CME Globex Validation Errors

When attempting to complete the CME Globex validation with the IQFeed/Interactive Brokers (IB) plugin, the user may come across one of the following errors:

Unable to confirm your IB account meets the required criteria...
This message usually means that the account number provided in the IB plugin is not a fully funded IB account. The user must maintain a minimum of $500 in their IB account to successfully validate.

Solution: Verify that the user has entered the correct IB number for a fully funded account, not a paper trading account. Note that if it's a new account, or if the required amount of funds were only recently added, it may take a few days before the funds are verifiable.

Active X / Socket error - Please make sure TWS is running and that you have enabled API connections to TWSby clicking the Configure button within IB TWS, going into the API Settings and placing a checkmark next toEnable Active X and Socket Clients.

This error likely means that the API settings in IB TWS (Trader WorkStation) must be reconfigured to work with the IQFeed Globex plugin.

Solution: In TWS, the user would need to click File > Global Configuration, to find these settings and adjust them. In addition, make sure that the port listed in TWS's API settings matches the one in the IQFeed waiver plugin window. If they don't, the user should change the port in the plugin window to match the one in TWS.

Trader Account Verification (TAV) is only available for products validated to execute trades with your broker...

This error message means one of two things: either the user is attempting to complete the validation with an unapproved 3rd party charting software, or they signed into IQFeed before launching their 3rd party software. To complete the validation, a user MUST launch the charting software prior to running IQFeed.

Solution: The user should close out of the 3rd party software and out of IQFeed. Relaunch the3rd party software, using it to initiate the startup of IQFeed. Once these steps are satisfied, the user can return to the IQFeed Trader Account Verification window and reattempt to validate.