically).</li> <li>▪ Usually, orders are no longer displayed in the GlobalVision front-end</li> <li>▪ After connection to Trading Gateway Service is re-established, re-connection to the Eurex® back-end is established; former own orders will be shown as firm prices in the GlobalVision front-end if they haven't been deleted (see chapter 6.6.1).</li> </ul>	<ul style="list-style-type: none"> <li>▪ Check orders in Eurex® (see chapter 6.6.1).</li> </ul>
7	Loss of connection between EEX GV Portal's ETI interface and the Eurex® back-end (relevant for Eurex®)	By GlobalVision front-end	<ul style="list-style-type: none"> <li>▪ Orders in the Eurex® back-end are out of trader's control (they are not deleted automatically).</li> <li>▪ After connection to Trading Gateway Service is re-established, re-connection to the Eurex® back-end is established; former own orders will be shown as firm prices in the</li> </ul>	<ul style="list-style-type: none"> <li>▪ Check orders in Eurex® (see chapter 6.6.1).</li> </ul>

No	Failure Scenario	Detection by customer	Resultant behaviour	Customer action required
			GlobalVision front-end if they haven't been deleted (see chapter 6.6.1).	
8	Trayport® GlobalVision Trading Gateway Client fails or loses connection to the Trayport® Server	Noticed by trader immediately	<ul style="list-style-type: none"> <li>▪ GlobalVision front-end cannot be operated.</li> <li>▪ In case of a connection loss: All orders are shown struck through in the GlobalVision front-end; otherwise, the front-end may be frozen</li> <li>▪ Traders can configure in the GlobalVision front-end (menu "Tools / Options / Connections") what has to happen in case of a disconnection between front-end and server. The Trayport® GlobalVision Trading Gateway Server will execute the selected measure (delete orders / set orders to withhold / do nothing). In case one trader is logged in at several GlobalVision clients and one of these fails or loses connection to the Trayport® server, the selected measure will be executed for all of this trader's orders regardless of the client from which they have been entered.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Check orders (see chapter 6.6.1).</li> <li>▪ Contact your local IT support.</li> <li>▪ If required, contact your Trayport® Support (see chapter 7.2).</li> </ul>

## 6.6.1. How to check orders and to trade “on behalf”

### Checking orders:

- Customers using Deutsche Börse® front-end (Eurex T7 GUI for Derivatives market in parallel):
  - Please check orders (and possibly continue trading) via Deutsche Börse® front-ends.
  - In case of any doubt as to your order book situation, please contact EEX Support in addition (see chapter 7.1) to have your orders checked by EEX Market Supervision.
- Other customers:
  - Please contact EEX Support (see chapter 7.1) to have your orders checked (and maybe deleted, if requested) by EEX Market Supervision.

### Trading “on behalf”:

During unavailability of your trading services the EEX Support Desk (see chapter 7.1) – which is linked to the EEX Market Supervision – can be contacted for trading “on behalf”.

**Please remember** that, in case of trading “on behalf”, order activities (insert, update, delete ...) executed by the EEX Market Supervision as well as trade confirmations for these orders may not be visible at all or not as own orders at your GlobalVision front-end, even if your trading services become available again (if orders may be visible and editable as own orders or not is mainly depending on the configuration of the “System Unmapped Trader” and the “Unmapped account” in your Trayport® GlobalVision Trading Gateway Server, see chapter 4.1.4). To restore a correct display of your order book in your GlobalVision front-end, it may be necessary to restart the GV Portal Translator after your trading services have become available again.

## 6.7. Known EEX-specific behavior and problems

### Functional issues:

Behaviour	Reason	Action to take
Changing order side from Bid to Ask or vice versa doesn't have effect on the order in the back-end (an error message is returned) or the order gets out of control.	Changing order side from Bid to Ask or vice versa is not supported by EEX markets.	Avoid changing order side. However, if order side has been changed and the order gets out of control, contact EEX Support (see chapter 7.1) immediately to have the order being deleted.
Mistrades and Trade recalls cannot be requested via the trader's Trayport® front-end.	Using Derivatives market (Eurex®): Requesting a mistrade is not possible via the trading systems.	Using Derivatives market (Eurex®): To request a mistrade, please contact EEX Support (see chapter 7.1).
Automatic order withholding in case of a connection loss between Trayport® GlobalVision Trading Gateway Server and the EEX GV Portal is currently not provided	Withholding of orders is currently not supported by EEX GV Portal	In case of a connection loss, orders may stay in the market or have to be re-entered after connection has been re-established; this behaviour depends on the configuration of your GV Portal Translator. If required, configure the disconnectOrderAction in your GV Portal Translator for EEX to have your orders removed (or not removed) from the market in case of a connection loss (see chapter 4.1.5 or Trader Administration Guide for GV Portal released by Trayport®).
Price Owner vs. Price Modifier are not distinguished	EEX GV Portal currently does not distinguish between price owner and price modifier of an order	None
Trading "on behalf" (by EEX Market Supervision, see chapter 6.6.1):		None

Behaviour	Reason	Action to take
<p>In the Derivatives market (Eurex®), the Price Owner of an order which is inserted or updated “on behalf” will be displayed as “System Unmapped Trader” (and, in case of an updated order, the Price Modifier will be displayed as “EEXBroker”).</p>		
<p>The “Last Traded Price” display also contains OTC trades</p>	<p>Trayport® GlobalVision Trading Gateway does not exclude OTC trades from calculation of the “Last Traded Price” display  <b>Note:</b> Currently, OTC trades will not be published to the market via EEX GV Portal, so the “Last Traded Price” will not contain <b>public</b> OTC trades.</p>	<p>If appropriate, GV Portal Translator can be configured to filter OTC trades so that no (incl. private!) OTC trades will be sent to Trading Gateway (see chapter 4.1.7 or Trader Administration Guide for GV Portal released by Trayport®).</p>
<p>For public trade confirmations,</p> <ul style="list-style-type: none"> <li>- the “Paid/Given” flag is always set to “Paid”,</li> <li>- the “Initiator” field always contains the buyer of a trade and</li> <li>- the “Aggressor” field always contains the seller of a trade.</li> </ul>	<p>For public trade confirmations, the values for “Paid/Given”, “Initiator” and “Aggressor” will not be transmitted to EEX GV Portal by the EEX back-ends and therefore are set by default.</p>	<p>None</p>
<p>If a “Fill and Kill” order is entered into an orderbook while there is no order to match, then no error message will be displayed to the trader.</p>	<p>Giving a response to the trader in this situation of an order entry is not implemented for EEX GV Portal at the moment.</p>	<p>Check deal confirmations in Trayport® front-end to verify if you have been trading successfully, or use the reports which are available free of charge to verify the trades.</p>
<p>Using Derivatives market (Eurex®):            Entering an order with a price of zero will add a “market order” that is hidden from other</p>	<p>This behaviour is due to the Eurex® back-end.</p>	<p>None</p>

Behaviour	Reason	Action to take
market participants and will be automatically dealt should a price become available.		
Using Iceberg (“Hidden Quantity”) orders at Derivatives market (Eurex®): In case a restart of the EEX GV Portal environment is necessary and executed by EEX intraday, only peaks of Iceberg orders will be displayed (as normal Firm orders) in the trader’s Trayport® front-end afterwards.	When restarting the EEX GV Portal environment, the order property „Iceberg order“ gets lost and can’t be reproduced because Eurex® doesn’t provide native support of Iceberg (“Hidden Quantity”) orders.	Delete remaining parts of Iceberg orders and re-enter them.
Using Derivatives market (Eurex®): The expiry type “Good till Date” is not supported.	The support for this expiry type is not implemented for Eurex® via EEX GV Portal at the moment.	None
Using Derivatives market (Eurex®): If a trader attempts to deal a price or a volume which is removed (partially or completely) from the market before it is matched, then the quantity that hasn’t matched will be inserted as a new order on the opposite side of the market.	The trader receives a warning message and then the remaining quantity is added as a new order to the market. This is due to the fact that Trayport® Trading Gateway generates a “Fill or Kill” order when using the “Deal Order” and “Deal quantity” feature, but the Eurex® back-end does not support the “Fill or Kill” order restriction; therefore, such an order will be sent to the Eurex® back-end as a Limit order where partial matching of quantities is allowed, and the remaining (unmatched) quantity is inserted as a new order into the market.	Check the order in the market and remove it if it is not wanted anymore.
Using Derivatives market (Eurex®): If the volume to be dealt affects more than one order in the market, then only one private and one public trade confirmation will be visible on	In this case the Eurex® back-end only generates one trade. Every customer that has been <b>involved</b> in this trade will receive one private trade confirmation containing the	None

Behaviour	Reason	Action to take
<p>the trader's Trayport® front-end; there won't be a trade confirmation for each order that has been matched.</p>	<p>whole volume he dealt by this trade.  <b>The market</b> (all customers) will receive one public trade confirmation containing the whole volume dealt.</p>	
<p>Using "Deal Quantity" feature (volume dealing) at Derivatives market (Eurex®):            If the volume to be dealt affects more than one order in the market and these orders have different prices, then the order will only match the orders with suitable prices; the quantity that hasn't matched will be inserted as a new order on the opposite side of the market with the quantity-weighted average price of the original order.</p>	<p>In this case, Trayport® Trading Gateway will generate a "Fill or Kill" order with a quantity-weighted average price out of the orders which exist in the market and which would be required to match the requested volume completely. But the Eurex® back-end does not support the "Fill or Kill" order restriction; therefore, such an order will be sent to the Eurex® back-end as a Limit order where partial matching of quantities is allowed, and the remaining (unmatched) quantity is inserted as a new order into the market using the quantity-weighted average price that has been sent by Trayport® Trading Gateway.</p>	<p>Check the order in the market and remove it if it is not wanted anymore.</p>
<p>Using Derivatives market (Eurex®):            Prices will not be set to Withheld on market close</p>	<p>An automated withholding of orders is currently not supported by EEX GV Portal</p>	<p>Orders have to be re-entered the next day.</p>
<p>Using Derivatives market (Eurex®):            Specific behaviour of displaying mistrades in the trader's Trayport® front-end.</p>	<p>Displaying an executed mistrade is currently supported by EEX GV Portal with a specific behaviour:            A mistrade <b>you are involved in</b> will still be displayed as private deal confirmation; the cancellation will be displayed as opposite deal in the "Deleted" tab of the deal confirmations window.</p>	<p>Use the native back-end GUI of Eurex® to observe if a mistrade is executed that affects one of your trades or a public trade, or use the reports which are available free of charge to verify the trades.</p>

Behaviour	Reason	Action to take
<p>Using Derivatives market (Eurex®):</p> <p>When a trade is done, then a private and a public trade confirmation are visible on the trader's Trayport® front-end. Private trade quantity will not be deducted from the quantity of the public trade confirmation.</p>	<p>The public trade confirmations of Eurex® EEX do not have a unique identifier which allows the filtering of the public trade confirmation or the deduction of the private from the public trade quantity when a private trade confirmation is received.</p>	None
<p>Using Derivatives market (Eurex®):</p> <p>When a cross trade (matching between own orders) is done, the customer receives two private and a public trade confirmation.</p>	<p>Cross trades are not allowed within the EEX markets.</p> <p>When "accidentally" a cross trade happens, then the customer will see a private trade confirmation for each side and also a public trade confirmation due to the behaviour of Eurex®.</p>	None

**If the recommended action was taken but doesn't solve the problem or a subsequent problem occurs, please do not hesitate to contact EEX Support (see chapter 7.1).**

### 6.7.1. Information regarding changes to how trade confirmations are displayed for Eurex® exchange trades over Trayport® infrastructure

As of December 2nd 2013, the EEX Derivatives products are tradable on the Eurex® T7 trading platform. This will have an impact to how PUBLIC trade confirmations of EEX Derivatives trades are received and displayed by your Trayport® Trading Gateway system:

In comparison to the former Eurex® Classic trading platform, the public trade confirmations you receive for EEX Derivatives trades will no longer be adjusted to take account of your own part of the trade, should you be involved in this trade. The private confirmation of your trade shall remain the same as now.

situation now							
buy				sell			
member	traded volume	private confirmation	public confirmation	Member	traded volume	private confirmation	public confirmation
company A	100	100	0	company B	20	20	80
				company C	80	80	20

situation planned							
buy				sell			
member	traded volume	private confirmation	public confirmation	Member	traded volume	private confirmation	public confirmation
company A	100	100	100	company B	20	20	100
				company C	80	80	100

Here are a few examples to make the changes more clear:

A) Given you are “company A” buying a quantity of 100 of an EEX Futures product (see blue side above), and you are the only company on this side of the trade (which you may be aware of or usually may be not).

For this trade,

- with the former Eurex® Classic trading system, you would have received a PRIVATE trade confirmation of quantity 100 and NO public trade confirmation;
- with the new Eurex® T7 trading system, you will receive a PRIVATE trade confirmation of quantity 100 and a PUBLIC trade confirmation of quantity 100 (your own trade is no longer taken into account in the public trade confirmation).

B) Given you are “company B” selling a quantity of 80 of an EEX Futures product (see red side above), and another “company C” is selling a quantity of 20 of the same product at the same price at the same time .

For this trade,

- with the former Eurex<sup>®</sup> Classic trading system, you would have received a PRIVATE trade confirmation of quantity 80 and a PUBLIC trade confirmation of quantity 20;
- with the new Eurex<sup>®</sup> T7 trading system, you will receive a PRIVATE trade confirmation of quantity 80 and a PUBLIC trade confirmation of quantity 100 (your own trade is no longer taken into account in the public trade confirmation).

These changes to the handling of public trade confirmations may be significant for internal procedures of your company (for example back-office or analysis) and need to be taken into consideration.

**Please do not hesitate to contact EEX Support (see chapter 7.1) if you have further questions.**

## 7. Support

### 7.1. EEX operational support

In case of functional or technical incidents as well as questions on the current operation and configuration of the EEX GV Portal, please contact the EEX Support Desk:

Phone	E-Mail
For Derivatives market (Eurex®): +49 (0) 341 2156 222 (available from 08:00 to 19:00 CET/CEST on EEX trading days)	For Derivatives market (Eurex®): trading@eex.com (available from 08:00 to 19:00 CET/CEST on EEX trading days)
For Spot market (ComXerv® EEX): +49 (0) 341 2156 335 (available 24x7)	For Spot market (ComXerv® EEX): 24-7-trading@eex.com (available 24x7)

**Phone contact is mandatory for an appropriate response in case operation is impaired or impossible or in case your order book has to be checked.**

Alternatively, you may contact Trayport® Support (see below).

### 7.2. Trayport® system support

Direct contact to the Trayport® Support (in case of specific questions regarding Trayport®):

Phone	E-Mail
+44 (0) 20 7960 55 55	support@trayport.com
Note: Outside of office hours, calls will be automatically forwarded to a Support contact. Please hold the line whilst the call is forwarded.	

Please note that support given to you by Trayport® will be charged to your company according to your agreements with Trayport®.

### 7.3. Admission support and general advice by EEX

Please contact EEX Customer Relations to get assistance on the admission for EEX markets and usage of EEX GV Portal and to get general advice on EEX GV Portal connectivity:

Phone	E-Mail
+49 (0) 341 2156 555	sales@eex.com

## 8. Glossary

### List of abbreviations and system names:

Abbreviation	Explanation
EEX	European Energy Exchange AG
EEX GV Portal	Instantiation of the Trayport® GV Portal system for connection of EEX customers to the EEX markets running on Deutsche Börse® back-ends
Eurex®	Trading system by Deutsche Börse® for the EEX Derivatives market (“Classic” until Nov 2013, “T7” from Dec 2013)
GlobalVision	Trading Gateway Software Published by Trayport® Ltd.
GUI	Graphical User Interface (data-displaying client software, e.g. for Trayport® GlobalVision Trading Gateway and Eurex®)
GV Portal	Exchange-sited interface to connect Trayport® Trading Gateway Servers of multiple customers to an exchange
GV Portal Translator	Customer-sited interface to connect Trayport® Trading Gateway Servers to the GV Portal instance of an exchange
Trayport®	Vendor of the GlobalVision Trading Gateway Software