

## CFE Regulatory Circular RG17-011

**Date:** July 21, 2017

**To:** CFE Trading Privilege Holders and Market Data Recipients

**From:** CFE Help Desk

**RE:** Recommended CFE Best Practices - Updated

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CBOE Futures Exchange, LLC (CFE) Trading Privilege Holders (TPHs) and market data recipients are strongly encouraged to follow the “best practices” below in order to mitigate potential issues in interfacing with CFE’s trading system and market data services. This circular is not a comprehensive listing of all possible issues, but rather is a guide to a number of common questions. This circular updates and supersedes CFE Regulatory Circular RG17-009 regarding the time frame during which test orders or quotes in the CFE trading system production environment may be sent on Sundays in the Verify Quote and Order Routing best practice below.

### Execution

**Execution and/or Clearing Reports in Excess of Original Order Quantity:** In the event that a TPH receives an execution and/or clearing report in excess of the original order quantity, the TPH should contact the Help Desk immediately to provide notice of the problem and determine whether further market action is required by the TPH.

**Execution Discrepancies:** TPHs should match and reconcile execution reports to the original order, even if the order appears to have been rejected or not acknowledged by CFE. If executions cannot be reconciled for any reason, the TPH should immediately contact the Help Desk.

### General

**Cancel Orders on Disconnect:** It is recommended that TPHs use this feature to cancel any day orders submitted to CFE to avoid market exposure when disconnects occur unexpectedly. This feature is further described in CFE Regulatory Circular [CFERG13-014](#) and CFE Rule 513A(e). Contact the API Department for more information on how to program for this feature.

**Possible Resend/Possible Dupe:** If PossResend or PossDupe reports are received, the receiving TPH must understand that these reports are only possible resends/duplicates that may have been sent previously. Accordingly, the TPH should contact the Help Desk before taking market action on these reports. To test this further in the API test environment, please contact the API group to schedule test time.

**Public CAS:** TPHs with CMI2 connectivity are assigned a dedicated client application server (CAS). TPHs should not connect to a public CAS without a valid need, such as if a TPH’s assigned CAS is not functioning properly. In order to connect to a public CAS, the TPH must contact the CFE Help Desk or System Operations Center. The CFE Help Desk or System Operations Center will verify there is a valid need for the TPH to use a public CAS and provide the appropriate permissions.

**Risk Controls:** Following API certification, TPHs need to contact their clearing firm to ensure that Risk Controls have been “Enabled” and limits have been set. Please refer to Circular [CFERG16-007](#) for further details.

**Timely Reporting:** Timely reporting is required for any problem that may require Help Desk assistance.

- Self-Trade bust requests must be made within 8 minutes of the Self-Trade event.
- All parties must contact the exchange within 8 minutes to bust a trade that occurs outside the CFE “No Bust Range”. Error trade processes are further described in Policy and Procedure III of the Policies and Procedures section of the CFE Rulebook.
- Block Trade reporting is required within 10 minutes of the trade time (subject to the Block Trade reporting time frames under CFE Rule 415(g)).
- Exchange of Contract for Related Position (ECRP) trades must be reported within 30 minutes of the trade time (subject to the ECRP reporting time frames under CFE Rule 414(i)).
- Corrections to Block or ECRP trades must be reported within 30 minutes of the trade confirmation receipt.

**Valid Trading Days:** TPHs should only process trade data for valid trading days. CFE may operate systems for testing purposes on non-business days, and TPHs that connect on these days may receive test execution reports and must recognize that these reports are not valid. Please refer to the CFE website at <http://cfe.cboe.com/aboutcfe/ExpirationCalendar.aspx> for valid CFE trading days, including extended hours trading.

## Messages

**Delayed Acknowledgement/Report:** If a quote update, quote cancel, or order or order cancel acknowledgement or report is not received within a time interval that is acceptable to the TPH, the TPH should contact the Help Desk immediately.

### **Enhanced Market Data (CSM) including Top of Book and Book Depth Data:**

- To ensure uninterrupted market data availability, CFE market data recipients are advised to have both Primary (A side) and Secondary (B side) network connections for the receipt of CSM market data. Having both Primary and Secondary network connections allows market data recipients to receive market data when the A side primary network router is down and the B side router takes over. Any party that directly connects to CFE is required to have redundant connections. See Footnote 32 of the CFE Fee Schedule for additional details.
- CSM Level 1 (top of book) and Level 2 (book depth) updates may not occur simultaneously. Therefore, TPHs requiring the most immediate notice of an update should subscribe to receive data from both feeds.
- CSM, rather than FIX or CMI2, should be used to receive product state data.

**Guaranteed Message Delivery (GMD):** TPHs should follow the GMD procedures in order to properly handle possible status message resends. Please note that resends may occur due to issues on either the CFE side or on the TPH side.

**Message Reject Text:** If a TPH receives a reject message on a quote or order, and does not recognize the reason text given for the reject (e.g., FIX Tag 58, Reject Reason in CMi), the TPH should immediately contact the Help Desk for clarification.

**Remote Transaction Timeout (RTT):** An RTT message, rather than a standard acknowledgement, is returned to a TPH if a quote or order takes an extended amount of time to process within CFE's trading system. The RTT message includes the text "Ambiguous Message Dispatch Failure" in FIX and "122 – Request Timeout" in CMI2. The purpose is to release control of the inbound processing back to the TPH without waiting for the situation to clear. It is critical to understand that the order or quote update may or may not have processed successfully. TPHs must contact the Help Desk immediately if they receive an RTT message.

### Order Routing

**Verify Quote and Order Routing:** Using test symbols L1F41 and 01F11, TPHs are advised to send test orders or quotes in the CFE trading system production environment between 4:00 p.m. and approximately 4:10 p.m. every Sunday. These test symbols are available during this time frame for TPHs to verify their ability to submit orders and quotes to the CFE trading system prior to the start of the pre-open period on Sundays for CBOE Volatility Index (VX) futures and Trade at Settlement (TAS) transactions in VX futures (VXT). Please note that the use of test symbols during this time frame or the submission of orders or quotes at any time provides no performance advantage within the CFE trading system or a CFE trading system CAS.

**Cancel-Replace Routing:** To avoid cases in which the volume in the replace portion of a cancel-replace order does not match the volume remaining in CBOE Command, TPHs are advised to first send a discrete cancel request, rather than a cancel-replace order. After receiving a cancel report, a new replacement order may be submitted.

**Populate CMi "Correspondent Firm" (FIX Tag 109 "ClientID"):** TPHs should consider populating the CMi field "Correspondent Firm" or FIX Tag 109 "ClientID" when submitting Orders. Populating the CMi field or FIX tag (whichever is applicable) will add an additional Order identifier that will help avoid duplicate Branch/Sequence Number Order rejections. Please refer to CMI and FIX documentation found at <https://systems.cboe.com/>.

**Spread Order Side:** For TPHs using the "1-step" method for spread orders, FIX Tag 54 (Side) must always be set to "1" (Same).

### **Additional Information:**

For API specifications, testing or additional technical information, please contact the API Group at [api@cboe.com](mailto:api@cboe.com) or 312-786-7300 or refer to Best Practices documentation on the API systems website at <https://systems.cboe.com>. The CFE Help Desk can be reached at 877-226-3773 or [cfehelpdesk@cboe.com](mailto:cfehelpdesk@cboe.com). The Systems Operations Center can be reached at 312-786-7642 or [operations@cboe.com](mailto:operations@cboe.com).

(Replaces Regulatory Circular RG17-009)