

# New Trading Platform – Customer FAQ's

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No.	Category	Question	Answer
75	New Trading Platform	How are orders and order Id's translated and sent downstream to Genium?	Please see Considerations for Clearers document in NTP document library. <a href="http://www.asx.com.au/documents/products/ntp-considerations-for-clearers-v1.0.pdf">http://www.asx.com.au/documents/products/ntp-considerations-for-clearers-v1.0.pdf</a>
74	New Trading Platform	Apart from looking at CDE market data, is there any other efficient way of checking prices in CDE?	Yes, You can look up prices in the Trading Terminal.
73	FIX Order Entry	In NTP test environment I am able to sweep multiple price levels unlike current production. Can you confirm we will be able to sweep multiple price levels in production too after NTP go-live?	Yes, This is new to the NTP where the limit order type permits you to sweep as many price levels as available adhering to the limit price. You should be careful to ensure that your internal controls take into account fat fingers on this order type. TPL settings can assist here.
72	ASX Terminal	In the Trading Terminal I'm getting error, 'Request not allowed in the current order book state'. What does this mean?	This means the instrument is in a trading state where orders are not permitted, e.g. CLOSE, MAINTENANCE.
71	FIX Market Data	How do we receive quote requests from ASX (originating from other participants)?	Use a RFQRequest (AH) message, which is used to subscribe to QuoteRequest (R) messages entered by other trading participants. Refer to Section 3 of the FIX Market Data Specification (page 30).
70	New Trading Platform	On the Go Live date, what will happen to the active GTC and GTC orders in the ASX Trade24 production environment?	They will be removed as the order book will be completely purged during the release weekend. It is recommended that customers remove all their open/outstanding orders prior to the start of the migration
69	FIX Order Entry	What is the maximum allowed size for the 45 = "Secondary Account Number" party role which can be specified in the "New Order Single" message?	32 characters.
68	FIX Market Data	In the FIX Market Data feed is there a way to understand when all the Market Definitions (BU) in response to a MarketDefinitionRequest (BT) have been received?	MarketDefinition (BU) does not support an end of snapshot marker. Messages are sent out close together. In normal operation if several heartbeat intervals have elapsed since the last message all have been received.

67	FIX Market Data	How do I calculate lot size using the fields LotSizeOrFaceValue / PriceFractionalDenominator ?	The LotSizeOrFaceValue field was increased in ITCH from a 4 byte field to an 8 byte field. To correctly transform the field to a base value, the PriceFractionalDenominator must be applied (divide by 1,000,000). Refer to Section 2 of the Market Data Protocol Specification (pages 11 & 14).
66	ASX Market Data Protocol (Multicast)	Prior to an order book going into closed state and an appropriate Order Book State (O) message being broadcast, will there always be a series of Order Deleted (C) messages broadcast for all outstanding orders on the book?	Yes, Single-session/multi-session orders will be purged after close and the entire order book emptied; at this point you will receive a series of Order delete messages. If you take a Glance snapshot at this time you will not receive any order book info, just reference data. Multi-session orders will be loaded on the pre-open and at this time you will see a series of Order Added messages.
65	New Trading Platform	Are there messages that we can get in order to indicate when the trading phases change?	Trading state changes can be checked via the 'f' and 'h' messages in FIX Market Data and 'O' messages in ASX Market Data Multicast. These are described in Section 4 of the FIX Market Data Specification (pages 43-46) and Section 2 of the Market Data Protocol Specification (page 21).
64	ASX Market Data Protocol (Multicast)	Regarding the "Auction Order Executed (C)" message of the multicast market data. Are the "Opposite Order ID" and "Order Id" always under the order book of the same Tradeable Instrument ID? Or they can belong to different instruments?	They belong to the same instrument.
63	ASX Market Data Protocol (Multicast)	How can I identify Single Session Options on the ASX Market Data Protocol Data Feed?	You can use the CFI code. They should be the only European style Options listed. It will be the third character in the CFI 'E' for Euro & the sixth character will be 'F'.
62	FIX Order Entry	Why am I getting reject, "No PTRM risk object found for member"?	There are no limits set on the account. These limits can be set via the Admin & Risk Terminal. <a href="http://www.asx.com.au/documents/products/asx-admin-and-risk-terminal-user-guide.pdf">http://www.asx.com.au/documents/products/asx-admin-and-risk-terminal-user-guide.pdf</a> .
61	ASX Market Data Protocol (Multicast)	Is there a specific time for receiving Market Settlement Price [Y] and Open Interest [V] messages?	Yes, 21:30 AEST.

60	New Trading Platform	We can see both AU and NZ instruments trade stats reset twice a day, at the end of each session. Current production behaviour is AU is reset twice and NZ reset once only at the end of day session. Please confirm this will be the Production behaviour when NTP goes live, all instruments trade stats will be reset per session?	Correct NZ will reset twice daily in NTP production.
59	FIX Order Entry	What FIX options are available to amend or cancel orders?	There are two methods: 1. Use the traditional method of tag 11 / tag 41 chaining. 2. Use tag 37 to refer to the order. Option 2 is preferred particularly when multiple FIX sessions are working the same order via Shared Order Groups. See Section 3.1 of the FIX Order Entry Specification
58	FIX Order Entry & FIX Market Data	Will the 'Tradable Instrument Id' for a given contract will remain the same for the lifetime of that contract?	Yes
57	FIX Order Entry & FIX Market Data	Is it possible for a normal order and an implied order for the same instrument to have the same Order Id?	No - OrderID (37) are unique.
56	FIX Order Entry	For Market-to-Limit orders is the order converted to Limit if it cannot be fully executed immediately?	It will always be converted to a Limit regardless of any residual quantity.
55	FIX Order Entry	I'm getting reject '58=After fail-over, you MUST set next expected sequence number!'. What do I do?	Please specify NextExpectedMsgSeqNum (789) in your Logon message. Please refer to the Logon (A) section of the FIX Order Entry Specification (page 8).
54	FIX Order Entry	Why am I getting rejections when I place orders for a Strip with GTD or GTC?	Multi-day orders are not permitted on combo instruments. Please refer to the order types matrix in the current release notes. <a href="http://www.asx.com.au/services/ntp/document-library.htm">http://www.asx.com.au/services/ntp/document-library.htm</a>
53	ASX Market Data Protocol (Multicast)	Does the CDE multicast data mirror production data?	No, the data comes from the activity in the CDE.
52	FIX Order Entry	What is the maximum length of the ClOrdId (11) field?	128 characters.

51	ASX Terminal	When entering order via Terminal how do I include Shared Order Group?	Place the Shared Order Group name (not SOG ID) in Shared Order Group box.
50	FIX Order Entry	What fields do I need to use when placing an order as part of a Shared Order Group?	NoPartyIDs (453), PartyID (448), PartyIDSource (447) and PartyRole (452). See 3.2 NewOrderSingle (D) in the FIX Order Entry Specification.
49	New Trading Platform	What times is the CDE available?	The CDE follows current ASX Trade 24 Trading hours. Support is available from 07:30 - 18:00 AEST.
48	FIX Order Entry & FIX Market Data	The FIX specification does not specify what value needs to be specified for the heartbeat interval.	You can choose your heartbeat interval. 30 seconds is recommended. See 2.3 Logon (A) in the FIX Order Entry Specification
47	ASX Market Data Protocol (Multicast)	I'm getting error -5 when I send Glance Logon packet.	Check the login packet sent against the definition in Market Data Protocol Specification, 3.1.6.1 Login Request Packet
46	ASX Terminal	I'm getting error message "Request timed out" when I try to log in to Terminal.	Make sure Encoding is set to B in the Post Install Window. This can be accessed by clicking on the cog icon next to User ID.
45	ASX Terminal	I'm getting error message "The client version is not compatible with the server" when I try to log in to Terminal.	You need to download the most recent version of the Terminal software, please refer to the installation guide.
44	FIX Order Entry	Can you cancel an order before receiving an ack back on the original order?	This is possible provided the ClOrdId (11) has been specified.
43	FIX Order Entry	Is the SOG required when cancelling or modifying an order?	Yes, if an order was placed with an SOG ID, then subsequent amend and cancel operations on that order will need to specify the same SOG ID. See 3.3 OrderCancelRequest (F) and 3.4 OrderCancelReplaceRequest (G) in the FIX Order Entry Specification.
42	New Trading Platform	What is the intended setup of site-to-site VPN?	We are using a Cisco Router with DMVPN configuration. Your router will need to support DMVPN and peer with ASX using IPsec and then GRE. Customers are required to NAT behind the GRE Tunnel address.
41	FIX Order Entry	When do the ClOrdId (11) values reset?	They are only kept for the trading week (which for ASX 24 starts Monday morning and ends Saturday morning). The exception is the handling of multi-day orders (GTC & GTD), where the ClOrdId (11) values are kept for the life of the order. See 3.2 NewOrderSingle (D) in the FIX Order Entry Specification.

40	FIX Order Entry	Regarding OrderMassStatusRequest(AF) - executed/cancelled/rejected orders can be recovered?	The response to an AF message will be working live orders in the market only. To recover missed messages after a disconnection customers can use FIX recovery methods to replay missed messages. See 2.2 Lost Connection and 2.3 Logon (A) in FIX Order Entry Specification for further details.
39	FIX Order Entry & FIX Market Data	How does the News(B) message work? Are special characters such as newline (^M) allowed in tag 58?	News (B) messages are sent out by the exchange. Customers must handle any type of special and whitespace character. Tag 33 is the number of tag 58 values contained in the News message.
38	ASX Terminal	How many days history can I request in the Trade History screen?	5 days of history is available.
37	New Trading Platform	How can I change the password for a FIX user ?	The password can be changed by specifying a new password in the Logon FIX message (35=A) in tag 925 "NewPassword". Note that the password cannot be changed via FIX once the account has become locked. Once an account is locked, a new password must be set via the Admin and Risk Terminal application or by calling Trading Operations.
36	New Trading Platform	What is the password expiry behaviour?	<ol style="list-style-type: none"> <li>1. Passwords are valid for a maximum of 90 days.</li> <li>2. Once the password has expired, you can reset the password via ART or the FIX interface using tag 925 (NewPassword).</li> <li>3. Passwords must be 8 characters or greater.</li> <li>4. Passwords must contain characters from three of the following four categories: <ul style="list-style-type: none"> <li>• English upper case letters, i.e. A, B, C, ... Z</li> <li>• English lower case letters, i.e. a, b, c, ... z</li> <li>• Westernised Arabic numerals i.e. 0, 1, 2, ... 9</li> <li>• Non-alphanumeric ("special characters") "~!@#\$\$%^()_-=+{ } [ ] &lt; &gt; ?".</li> </ul> </li> <li>5. Passwords must be different to the last 8 passwords used.</li> <li>6. Six login attempts with an incorrect password will lock the account. A locked account can be reset by contacting Trading Operations where they will set a new password on your behalf, or by setting a new password yourself using the ART application. See 2.3 Logon (A) in FIX Order Entry Specification for further details.</li> </ol>

35	New Trading Platform	What are AOT and ETR and how do they work?	<p>Anomalous Order Threshold (AOT) – This is the threshold through which you cannot place aggressive orders. The reference price is calculated from a rolling VWAP (currently 30 seconds) on the spot quarter month and the range is then applied to longer dated contracts taking into account the previous days settlement price differential.</p> <p>For more information please refer to the table in the ASX Operating rules guide on page 50:  <a href="http://www.asx.com.au/documents/rules/asx_24_procedures.pdf">http://www.asx.com.au/documents/rules/asx_24_procedures.pdf</a></p> <p>E.g. if the SPI is trading at 5000 and the AOT % is 0.5% then</p> <p>upper threshold = 5025 (cannot bid above this range)  lower threshold = 4975 (cannot offer below this range)</p> <p>Extreme Trade Range (ETR) - simply refers to the range in which trades occur that cancellation will be enforced providing certain time conditions are met. In products where the AOT applies, trades at this range should not be possible. ETR also applies to products not subject to price bands. The ETR ranges for all products is contained in the above document starting page 42.</p> <p>An example of a reg halt scenario in production would be an illiquid product which is linked to another contract e.g. SPI/Mini-SPI, the SPI may rally taking it's AOT away from that of the Mini-SPI. In this instance the Mini SPI will be put into a reg halt to reset its reference price.</p>
34	FIX Order Entry	Can the client specify Cancel on Disconnect on GTC orders? If so, how will the orders behave when the connection logs off or disconnects abnormally?	<p>A client order with 18=0 (Cancel on Disconnect) and Time in Force(59)=1 (Good Till Cancelled) will be accepted into the market. When the customer disconnects (gracefully or abnormally), the exchange will cancel the order. These types of orders are discouraged.</p>

33	New Trading Platform	On go-live weekend, if the production release is rolled back on the Saturday or Monday, what is the grace period that old equipment must be retained? What is the on-line period where equipment must be kept running in parallel?	There will be a decision made during day 1 of go-live, early afternoon, to stay on the new platform. From this point, ASX will arrange with the customer to decommission AOEI gateways and other equipment related to the current ASX24 platform. In the unlikely event that the go-live is to be postponed, either on the Saturday or Monday, ASX will supply instructions as to the new timetable.
32	FIX Order Entry	Will the Symbol Name used on NTP orders be the same as the current ASX24 trading system? i.e. Can I use the same tag 55 value in the FIX order messages?	Most symbol names will not be changed. The same tag 55 values can be used on NTP as in the current ASX24 trading system. There has been a slight change in the format of option series with two extra zeros added to bring all codes to a uniform length of twelve characters.
31	New Trading Platform	How is the Trading Protection Limit (Max deviation) applied to orders?	<ul style="list-style-type: none"> <li>Max Deviation is applied to the Reference Price, the RP is defined in this order: If Last price is available, and is <math>\text{Best Bid} \leq \text{Last} \leq \text{Best Ask}</math>, then <math>\text{RP} = \text{Last}</math> If Last price is available, and is <math>\text{Last} &lt; \text{Best Bid}</math>, then <math>\text{RP} = \text{Bid}</math> If Last price is available, and is <math>\text{Best Ask} &lt; \text{Last}</math>, then <math>\text{RP} = \text{Ask}</math> (Day session for dual session product) If Last price is not available, <math>\text{RP} = \text{Adjusted close Price of the night session}</math>, Apply same logic above if this AdjClose is outside of the spread (Day session for a single session product ) If Last price is not available, <math>\text{RP} = \text{Prior Settlement Price}</math> using same logic above. (Night session) If Last price is not available, <math>\text{RP} = \text{Prior Settlement Price}</math> using same logic above.</li> </ul>
30	FIX Market Data	When will a contract move into regulatory halt in NTP?	This will be the same as current ASX Trade 24, an example for this would be where a reference price would need to be reset for an illiquid market contract, E.g. Index futures - AM (Mini-SPI) Where the SPI contract moves into a new price band but the Mini hasn't traded. Both are valued against a VWAP price. Please refer to the ASX Operating Rules for more detail.
29	New Trading Platform	How will EFP & Block Trade notifications be disseminated to customers?	Notifications will be sent via text message (x) on ASX Multicast feed. Or via News (B) in FIX Market Data.
28	FIX Order Entry	Can you please confirm if trade cancellation and trade corrections will be supported in NTP derivatives?	Participants will need to ring Trading Operations within the 10min window to request the trade cancellations. Trade corrections are not supported on the NTP.
27	FIX Market Data	How do I know if I have FIX Light or FIX Full Market Data Subscription?	Unless requested otherwise FIX Full will be your default setting.



26	FIX Order Entry	When I include Shared Order Group (SOG) Tag 448 in Order Entry the executing trader is always the SOG owner, how can I see who has entered the order?	You will be able to see Entering Trader in the execution report.
25	New Trading Platform	How can I tag my orders client or house?	You would send Tag 581 with, 1= Client account or 2 = House account.
24	New Trading Platform	Will there be an opportunity to test the failover to the secondary connection?	Yes, ASX will fail over FIX Order Entry & FIX Drop Copy primary gateways to their standby gateways on CDE every Friday at 15:00 AEST. Gateways will remain failed over until the restart on Sunday where the Primary instance of each FIX service will resume.
23	ASX Market Data Protocol (Multicast)	What API version do I use for Glance Login Request Packet? What member?	Version = 0.1.0. Member is your three letter Participant ID, this is the ID that makes up part of your usernames.
22	New Trading Platform	Can I reset my password?	Yes, if you user is not locked you can reset your password via the password reset mechanism in the FIX API. Password reset is also possible for Glance ASX Market Data Protocol users.
21	New Trading Platform	Can I unlock my user account in the instance that it gets locked?	Users can be unlocked via the Admin & Risk Terminal by resetting the password in the GUI.
20	FIX Order Entry	For FIX order entry, Tag 18 used to be purge (18=P) or retain (18=R). The new system has one value 18=O "Cancel on connection loss". Please explain the new system.	<p><b>Case 1</b> 18=O is specified - when loss of connection (gracefully logout or unexpected event), orders are cancelled, except if the user is part of a Shared Order Group, in which case the owning user of the SOG can work the orders. When the SOG's owner logs out, the orders are cancelled.</p> <p><b>Case 2</b> Tag 18 is not specified - when loss of connection, orders are retained in the market.</p>
19	FIX Order Entry	What's the valid Account (FIX Tag 1) I can use for testing?	Your initial account provided is your three letter firm mnemonic followed by the number 1. e.g. XXX1 You can add accounts via the ASX Risk and Admin Terminal. Tag 1 is a mandatory field in Order Entry because it is used to validate PTRM limits.

18	New Trading Platform	Will the same logons be used for both derivatives & equities platforms?	No, the user accounts for CDE (derivatives) & CDE+ (equities) are separate.
17	New Trading Platform	Can I access ASX Terminals via VPN?	ASX Terminal is not available via VPN.
16	New Trading Platform	Will Trade Reporting be supported in the NTP?	Trade reporting will not be supported in the NTP, participants wanting to enter trade reports for block's or EFPs can continue to use TradeAccept (via Online Portal or API).
15	New Trading Platform	With new FIX protocol, can any latency improvements can be expected?	Improvements are expected however we do not have figures to publish yet.
14	New Trading Platform	While development is ongoing will the current (old) test environment be continually available for testing along with new test environment?	Yes, you will be able to access both test environments up until the platform goes live.
13	New Trading Platform	Will I be charged for test access to the New Trading Platform	For the duration of the project participants will not be charged for access to CDE up until production go-live. There will be a grace period after the go-live date where customers can opt of test access. Your current test agreement will roll over when the New Trading Platform goes live. The DDE environment is subject to charges, please contact your Info & Tech Services Account Manager for details.
12	New Trading Platform	When will IWT conformance scripts be available?	Conformance testing will be held in the 4 weeks following Release 9; customers should aim to complete conformance testing prior to the first weekend production dress rehearsal. For more information refer to the project timeline, <a href="http://www.asx.com.au/documents/products/ntp-external-derivatives-timeline.JPG">http://www.asx.com.au/documents/products/ntp-external-derivatives-timeline.JPG</a>
11	FIX Market Data	Will subscriptions for market data need to be requested per instrument level?	Subscriptions will only be accessed via market segment level. i.e. Interest rates bonds, electricity futures etc.
10	FIX Order Entry	When will FIX sequence numbers restart?	FIX Sequence numbers will be reset during the weekly restart on Sunday.
9	New Trading Platform	What connections do I need in order to access both the ASX Admin Terminal and ASX Trade Terminals?	In the CDE access to both Terminals is provided via either a ASX Net or ALC Cross Connect. For production terminal access is available via ASX Net or Gateway in Cabinet.

8	New Trading Platform	Does FIX order entry Primary and Secondary connections work as Active/Active or Active/Passive?	Primary and Secondary FIX order entry services operate as Active/Passive. As a routine, customers may not make a TCP connection to the Secondary IP and port. If the Primary service fails/goes down, the Secondary starts up and listens on its assigned port. There is a scheduled failover that happens every Friday at 15:00 AEST.
7	ASX Market Data Protocol (Multicast)	How is the Contract Multiplier defined for instruments?	The ASX Market Data Protocol (Multicast) feed has a field "Lot Size or Face Value". See ASX Market Data Protocol Specification 2.2.2 Futures Symbol Directory (f) and 2.2.3 Option Symbol Directory (h).
6	New Trading Platform	How does time synching work?	ASX provides connection to two separate time synchronisation services within the ALC: GPS time feed and PTP. <ul style="list-style-type: none"> <li>• The GPS time feed allows ALC customers to sync their computer system clocks to the globally available GPS reference time.</li> <li>• ASX PTP time feed provides access to the same time signal used to set the clocks on ASX Trade and ASX Trade24 matching engines.</li> <li>• The ASX and ASX24 matching engines on the new platform (NTP) will also synchronise with the PTP service.</li> </ul>
5	FIX Order Entry	Will OrderId tag 37 be unique in all cases?	Yes
4	FIX Order Entry	ExecId tag 17 and legId tag 1788 be unique in all cases?	Uniqueness is guaranteed per FIX session, ExecId's are derived by combining the partition ID, timestamp and a sequence number.
3	New Trading Platform	Will CDE always be supporting Derivatives and CDE+ always be equities?	Post implementation CDE will have the current production version and CDE+ will have the next version of production software. For the purpose of NTP CDE will be for dedicated for Derivatives and CDE+ will be for Equities.
2	FIX Order Entry	Order Throttling - how does it work?	Throttling adheres to a rolling second window. Inbound order transaction messages received by the order entry gateway will be throttled to 15tps, once this limit has been hit the 16th message and any further transactions will be buffered until the next second and so on for each additional 15tps received. The calculation starts from the time of the 1st message of the sequence of 15 is received.

1	FIX Order Entry	What value should we send in tag 207 to identify respective Market?	For AUD contracts 207=XSFE and 207=NZFX for NZD contracts.
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Any queries regarding this document please contact ASX Customer Technical Support ([cts@asx.com.au](mailto:cts@asx.com.au)) or your Technical Account Manager.

