ICE DATA SERVICES FAQ

When attempting to login, a message displays reading: “You are already logged in.”

Reason: As a security measure, ICE Data Services does not allow multiple logins to its sites from different locations. If you did not log out from your previous session, it can take up to 120 minutes for the systems to log you out automatically from an idle session.

Solution: Contact your ICE Data Services account manager or our help desk to release your account. Always log out before closing the browser.

After login, the pricing page is not fully loading up. Either the hourglass stays on or the graphics are loaded, but trade date and spot have no values.

Reason: Either Java Script is not enabled or your browser does not support XML.

Solution: Make sure Java Script is enabled. The simplest way to do this is by setting SD as a trusted site, with the security level set to low. Some older installations of IE or customised installations do not support XML. Reinstall a full installation of the browser, preferred versions IE5.5 or IE6.0

Cannot display Historical Charts.

Reason: The historical analysis charts require a download of the ActiveX component. If ActiveX is disabled, this component cannot be used.

Solution: Make sure ActiveX is enabled by your firewall and proxy server. Enable ActiveX on your browser. The simplest way to do this is by setting ICE Data Services as a trusted site, with the security level set to low. If the use of ActiveX is not an option, click 'Customise' and select the 'Default Settings' tab. In the historical chart settings, select 'Display chart as image only.'

Risk Charts or Export to Excel work randomly or not at all.

Reason: Caching of web pages by the proxy server.

Solution: Reduce caching of ICE Data Services web pages and increase time limits and size limits on your network.

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