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MarketView Trading & Risk Support Document

Feb 2022

This document belongs to Enverus Trading & Risk Support team.

As a software company, we endeavor to keep our product reliable and intuitive. However, like any other piece of software, there are always unpredictable situations when things don't work as expected.

The purpose of this document is to share some tips and tricks that can be undertaken by our customers before reaching out to our caring support team.
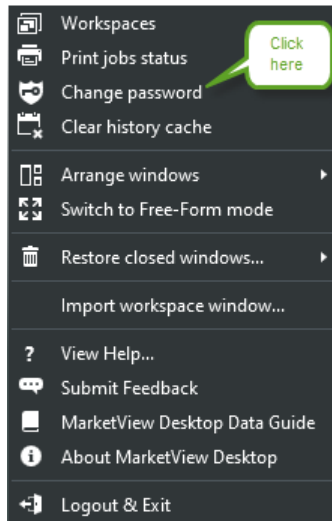
We, therefore, strongly recommend to our customers to go through this documentation first when faced with a problem and contact our support team if the issue persists to save time to both parties.
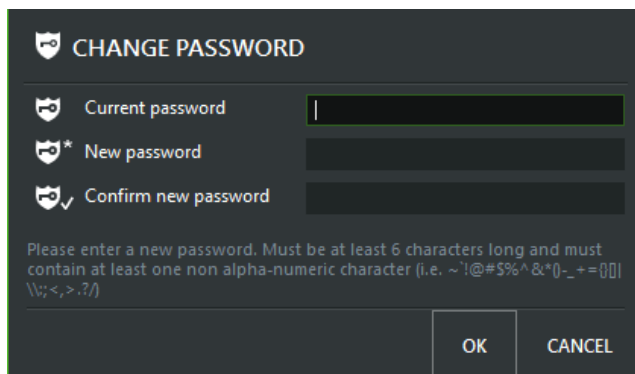
# Contents

Changing Password in MarketView Desktop

In MarketView Desktop click on the Hamburger icon ≡ and you will see the following options, click on Change Password.

You will then see the below window, enter your current password as well as what you would like to change it to in "New Password" and "Confirm New Password". **Please note** that your password must contain a mixture of lowercase and uppercase letters, numbers, and non-alphanumeric characters.

Once you've entered a valid password you will see the following message, your password change is complete.
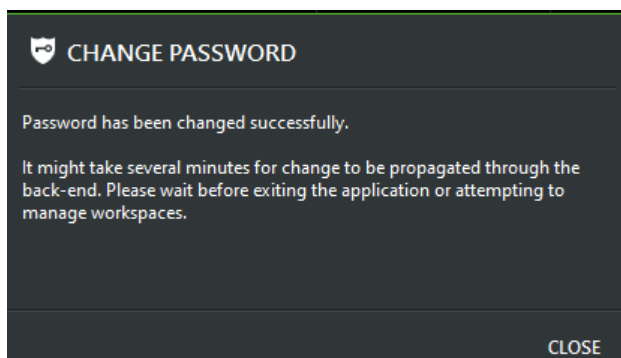
Sending MarketView Log files
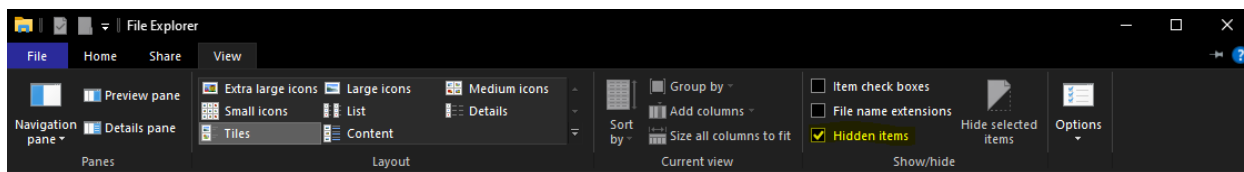
MarketView logs can be found in the C:/Users/*username*/AppData/Roaming/GlobalView/Logs folder.

The AppData folder may be hidden, if it is click on "View" then make sure "Hidden Items" box is checked.

The App data folder should now be visible.

In this folder there will be 3 different types of logs. Files beginning with "ET" are for MarketView ExcelTools, files beginning with "THUNDER" are for MarketView Desktop, and files beginning with Storm are not relevant.

If logs are requested please click on "Date Modified" to make sure the most recent logs are at the top.
  (i)   If we've requested MarketView logs, send us the most recent logs beginning with **"thunder"**
  (ii)   If we've asked for ExcelTools logs, send us the most recent logs beginning with **"et"**

Clearing the cache in MarketView

If you've reported a data issue to Support and they have come back to you telling you the issue has been resolved it is important to "Clear the history cache" before you confirm the fix.

1) Click on the Hamburger icon (see below) found in the upper right corner of MarketView.

2) You will then see the following window click on "Clear history cache".
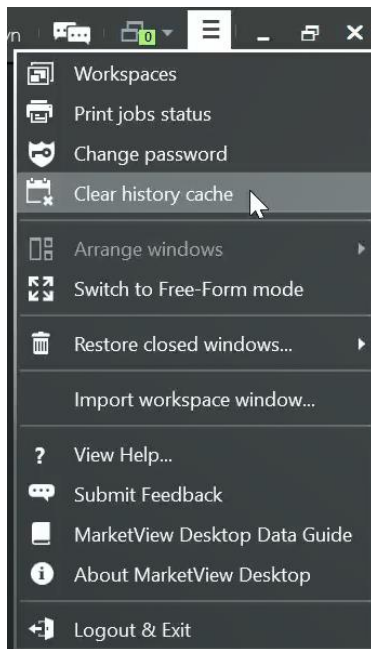
3) You will then see the following window, click on "OK".
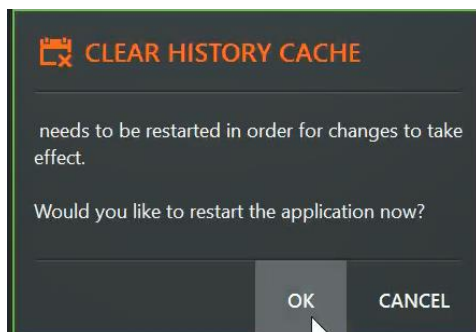
4) Finally, you will be asked if you want to save your workspace, click on "Save" if you want to save changes and "Don't Save" if you don't.

Clearing your Internet cache

If you've selected symbol(s) from the Symbol Tree and the description returned are different than what you selected, you need to clear the Internet Cache.

1) In Windows type "Internet Options" in the start window (see below).
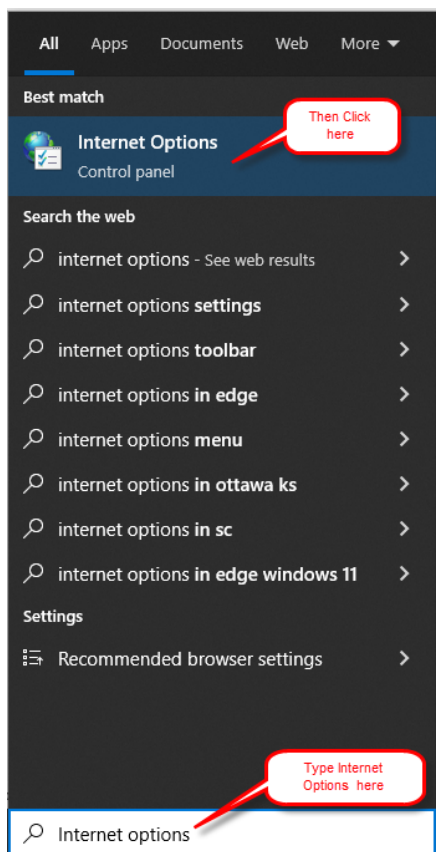
2) The following window will appear, click on Delete.

3) You will then see the following window, check the following options only then click on Delete.

4) Once you're done click on Apply then OK and you're finished.

Connectivity Issues

When facing connectivity issues, we recommend our customers check with their IT department whether the problem is caused by an internal issue, e.g. firewall issue or IP whitelisting. Also make sure you have a secure connection.

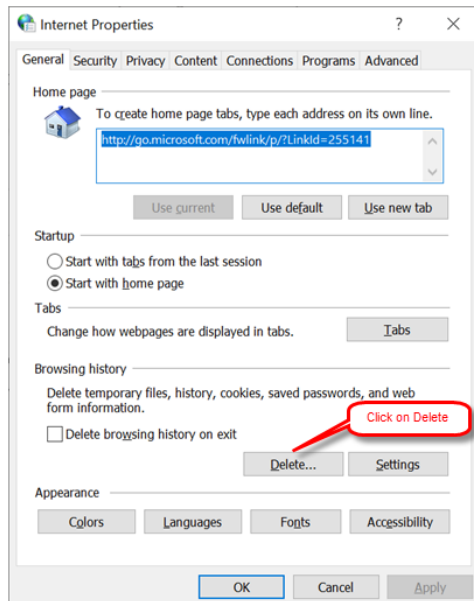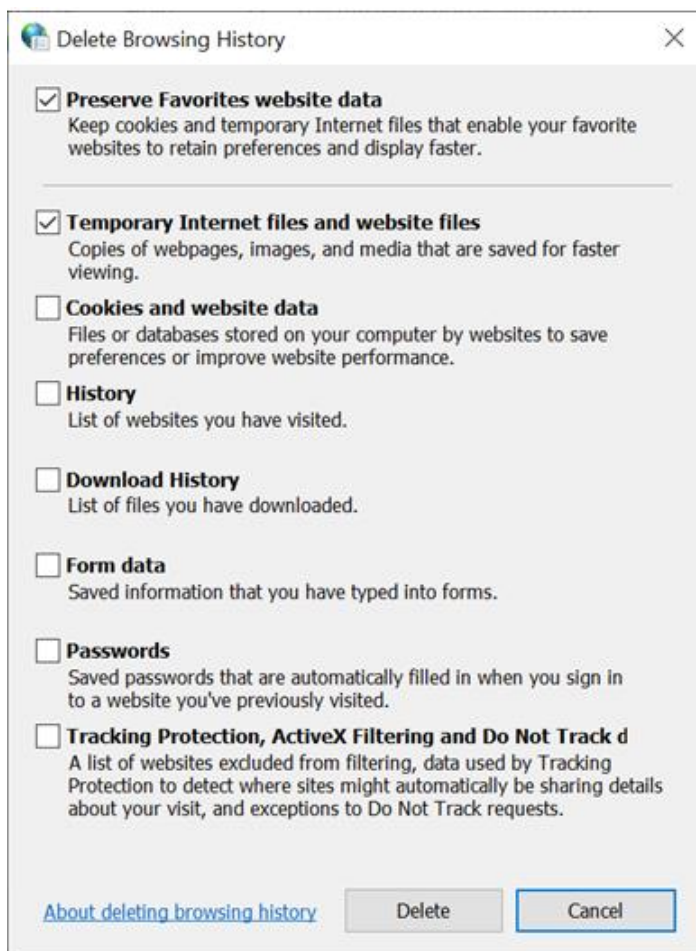First thing you will want to check is if you are connected in the applications. If you are connected, the MarketView logo will show up green.
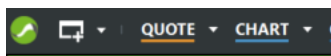
If you are not able to connect, or there are issue connecting to our servers, please go to the following connectivity test page on our MarketView website.
https://www.MarketView.com/support-center/launch-options/connectivity-test/
Here you can Launch our connectivity test by doing a one-time download.
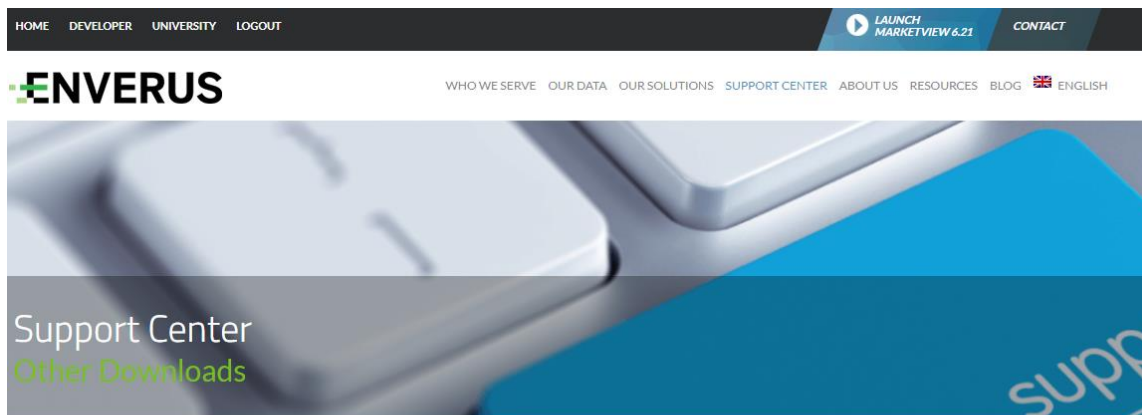
You may receive the window below. You can click Install and continue.
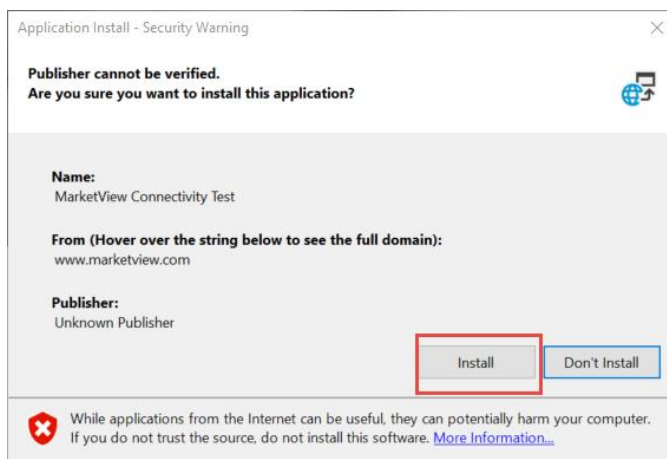
The connectivity test may take a few minutes to process with a screen pictured below.

After processing, you will see the window showing if the connection was successful or not.
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If there is an unsuccessful connection, please click email results and it will pull up an email window for you to send. In this email, please include your Name, login ID, Connection error message, and other supporting data that could assist in our investigation.
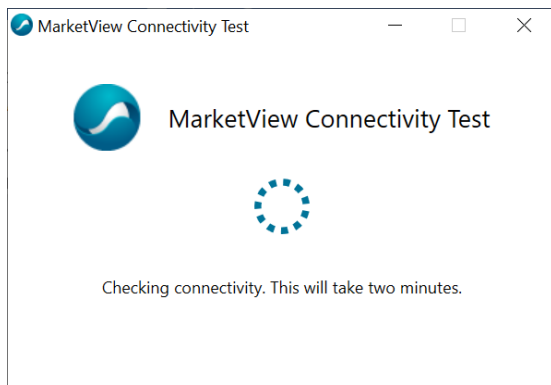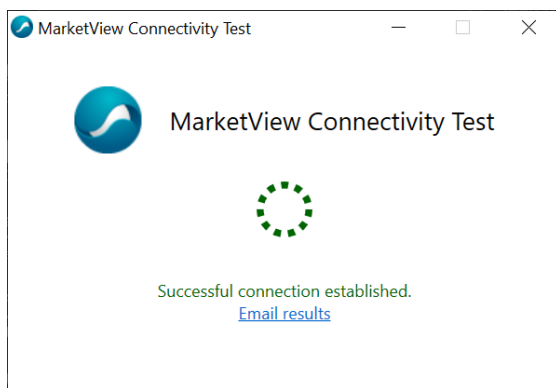
Missing Data

Missing Data (Enverus)
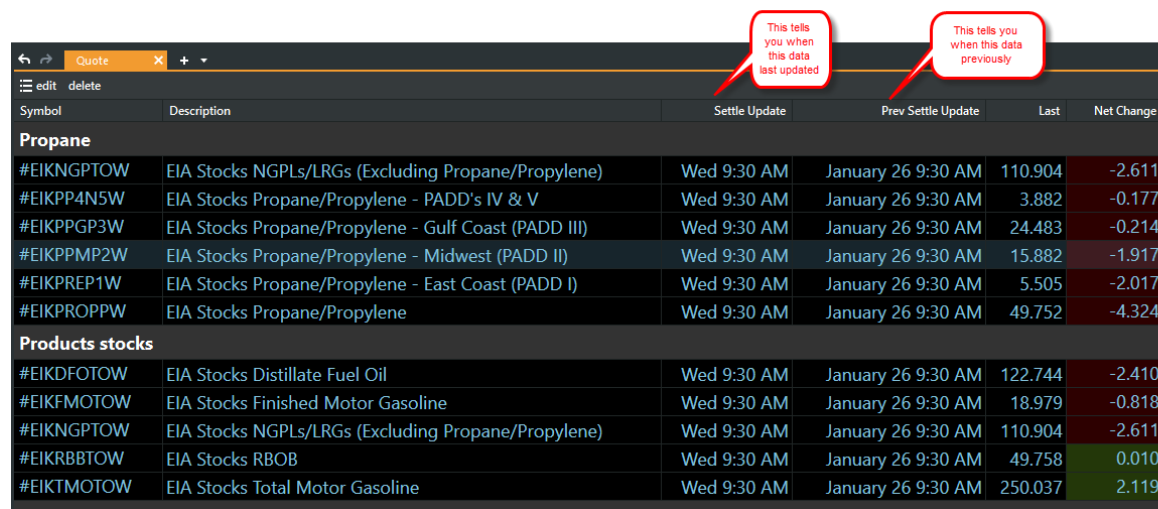
This applies when the price is available on the vendor's website but missing in MarketView Desktop, ExcelTools or API. There are various reasons why prices could be missing in our platform, e.g. when we are facing server issues.

In this situation, we strongly recommend our customers to do some initial checks to make sure that the missing price is not a false alarm.

1. Clear MarketView and Internet Cache.
2. Close the application completely and then reopen it.
3. Make sure you are using one of our latest application version, if not download the latest version

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from our website. For Desktop [MarketView Desktop | MarketView](#) and for the ExcelTool: [MarketView ExcelTools | MarketView](#)

4. If you feel data you normally receive has failed to update it's important to check the following. In the screenshot below I've added the "**Settle Update**" and "**Prev Settle Update**" to a **Quote** window in MarketView. Settle Update tells you the date and time this data last updated. In the screenshot below, these quotes last updated on Wednesday at 9:30 AM. The Prev Settle Update tells you the date and time these symbol updated prior to the current update. In the Screenshot below, the Prev Settle Update was received on January 26th at 9:30 AM. This is weekly data, that is why you see the big gap in updates.

In the screenshot below we have Futures contracts that settle daily. You can see the Nymex Crude prices settled at 1:32 PM on the previous day and 1:31 PM CST today.

If you suspect that your data has failed to update, please email tradingandrisksupport@enverus.com and remember to include your login, the symbol, and date the data is missing.

Below are the instructions on how to change the column fields in a Quote window. Say you wanted to add Settle Update between Net Change and Open in the below Quote window.

Right click on Open, select Settle Date from the drop down, then click on Close (see below).
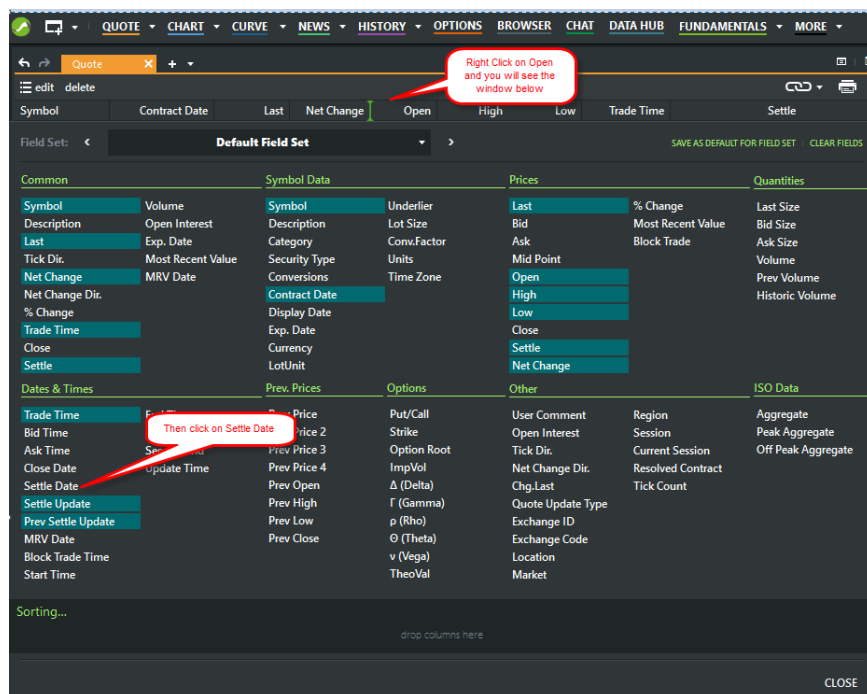
The following window will be displayed with Settle Date between Net Change and Open.

5.   Check the vendor's website to confirm that the price is already published on their side.

Once confirmed that the missing price (in MarketView Desktop, ExcelTools or API) is available on the vendor's website, please email our support team at : tradingandrisksupport@enverus.com and include your userID and the product code you are referring to in the email.

It'd be greatly appreciated if customer could also include a screenshot of the price from the vendor's website to speed up the process.

Missing Data (Vendor)

Sometimes our support team receive missing data queries but in fact the price is not published by the vendor. It's always a good practice to check the vendor's website first before reaching to our support team. Below are some useful links to our vendors websites.

CME
Product Search: https://www.cmegroup.com/markets.html
Expiry Calendar: CME Expiry Cal.
Holidays: https://www.cmegroup.com/tools-information/holiday-calendar.html
Corrections: Correction notice search

Platts
Product search: Platts symbol search
Expiry Calendar: (Search through the Symbol search above)
Holidays: https://www.spglobal.com/platts/en/our-methodology/holiday
Corrections: https://www.spglobal.com/platts/en/our-methodology/corrections

Argus
Product search: https://www.argusmedia.com/en/products-platforms/products-listing
Expiry Calendar: Expiry Cal. page
Holidays: https://www.argusmedia.com/en/methodology/publishing-schedule
Corrections: https://www.argusmedia.com/en/methodology/help-and-support/corrections

OPIS
Product search: https://www.opisnet.com/products/find-a-product
Holidays: https://www.opisnet.com/about/holiday-publishing-schedule/

ICE
Product search: https://www.theice.com/products
Expiry Calendar: https://www.theice.com/expiry-calendar
Holidays: https://www.theice.com/holiday-hours
Corrections: Found under "Additional info" on product page

EIA

https://www150.statcan.gc.ca/n1/en/type/data?MM=1
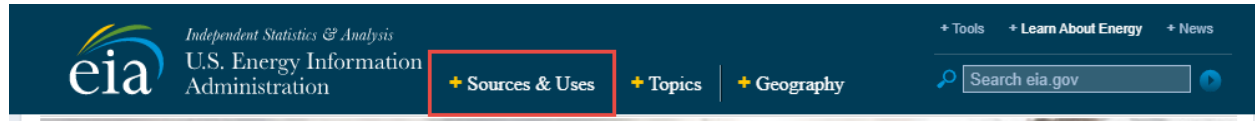
North American ISO

California ISO

Publishing: http://oasis.caiso.com/mrioasis/logon.do

ERCOT

Market Info Publishing: https://www.ercot.com/mktinfo/rtm
Grid Info Publishing: https://www.ercot.com/gridinfo

Midwest ISO

Market reports: https://www.misoenergy.org/markets-and-operations/real-time--market-data/market-reports/#t=10&p=0&s=MarketReportPublished&sd=desc
Realtime Market Data: https://www.misoenergy.org/markets-and-operations/real-time--market-data/real-time-displays/

New England ISO

Markets and Operations: https://www.iso-ne.com/markets-operations

New York ISO

Publishing: https://www.nyiso.com/markets

PJM

Publishing: https://www.pjm.com/markets-and-operations/energy.aspx

SPP

Publishing: https://www.spp.org/markets-operations/

US Crude Posting

Big West Oil: http://www.bigwestoil.com/wordpress/crude-oil-bulletin

Chevron US: http://crudemarketing.chevron

Coffeyvill: https://www.coffeyvillecrude.com/#/price-bulletin/

Conoco Phillips 66: https://www.phillips66.com/customers/crude-oil

CountryMark: http://www.countrymark.com/countrymark/crudeoil/crudeprice.aspx

Enterprise: http://www.enterpriseproducts.com/customers/crude-oil-price-bulletin

Ergon: https://www.ergon.com/crudeoilarchive

Exxon Mobile: http://crd.exxonmobil.com/-/media/CrudeOilBulletin/DailyBulletin/Daily.ashx

Flint Hills: https://www.fhr.com/products-services/fuels-and-aromatics

Hunt Refining: http://www.huntrefining.com/Pricing.aspx

Lion: http://www.lionoil.com/

Plains: https://www.plainsallamerican.com/customer-center/crude-oil-bulletins/

Shell Trading: https://www.shellenergyconnect.com/stusco/

Sunoco: https://www.sunocologistics.com/CrudeOilPostedPrices/CrudeOilPostedPrices.html

Union 76: https://www.phillips66.com/customers/crude-oil

Valero: https://www.valero.com/crude-price-bulletin

Marathon: https://crudeprice.marathonpetroleum.com/

Enterprise Mercuria: http://www.mercuria.com/media-room/monthly-price-information