

# FTSE PCBond Software

## Technical Issue FAQ

v1.0



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## Document History

Version	Date	Note
v1.0	4/10/2025	First version release

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## Overview

This document serves as a guide to the frequently asked questions regarding the FTSE PCBond Software technical issues. If you encounter any issues, please follow the instructions to troubleshoot and resolve them.

Please reach out to FTSE Fixed Income Index Client Service team at [fi.index@ftserussell.com](mailto:fi.index@ftserussell.com) for any further questions.

## Frequently Asked Questions

### Expired Authorization

Please try to open BondData and see what the error message is, if the message is “Authorization has expired”, please provide the PCBond.ath file in your C:\edbro folder to client service team to verify your key.

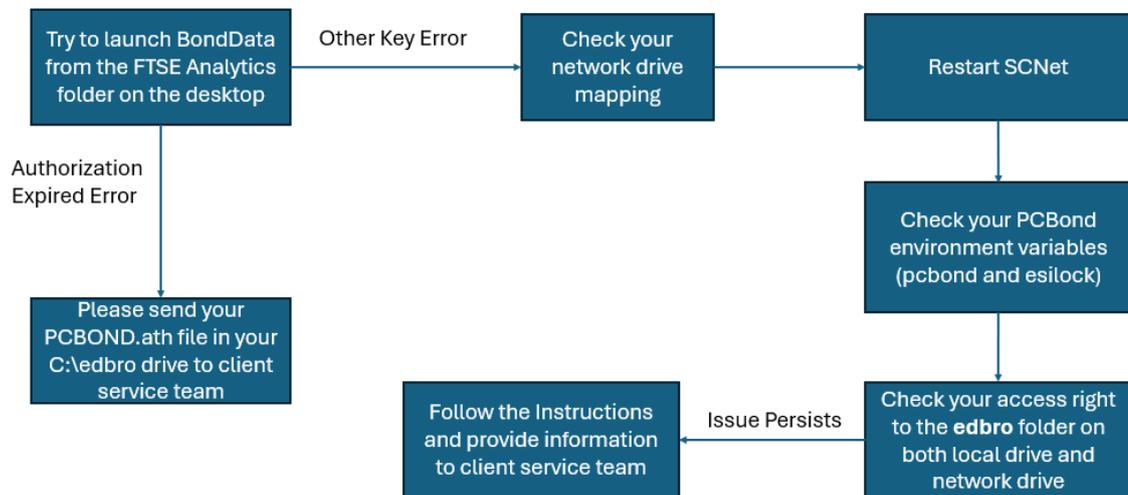
## Unable to Create Network File/ Unable to Detect Net Lock/ Cannot Find Hardware Key

Please determine if the issue happens on your workstation or server machine.

Server machine is usually the machine that runs scnet.exe, if you don't run scnet.exe at all, then it's a workstation machine. On the server, PCBond will broadcast the license via scnet.exe to a shared drive so that all the workstations can use the same license on their own machine by searching the shared drive.

The troubleshooting workflow is outlined below:

### Troubleshooting Workflow



For detailed instructions on the above troubleshooting workflow, please refer to pages 7 to pages 10 below.

## Workstation Machine

If the issue is on your workstation,

### First, please check the drive mapping on the network drive:

1. Open a normal command prompt, and run "net use". This will display all the network drives that are mapped currently. Please make sure their status is "OK" and correct
2. If it is not mapped, please ask your IT team to map the drive for you

### Second, please restart SCNet.exe on the server by doing the following:

1. On the server, please make sure no users are running pcbond, and quit scnet
2. Delete the (edbro).\* file in the \edbro\ folder in your network drive on the server
3. Delete the cached key file (edbro).\* files in your c:\edbro folder on the server
4. Delete the obsoleted key (edbro).\* file in the \edbro\ folder in your network drive on the problematic machine(workstation)
5. Delete the cached key file (edbro).\* files in your c:\edbro folder on the problematic machine(workstation)
6. Re-launch scnet.exe to broadcast the key again
7. Open Bonddata and Bondman to see if the issue is resolved

### Then, please make sure PCBond environment variables (esilock and pcbond) are correct:

1. Open a normal command prompt, run "set esilock".  
It should look like nodongle,drives:cz or nonet,drives:c.  
C is your local drive, and Z is your network drive. That's the drive where the PCBond program will look for your key.
2. Within the same command prompt, please run "set pcbond", which should print out a directory where the PCBond data will be downloaded to. It should look like C:\PCbond.
3. If they are not correct, please search "edit the system environment variables" in the search bar of the bottom left corner and edit your system variables "pcbond" and "esilock".
  - a. For the "pcbond" environment variable, please ask your team if anyone knows where the data will be downloaded to.  
All the data will be downloaded to the /pcbond/data folder. It can either be your local drive (i.e. C:) or network drive (i.e. Z:), so please check these drives and look for the pcbond/data folder.  
You may also check the date modified of the .dat file in the pcbond/data folder to see if the data has been downloaded or updated in this folder recently.
  - b. For the "esilock" variable, if this machine is the only machine that is running PCBond without relying on any server, the value should be **nonet,drives:c** (if you install PCBond locally on your C drive). If the machine is a workstation, then the value should be **nodongle,drives:cz** (if the network drive is Z).

Please note that if esilock is network drive (**nodongle,drives:cz**), you need to additionally check or ask your IT team to check if you have full access right to the Edbro folder on the network drive:

1. Go to Edbro folder on the network drive. If your network drive is Z:, please go to the Edbro folder on Z:. You will see a file (EDBRO).\* in this folder
2. Check if this file is in use:  
Please try to rename it to (EDBROBCK).net.  
If you're unable to rename the file, it means the file is in use which is expected.  
If you can rename the file, it means this file is not in use, then you should check if your scnet.exe is running on the server
3. Check if you have the full access right to this folder:  
Open a command prompt, navigate to (cd /d) the edbro folder on your network drive, run "mkdir test" to create an empty test folder, then run "rmdir test" to delete it

Example: If the edbro folder is in your z drive, do the following in your normal command prompt

- a. Cd /d Z:\edbro
- b. Mkdir test
- c. Rmdir test

If you can create an empty test folder and delete it, it means you have the full access right to this folder.

**Should the aforementioned methods fail, kindly provide the below details to the client service team for further investigation:**

1. The screenshot of the error message
2. Did it work before? When was the last time you were able to run the application without issues?
3. If you haven't tried it, please go to the FTSE Bond Analytics folder on your desktop and open BondData to see if there's any error
4. On the machine that you see this error, open a normal command prompt, run the following command and take a screenshot:
  - a. Set pcbond
  - b. Set esilock
  - c. Net use
5. On the machine that you see this error, right click on BondData in your FTSE Bond Analytics folder on your desktop and go to properties. Please take a screenshot (make sure to capture the **Drive** Letter in the **Target** value)

## Server Machine

If the issue is on server machine,

### First, please check the drive mapping on the network drive:

1. Open a normal command prompt, and run "net use". This will display all the network drives that are mapped currently. Please make sure their status is "OK" and correct
2. If it is not mapped, please ask your IT team to map the drive for you

### Second, please restart SCNet.exe on the server:

1. On the server, please make sure no users are running pcbond, and quit scent
2. Delete the (edbro).\* file in the \edbro\ folder in your network drive on the server
3. Delete the cached key file (edbro).\* files in your c:\edbro folder on the server
4. Re-launch scnet.exe to broadcast the key again
5. Open Bonddata/Bondman to check if the issue is resolved

### Then, please follow the below steps to check the environment variables and access right:

- Make Sure PCBond environment variables (esilock and pcbond) are correct
  1. Open a normal command prompt, run "set esilock".  
It should look like **nodongle,drives:cz** or **nonet,drives:c**.  
C is your local drive, and Z is your network drive. That's the drive where the PCBond program will look for your key.
  2. Within the command prompt, please run "set pcbond", which should print out a directory where the PCBond data will be downloaded to.
  3. If they are not correct, please search "edit the system environment variables" at the search bar of the bottom left corner and edit your system variables "pcbond" and "esilock"
    - a. For the pcbond environment variable, please ask your team if anyone knows where the data will be downloaded to.  
All the data will be downloaded to the /pcbond/data folder. It can either be your local drive (i.e. C: ) or network drive (i.e. Z: ), please check these drives and look for the pcbond/data folder.  
You may also check the date modified of the .dat file in the pcbond/data folder to see if the data has been downloaded or updated in this folder recently.
    - b. For the esilock variable, the value should be **nodongle,drives:cz** (if the network drive is Z).
- Check if you have full access right to the pcbond.ath file on the network drive
  1. Open a command prompt, navigate to (cd /d) the C:\edbro folder, and try to rename pcbond.ath to pcbond.ath.old.  
If you can run the following commands in the command prompt, it means you have access right.
    - a. Cd /d c:\edbro

- b. Rename pcbond.ath pcbond.ath.old
- c. Rename pcbond.ath.old pcbond.ath

If you cannot do it, it means you do not have the access right to the PCBond license key

2. Try to delete any (EDBRO).\* in this folder. If you can delete, it means you have access right.

- Check or ask your IT team to check if you have full access right to the Edbro folder on the network drive
  1. Go to Edbro folder on the network drive. If your network drive is Z:, please go to the Edbro folder on Z:. You will see a file (EDBRO).\* in this folder
  2. Check if you have the full access right to the folder:  
Open a command prompt, navigate to (cd /d) the edbro folder on your network drive, run "mkdir test" to create an empty test folder, then run "Rmdir test" to delete it.  
Example: If the edbro folder is in your z drive, do the following in your normal command prompt
    - a. Cd /d Z:\edbro
    - b. Mkdir test
    - c. Rmdir test

If you can create an empty test folder and delete it, it means you have the full access right to this folder.

**If the above steps work and you can run scnet in admin mode, it means you probably miss the access right to the registered key in the registry. Please do the followings:**

1. Please open the Registry Editor by searching it at the search bar at the bottom left corner.
2. Please go to the path of the registered key:  
**Computer\HKEY\_LOCAL\_MACHINE\SOFTWARE\WOW6432Node\PCBond\PCBond Suite\**
3. Please right click on the "PCBond Suite" folder, go to Permissions, and change the permission to have full control access to the folder.

**If the above steps don't work, please proceed with the following:**

1. Please open an admin command prompt.
2. Run "set pcbond" and "set esilock" to see if they are set, if not, set them accordingly (i.e. set pcbond=C:\pcbond and set esilock=nodongle,drives:CZ).
3. Run "net use" to see if the drive has been mapped.  
If not, please run "net use" in the normal command prompt, then copy the drive mapping to the admin command prompt by running "net use" in the admin command prompt.  
Example: "net use g: \\abc\def"
4. In the admin command prompt, please navigate to the scnet or bonddata folder and try to launch scnet or bonddata again. For example,
  - a. Cd /d Z:\PCBond\binw
  - b. bonddata

**Should the aforementioned methods fail, kindly provide the below details to the client service team for further investigation:**

1. The screenshot of the error message
2. Did it work before? When was the last time you were able to run the application without issues?
3. If you haven't tried it, please go to the FTSE Bond Analytics folder on your desktop and open BondData to see if there's any error
4. On the machine that you see this error, open a normal command prompt, run the following command and take a screenshot:
  - a. Set pcbond
  - b. Set esilock
  - c. Net use
5. On the machine that you see this error, right click on BondData in your FTSE Bond Analytics folder on your desktop and go to properties. Please take a screenshot (make sure to capture the **Drive** Letter in the **Target** value)

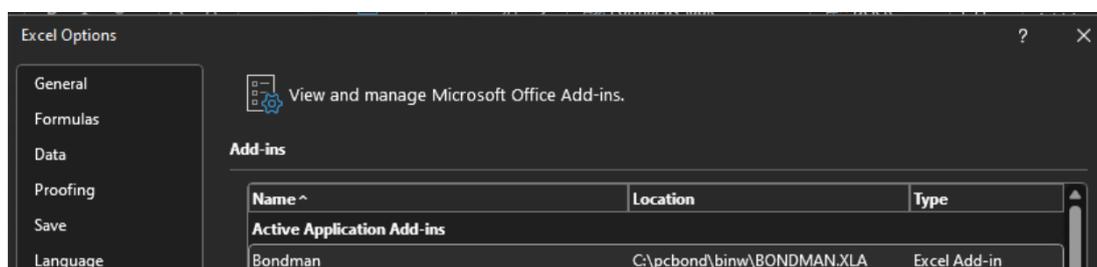
## PCBond Add-ins Issues

### Excel Settings Check

1. Start normal excel
2. Go to file → Account and check excel version is 32-bits. Please note that PCBond only works on a 32-bits excel.
3. Check all the excel security settings. Go to File → Options → Trust Centre.
4. In **Trusted Locations**, please add the server drive i.e. Z:\PCBond (or Local drive like C if you're running Bondman locally. You can go to your FTSE Analytics Bond folder on your desktop, right click on Bond Manager, go to properties, check target and look for "c:\pcbond\binw" to see where it runs from.)

Please **check the option [subfolders of this location are also trusted]** and **[allow trusted locations on my network box]**.

5. In **ActiveX settings**, enable all controls without restrictions.
6. In **Macro settings**, enable all macros and check the option Trust access to the VBA.
7. Please try start Normal Excel → File → Options → Add-ins → Select "Disabled Items" at the manage menu → Go and ensure there are no PCBond .xla files, and all the bondmanager.xla add-ins are on the add-in list.



## MISSING XLA

BondManager



Bondman.xla is missing! Contact FTSE TMX at (416) 572-7979 or email [pcbond@ftse.com](mailto:pcbond@ftse.com) for help. BondManager will be terminated.

OK

To resolve the Bond Manager error, please do the following:

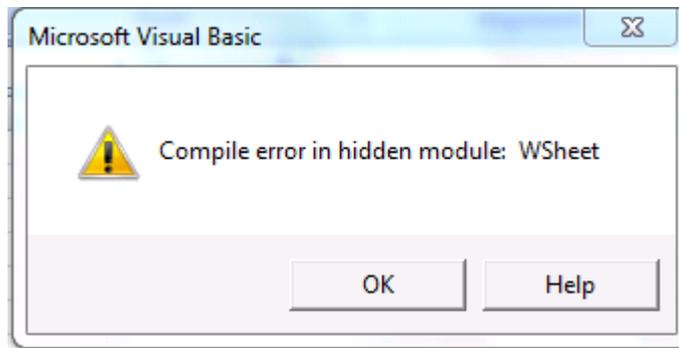
1. Please make sure your excel is 32-bits
2. Please open BondData and send us a screenshot if there's any error
3. Please start Normal Excel → File → Options → Add-ins → Select "Disabled Items" at the manage menu → Go and ensure there are no PCBond .xla files
4. Go to your FTSE Analytics Bond folder on your desktop, right click on Bond Manager, and go to properties, check the Drive Letter of \pcbond\binw in the Target value
5. Please go to Drive:\pcbond\binw (Drive will be the Drive Letter from step 4), run install.xls and follow the instructions to install the xla again. Click No if it prompts you copy or add xla files
6. Open a normal command prompt and run the "Net Use" to make sure the network drive is mapped
7. Please try to run Bondman as admin

### Errors in Loading .ocx File / ocx Registration

If you see the error in loading .ocx file or the module .ocx file was loaded but the call to DllRegisterServer failed with error code, please do the followings:

1. Please register the ocx files by going to the c:\edbro and run **bondmanpopup.bat**
2. If it doesn't work, copy **securityselect.ocx**, **cfx4032.ocx** and **sfxbar.dll** from /pcbond/BINW to C:/edbro
3. Open an **admin** command prompt, run the following commands
  - a. Go to your edbro folder in C drive (cd /d c:\edbro)
  - b. regsvr32.exe securityselect.ocx
  - c. regsvr32.exe cfx4032.ocx
4. If you got the access denied error while registering the .ocx file, please run **Regsvr32.exe** with the **full path** of the .ocx file
5. Please try to launch bonddata and bondman

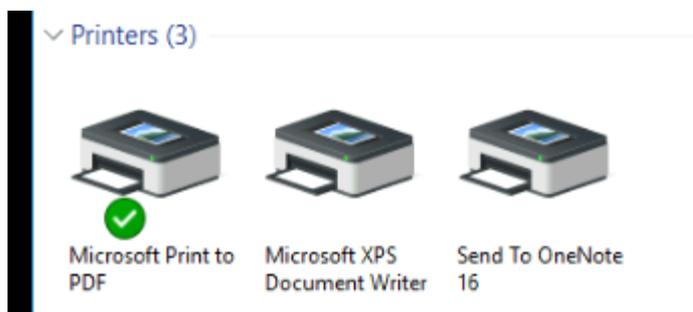
### Compile Error in Hidden Module



1. Make sure your excel is 32-bits
2. Please open BondData and send us a screenshot if there's any error
3. Ensure the .ocx is registered (Please refer to the ocx registration)
4. Right click on BondManager in your FTSE Bond Analytics folder on your desktop, go to properties, and check the Drive Letter of \pcbond\binw in the Target value (For Example: C:\pcbond\binw)
5. Open edit system environment variables dialog by searching it at the bottom left corner, and add Drive:/pcbond/BINW folder path (Drive will be the Drive Letter from step 4) to the path variable
6. Please do the Excel setting check (Please refer to page 12)
7. If the above steps still do not work, please provide the below information to client service team
  - a. Take screenshot of Drive:/pcbond/BINW folder (Drive will be the Drive Letter from step 4)
  - b. Open a command prompt, run the following commands and take a screenshot
    - Cd /d Drive:/pcbond/bin (Drive will be the Drive Letter from step 4)
    - whatver Drive:/pcbond/binw/bondman.dll (Drive will be the Drive Letter from step 4)
  - c. Open a powershell, run the following commands and take a screenshot
    - Get-FileHash Drive:/pcbond/binw/bondman.xla (Drive will be the Drive Letter from step 4)

### Errors in Restoring Print Page Layout When Running Macro

1. Please install and set a default printer to run this
2. If you don't have one, please set it to print to PDF as below picture
3. Open bondmanager. Go to File, click Print and make sure a printer is selected



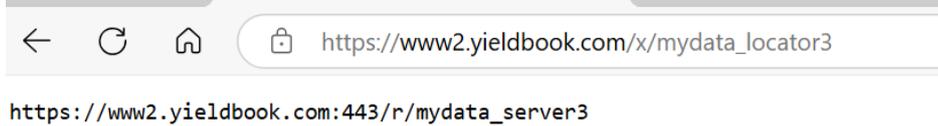
### **JRE Error when Running the Download Script**

JRE download is no longer use in PCBond download. Please check the output of the download script to see the version of FTPComm.

If it's not **v8.0b**, please send a screenshot to client service team

## Download Issue or Unable to Connect to MyData

1. Please open [https://www2.yieldbook.com/x/mydata\\_locator3](https://www2.yieldbook.com/x/mydata_locator3) from browser to test the connection to myData UAT



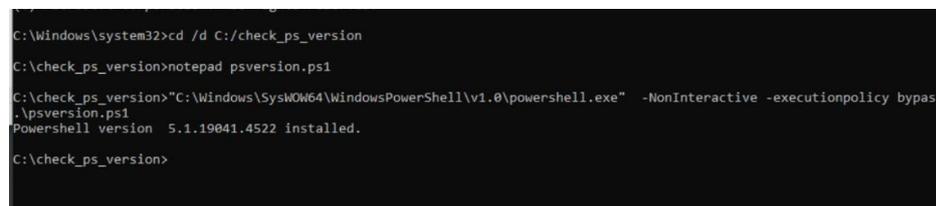
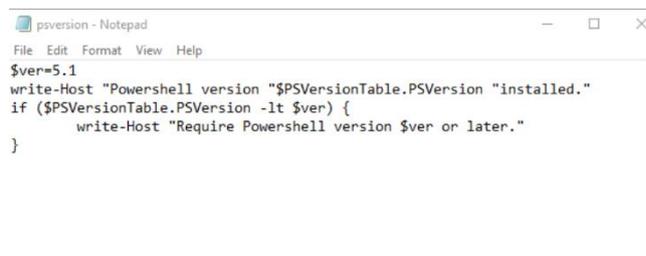
2. Please ensure your Powershell version is version 5.1 or later. You can check the Powershell version by doing the following steps:
  - a. Create a new folder called "check\_ps\_version" under your C drive or any drive you want
  - b. Open a normal command prompt. If you create the folder in your C drive, run "cd /d C:\check\_ps\_version" to navigate to the new folder you create
  - c. Run "notepad psversion.ps1" to create a powershell script
  - d. Copy the following lines to the script you just create

```
$ver=5.1
write-Host "Powershell version "$PSVersionTable.PSVersion "installed."
if ($PSVersionTable.PSVersion -lt $ver) {
    write-Host "Require Powershell version $ver or later."
}
```

- e. Save and close the script
- f. In the same command prompt, run the below command

```
"C:\Windows\SysWOW64\WindowsPowerShell\v1.0\powershell.exe" -NonInteractive -
executionpolicy bypass -F .\psversion.ps1
```

### Example:



### Over Night Download

Please follow the below steps:

1. Close the download window (if any)
2. If there are any \*.pcb files in \pcbond\data\download\, please delete them
3. Delete \pcbond\mail\Canadian universe bond index summary.xls
4. Run the download script from a command prompt and capture any messages displayed

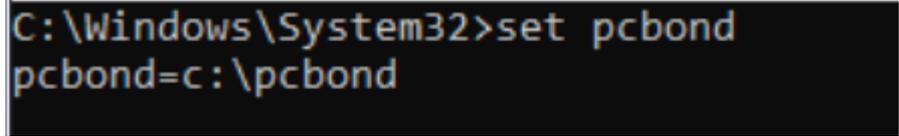
Please ensure there were no network changes on your end.

Further, please ensure your anti-virus is not scanning .pcb files.

## When I Open BondData but Nothing Happened

Please do the followings on the problematic machine

1. Open a normal command prompt and run “set pcbond”, it will display the folder that PCBond will download the data to.



```
C:\Windows\System32>set pcbond
pcbond=c:\pcbond
```

2. In the screenshot above, the data will be downloaded to C:\pcbond
3. Go to C:\pcbond and check if there's a **Data** folder. Go into **Data** folder and check if it contains either Daily\_A.dat or Daily.dat file.  
If not, it means your database hasn't been installed, please take a screenshot and provide to client service team
4. If you do see the file in the pcbond\data folder, please launch Bond Manager from your **FTSE Bond Analytics folder** on your desktop. If you are able to launch it, please open a normal command prompt and run
  - a. Set bonddata\_ini
5. If you see bonddata\_ini is not defined, please add an environment variable by search “edit the system environment variables” in the search bar of the bottom left corner, click Environment Variables, and add bonddata\_ini with value c:\edbro to your system variables. Then please run BondData again
6. If you see the bonddata\_ini has been defined, please go to your C:\edbro folder and look for the **bonddata.ini** file, rename it to **bonddata\_backup.ini**, and run BondData again

### Excel Cannot Open the File 'BM2000.xltn'

1. Go to your FTSE Analytics Bond folder on your desktop, right click on Bond Manager, and go to properties, check the **Drive** Letter of \pcbond\binw in the Target value
2. Open a Powershell, run the below script (**Drive** is taken from step 1) to check the access right, take and send a screenshot to client service team

```
Get-FileHash Drive:\pcbond\binw\bm2000.xltn
```

## Other Issues

If your issue is not in the one of the above issues, please prepare the following information

1. What are you trying to do? Are you trying to run the download script to download the data or trying to run BondManager etc.?
2. The screenshots and the description of the error
3. Is the error happening on the server machine or workstation machine? (Server machine is the machine that runs SCNet, if you're not running it on that machine, then it's a workstation machine)
4. The steps/actions that the user performed which led to this error
5. Did it work before? When was the last time you were able to run the application without issues?
6. If you haven't tried it, please go to the FTSE Bond Analytics folder on your desktop and open BondData to see if there's any error
7. On the machine that you see this error, open a normal command prompt, run the following command and take a screenshot:
  - a. Set pcbond
  - b. Set esilock
  - c. Net use
8. On the machine that you see this error, right click on BondData in your FTSE Bond Analytics folder on your desktop and go to properties. Please take a screenshot (make sure to capture the **Drive** Letter in the **Target** value)
9. On the machine that you see this error, right click on BondManager in your FTSE Bond Analytics folder on your desktop and go to properties. Please take a screenshot (make sure to capture the **Drive** Letter of \pcbond\binw in the **Target** value)
10. On the machine that you see this error, if you can open Bond Manager, go to Add-ins → Help → About BondManager to see the version of Bondman you're running and take a screenshot
11. If it's macro-related issue, please provide all the .mb6 files and press Windows + R → %temp%, then provide the bmmacro.log file
12. If it's download-related issue, please take a screenshot of your \pcbond\data folder (make sure to capture the "Date Modified" attribute)
13. If it's download-related issue, please try to launch the download.bat in command prompt to capture any messages and take a screenshot, and provide the FTPComm.log, SMIErrors.log, and WhoAml.pcb files in your \\pcbond\log\ directory

Please attach all the required screenshots, log, files in the above steps and provide to client service team for further investigation

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