

# EOS Trader Access User Manual

4/14/14

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Please submit user experience feedback about this help system.

# **Getting Started**

The content herein guides you through the procedures to connect to CME EOS Trader™.

While users can connect to CME EOS Trader<sup>™</sup> over the Internet, CME Group strongly recommends that user leverage their company's dedicated WAN connection for connectivity (see Using a WAN to Access CME EOS Trader<sup>™</sup>). This method provides the most stable and reliable way for users to connect to CME EOS Trader<sup>™</sup>.

#### **Contact Information**

For questions regarding this and other CME applications, please refer to the <u>Contact Information</u> directory on CME Group's Client Systems Wiki.

# What's New

Date	Author	Торіс	Description
4/14/14	11	All	Updated links and edited to meet Help standards
1/17/14			Updated contact info and date
7/5/12			Miscellaneous updates.
4/23/12		Connection: WAN vs. Internet	Added WAN vs. Internet content
11/1/11			Original Draft

The list below illustrates the updates made to the EOS Trader Access Help system.

# Using a WAN to Access CME EOSTrader

## WAN Access Overview

This section guides you through the procedures to connect to CME EOS Trader<sup>™</sup> over the Wide Area Network (WAN).

**Note:** You may need to access the Internet in order to complete some of the procedures in <u>WAN Access System</u> <u>Requirements</u> and <u>WAN Access Troubleshooting</u>.

Ideally users will leverage their company's dedicated WAN connection to CME Group for connectivity. This method provides the most stable and reliable way for users to connect. When using this method, the following steps are strongly recommended:

- Use Java version 1.6\_26 or higher see Verify Java Version for WAN Access;
- Use TCP connection (do not use HTTPS);
- Use the Java Webstart method (native Java connection);
- Disable Java caching on your computer.

# WAN Access System Requirements

CME Group has recently implemented technical changes that have substantially improved the stability of CME EOS Trader <sup>™</sup>. The following recommendations for system requirements and connection methods help to provide the best possible trading experience.

CME Group strongly encourages users not to run older versions of CME EOS Trader <sup>™</sup> or older versions of Java. Also, Internet users should connect to CME EOS Trader <sup>™</sup> using the recommended Java Webstart method. In order to maintain the optimal trading experience and system performance when connecting to the CME EOS Trader <sup>™</sup> platform, CME Group also recommends the following:

- Verify that a web browser is installed that allows you to launch a Java application;
- Verify that your system is running the Java runtime environment (JRE) version 1.6\_26 or more recent (see <u>Verify Java</u> Version for WAN Access).

For questions regarding this and other CME applications, please refer to the <u>Contact Information</u> directory on CME Group's Client Systems Wiki.

#### Verify Java Version for WAN Access

### ▶ To verify the Java version on your computer:

- 1. On the Internet Explorer menu bar, click **Tools**.
- 2. Select Internet Options.

The Internet Options window displays.

- 3. Click the **Advanced** tab.
- 4. In the "Java (Sun)" node, verify that the Java runtime environment (JRE) version number is 1.6\_26 or more recent. For example, you may see the following option description: "Use JRE 1.6.0\_03 for <applet> (requires restart)".

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General Setting	Security	Privacy C	ontent	Connection	ns Program	8 Advanced
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					Restore	Defaults
			OK		Cancel	Apply

- If the Java version is less than 1.6\_26, you need to update your JRE to the current recommended version. Proceed to Update Java Runtime Environment for WAN Access.
- If there is no "Java (Sun)" option, you will need to install the Sun JVM. Proceed to Update Java Runtime Environment for WAN Access.
- If the "Java (Sun)" option is selected and your Java version is 1.6\_26 or higher, proceed to <u>WAN Access CME</u> <u>EOS Trader Login</u>.
- If the "Java (Sun)" option is not selected, select the option, and restart your browser before proceeding to WAN Access CME EOS Trader Login.

### Update Java Runtime Environment for WAN Access

Accessing CME EOS Trader <sup>™</sup> requires that your computer is running Java runtime environment (JRE) 1.6\_26 or higher. Follow the procedures herein if the appropriate version is not indicated in your Internet Explorer Internet Options (see <u>Verify Java</u> Version for WAN Access).

**Note:** The procedures for updating third-party software were accurate as of the distribution of this content. If you notice discrepancies in the procedures herein, please refer to the software vendor's most current instructions on their respective web sites.

#### To update your Java runtime environment (JRE):

1. From a web browser, go to <a href="http://java.com/en/download/index.jsp">http://java.com/en/download/index.jsp</a>.

6	Search Q
Java <sup>*</sup>	Java Store Java in Action Downloads Help Center
Help Resources	Java for Windows - Internet Explorer
<ul> <li>Remove Older Versions</li> <li>Other Java Versions</li> <li>Error Messages</li> <li>Other Help</li> </ul>	Recommended Version 6 Update 14 (filesize: ~ 10 MB) Windows Vista, XP, 2000, 2003 and 2008 Server
	Free Java Download
	Not the right operating system? See all Java downloads here.
	> Installation Instructions
	System Requirements
	<ul> <li>Vista</li> <li>Windows 2000</li> <li>Windows XP</li> <li>Windows Server 2003</li> <li>Windows Server 2008</li> </ul>
	Intel and 100% compatible processors are supported. A Pentium 166MHz or faster processor with at least 64MB of physical RAM is recommended. You will also need a minimum of 98MB of free disk space.

2. Click the Free Java Download button.

The File Download box displays.

3. Click Run.

The **Welcome** dialog box displays with a link to the Java license agreement.

Java Setup - Welcome	×
Java	Sun.
Welcome to Java™	
Java provides safe and secure access to the world of From business solutions to helpful utilities and entert your internet experience come to	amazing Java content. ainment, Java makes life.
Note: No personal information is gathered as part Click here for more information on what we	of our install process. e do collect.
Click Install to accept the license agreement ar	nd install Java now.
Change destination folder	Cancel Install >

4. View the license agreement and click the Install button.

The download begins.

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and the second se	orts over 70 languages and Solaris, Windows, Linux and Mac operating syste	

5. When the download is complete, click the **Close** button.



6. Restart your browser and proceed to <u>WAN Access CME EOS Trader Login</u>.

## WAN Access CME EOS Trader Login

After successfully verifying that your machine is running JRE version 1.6\_26 or higher, you can now log in to CME EOS Trader ™.

- To log in to CME EOS Trader:
  - 1. In your Internet browser address box, enter the EOS Trader URL you were provided to access the CME EOS Trader™ launch page.



2. Click Launch CME EOS Trader and the CME EOS Trader Login page appears.

🛃 EOS Trader Login	<u>→</u>
CME Group CME EOS	Trader™
Login to CME EOS Trader™ User name Password Connection type TCP ▼ Log in Cancel Forgot your password? Please contact Customer Support at 312-6LOBEX1 or 312-466-2391. © 2006 Chicago Mercantile Exchange	Message Center         Welcome to CME EOS Trader™ Front End System.         If you have not already done so, please provide Country of Origin information (i.e. your trading location) in the Preferences window before you begin trading.         Enter login and password to launch the application. The application is available for log-in at 14:30 CT on Sundays. Customers must disconnect prior to 18:30 CT and reconnect after 18:50 CT daily (Monday - Thursday). If you have problems using the application, please contact the CME Globex Control Center at (312) 456-2391.         Details on availability during holidays may be found at www. cmegroup.com/tools-information/holiday-calendat/index.html.

- 3. In the **User Name** field, enter your user name.
- 4. In the **Password** field, enter your password.
- 5. From the Connection type field, select TCP (transmission control protocol).
- 6. Click the **Login** button and CME EOS Trader<sup>™</sup> application launches.



**Note:** After a successful login, CME EOS Trader will install an icon on the desktop that directs the customer to the login screen and can be used to launch CME EOS Trader anytime thereafter. The icon will launch CME EOS Trader using the method of connection used, either WAN or Internet, when it was created.

# WAN Access Troubleshooting

If you are disconnected while logged in to CME EOS Trader, the system will automatically attempt to restore the connection. If you continue to experience connection issues, send your CME GCC correspondent the Java Console log information before closing and restarting.

#### **To send a troubleshooting log:**

1. From the Taskbar, right-click the Java icon ( ) and select **Open Console**.

The Java Console dialog box appears.

🍰 Java Console - CME EOS Trader
Java Web Start 1.6.0_14 Using JRE version 1.6.0_14-b08 Java HotSpot(TM) Client VM User home directory = C:\Documents and Settings 
Clear Copy Close

- 2. In the Java Console dialog box, click the Copy button.
- 3. Paste the copied log information into an email message, and send the message to your CME GCC correspondent.
- 4. In the Java Console dialog box, click the Close button.
- 5. From the CME EOS Trader<sup>™</sup> window, click **Logout**.

# Using the Internet to Access CME EOSTrader

## **Internet Access Overview**

This section guides you through the procedures to connect over the Internet to CME EOS Trader<sup>™</sup>. Users may leverage the Internet if unable to connect via a dedicated connection as described in the section Using WAN to Access CME EOS Trader. When using this method the following steps are strongly recommended:

- Use Java version 1.6\_26 or higher see Verify Java Version for Internet Access;
- Use TCP connection (do not use HTTPS unless it is required by your network);
- Use the Java Webstart method (native Java connection);
- Disable Java caching;
- Log-in via the new URL: https://eostrader.cmegroup.com

**Note:** CME Group recommends using Java Webstart to launch and run the CME EOS Trader <sup>™</sup> application rather than Microsoft Internet Explorer (IE). Using the Java Webstart method provides users with twice the available memory and improves the overall performance of the application.

## **Internet Access System Requirements**

CME Group has recently implemented technical changes that have substantially improved the stability of CME EOS Trader <sup>™</sup>. However, users should be aware of the following recommendations for system requirements and connection methods to provide the best possible trading experience.

CME Group strongly encourages users not to run older versions of CME EOS Trader <sup>™</sup> or older versions of Java. Also, Internet users should connect to CME EOS Trader <sup>™</sup> using the recommended Java Webstart method. In order to maintain the optimal trading experience and system performance when connecting to the CME EOS Trader <sup>™</sup> platform, CME Group also recommends the following:

- Verify that a web browser is installed that allows you to launch a Java application;
- Verify that your system is running the Java runtime environment (JRE) version 1.6\_26 or more recent (see <u>Verify Java</u> Version for Internet Access).

Please contact the <u>GCC</u> if you need assistance.

#### Verify Java Version for Internet Access

### ► To verify the Java version on your computer:

- 1. On the Internet Explorer menu bar, click **Tools**.
- 2. Select Internet Options.

The Internet Options window displays.

- 3. Click the **Advanced** tab.
- 4. In the "Java (Sun)" node, verify that the Java runtime environment (JRE) version number is 1.6\_26 or more recent. For example, you may see the following option description: "Use JRE 1.6.0\_03 for <a put blue to the second se

Internet Options
General Security Privacy Content Connections Programs Advanced Settings:
<ul> <li>HTTP 1.1 settings</li> <li>Use HTTP 1.1</li> <li>Use HTTP 1.1</li> <li>Use HTTP 1.1</li> <li>Use HTTP 1.1 through provu connections</li> <li>Java (Sun)</li> <li>Use JRE 1.6.0_03 for <appleb (requires="" li="" restart)<=""> <li>Multimedia</li> <li>Enable Automatic Image Resizing</li> <li>Enable Image Toolbar (requires restart)</li> <li>Play animations in web pages</li> <li>Play sounds in web pages</li> <li>Play videos in web pages</li> <li>Show image download placeholders</li> <li>Show pictures</li> <li>Smart image dithering</li> <li>Print background colors and images</li> </appleb></li></ul>
Restore Defaults
OK Cancel Apply

- If the Java version is less than 1.6\_26, you need to update your JRE to the current recommended version. Proceed to Update Java Runtime Environment for Internet Access.
- If there is no "Java (Sun)" option, you will need to install the Sun JVM. Proceed to Update Java Runtime Environment for Internet Access.
- If the "Java (Sun)" option is selected and your Java version is 1.6\_26 or higher, proceed to Internet Access CME EOS Trader Login.
- If the "Java (Sun)" option is not selected, select the option, and restart your browser before proceeding to Internet Access CME EOS Trader Login.

### Update Java Runtime Environment for Internet Access

Accessing CME EOS Trader <sup>™</sup> requires that your computer is running Java runtime environment (JRE) 1.6\_26 or higher. Follow the procedures herein if the appropriate version is not indicated in your Internet Explorer Internet Options (see <u>Verify Java</u> Version for Interent Access).

**Note:** The procedures for updating third-party software were accurate as of the distribution of this content. If you notice discrepancies in the procedures herein, please refer to the software vendor's most current instructions on their respective web sites.

#### ▶ To update your Java runtime environment (JRE):

1. From a web browser, go to <a href="http://java.com/en/download/index.jsp">http://java.com/en/download/index.jsp</a>.

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java	Jana Sutra Jana III Action Dominoads Help Center
Help Resources	Java for Windows - Internet Explorer
<ul> <li>Remove Older Versions</li> <li>Other Java Versions</li> <li>Error Messages</li> <li>Other Help</li> </ul>	Recommended Version 6 Update 14 (filesize: ~ 10 MB) Windows Vista, XP, 2000, 2003 and 2008 Server
	Free Java Download
	Not the right operating system? See all Java downloads here.
	> Installation Instructions
	System Requirements
	Vista     Windows 2000     Windows XP     Windows Server 2003     Windows Server 2008
	Intel and 100% compatible processors are supported. A Pentium 166MHz or faster processor with at least 64MB of physical RAM is recommended. You will also need a minimum of 98MB of free disk space.

2. Click the Free Java Download button.

The File Download box displays.

3. Click Run.

The **Welcome** dialog box displays with a link to the Java license agreement.



4. View the license agreement and click the Install button.

The download begins.

🚽 Java Setup - Progress 📃		
Selection of the select	Installing Java This may take a few minutes	<b>♦</b> Sui
Status:	Installing Java Runtime Environment	
Now	you can have a full-featured office suite that patible with Microsoft Office for free!	.'s
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Writer	Cale Impress Base Draw Math Open	Office.org

5. When the download is complete, click the **Close** button.



6. Restart your browser and proceed to Internet Access CME EOS Trader Login.

## Internet Access CME EOS Trader Login

After successfully verifying that your machine is running JRE version 1.6\_26 or higher, you can now log in to CME EOS Trader ™.

- **To log in to CME EOS Trader:** 
  - 1. In your Internet browser address box, enter <a href="https://eostrader.cmegroup.com">https://eostrader.cmegroup.com</a> for access to the CME EOS Trader launch page.



2. Click Launch CME EOS Trader and the CME EOS Trader Login page appears.

🛃 EOS Trader Login	→ ■□⊠
CME Group CME EOS	Trader™
Login to CME EOS Trader™ User name Password Connection type TCP ▼	Message Center Welcome to CME EOS Trader <sup>™</sup> Front End System. If you have not already done so, please provide Country of Origin information (i.e. your trading location) in the Preferences window before you begin trading.
Log in Cancel Forgot your password? Please contact Customer Support at 312-6LOBEX1 or 312-456-2391. @ 2006 Chicago Mercantile Exchange	Enter login and password to launch the application. The application is available for lop-in at 14:30 CT on Sundays. Customers must disconnect prior to 16:30 CT and reconnect after 18:50 CT daily (Monday - Thurday). If you have problems using the application, please contact the CME Olobex Control Center at (312) 456-2301. Details on availability during holidays may be found at www. cmegroup.com/tools-information/holiday-calendar/index.html.

- 3. In the **User Name** field, enter your user name.
- 4. In the **Password** field, enter your password.
- 5. From the **Connection Type** drop-down, select one of the following options:
  - TCP transmission control protocol;
  - HTTPS hypertext transfer protocol secure. Use this option when TCP traffic is not allowed, such as when corporate firewalls prevent a TCP connection.
- 6. Click the **Login** button and the CME EOS Trader<sup>™</sup> application launches.



**Note:** After a successful login, CME EOS Trader will install an icon on the desktop that directs the customer to the login screen and can be used to launch CME EOS Trader anytime thereafter. The icon will launch CME EOS Trader using the method of connection used, either WAN or Internet, when it was created.

## Internet Access Troubleshooting

If you are disconnected while logged in to CME EOS Trader, the system will automatically attempt to restore the connection. If you continue to experience connection issues, send your CME GCC correspondent the Java Console log information before closing and restarting.

#### To send a troubleshooting log:

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1. From the Taskbar, right-click the Java icon ( 20) and select **Open Console**.

The Java Console dialog box appears.



- 2. In the Java Console dialog box, click the Copy button.
- 3. Paste the copied log information into an email message, and send the message to your CME GCC correspondent.
- 4. In the Java Console dialog box, click the Close button.
- 5. From the CME EOS Trader<sup>™</sup> window, click **Logout**.

### Hardware and Connectivity

#### **Connection - WAN vs. Internet**

WAN, or Wide-Area Network, is a computer network that spans a large geographical area. Typically a WAN consists of 2 or more local-area networks. Using the WAN means the user has a dedicated line to CME. A network router on the customer's side points directly to CME via an IP address. The user either types the IP address into a browser or has an icon on the desktop that has the IP address stored.

WAN users must add the following WAN IP addresses to their Domain Name System (DNS), and Internet users must ensure the Internet addresses are open on their firewalls.

#### **EOS Trader Access**

Domain Name	Internet IP Address	WAN IP Address
eostrader.cmegroup.com	205.209.196.9	167.204.71.9
eostrader2.cmegroup.com	205.209.196.10	167.204.71.10
eostrader3.cmegroup.com	205.209.196.47	167.204.71.47
eostrader4.cmegroup.com	205.209.196.48	
eostrader5.cmegroup.com	205.209.196.49	

Warning: For either a WAN or Internet connection, ports 443 and 80 must be opened.

#### **Connection - TCP vs. HTTPS**

**TCP** is the most common way to establish a connection over the Internet. TCP creates a reliable connection between two computers.

**HTTP** is a protocol. Whoever "speaks" HTTP can exchange documentation over a connection. HTTPS is HTTP over a secure connection. The secure connection is established using SSL.

TCP streaming is a persistent connection to our EOS Trader servers. With a TCP connection, the source address will be 205.209.196.10. HTTPS, by contrast, has to periodically poll the server and is very susceptible to being impacted by virus scanners, firewalls and other programs. An HTTPS connection is mapped over to 205.209.196.47 and it is this mapping that makes HTTPS slower than TCP.

**Note:** It is strongly recommended that you not use an HTTPS connection unless you are absolutely restricted from running TCP.

CME Group recommends a TCP connection using the most current version of Java (version 1.6.14 is the minimum).

Warning: For a TCP connection, ports 80 and 443 must be opened. Source Address = TCP 205.209.196.10 and HTTPS 205.209.196.47

**Tip:** Java Web Start, a framework developed by Sun Microsystems, allows users to start application software for the Java Platform directly from the Internet using a Web browser.

#### Hardware

Any PC that is Windows 7 PC capable (i.e. any computer made in the past 2 years) is sufficient. The PC does not need to have Windows 7 (or run it), but a Windows 7 capable PC generally has the following specs:

- 3GHz + dual-core or higher processor. Quad-core processor preferred.
- 4GB memory or greater. DDR3 memory preferred.
- A dedicated Video Card (not on-board) with at least 1GB of memory
- Recommended Monitor Resolution setting:
- 1280 x 1024 or higher. 1920 x 1200 preferred.
- Broadband internet connection (5+Mbit) with low latency. Dedicated WAN connection preferred.