

**Subject:** Solutions Archive: "Unable to Locate Newly Created User Account in Sterling Trader Manager"

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The problem recorded above occurs when a new **User Account** is created in Sterling Trader Manager, while certain application windows are still opened and active at the time of the new Account creation - for instance the Trading Monitor window. What will happen is the previously opened applications won't pick up the changes made, either to the Trading Record Tables or to the Ordering Record Tables – to pick up the new Accounts added - because the current Account Lists are not refreshed for the still-opened applications. Therefore, if you go into Maintenance Mode within Trading Monitor (either to the Executions tab to Change a Trade, or to the Open Orders tab to Change an Order) - you cannot pick up the newly created Account in order to assign a Trade or Order to it - because the Trading Monitor application does not yet know that the new Account was created.

**Solution:** Close-out of and then re-open any application windows (e.g. Trading Monitor, Position Summary) that had remained open at the time that the new Accounts were created in Sterling Trader Manager. After these application windows are closed and then re-opened, the current, updated Account Lists (both for Trading Records and for Ordering Records) will be refreshed and therefore, updated.

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