

Autobahn 

Autobahn Launcher Troubleshooting Guide



Autobahn

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- Gain unparalleled access to Markets and Liquidity
- Electronically trade quickly and easily
- Intuitively access Deutsche Bank's powerful analytics and published content

Autobahn. Evolving Intelligent Trading.

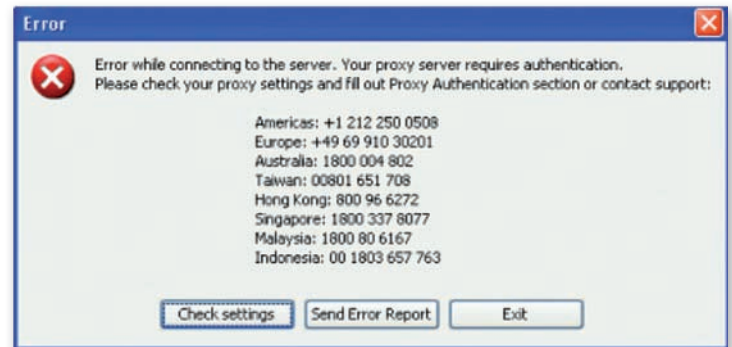
<http://autobahn.db.com>

Autobahn Launcher Issues

Proxy authentication error

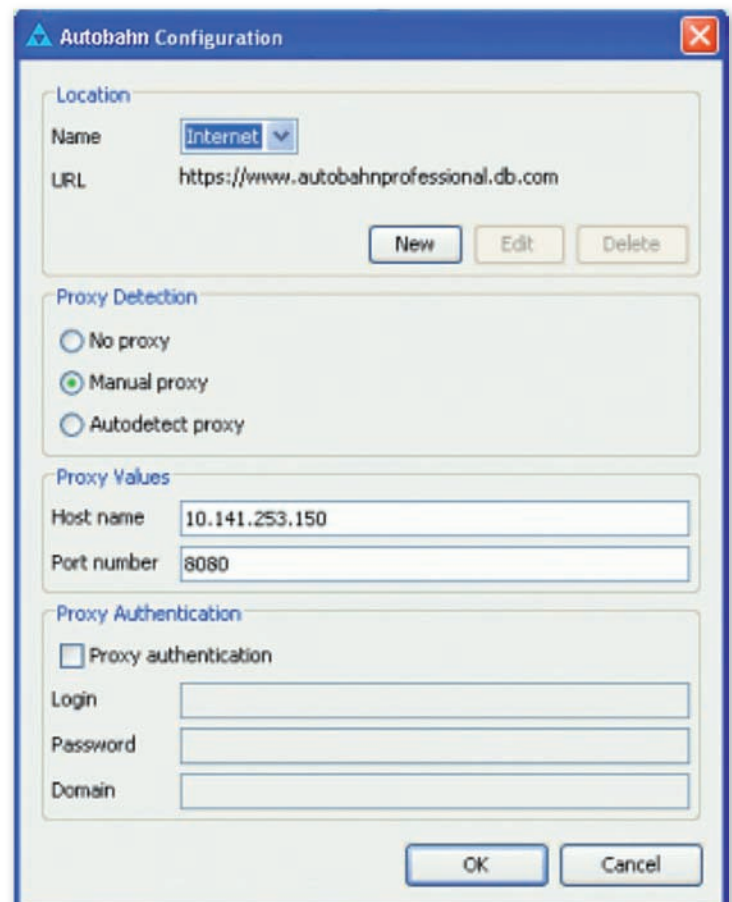
Problem

When trying to login to Autobahn Launcher the following error is shown.



Resolution

This means the application cannot authenticate with your proxy. Either the proxy can be configured by your IT to allow access for the URLs in the installation guide or proxy authentication details can be provided by your IT and entered to the **Autobahn Setup** screen.



Autobahn Launcher Issues Continued

Slow roundtrip times

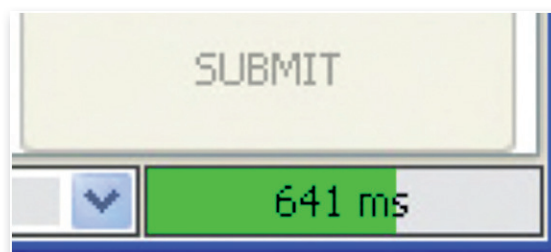
Problem

If the roundtrip indicator at the bottom right of each screen shows red rather than green this indicates that the connectivity from your site to Deutsche Bank is considered too slow to support the application reliably.

Resolution

This can be down to a number of issues including an overloaded proxy or a heavily used PC. The following actions can be taken to improve this:

- Port 9001 can be opened as per install document – this allows secure connectivity to Deutsche Bank not via a proxy which is generally quicker
- Consult with your IT to find a less heavily used proxy
- Check network usage and CPU usage on the PC running the application
- Check that an appropriate Point-of-Presence is being used



Autobahn Launcher Issues Continued

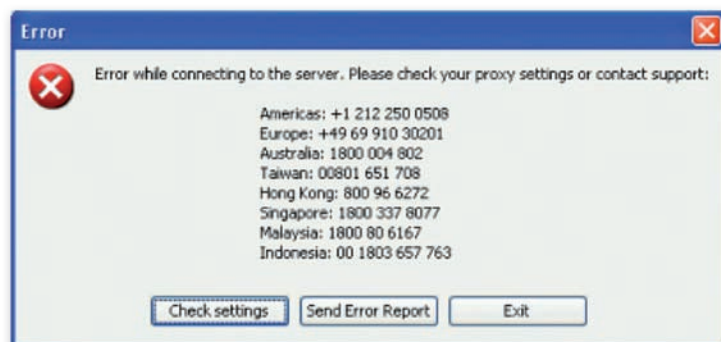
Error while connecting to the server

Problem

A pop-up like this is displayed when logging into Autobahn Launcher.

Resolution

This error indicates an issue with connectivity to Deutsche Bank. There can be a number of reasons for this. Please check the documentation, if this does not resolve the issue contact support for further help.



No JVM could be found on your system

Problem

A message **No JVM could be found on your system** is displayed on start-up.

Resolution

This window on start-up means that bundled JVM became corrupted. Reinstall Autobahn Launcher application.

Autobahn Fixed Income Issues

Subscription Failed message

Problem

A message **Subscription Failed** is displayed when Autobahn Fixed Income is launched. Screens are displayed.

Resolution

The system opens blotter windows by default. This error indicates that you do not have permission to view any blotters. If you believe this is correct you can get **stop the error being displayed** by pressing the 'Cancel' button and then using **File | Exit** to leave the application which saves the layout without the blotter. If you believe you should have this permission please contact support.



Autobahn Fixed Income Issues Continued

Unexpected error has occurred

Problem

A pop-up is displayed when launching the Autobahn Fixed Income application.

Resolution

This issue occurs when connectivity to Deutsche Bank is not fast enough. Configuring to use a different proxy may improve the situation or opening port 9001 as described in the installation guide. Otherwise please contact support.



Autobahn diagnostic pages

[Check connectivity to Autobahn servers](https://www.autobahnprofessional.db.com/portchecker.html)

<https://www.autobahnprofessional.db.com/portchecker.html>

[Display settings relevant to using Autobahn through Java™ Web Start](https://www.autobahnprofessional.db.com/jwschecker.html)

<https://www.autobahnprofessional.db.com/jwschecker.html>



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