

Problem : Chart Missing Price Data for Multiple Recent Days

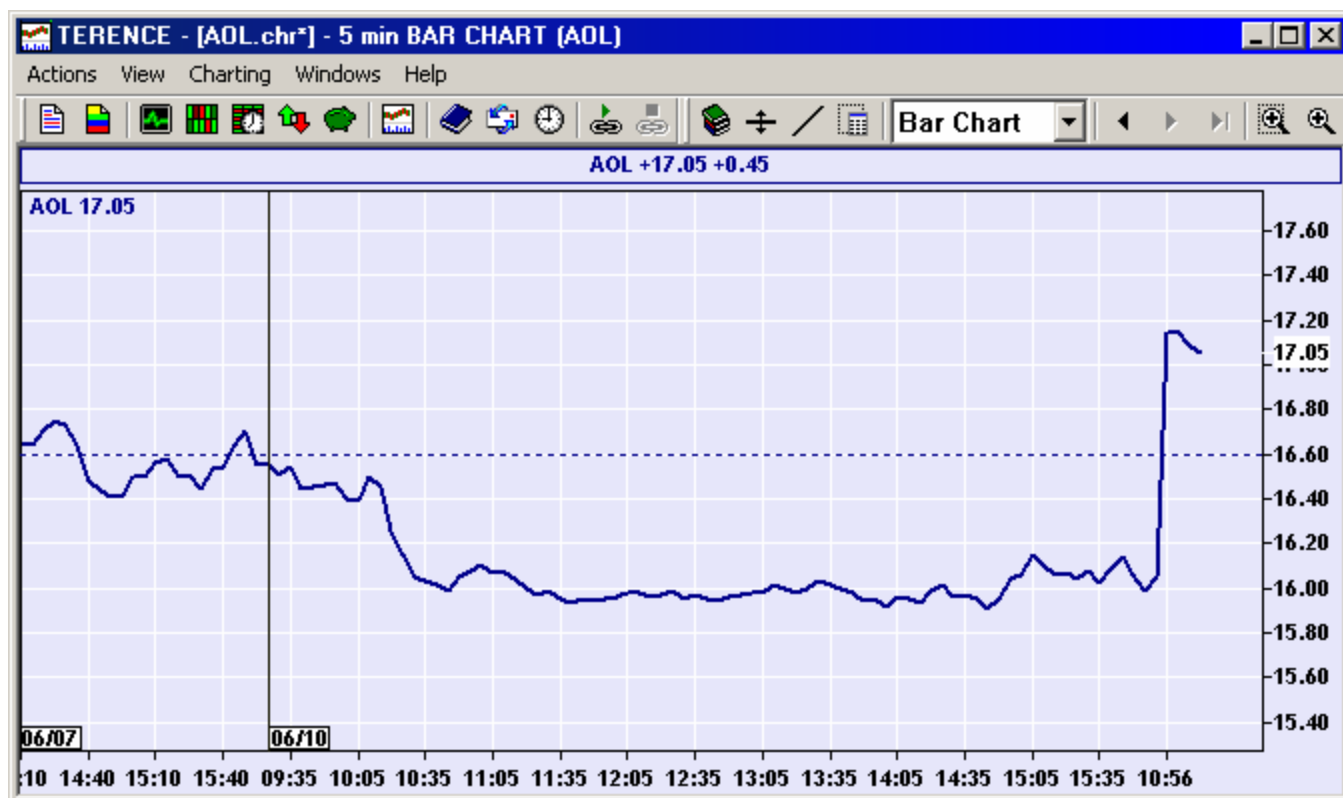
**Error Message /
Description:**

It can sometimes appear as though a Chart window in Sterling Trader™ Pro is missing days' worth of Price data – sometimes multiple recent days' of Price data.

Explanation:

It can be sometimes appear as if the Chart window in the Sterling Trader™ Pro is missing multiple recent days' worth of Price data. Yet at the same time, other users of the Sterling Trader™ System using Charts WILL still be seeing complete Price data. So at first glance, it would appear as if the Server that is the repository of the Price Database must be missing data...as if the Price data for those recent days had gotten inadvertently **deleted** or **corrupted**. Yet, if this were actually true, then all other users of the system would be affected in the very same manner, since all are viewing the Price data from the same source. So then, how is it possible that all OTHER Sterling Trader™ System users *can* see complete Price data, including the most recent days, in the Chart window of Sterling Trader™ Pro?

This problem is caused when - of all things - the user's local computer Date/Time Properties setting - called "**Adjust Date/Time**" (i.e. - the clock) - is **WRONG**, when it is set for the wrong **Calendar Date**. In instances such as these, the Price data represented on the Chart window will be incomplete, because it can only correspond to those Dates that are included in the local computer's Calendar. The user's local computer cannot request Price data for dates that are in the future. In cases where the user's local computer Date/Time Properties setting is incorrectly set to a Date in the past, that workstation cannot request Prices for Dates that to the local computer would appear to be in the future. If, for example, the local computer's Date has been incorrectly set to 4 or 5 days prior to the current actual Date, then that user's workstation cannot make a proper request from the Sterling Trader™ System. See the illustration below:



The solution to this, then, is a very simple one: Right-click on the **Time Setting** usually located on the far bottom-right side of the local computer's Status Bar. Select **Adjust Date/Time** from the small pop-up menu that appears; this takes you to the **Date/Time Properties** page. Once there, select the correct **Date** for today; next save this now-corrected setting by clicking **Apply** → **OK**. Now, the next time you pull up a Chart, it will contain complete Price data for every day. See the illustration below:

