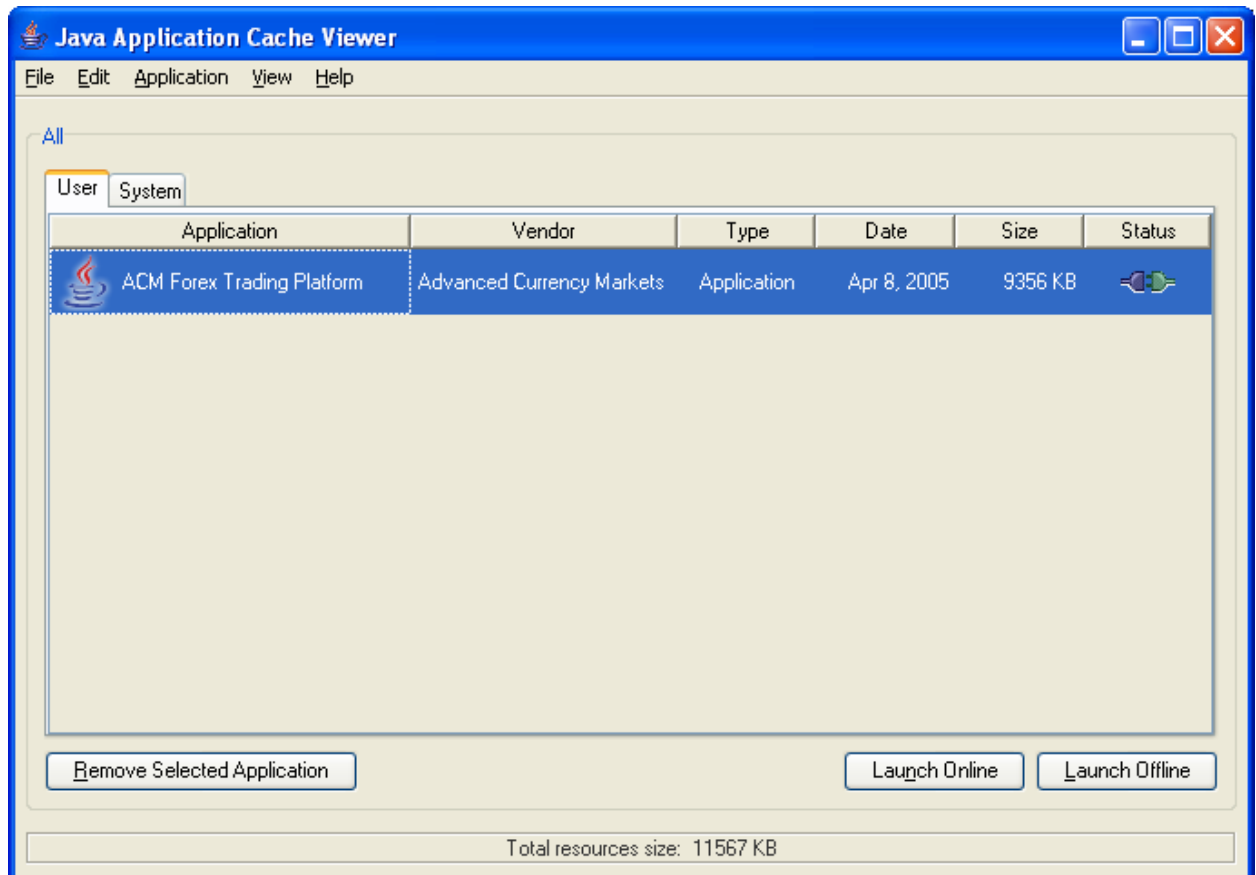


**ACM TRADING PLATFORM
TROUBLESHOOTING LEVEL 3**

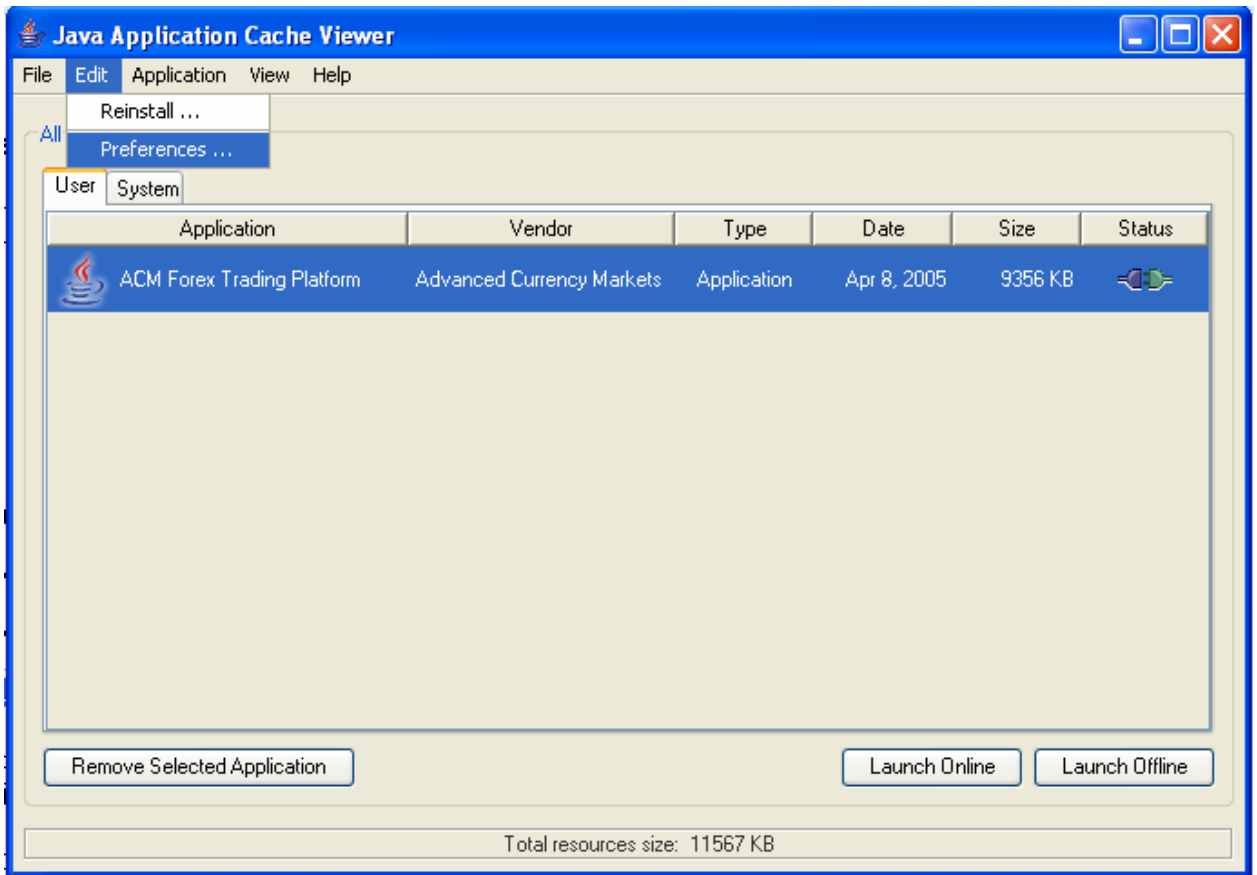


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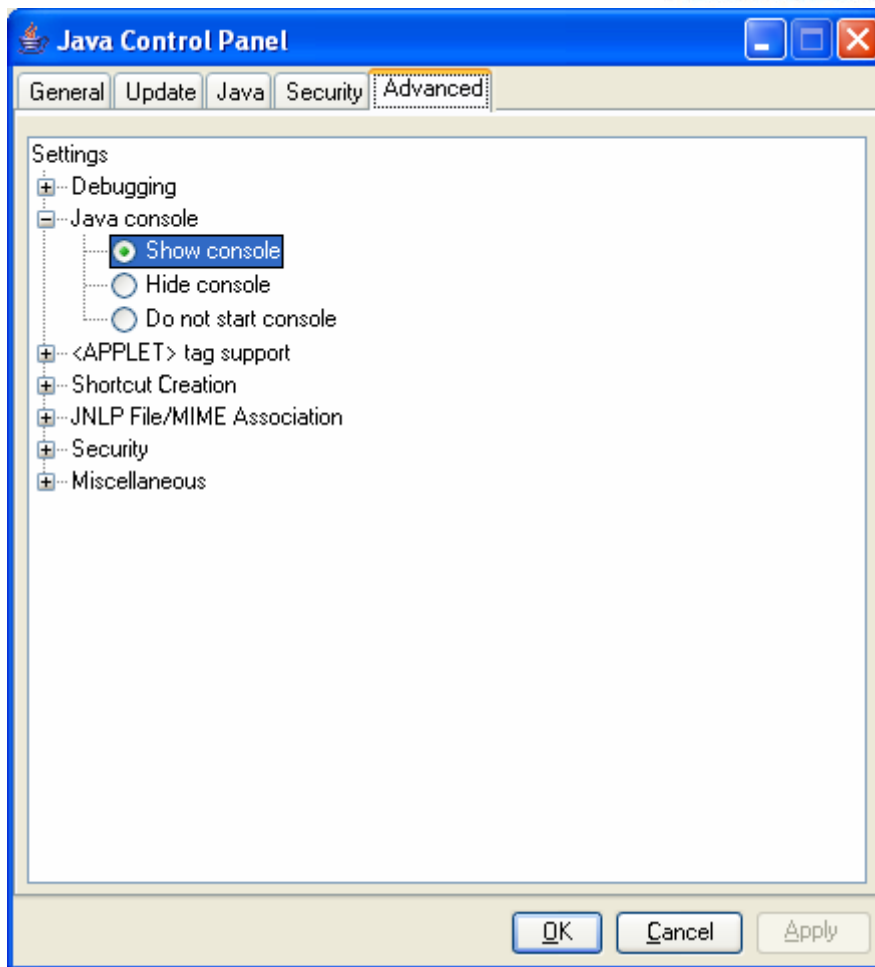
Click on **Preferences** Menu



Click on **Edit => Preferences** Menu

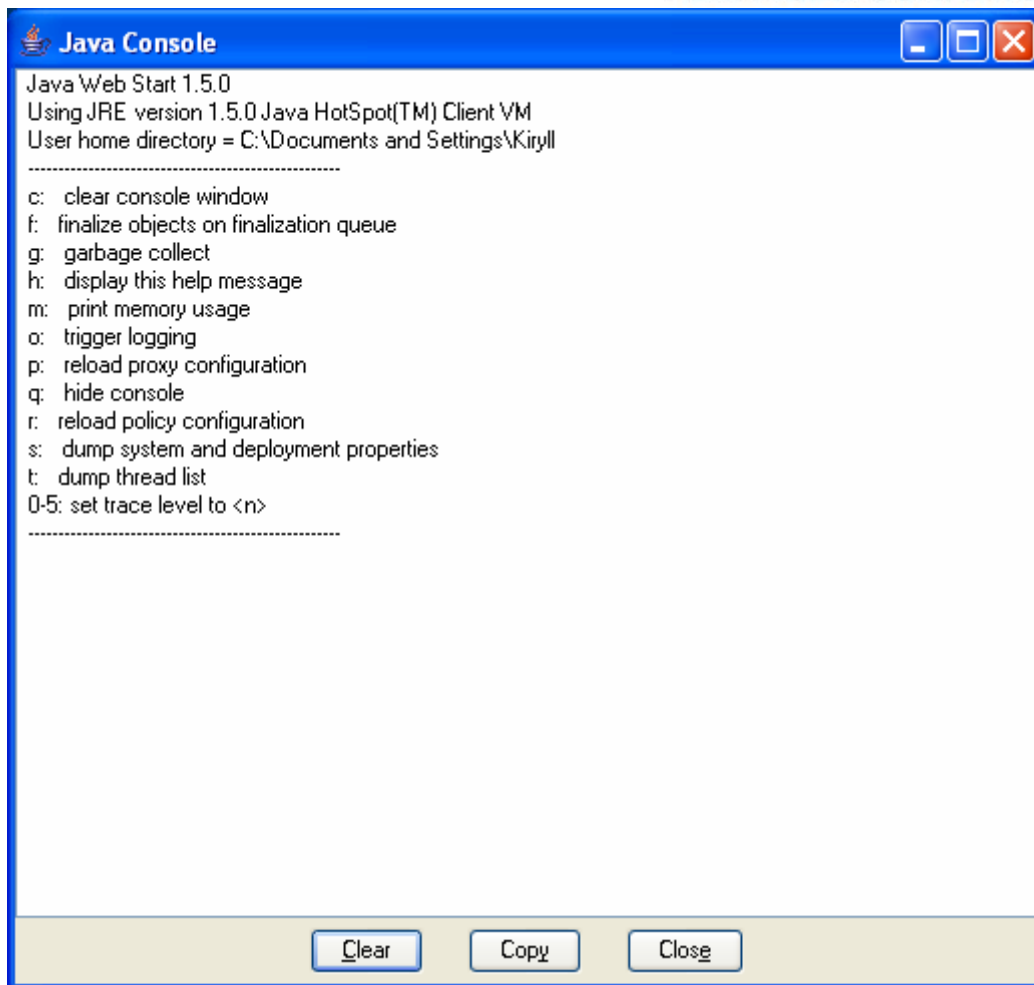


In the **Preferences** dialog select the **Advanced** Tab.



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

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

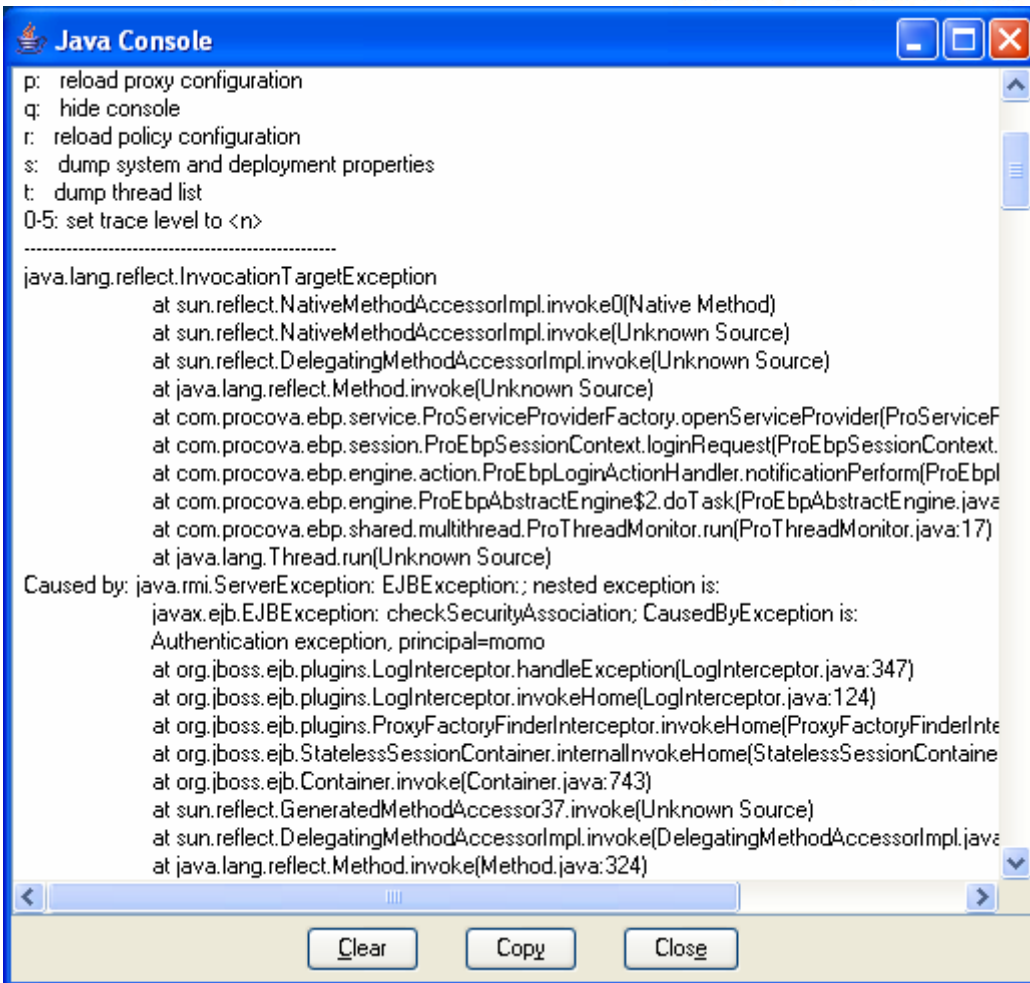


Click OK to close the **Preferences** dialog.
Close the **Java Web Start Utility** dialog.

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/REFCO Technical staff at: support@ac-markets.com

Tel number: +41 (22) 319 22 03