

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.



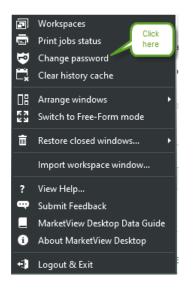
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Changing Password in MarketView Desktop

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

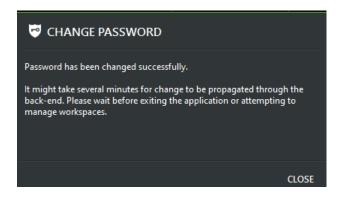


You will then see the below window, enter your current password as well as what you would like to change it to in "New Password" and "Confirm New Password". **Please note** that your password must contain a mixture of lowercase and uppercase letters, numbers, and non-alphanumeric characters.



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 <u>C:/Users/username/AppData/Roaming/GlobalView/Logs</u> 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.

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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"



→ This PC → OS (C:) → Users → Your User → AppData → Roaming → GlobalView → Logs Name Date modified Type Storm.KeepAlive.Helper_20211216-17312 12/16/2021 604 PM Text Document ET_20211216-173123-678_UTC(-0600) 12/16/2021 604 PM Text Document THUNDER_20211216-102432-534_UTC(-06 12/16/2021 552 PM Text Document THUNDER_20211216-150826-769_UTC(-06 12/16/2021 308 PM Text Document THUNDER_20211216-101637-665_UTC(-06 12/16/2021 10:24 AM Text Document THUNDER_20211216-10320-712_UTC(-06 12/15/2021 4:22 PM Text Document THUNDER_20211215-039117-802_UTC(-06 12/15/2021 4:22 PM Text Document THUNDER_20211215-039117-802_UTC(-06 12/15/2021 4:22 PM Text Document THUNDER_20211215-12085-269_UTC(-06 12/15/2021 4:22 PM Text Document Storm.KeepAlive.Helper_20211215-12135 12/15/2021 4:22 PM Text Document THUNDER_20211215-120852-269_UTC(-06 12/15/2021 4:22 PM Text Document Storm.KeepAlive.Helper_20211215-12135 12/15/2021 4:22 PM Text Document Storm.KeepAlive.Helper_20211215-12135 12/15/2021 4:0 PM Text Document	 Size 6 KB 376 KB 112 KB
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📑 Storm.KeepAlive.Helper_20211215-09430 12/15/2021 9:44 AM Text Document	2 KB
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ET_20211215-094309-923_UTC(-0600) 12/15/2021 9:44 AM Text Document	13 KB
📑 Storm.KeepAlive.Helper_20211215-09323 12/15/2021 9:43 AM Text Document	6 KB
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ET_20211215-093238-553_UTC(-0600) 12/15/2021 9:42 AM Text Document	14 KB

Clearing the cache in MarketView

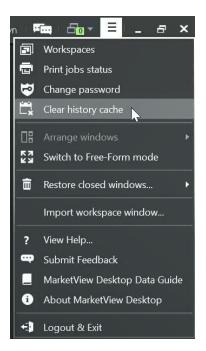
If you've reported a data issue to Support and they have come back to you telling you the issue has been resolved it is important to "Clear the history cache" before you confirm the fix.

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

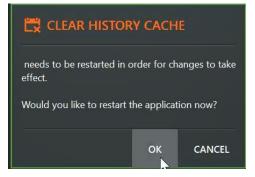


2) You will then see the following window click on "Clear history cache".



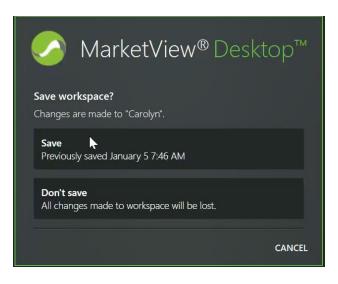


3) You will then see the following window, click on "OK".



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.

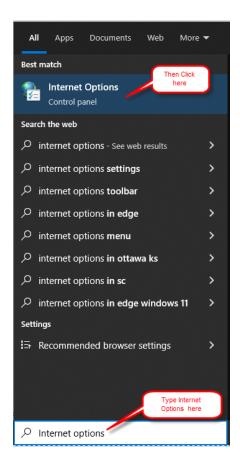




Clearing your Internet cache

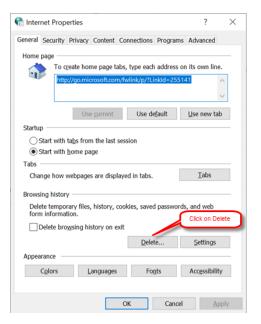
If you've selected symbol(s) from the Symbol Tree and the description returned are different than what you selected, you need to clear the Internet Cache.

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.



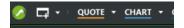
Delete Browsing History	\times
Preserve Favorites website data Keep cookies and temporary Internet files that enable your favori websites to retain preferences and display faster.	te
Temporary Internet files and website files Copies of webpages, images, and media that are saved for faster viewing.	
Cookies and website data Files or databases stored on your computer by websites to save preferences or improve website performance.	
History List of websites you have visited.	
Download History List of files you have downloaded.	
Form data Saved information that you have typed into forms.	
Passwords Saved passwords that are automatically filled in when you sign in to a website you've previously visited.	E
Tracking Protection, ActiveX Filtering and Do Not Track of A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing d about your visit, and exceptions to Do Not Track requests.	
About deleting browsing history Delete Cancel	

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. <u>https://www.MarketView.com/support-center/launch-options/connectivity-test/</u> Here you can Launch our connectivity test by doing a one-time download.

ENVERUS

HOME DEVELOPER UNIVERSITY LOGOUT	
ENVERUS	WHO WE SERVE OUR DATA OUR SOLUTIONS SUPPORT CENTER ABOUT US RESOURCES BLOG 🔀 ENGLISH
Support Center Other Downloads	SUPF
MarketView Desktop	Connectivity Test
MarketView ExcelTools	Connectivity Test is an application designed to test whether our front-end applications are able to connect to our servers through your firewall.
Enterprise Manager	

You may receive the window below. You can click Install and continue.

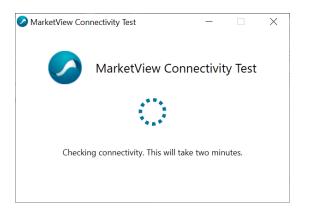
Launch Connectivity Test

Publisher cannot be verified.		-
Are you sure you want to install this application?		(C)
Name:		
MarketView Connectivity Test		
From (Hover over the string below to see the full do www.marketview.com	main):	
Publisher:		
Unknown Publisher		
	Install	Don't Install

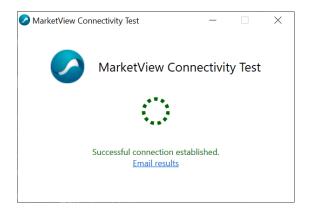
The connectivity test may take a few minutes to process with a screen pictured below.



Connectivity Test



After processing, you will see the window showing if the connection was successful or not.



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



from our website. For Desktop <u>MarketView Desktop</u> MarketView and for the ExcelTool: <u>MarketView ExcelTools</u> <u>MarketView</u>

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.

← み Quote ≔ edit delete	× • •	This tells you when this data last updated	This tel when th previo	is data	
Symbol	Description	Settle Update	Prev Settle Update	Last	Net Change
Propane					
#EIKNGPTOW	EIA Stocks NGPLs/LRGs (Excluding Propane/Propylene)	Wed 9:30 AM	January 26 9:30 AM	110.904	-2.611
#EIKPP4N5W	EIA Stocks Propane/Propylene - PADD's IV & V	Wed 9:30 AM	January 26 9:30 AM	3.882	-0.177
#EIKPPGP3W	EIA Stocks Propane/Propylene - Gulf Coast (PADD III)	Wed 9:30 AM	January 26 9:30 AM	24.483	-0.214
#EIKPPMP2W	EIA Stocks Propane/Propylene - Midwest (PADD II)	Wed 9:30 AM	January 26 9:30 AM	15.882	-1.917
#EIKPREP1W	EIA Stocks Propane/Propylene - East Coast (PADD I)	Wed 9:30 AM	January 26 9:30 AM	5.505	-2.017
#EIKPROPPW	EIA Stocks Propane/Propylene	Wed 9:30 AM	January 26 9:30 AM	49.752	-4.324
Products stock	5				
#EIKDFOTOW	EIA Stocks Distillate Fuel Oil	Wed 9:30 AM	January 26 9:30 AM	122.744	-2.410
#EIKFMOTOW	EIA Stocks Finished Motor Gasoline	Wed 9:30 AM	January 26 9:30 AM	18.979	-0.818
#EIKNGPTOW	EIA Stocks NGPLs/LRGs (Excluding Propane/Propylene)	Wed 9:30 AM	January 26 9:30 AM	110.904	-2.611
#EIKRBBTOW	EIA Stocks RBOB	Wed 9:30 AM	January 26 9:30 AM	49.758	0.010
#EIKTMOTOW	EIA Stocks Total Motor Gasoline	Wed 9:30 AM	January 26 9:30 AM	250.037	2.119

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.

				Yesterdays Settle Time	Today Settle t
i≣ edit delete					
Symbol	Description	Last	Net Change	Prev Settle Update	Settle Update
WTI					
/GCL<0>	NYMEX Light Sweet Crude Oil (WTI) Futures Electronic (Front Month)	92.21	1.94	Yesterday 1:32 PM	1:31 PM
/GCL<1>	NYMEX Light Sweet Crude Oil (WTI) Futures Electronic (2nd Month)	90.26	1.81	Yesterday 1:32 PM	1:31 PM
/GCL<2>	NYMEX Light Sweet Crude Oil (WTI) Futures Electronic (3rd Month)	88.72	1.72	Yesterday 1:32 PM	1:31 PM
BRENT					
/BRN<0>	ICE Brent Crude Oil Futures (Front Month)	93.29	2.18	Yesterday 1:54 PM	1:54 PM
/BRN<1>	ICE Brent Crude Oil Futures (2nd Month)	91.67	1.98	Yesterday 1:54 PM	1:54 PM
/BRN<2>	ICE Brent Crude Oil Futures (3rd Month)	90.26	1.84	Yesterday 1:54 PM	1:54 PM

If you suspect that your data has failed to update, please email <u>tradingandrisksupport@enverus.com</u> 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.

← ∂ Quote	× + •							
i≣ edit delete								രം 📑 -
Symbol	Contract Date	Last	Net Change	Open	High	Low	Trade Time	Settle
/GCLH22 🛛	3/1/2022	92.31	2.04	90.19	93.17	90.07	3:59 PM	92.31
/GCLJ22 o	4/1/2022	90.33	1.88	88.33	90.98	88.18	3:59 PM	90.33
/GCLK22 •	5/1/2022	88.78	1.78	86.77	89.31	86.75	3:59 PM	88.78



Right click on Open, select Settle Date from the drop down, then click on Close (see below).

n rờ Quote ∃edit delete	× + •		and y	Click on Open rou will see the ndow below		ء ج ج
Symbol	Contract Date	Last Net Change			ade Time	Settle
	Default	Field Set			SAVE AS DEFAULT	FOR FIELD SET CLEAR FIEL
ommon		Symbol Data		Prices		Quantities
Symbol	Volume	Symbol	Underlier	Last	% Change	Last Size
Description	Open Interest	Description	Lot Size	Bid	Most Recent Value	Bid Size
Last	Exp. Date	Category	Conv.Factor	Ask	Block Trade	Ask Size
Tick Dir.	Most Recent Value	Security Type	Units	Mid Point		Volume
Net Change	MRV Date	Conversions	Time Zone	Open		Prev Volume
Net Change Dir.		Contract Date		High		Historic Volume
% Change		Display Date		Low		
Trade Time		Exp. Date		Close		
Close		Currency		Settle		
Settle		LotUnit		Net Change		
Dates & Times		Prev. Prices	Options	Other		ISO Data
Trade Time		Price	Put/Call	User Comment	Region	Aggregate
Bid Time	Then click on Settle Da	ate Price 2	Strike	Open Interest	Session	Peak Aggregate
Ask Time	Ser	Prev Price 3	Option Root	Tick Dir.	Current Session	Off Peak Aggregate
Close Date	Opdate Time	Prev Price 4	ImpVol	Net Change Dir.	Resolved Contract	
Settle Date		Prev Open	∆ (Delta)	Chg.Last	Tick Count	
Settle Update		Prev High	Γ (Gamma)	Quote Update Type		
Prev Settle Update		Prev Low	ρ (Rho)	Exchange ID		
MRV Date		Prev Close	Θ (Theta)	Exchange Code		
Block Trade Time			v (Vega)	Location		
Start Time			TheoVal	Market		
orting						

The following window will be displayed with Settle Date between Net Change and Open.

← ∂ Quote	Quote X + ▼								
i edit delete					displa	iyed			സം ≣ ും,
Symbol	Contract Date	Last	Net Change	Settle Date	Open	High	Low	Trade Time	Settle -
/GCLH22 🖣	3/1/2022	92.31	2.04	2/4/2022	90.19	93.17	90.07	3:59 PM	92.31
/GCLJ22 o	4/1/2022	90.33	1.88	2/4/2022	88.33	90.98	88.18	3:59 PM	90.33
/GCLK22 o	5/1/2022	88.78	1.78	2/4/2022	86.77	89.31	86.75	3:59 PM	88.78
/GCLM22 o	6/1/2022	87.36	1.69	2/4/2022	85.42	87.81	85.38	3:59 PM	87.36
/GCLN22 •	7/1/2022	86.06	1.59	2/4/2022	84.27	86.46	84.18	3:32 PM	86.06

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 : <u>tradingandrisksupport@enverus.com</u> 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: <u>https://www.cmegroup.com/markets.html</u> Expiry Calendar: <u>CME Expiry Cal.</u> Holidays: <u>https://www.cmegroup.com/tools-information/holiday-calendar.html</u> Corrections: <u>Correction notice search</u>

Platts

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

Argus

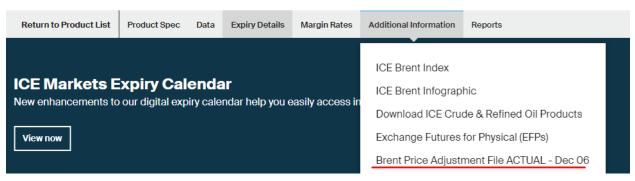
Product search: <u>https://www.argusmedia.com/en/products-platforms/products-listing</u> Expiry Calendar: <u>Expiry Cal. page</u> Holidays: <u>https://www.argusmedia.com/en/methodology/publishing-schedule</u> Corrections: <u>https://www.argusmedia.com/en/methodology/help-and-</u> support/corrections

OPIS

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

ICE

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





EIA

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

	atistics & Analysis			22	+ News
eia U.S. Ener Administr	gy Information ration + Sources	& Uses + Topics	+ Geography	Search eia.gov	

North American ISO

California ISO

Publishing: <u>http://oasis.caiso.com/mrioasis/logon.do</u> ERCOT

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

Midwest ISO

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

New England ISO

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

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/

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US Crude Posting

- Big West Oil: http://www.bigwestoil.com/wordpress/crude-oil-bulletin
- Chevron US: <u>http://crudemarketing.chevron</u>
- 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: <u>http://www.enterpriseproducts.com/customers/crude-oil-price-bulletin</u>
- Ergon: https://www.ergon.com/crudeoilarchive
- Exxon Mobile: http://crd.exxonmobil.com/-/media/CrudeOilBulletin/DailyBulletin/Daily.ashx
- Flint Hills: <u>https://www.fhr.com/products-services/fuels-and-aromatics</u>
- Hunt Refining: http://www.huntrefining.com/Pricing.aspx
- Lion: <u>http://www.lionoil.com/</u>
- 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

