BLOOMBERG L.P.

Pricelink FAQ
Troubleshooting Guide

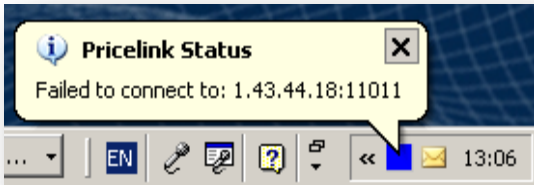**Version 1.0**
July 2015
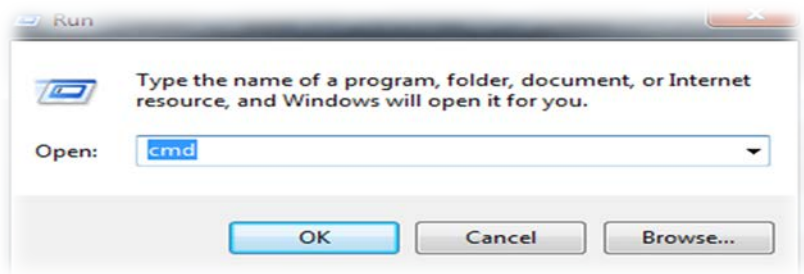
Contents

FAQ Pricelink
Troubleshooting Guide

I. Connectivity Issues

The contribution session could not establish a connection to the IP addresses specified in the user configuration, typically caused by network issues.

Steps to resolve Blue/IDLE Status

1. Confirm the correct IP Address has been entered
2. Confirm with internal Networks team that firewall has been cleared

3. If the icon is still blue run *traert or ping* the ip address. *If the host is unreachable it is a firewall issue*.

4. If **tracert or ping** successfully reaches the destination IP but icon is still blue run **telnet** to that same destination IP and port# 11011

Steps to resolve RED /DOWN Status
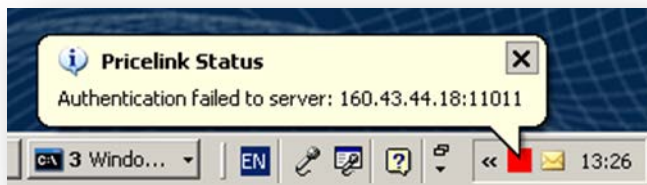
This means the Pricelink service has not been started correctly or that the contribution session has not been authenticated. If you hover over the icon the exact reason will appear in a tooltip .
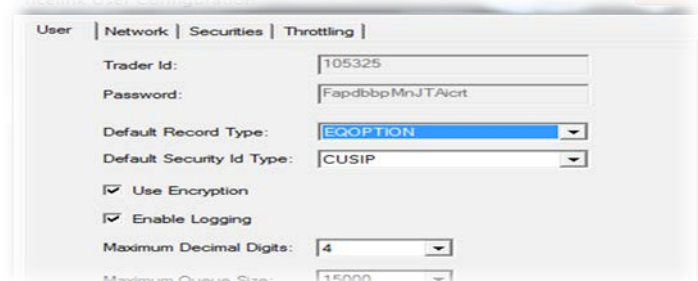
1 .Open the user configuration box confirm that the trader id# and password are greyed out. If the fields are editable. **Reboot** the pc when possible.

2. Verify the password has been copied correctly. *The password is case sensitive. 16 characters* & alphabetical. If changes to the password are made, it is necessary to **Reboot** the pc.

3. If PC has been **Rebooted** immediately after install and the password is correct. Contact Help Desk to have trader id reset.

Alternative to rebooting Ctrl Alt Del, select the Task manager, move to the Process tab, locate a process called plinksv.exe and click END PROCCESS

4. The pricelink credential are unique and pc specific. The same credentials cannot be installed on two separate desktops. Be sure to completely remove an existing setup from original pc before reusing the same credentials on another pc. Contact our 24 help desk to be assigned original pricelink credentials.

II. Excel Issues

If updates are not being successfully published to Bloomberg consult your spreadsheet to see if the following errors apply.

•#NAME?
•#VALUE!
•Skip Digital/Skip Monitor/Skip Page
•Asterisk in front of the data (i.e. *10.50 (12:31:45))
• Locating Pricelink toolbar

#NAME?

This is an Excel error. This means Excel does not recognize the formula and it is probably caused by not having the Pricelink add-in in excel. To correct this, go to the Tools menu in Excel, select the Add-ins option, click in the Browse option, and go to the folder where Pricelink is installed.
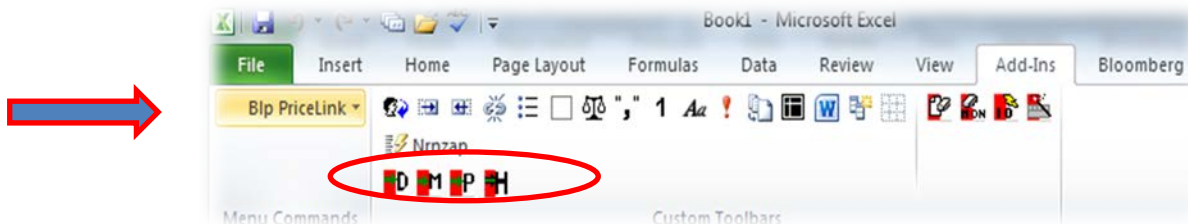
Typically this is C:\Blp\Pricelnk\. In this folder locate the file called Plink.xla. Double click in that file. At this point the system may ask "if ok to replace the existing file. The answer to this is "Yes". Click Ok in the add-ins dialog box to finish linking the add-in.
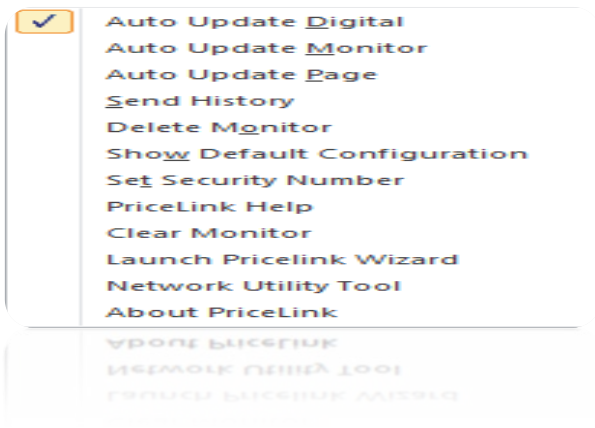
#VALUE!

This is an Excel error. This means that one of the parameters in the formula is of an incorrect type. For instance, if the formula was expecting a date in one of its parameters, but in the formula, that parameter makes reference to a cell where there is a number instead, that would cause this error to appear. In this case, the formula and all of its parameters will need to be reviewed.

Skip Digital/Skip Monitor/Skip Page

The Skip messages are not errors. These are what the Pricelink formulas return when the **Auto Update** options in the Blp Pricelink menu in excel are not selected and the data has not been forced out by clicking in the Pricelink buttons with the letters "D", "M", and "P" respectively.

Auto Update **D**igital
Auto Update **M**onitor
Auto Update **P**age
Send History
Delete M**o**nitor
Sho**w** Default Configuration
Se**t** Security Number
PriceLink Help
Clear Monitor
Launch Pricelink Wizard
Network Utility Tool
About PriceLink

If it is expected that pages in Bloomberg to be automatically updated whenever the prices change in the spreadsheet, select the Auto Update Options.

Also check that excel is configured for **Automatic Calculations** by going to the calculations tab in excel (Tools, Options, Formulas).

Asterisk in front of the data (i.e. *10.50 (12:31:45))

A price with an asterisk in front is not an error. This means the Pricelink recognizes the data being sent as a duplicate and therefore it will not send it to Bloomberg. This happens frequently when the objects being prices have low liquidity. To avoid this, close Pricelink every evening and re-open the following morning to reset the duplicate filters.

Cannot find plnk.xla or plink.dll

The plnk.xla and plink.dll files should be in the same folder where Pricelink was installed. The default Pricelink folder is **C:\BLP\Pricelnk\.** If the files were removed from the folder, Pricelink will need to be re-installed.

III. Locating Pricelink Toolbar

- In the excel sheet, go to File -> Options -> Trust Center. Click on the Trust Center Settings.

- In the Trust Center Settings, click on the Trusted Locations and select the check box at the bottom for "Allow Trusted locations on my network".
- Click on Add locations.
- Please browse for Pricelink and add this new location on
- Once the Pricelink path appears under "User Locations", click OK

IV. Accessing Registry Settings

Pricelink Credentials are unique. There is a 1 to 1 relationship between the pc and the pricelink trader id and password.

Remove pricelink from a pc. *Go to **Start>Control Panel>Uninstall programs.*** Locate "Bloomberg Pricelink" and right mouse click chose Uninstall. ***reboot the pc.***

It may be necessary to remove pricelink credentials from the pc registry. *This access requires administrative access*.

Programs (1)

regedit.exe

See more results

regedit

Log off
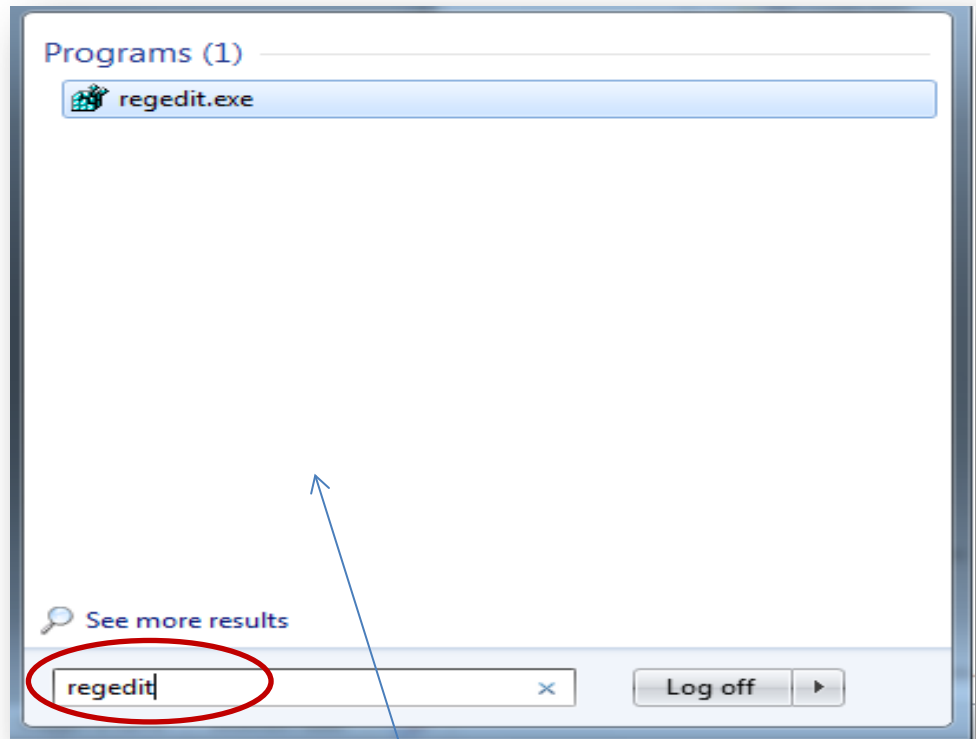
On the desktop taskbar Chose> **START** > type regedit > double click onto **regedit.exe** file

Use regedit to **UNLOCK** the *Trader ID* and *Password* in Pricelink's User Configuration:
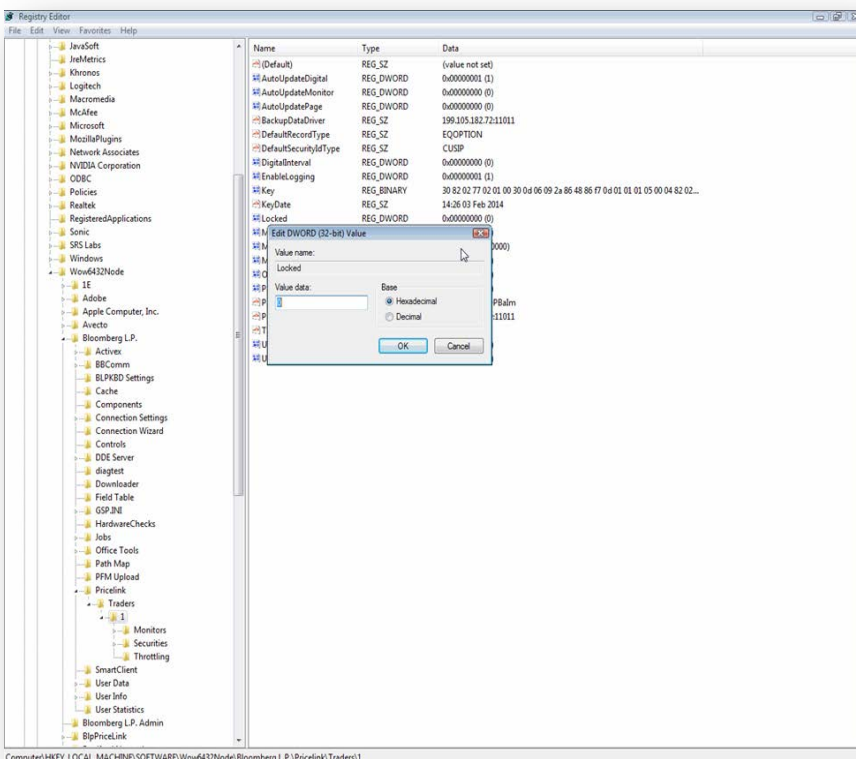
Windows 7:
HKEY_LOCAL_MACHINE\SOFTWARE\ Wow6432Node\Bloomberg L.P.\Pricelink\Traders

Window XP:
HKEY_LOCAL_MACHINE\SOFTWARE\B loomberg L.P.\Pricelink\Traders

2) You will see an instance = Locked
3) Right-click into it and select Modify
4) Change the Value data = 0 to unlock