

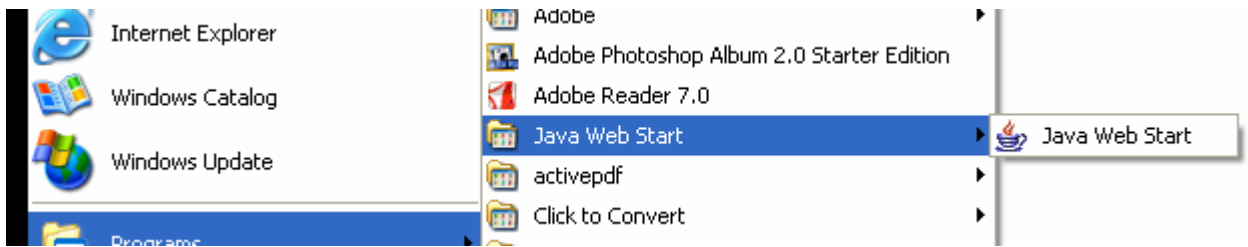
**ACM TRADING PLATFORM
TROUBLESHOOTING LEVEL 3**



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Logging technical messages with Java Web Start 1.4

Launch the Java Web Start Utility by using your general menu like this.



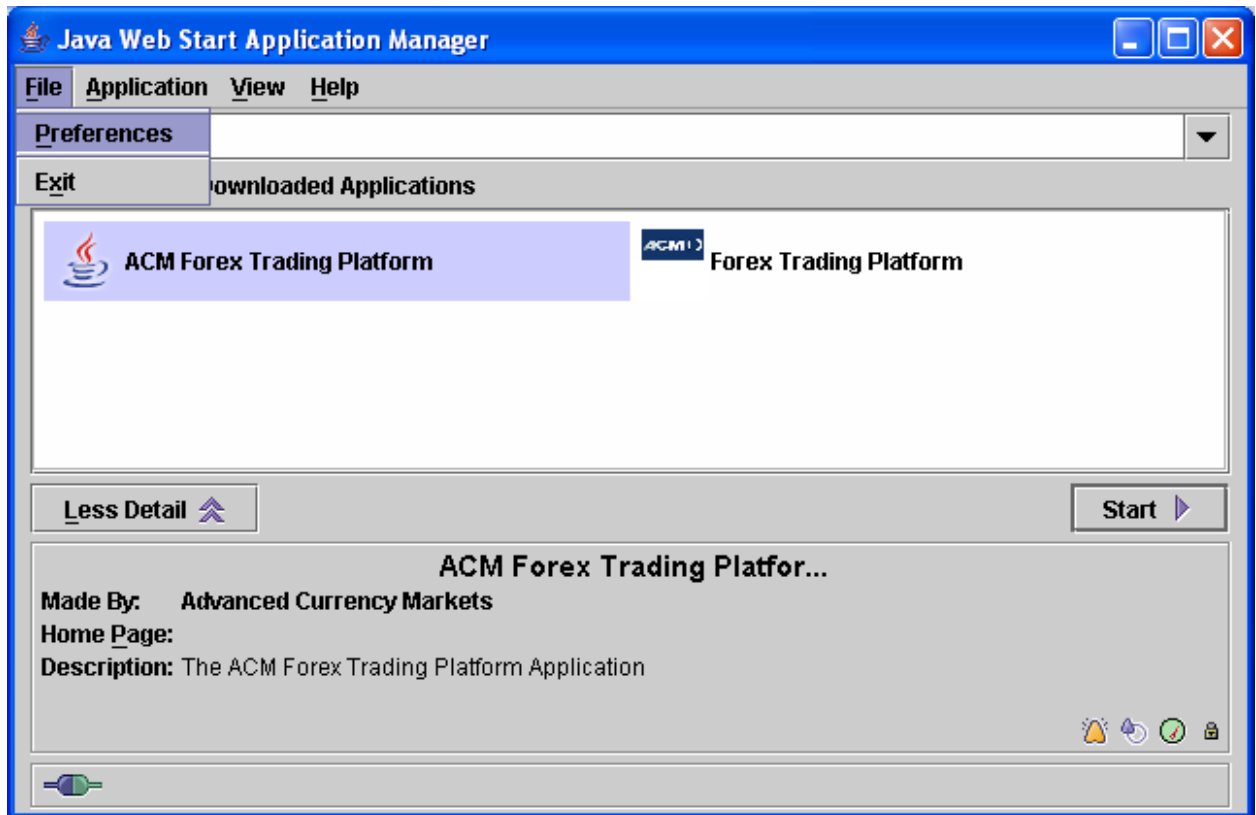
If you don't see the Java Web Start Shortcut then it should be located in your JRE installation directory.

As an example: `C:\Program Files\Java\j2re1.4.2_07\javaws\javaws.exe`

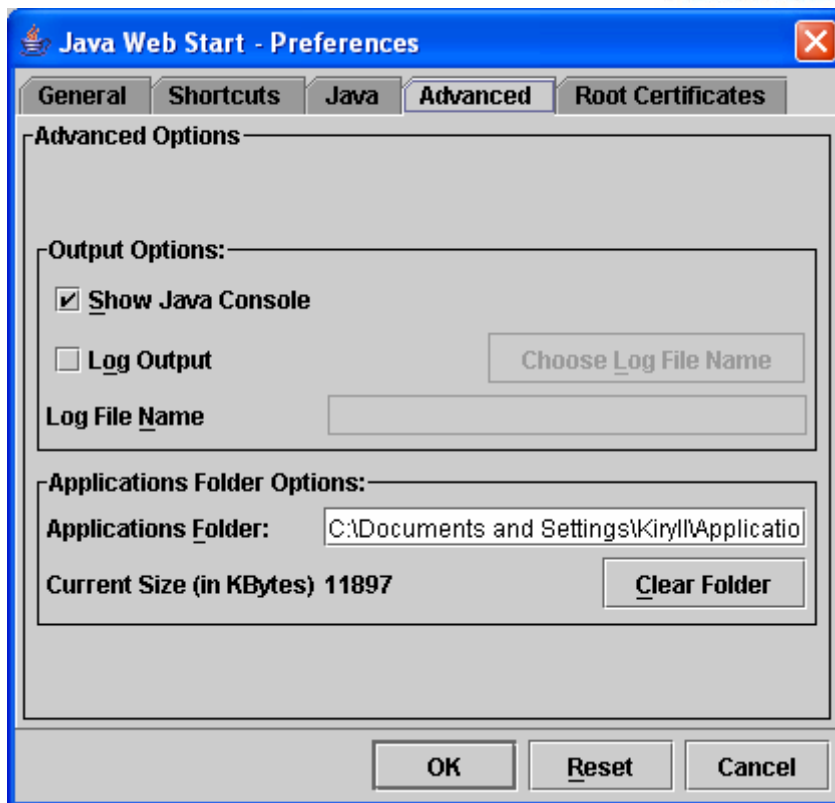


When launching the javaws.exe you see the Java Web Start Application manager

Click on **Preferences** Menu

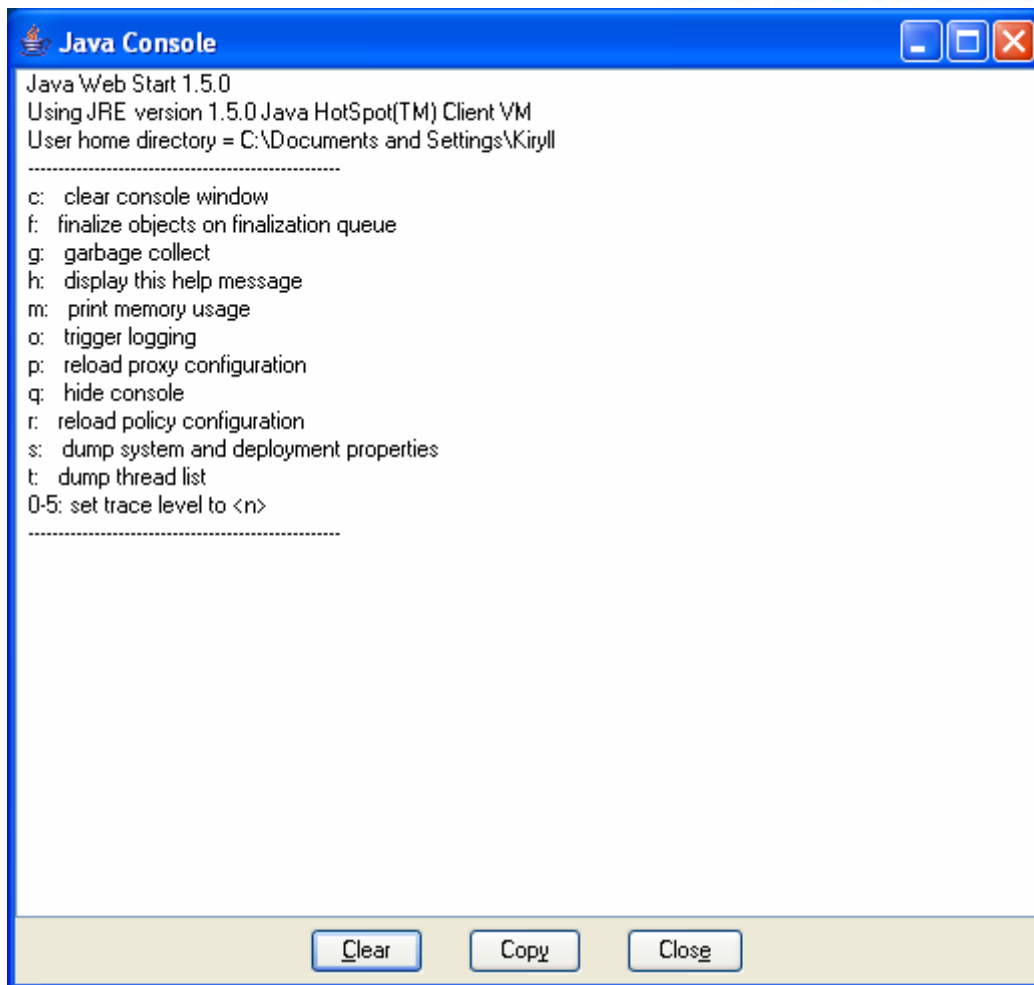


In the **Preferences** dialog select the **Advanced** Tab.



Check the **“Show Java Console”** option

Activating this option will enable you to see the JVM output, if the problem persists.

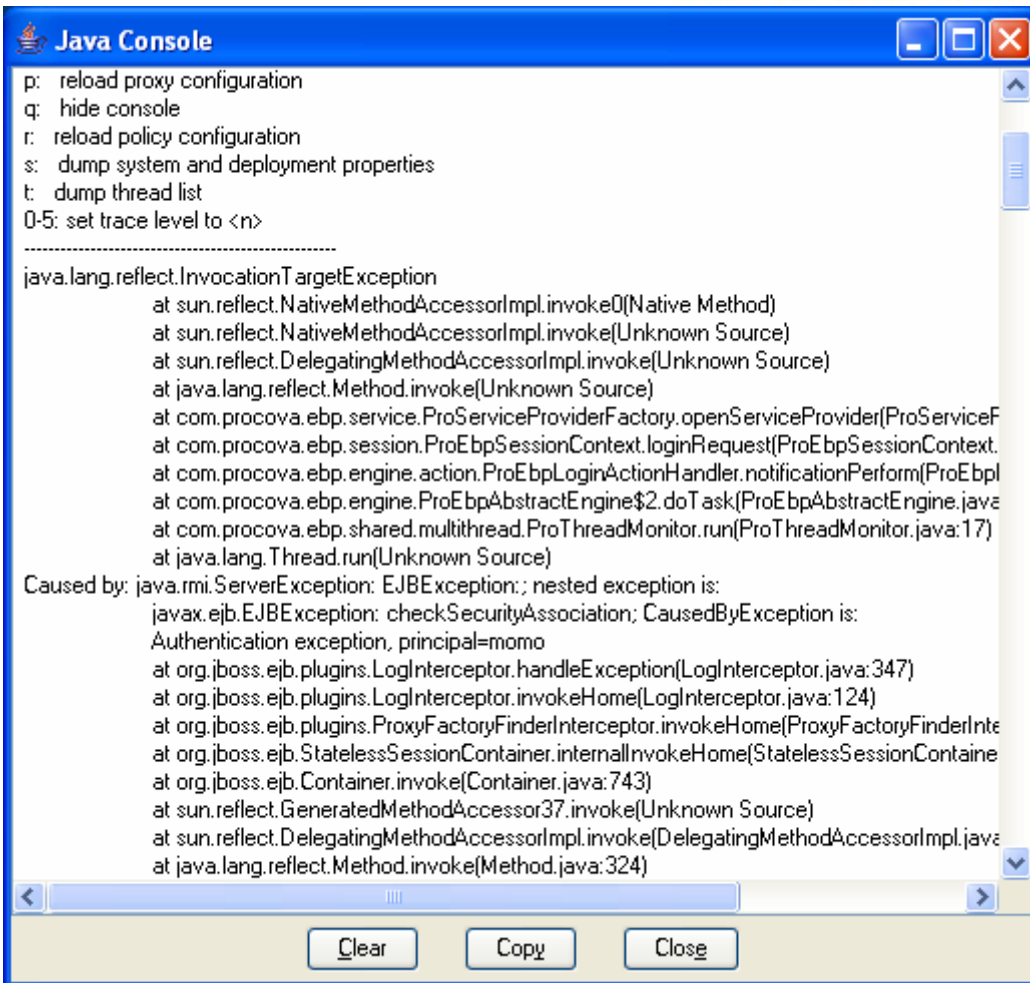


Click OK to close the **Preferences** dialog.
Close the **Java Web Start Utility** dialog.

Try to re-launch the ACM Trading Console.

When the Trading Console starts, the Java Console will appear.

Use the Trading console until the problem is resolved.



```
p: reload proxy configuration
q: hide console
r: reload policy configuration
s: dump system and deployment properties
t: dump thread list
0-5: set trace level to <n>
-----
java.lang.reflect.InvocationTargetException
    at sun.reflect.NativeMethodAccessorImpl.invoke0(Native Method)
    at sun.reflect.NativeMethodAccessorImpl.invoke(Unknown Source)
    at sun.reflect.DelegatingMethodAccessorImpl.invoke(Unknown Source)
    at java.lang.reflect.Method.invoke(Unknown Source)
    at com.procova.ebp.service.ProServiceProviderFactory.openServiceProvider(ProServiceF
    at com.procova.ebp.session.ProEbpSessionContext.loginRequest(ProEbpSessionContext.
    at com.procova.ebp.engine.action.ProEbpLoginActionHandler.notificationPerform(ProEbpI
    at com.procova.ebp.engine.ProEbpAbstractEngine$2.doTask(ProEbpAbstractEngine.java:
    at com.procova.ebp.shared.multithread.ProThreadMonitor.run(ProThreadMonitor.java:17)
    at java.lang.Thread.run(Unknown Source)
Caused by: java.rmi.ServerException: EJBException: nested exception is:
    javax.ejb.EJBException: checkSecurityAssociation; CausedByException is:
    Authentication exception, principal=momo
    at org.jboss.ejb.plugins.LogInterceptor.handleException(LogInterceptor.java:347)
    at org.jboss.ejb.plugins.LogInterceptor.invokeHome(LogInterceptor.java:124)
    at org.jboss.ejb.plugins.ProxyFactoryFinderInterceptor.invokeHome(ProxyFactoryFinderInte
    at org.jboss.ejb.StatelessSessionContainer.internalInvokeHome(StatelessSessionContaine
    at org.jboss.ejb.Container.invoke(Container.java:743)
    at sun.reflect.GeneratedMethodAccessor37.invoke(Unknown Source)
    at sun.reflect.DelegatingMethodAccessorImpl.invoke(DelegatingMethodAccessorImpl.java:
    at java.lang.reflect.Method.invoke(Method.java:324)
```

If you see error messages in the Java Console, please copy the content of the Java Console and send it to ACM Technical staff at: support@ac-markets.com

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