

Chat Transcript Between IB(Eduardo M) and oa7wi11ie(F1236313)

Started at: Wed, 01 May 2019 18:49:12 GMT

ChatSys: This chat is associated with ticket #538662. Please record this number for use in future inquiries. You are currently in room 'Technical Assistance'.

Christopher H: Hello, this is 'Christopher H'. How may I help you?

oa7wi11ie: Hello, something is odd with the API interface in TWS. Have never had this happen before until yesterday I believe. After doing a trade with Sierra charts connected to TWS, the API gets into a loop that keeps scanning the various accounts and I have to reboot TWS to make it stop. This does not happen until a trade order has been made via Sierra. In many years of working with Sierra and TWS, never seen this before.

I have a TWS error code : 2100

Christopher H: Okay I see. Let me get you to a colleague in our API group that might be more familiar with this error though

Just a moment please

ChatSys: Transferring chat to room 'Technical Assistance'. A Customer Service Rep will join the chat shortly.

User 'Eduardo M' has joined the chat.

Eduardo M: Hello, this is 'Eduardo M'. Please allow me a moment to read the transcript of your chat thus far and I'll assist you shortly.

oa7wi11ie: no problem

Eduardo M: Hi, so error code 2100 would be returned if the API client (sierra charts) attempts to request account data without canceling a previous request, so it does look like Sierra Charts is repeatedly scanning your accounts for some reason.

So this error had not been returned when logged in with your Friends and family account? I am not sure if Sierra is compatible with this account structure

oa7wi11ie: Been using it for years

The various accts show up in the Sierra trade window and I can select which account is being traded. It's not an issue.

- 1) In TWS Global Configuration, navigate to API -> Settings
(In IB Gateway, this would be under Configure -> Settings -> API -> Settings)
- 2) Check the box "Create API Message Log"
- 3) Change the setting "Logging Level" to "Detail"
- 4) Check the box "Include Market Data in API log file"
- 5) Click Apply and Ok
- 6) Reconnect Sierra charts and place a desired trade (if available)
- 7) After waiting a few moments for the 2100 error to be returned, Upload logs from TWS or IB Gateway by using the combination Ctrl-Alt-Q, followed by 'Submit'.

oa7wi11ie: I can see about rolling back to previous builds in Sierra, but I hadn't updated it in quite a while and this just started in the last day or so.

ok, stand by

Eduardo M: sure

oa7wi11ie: Ok, it's set up, let me find a suitable trade

ok, it cost me few bucks but it's on the way to you.

TWS report partial upload of the data.

I can do it again if you wish

I should probably reboot TWS to stop this looping too.

Eduardo M: I see, there is a file size issue. You can send the logs manually by going to your C:\Jts\ofnh folder and find the api logs for wednesday named "api.9368395.Wed.log"

then you may email them to: tac@interactivebrokers.com

Sure, you can reboot TWS

oa7wi11ie: ok, hang on.

this will take a minute because it's on a different machine that's for trading only

Eduardo M: Ok that is fine, just let me know when you have those log files

oa7wi11ie: I have the files, it's getting to my general use machine via thumbdrive

and it's on its way to you now

Eduardo M: I have it now, a few moments while I review please

oa7wi11ie: no problem

Eduardo M: Ok, so after reviewing the logs, yes I see that for some reason Sierra charts is requesting account data repeatedly after it has already been returned. For example, at around 14:09:24 account data is full returned for the U1261550 account, then almost immediately

not requested multiple times. Or if this an issue with a Sierra update, you may try reverting back to a previous build

oa7wi11ie: ok, thanks

Eduardo M: You may also provide Sierra the api log files. No problem, is there anything else for now?

oa7wi11ie: that's it, thank you

Eduardo M: Take care

ChatSys: This chat is being terminated by the Customer Service Rep.

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