

FTSE Bond Analytics (PCBond) Technical Issue FAQ

v3.0



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Document History

Version	Date	Note
v1.0	4/10/2025	
v2.0	7/30/2025	
v3.0	10/31/2025	

Overview

This document serves as a guide to the frequently asked questions regarding the FTSE Bond Analytics (Formerly PCBond) 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 for any further questions.

Frequently Asked Questions

Primary Troubleshooting

Regardless of the error message encountered, please always begin by launching BondData from the FTSE Analytics folder located on your desktop before you start troubleshooting any issues

This step helps verify two key things: whether your key is functioning properly or whether your machine is correctly configured.

If the key is invalid or the configuration is incorrect, you will either see a key-related error or experience no response. Both issues are addressed below in this document.

Expired Authorization

Please 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:\ledbro folder to client service team to verify your key.

How to Check Your License Expiry Date

1. If you're running SCNet:
You can view the license expiry date directly in the SCNet user interface
2. If you're not running SCNet:
Open **BondData**, go to the **Help** menu, and select **About BondData**. The license expiry date will be displayed there.

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

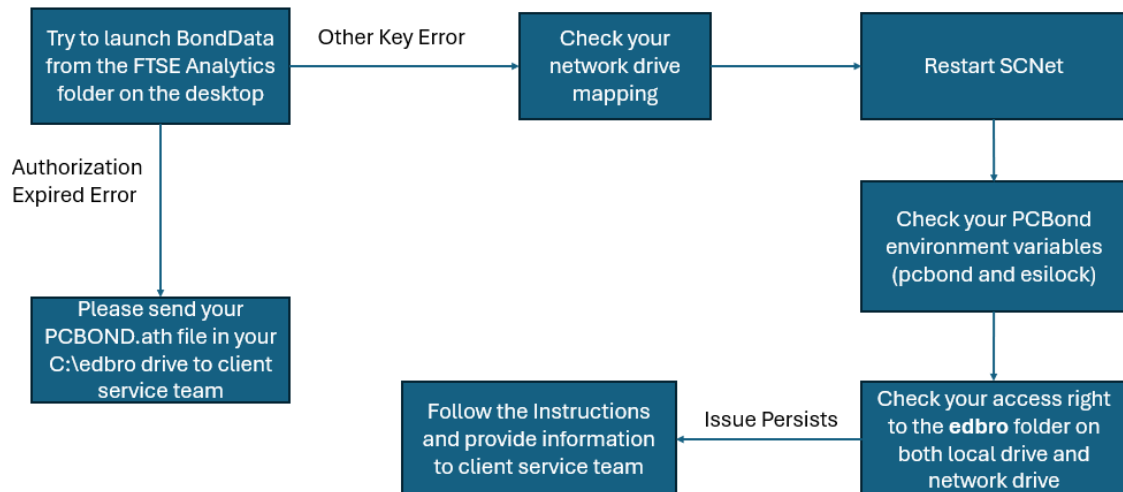
Please determine if the issue happens on your workstation or server machine.

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.

For a detailed explanation of the key authorization process in PCBond, please refer to **Appendix I - How Does Key Authorization Work in PCBond** in the documentation.

The troubleshooting workflow is outlined below:

Troubleshooting Workflow



For detailed instructions on the above troubleshooting workflow, please refer to pages 7 to pages 11 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 the network drive for pcbond is mapped, and the status is "OK" and correct
2. If the network drive is not mapped, please ask your IT team to map it for you

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

1. Ensure that no other users are running pcbond on their workstations, and then quit SCNet on the server
2. Delete any (edbro).* files in the \edbro\ folder in your network drive on the server
3. Delete any cached key file (edbro).* files in your c:\edbro folder on the server
4. Delete any obsoleted key (edbro).* files in the \edbro\ folder in your network drive on the problematic machine(workstation)
5. Delete any 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. If you have another workstation where PCBond applications like BondData run without issues, open a Command Prompt on both the working and problematic machines and run the commands "set pcbond", "set esilock", and "net use". Compare the outputs from both machines - these values should be identical. If you notice any differences on the problematic machine, update the environment variables accordingly.

If you do not have a working workstation for comparison, please proceed to the next troubleshooting step.

2. 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.
3. 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.
4. 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. Screenshots of the error message, clearly indicating whether each was captured on the workstation or the server
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, please go to the FTSE Bond Analytics folder on your desktop and open BondData to let us know if any error
4. Ensure SCNet is up and running on the server, and that an (EDBRO).* file is being created in the edbro folder on the network drive. This confirms that SCNet is functioning properly. If you're not able to run SCNet on the server, please refer to the “**Server Machine**” section below for further troubleshooting
5. 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
6. 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 the network drive for pcbond is mapped, and the status is "OK" and correct
2. If the network drive is not mapped, please ask your IT team to map it for you

Second, please restart SCNet.exe on the server:

1. Ensure that no other users are running pcbond on their workstations, and then quit SCNet on the server
2. Delete any (edbro).* files in the \edbro\ folder in your network drive on the server
3. Delete any 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 don't work, please proceed with the following to run SCNet in admin mode:

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), you can check the value by running the commands in normal command prompt
3. Run "net use" to check if the network drive is mapped.
If it is not, first run "net use" in a normal Command Prompt, then copy the drive mapping and run it in the admin Command Prompt. Example: "net use g: \\abc\def"
4. Right click on SCNet, go to Properties, and check the path in Target field - for example: C:\pcbond\binnt\SCNet.exe

In the admin command prompt, please navigate to the SCNet or bonddata folder and launch SCNet or bonddata again. For example, using the path from above, the commands will be

- a. Cd /d C:\PCBond\binnt
- b. SCNet.exe

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:

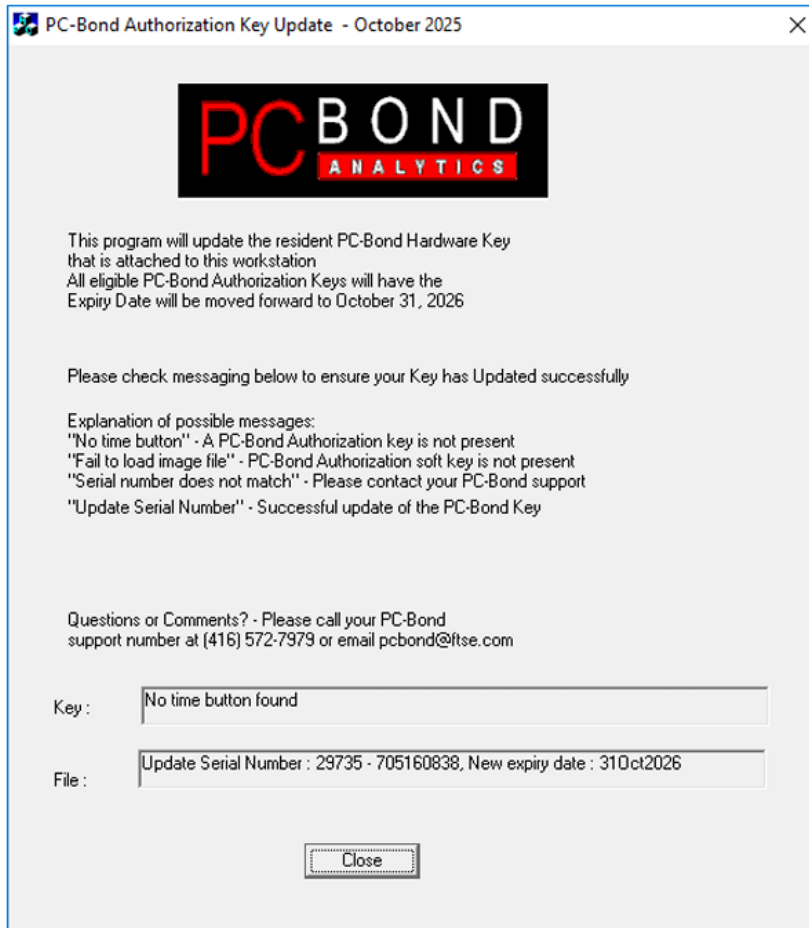
1. Please open the Registry Editor by searching it at the search bar at the bottom left corner.
2. Please go to the path of the registered key:
Computer\HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\PCBond\PCBond Suite
3. Please right click on the "PCBond Suite" folder, go to Permissions, and change the permission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

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

1. Screenshots of the error message, clearly indicating whether each was captured on the workstation or the server
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, please go to the FTSE Bond Analytics folder on your desktop and open BondData to let us know if any error.
4. Ensure SCNet is up and running on the server, and that an (EDBRO).* file is being created in the edbro folder on the network drive. You can check the "Date Modified" attribute to confirm whether the file has been created or updated recently.
5. If you're not able to run SCNet, right click on SCNet and go to properties, and send us a screenshot. Please make sure the screenshot clearly captures the drive letter at the end of the "Target" value
6. 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

Annual Key Authorization Update to 2026

Following the regular overnight database download, the following screen confirming the update will be displayed on the Download PC:



Please review the message to confirm above has been set to October 31st, 2026 and click "Close" to proceed.

If the screen does not appear, please complete the following steps to verify the process has been applied:

1. Launch any FTSE Bond Analytics Applications (BondMan, BondData or BondCalc)
2. Click on Help > About
3. The expiry date should reflect Oct 31, 2026.



Recommended Step: Close and re-launch the SCNet.exe key broadcast to see the new Expiry Date.

If your key has **not** been updated (i.e. the verification above continues to show Oct 31, 2025 date), please follow the instructions below to apply the process.

How to Manually Apply the Authorization Update to 2026

Update file is located in your network/server folder: \pcbond\binw\pcbond_key_update_2026.exe

If the file is not in the specified location, please rerun the overnight FTSE Bond download process to receive all the updates.

On the Server/PC that houses the hardware/software key:

1. Close all FTSE Bond Analytics applications
2. Close the SCNet.exe authorization broadcast (if currently running)
3. In Windows Explorer, right click on \pcbond\binw\pcbond_key_update_2026.exe and select "Run as administrator" (administrative privileges are required)
4. An Upgrade Manager Screen confirming a successful update will be displayed (this will also show progress and display any errors) - please review the message and click "Close" to proceed o Please note it may take several minutes for the authorization program to display
5. Launch the SCNet.exe authorization broadcast (if required) – confirm the new expiry date of October 31st is displayed

The new Expiry Date can also be viewed from any applications using Help > About (as per steps outlined above).

Troubleshooting the Update

1. If you receive the following error: IBFS32.DLL – Please contact client service team.
2. If the update screen returns a “No time button found” message, and the expiry date has not moved to October 31st, 2026:
 - Make sure that the update is being launched directly on the pc that has the key attached
 - Make sure that the key is recognized for use on this pc (properly installed and can be seen via Device Manager)
 - If running in a server environment, launch the update program on the server directly (not via a remote session)
 - If none of the above resolves the issue, please contact client service team for further support
3. If the update screen returns a “Serial Number does not Match” message, please contact client service team with the following information:
 - Serial Number of the key (found on the physical key, or via Help > About from any application)
 - The location and regular use of this key (production, backup server, etc)

When contacting us for assistance on this issue, please have the serial number of your key ready - it can be obtained from any of the following:

- A sticker on the physical key
- The SCNet.exe broadcast program
- Help > About screen of any one of the FTSE Bond Analytics Applications

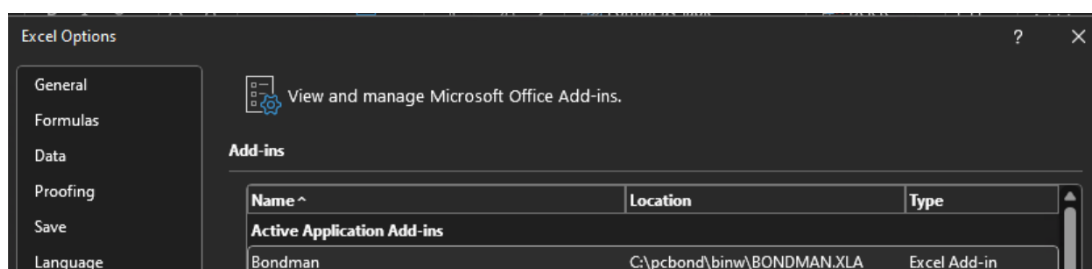
PCBond Add-Ins Issues

Excel Settings Check

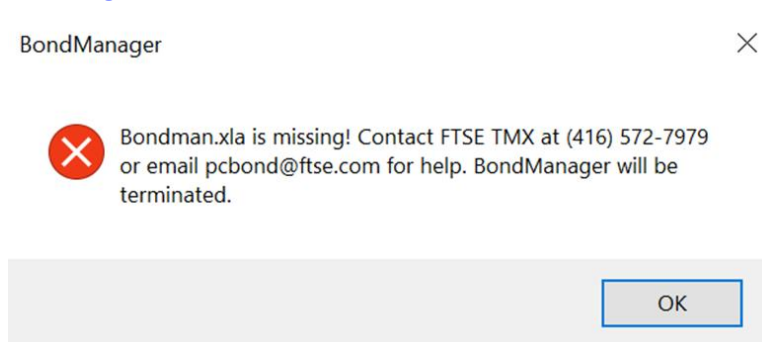
1. Start normal excel
2. Go to file → Account and check excel version is 32-bits. Please note that PCBond only works on a 32-bits excel.
3. Check all the excel security settings. Go to File → Options → Trust Centre.
4. In **Trusted Locations**, please add the server drive i.e. Z:\PCBond (or Local drive 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



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

1. Please make sure your excel is 32-bits
2. Please try launching BondData from the FTSE Analytics folder on your desktop. If it works successfully, you may proceed with steps 3 to 7.

However, if you encounter any errors, please do not continue with the remaining steps.

If the error appears to be related to a key-related errors, please refer to step 6 for troubleshooting.

For all other types of errors that you cannot find in this FAQ document, simply take a screenshot and send it to the client service team so we can assist you further.

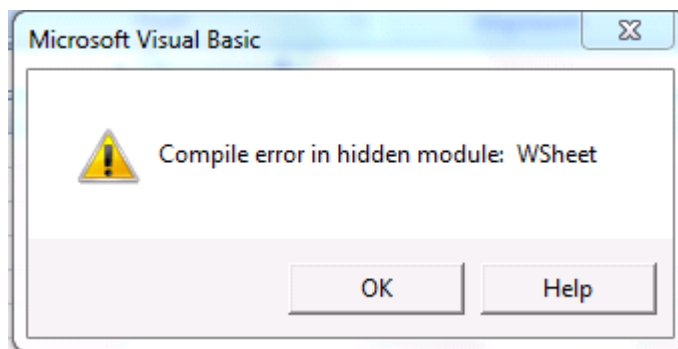
3. Please start Normal Excel → File → Options → Add-ins → Select “Disabled Items” at the manage menu → Go and ensure there are no PCBond .xla files
4. Go to your FTSE Analytics Bond folder on your desktop, right click on Bond Manager, and go to properties, check the Drive Letter of \pcbond\binw in the 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 try launching BondData from the FTSE Analytics folder on your desktop. If it works successfully, you may proceed with steps 3 to 7.

However, if you encounter any errors, please do not continue with the remaining steps.

If the error appears to be related to a key-related errors, please refer to step 6 for troubleshooting.

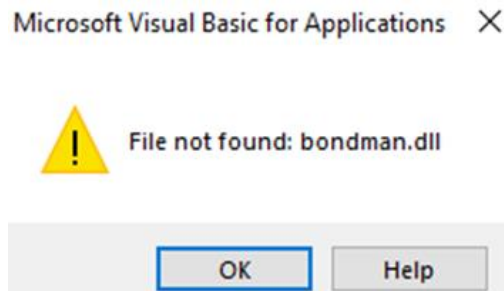
For all other types of errors that you cannot find in this FAQ document, simply take a screenshot and send it to the client service team so we can assist you further.

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, if the path is C:\pcbond\binw, then the Drive Letter would be C:)
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 **Path** under **system variable**

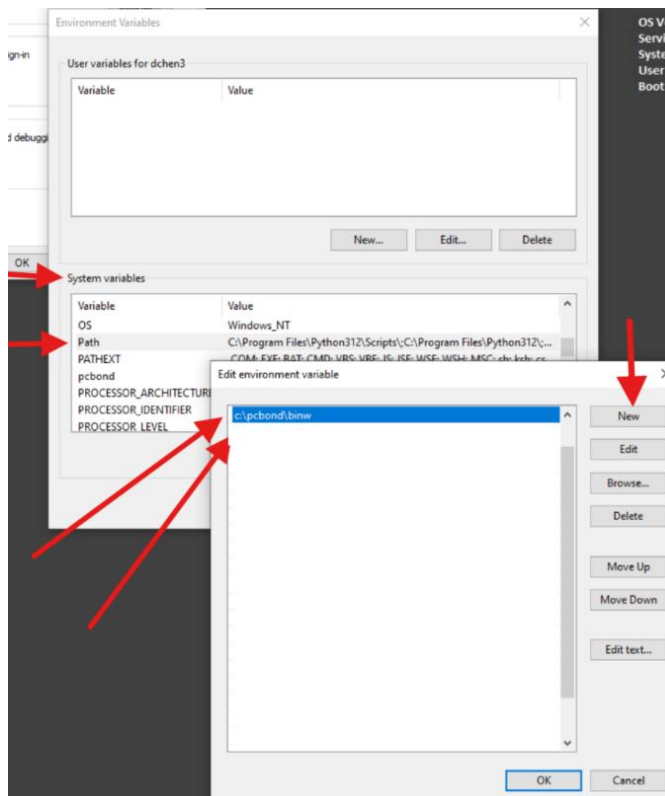
Note: you must add the binw path to the **Path** under **system variables**. Adding it under **user variables** will not work.

6. Please do the Excel setting check (Please refer to page 15)
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)

File not found: bondman.dll

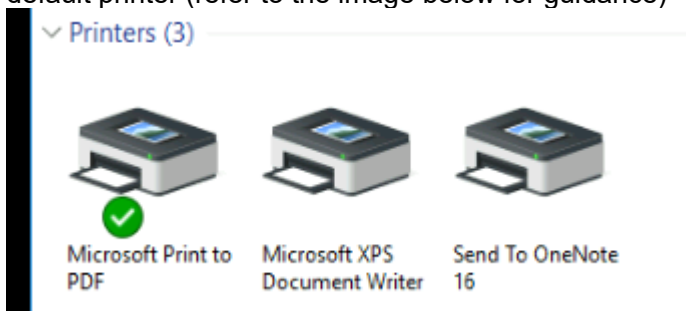


1. This error occurs because PCbond is not able to locate bondman.dll in your /pcbond/binw folder
2. On every machine where this error appears, please follow the steps below.
3. Go to your FTSE Bond Analytics V8 folder on your desktop, right click on BondManager and select Properties
4. If the Target path shows c:/pcbond/binw, please follow these steps:
 Press the start key → Type environment → Click on Edit system environment variables → Go to Environment Variables → Find and select **Path** under **System Variables** → Add C:\pcbond\binw → Click Ok to save → Run BondMan again
Note: you must add the binw path to the Path under system variables. Adding it under user variables will not work.
5. If the Target path shows a different drive letter, for example, x:/pcbond/binw in target, please follow these steps:
 Press the start key → Type environment → Click on Edit system environment variables → Go to Environment Variables → Find and select **Path** under **System Variables** → Add X:\pcbond\binw → Click Ok to save → Run BondMan again
Note: you must add the binw path to the Path under system variables. Adding it under user variables will not work.

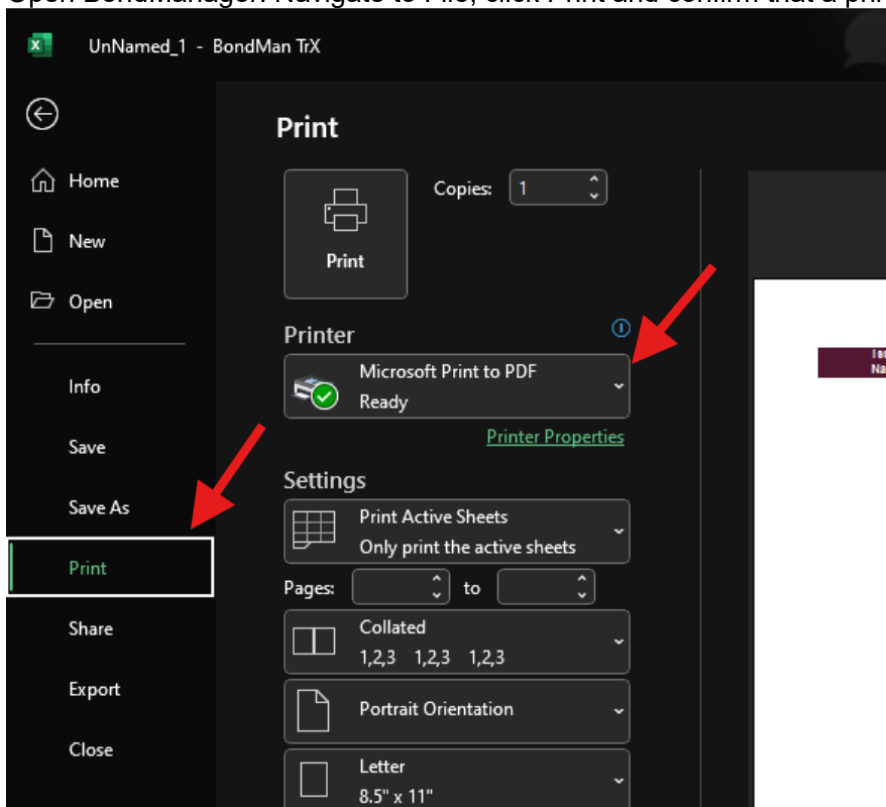


Errors in Restoring Print Page Layout When Running Macro

1. Install and set a default printer to run this
2. If you don't have one, go to your Control Panel and set Microsoft Print to PDF as your default printer (refer to the image below for guidance)



3. Open BondManager. Navigate to File, click Print and confirm that a printer is selected



4. Furthermore, go to windows settings → Devices → Printer & Scanners → Select Microsoft Print to PDF → Manage → Printer Properties → Click Print Test Page to check if you can print a test page

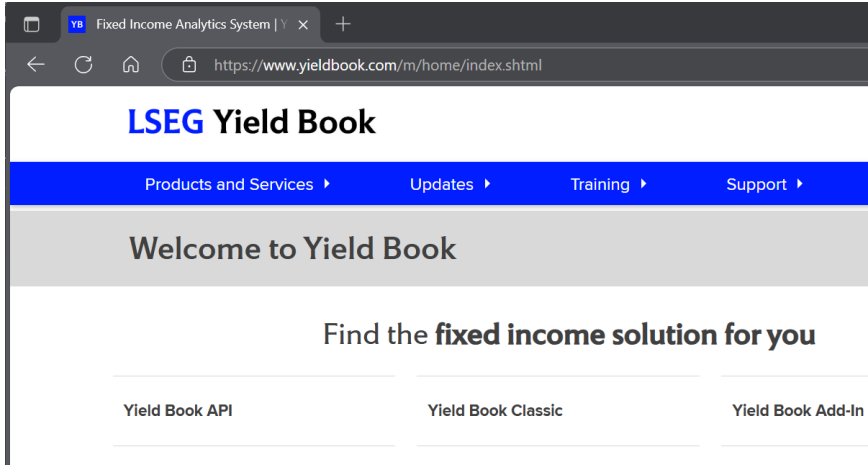
JRE Error when Running the Download Script

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 www.yieldbook.com from browser to test the connection to MyData



2. Please ensure your Powershell version is version 5.1 or later. You can check the Powershell version by doing the following steps:

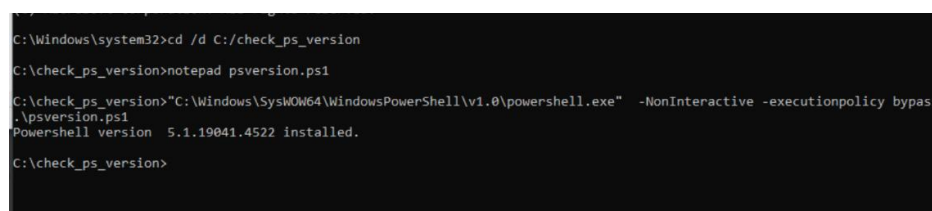
- a. Create a new folder called "check_ps_version" under your C drive or any drive you want
- b. Open a normal command prompt. If you create the folder in your C drive, run "cd /d C:\check_ps_version" to navigate to the new folder you create
- c. Run "notepad psversion.ps1" to create a powershell script
- 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:



Overnight Download Failed (PCBond Data Not Updated)

Please follow the troubleshooting steps:

1. Close any open download window, if applicable
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 have been no recent network changes on your end, and that your anti-virus software is not scanning or blocking .pcb files

For more detailed explanation for Download process, **please refer to the Appendix II - How Does Download Work in PCBond** in this document.

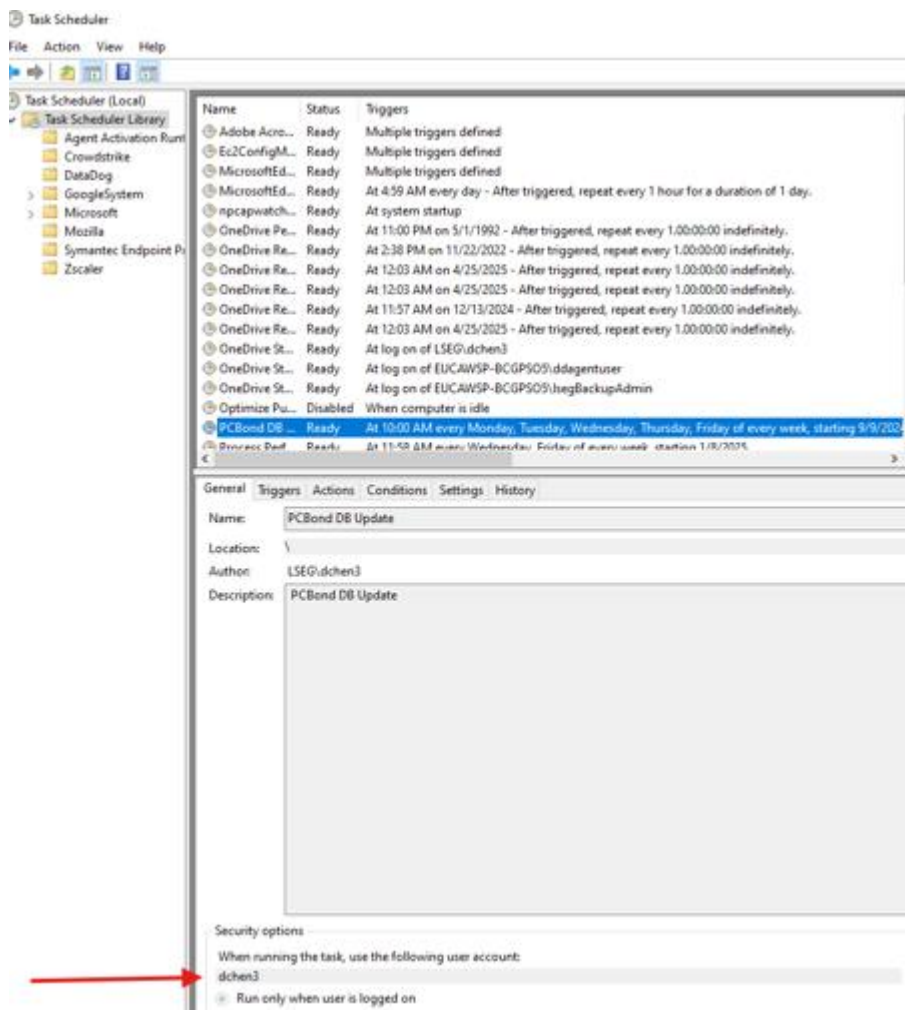
My PCBond Data/Files Not Updated

1. First, re-run the download job or script
2. If that does not work,
 - a. Delete all the *.pcb files in the Database Drive:\pcbond\data\download folder
 - b. Delete Database Drive:\pcbond\mail\Canadian universe bond index summary.xls file
 - c. Re-run the download job or script
3. If the issue persists, visit www.yieldbook.com to test the connection to the server
4. If you can access the website and the download still fails, please send us the following information:
 - a. When was the last time the download worked successfully?
 - b. A screenshot of the error message when running the download job or script
 - c. Open a normal command prompt, run "set pcbond" and "net use", and take a screenshot
 - d. A screenshot of your Database Folder\data folder, making sure to capture the "Date Modified" attribute of daily_A.dat/daily_B.dat or daily.dat file
 - e. Open BondMan, go to Add-ins → Help → About BondManager, and take a screenshot of the BondMan version you are running
 - f. The log files from your Database Folder\log folder: whoami.pcb, FTPComm.log, and SMLError.log

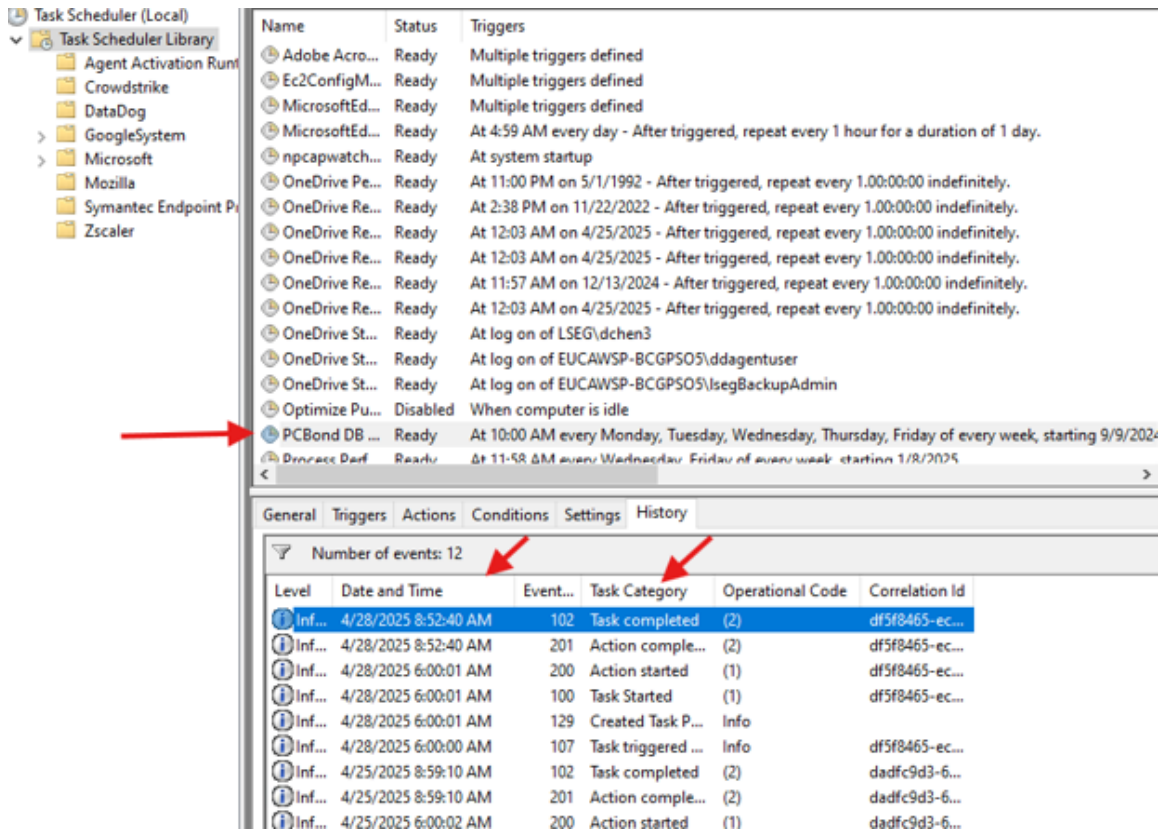
Check and Re-Run Download Task/Job in Task Scheduler

1. Check the user account used to run this task is valid and correct (see Pic 1)
2. Check the latest “Date and Time” are expected in the task execution History, and the status is “task completed” under the task category (see Pic 2)
3. Right click the Download task and run it, then capture any messages or error that appear (see Pic 3)
4. If step 3 does not work, open the download script under “Actions” tab, run the script in command prompt, and capture any messages (see Pic 4 and Pic 5)
5. If step 4 does not work, run the script in an admin command prompt. If you’re using a network drive, make sure to map it using “net use” command. For example, net use Z: \your_network_drive_path
6. If you run the script and nothing happened, open the script in Notepad and check if it uses “start” command to launch the download program.
If it does, run the download program without the “start” command.
If it still does not work, run the download program using the full path – but don’t put full path on ftpcomm.exe. (see Pic 6, Pic 7a and Pic 7b)

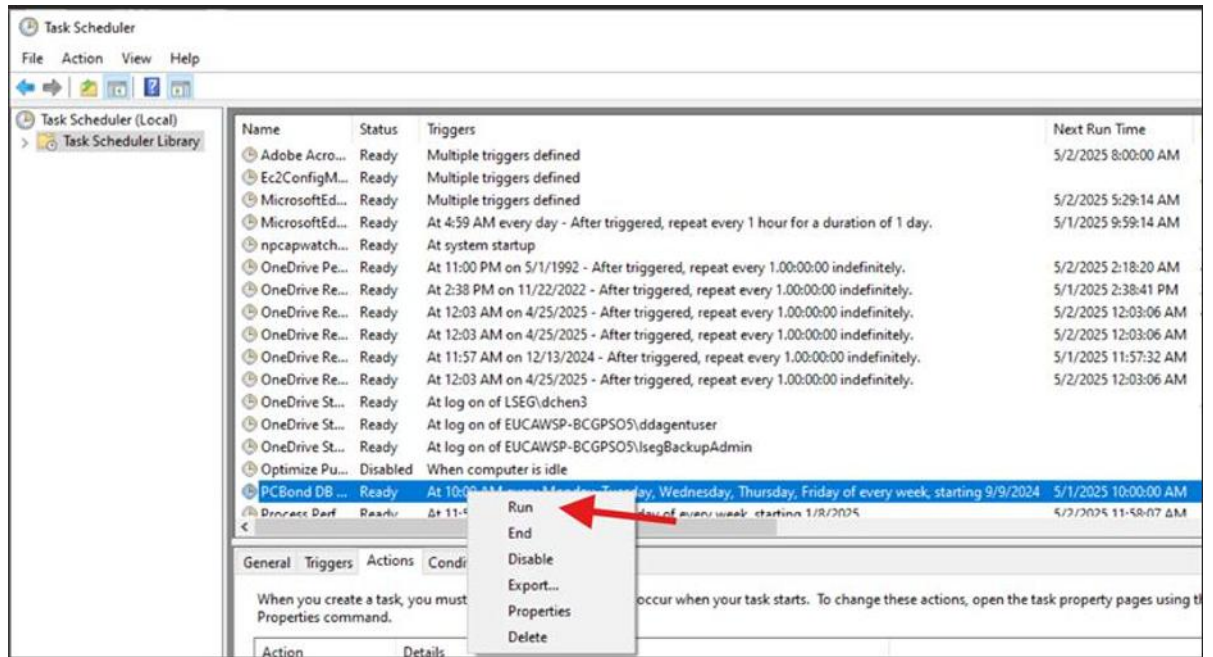
Pic1



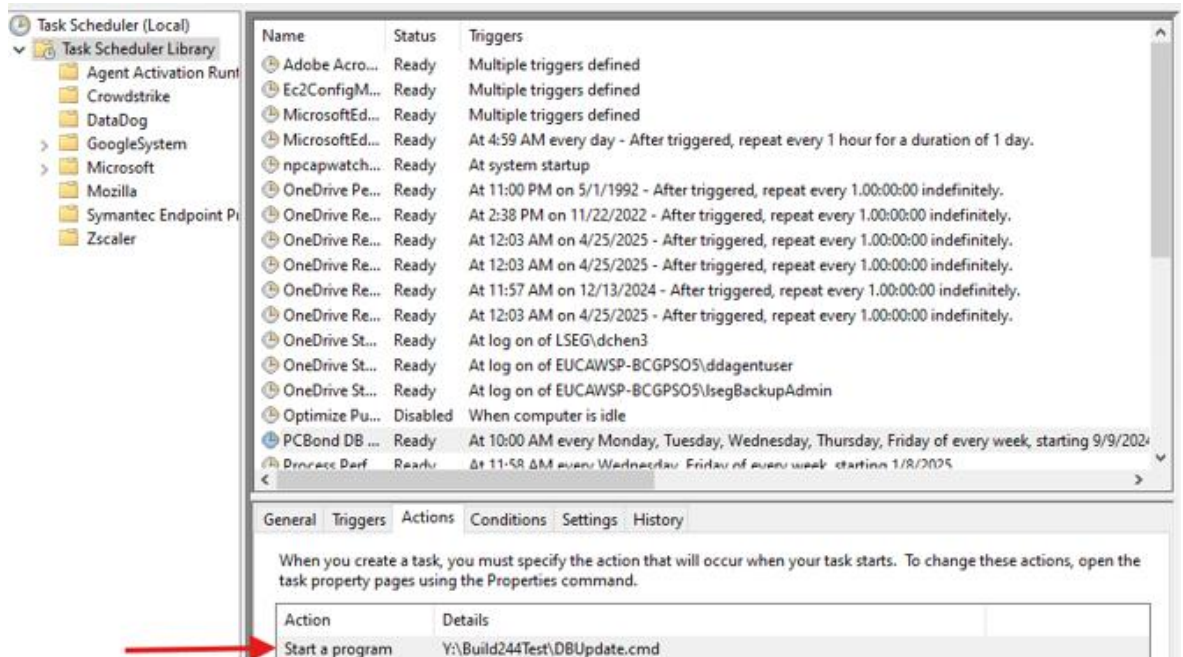
Pic 2



Pic 3



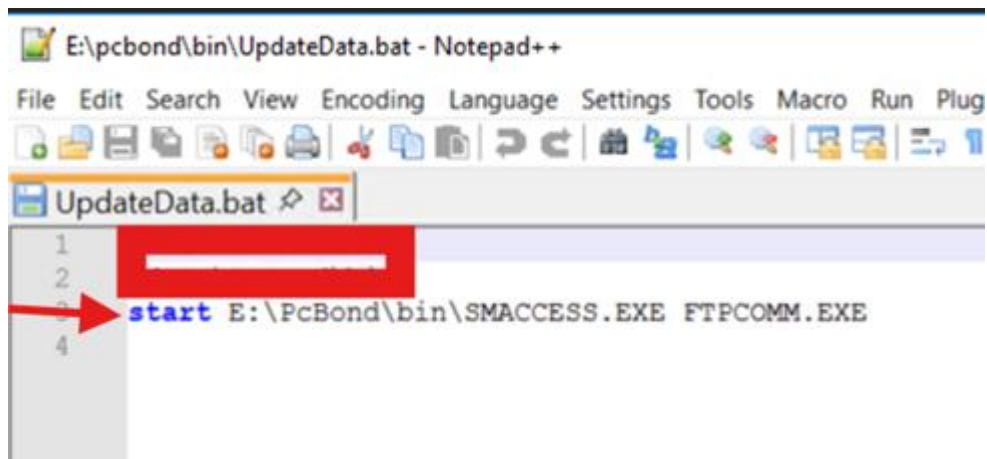
Pic 4



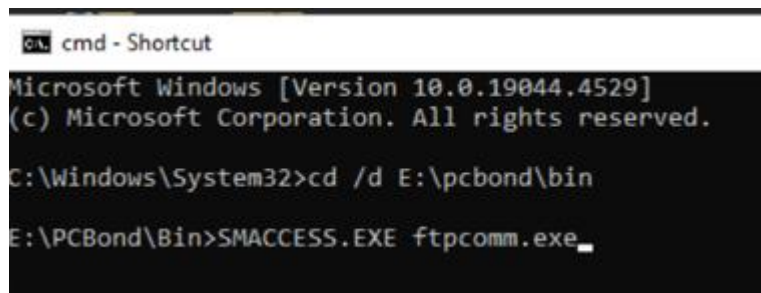
Pic 5



Pic 6



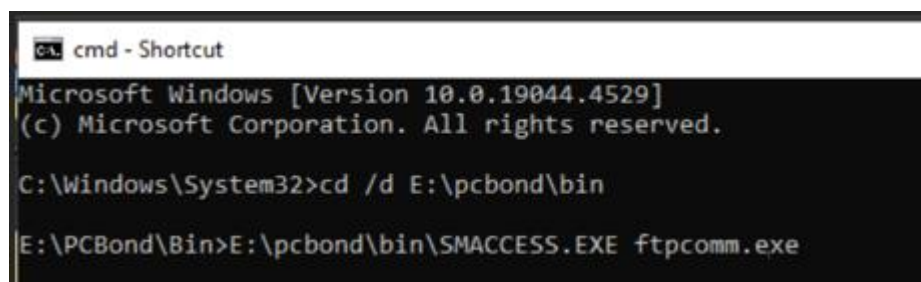
Pic 7a



```
cmd - Shortcut
Microsoft Windows [Version 10.0.19044.4529]
(c) Microsoft Corporation. All rights reserved.

C:\Windows\System32>cd /d E:\pcbond\bin
E:\PCBond\Bin>SMACCESS.EXE ftpcomm.exe_
```

Pic 7b



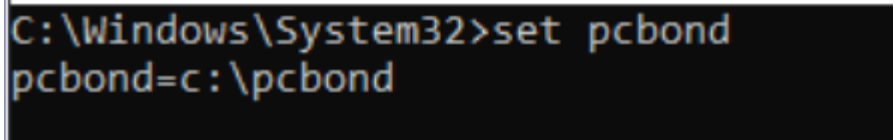
```
cmd - Shortcut
Microsoft Windows [Version 10.0.19044.4529]
(c) Microsoft Corporation. All rights reserved.

C:\Windows\System32>cd /d E:\pcbond\bin
E:\PCBond\Bin>E:\pcbond\bin\SMACCESS.EXE ftpcomm.exe
```

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
```

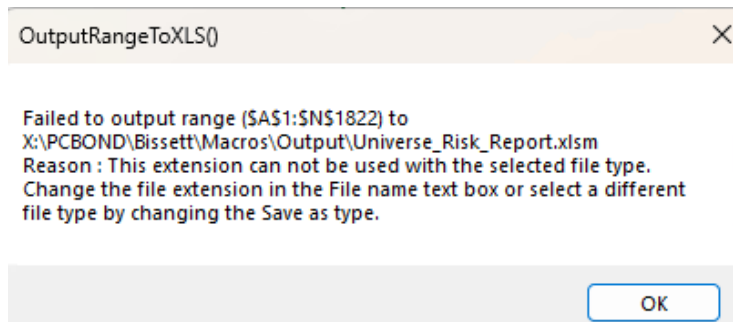
2. In the screenshot above, the data will be downloaded to C:\pcbond
3. Go to C:\pcbond and check if there's a **Data** folder. Go into **Data** folder and check if it contains either Daily_A.dat or Daily.dat file.
If not, it means your database hasn't been installed, please take a screenshot and provide 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
```

Error on OutputRangeXLS When Running Macro



1. Restart the PC and open Command Prompt and run:
taskkill /F /IM excel.exe

This will force-close all Excel instances.

Alternatively, open Task Manager, check for any running Excel processes, and end the task if found.

2. Open a normal excel file and verify your excel security settings (refer to **Excel Settings Check** in this document)
3. Try running the macro again
4. If it still does not work, close all the excel instances by following step 1, then
 - a. Open BondManager
 - b. Go to Add-ins → Bondman-Macro → Select Macro File to Execute
 - c. Run your macro file
5. If the issue persists,
 - a. On the machine that you see this error, if you can open Bond Manager, go to Add-ins → Help → About BondManager and take a screenshot showing the version of Bondman you're running
 - b. Please provide all the .mb6 files and press Windows + R → %temp%, then provide the bmmacro.log file

Other Issues

If your issue is not covered by the troubleshooting steps above, please prepare the following information to help us assist you more effectively

1. Screenshots of the error along with a description of the steps the users performed leading up to the issue
2. 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)
3. Did it work before? When was the last time you were able to run the application without issues?
4. If you haven't tried, please go to the FTSE Bond Analytics folder on your desktop and open BondData to let us know if any error
5. 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
6. On the machine that you see this error, right click on SCNet in your FTSE Bond Analytics folder on your desktop and go to Properties. Take a screenshot of the **Target** value, ensuring to capture the **Drive** Letter
7. 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. Take a screenshot of the **Target** value, ensuring to capture the **Drive** Letter for \pcbond\binw
8. If it's macro-related issue,
 - a. On the machine that you see this error, if you can open Bond Manager, go to Add-ins → Help → About BondManager and take a screenshot showing the version of Bondman you're running
 - b. Please provide all the .mb6 files and press Windows + R → %temp%, then provide the bmmacro.log file
9. If it's download-related issue,
 - a. Take a screenshot of your \pcbond\data folder, ensuring to capture the "Date Modified" attribute
 - b. Launch the download.bat in command prompt to capture any messages and take a screenshot
 - c. Provide the FTPComm.log, SMLError.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

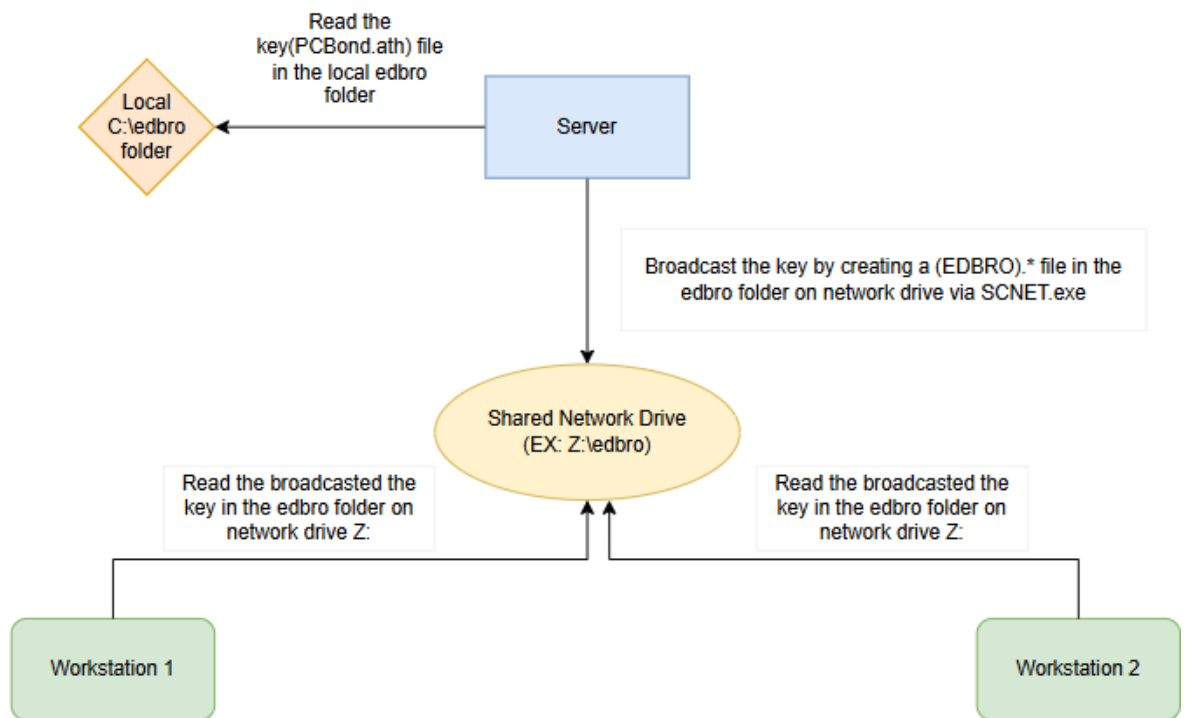
Appendix

I. How Does Key Authorization Work in PCBond

Note: In order to make the key authorization work, a C:\edbro folder must exist. If you don't have one, please create one.

Note: All the edbro folders(Local and network) has to be created at the root drive, if they are created in the subfolder, the authorization will fail. For example: The authorization will work if you have folders C:\edbro and J:\edbro, but it will not work for C:\pcbond\edbro or J:\pcbond\pcbond\edbro.

Client-Server Model (Assumed the network shared drive is Z:)



If there's an issue with the key reading process, it could be due to one of the following reasons:

1. Your key (C:\edbro\pcbond.ath) on the server has expired or is corrupted
2. The server is unable to read the pcbond.ath file from C:\edbro\
3. The server is unable to broadcast the key to the shared drive via SCNet
4. The workstation is unable to read the broadcasted key from the shared drive

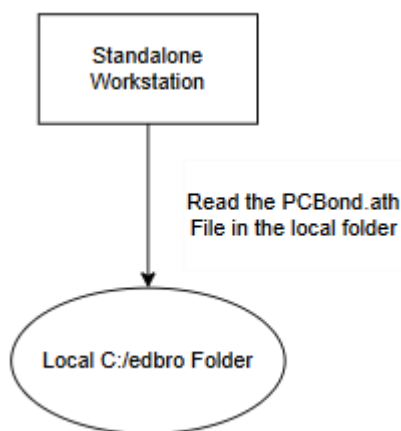
What do I need on my server to broadcast the key to the share drive?

1. The file C:\edbro\pcbond.ath must be readable - Try opening BondData to check
2. The network drive (e.g., Z: or other drive letter like P:) must be mapped - Open a command prompt and run "net use" to validate
3. Your account or the PCBond program must have the full access right to both **C:\edbro** and **Z:\edbro** folders - Ask your IT team to verify this, or test it yourself by creating and deleting a new folder in these folders
4. SCNet must be running on the server
5. Only one server should be running **SCNet** to avoid conflicts

What do I need on my workstation to read the key on the share drive?

1. The network drive Z: must be mapped - Open a command prompt and run "net use" to validate
2. Your server must be running SCNet and a file (EDBRO).* file should be created in the **Z:\edbro** folder
3. Your account or the PCBond program must have the full access right to the **Z:\edbro** folder - Ask your IT team to verify this, or test it yourself by creating and deleting a new folder in this folder
4. The esilock environment variable must be set to **nodongle,drives:CZ**, where Z is your network drive

Standalone Workstation Model:



If there's an issue with the key reading process, it could be one of the following reasons:

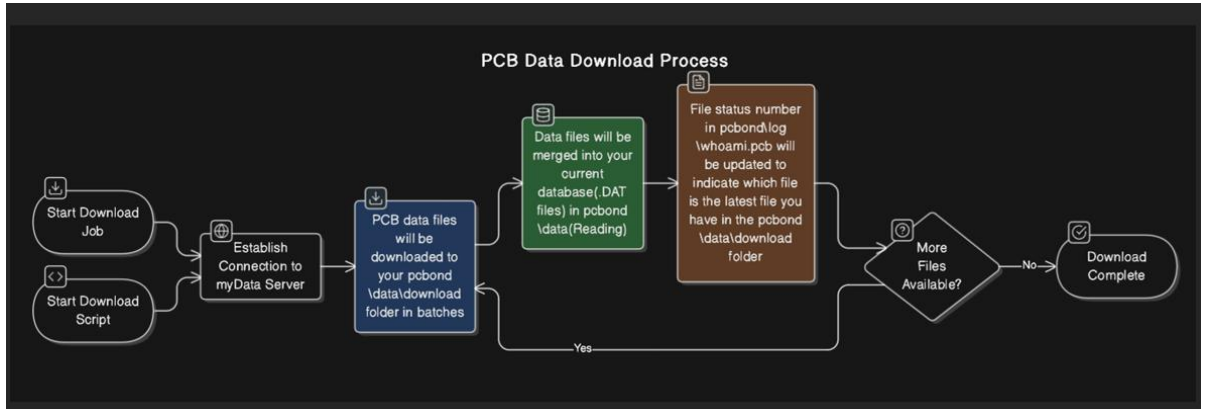
1. Your key (C:\edbro\pcbond.ath) has expired or is corrupted
2. Your machine is unable to read the key

What do I need on my workstation to read the key on the local C: drive?

1. Your account or the PCBond program must have the full access right to the **C:\edbro** folder - Ask your IT team to verify this, or test it yourself by creating and deleting an empty folder in this folder
2. Your account or the PCBond program must have the full access right to the **C:\edbro\pcbond.ath** file - Ask your IT team to check, or test it by renaming the file to **pcbond_backup.ath** and then renaming it back

3. The esilock environment variable must be set to **nonet,drives:C**

II. How Does Download Work in PCBond



Note: MyData is hosted by a third-party service provider, and PCBond uses it to set up the connection between end user and MyData for file download.

If the connection cannot be established, please ensure that your organization's firewall or proxy settings are not blocking the connection. Once confirmed, please try re-running the download task (refer to the **“Check and Re-Run Download Task/Job in Task Scheduler”** section).

If the issue persists, kindly provide screenshots of any error messages along with relevant details.

What you should see when running the download script/job

A: “Receiving” - This indicates that the system is downloading data files to your database drive under \data\download. It attempts to download up to 40 files at a time.

B: “Reading” - This means the system is merging the downloaded data into your local database located in the \data folder. The data files are in .dat format. Once all 40 files have been merged, the process will return to step A to download the next batch of 40 files. This cycle continues until there are no more files left to download.

Please keep in mind that if the machine fails at “Receiving”, it’s highly likely that it’s caused by network issue. Please check with your IT/security team to see if there’re any changes on the machine, especially on the firewall/anti-virus software sides.

```

download.bat
Receiving file B05034.PCB [OK]
Receiving file B05035.PCB [OK]
Receiving file B05036.PCB [OK]
Receiving file B05037.PCB [OK]
Receiving file B05038.PCB [OK]
Receiving file B05039.PCB [OK]
Receiving file B05040.PCB [OK]
Receiving file B05041.PCB [OK]
Receiving file B05042.PCB [OK]
Receiving file B05043.PCB [OK]
Receiving file B05044.PCB [OK]
Receiving file B05045.PCB [OK]
Receiving file B05046.PCB [OK]
Receiving file B05047.PCB [OK]
Receiving file B05048.PCB [OK]
Receiving file B05049.PCB [OK]
Receiving file B05050.PCB [OK]
Receiving file B05051.PCB [OK]
Receiving file B05052.PCB [OK]
Receiving file B05053.PCB [OK]
Transmission Closed.

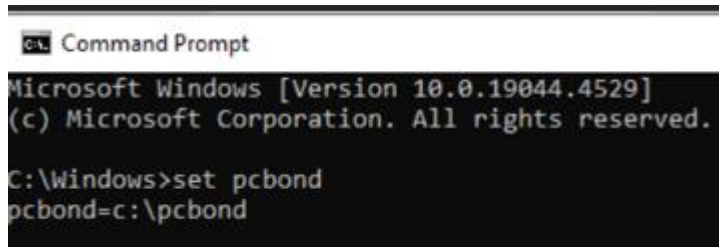
SMIMerge v8.0 (Build 244)
Copyright (c) 2004-2018 FTSE Global Debt Capital Markets Inc.
FTSE Global Debt Capital Markets Inc.
FTSE Bond Analytics Help Line: (416)572-7979
Email support: ftsebond@ftserussell.com
Reading B05014.PCB
  
```

Where is my data downloaded to and what is my database folder?

The location is determined by the value of the environment variable "PCBond".

To check it, open a normal command prompt, run "set pcbond".

For example, if it returns C:\pcbond, that means your database folder is C:\pcbond and data will be downloaded to that location

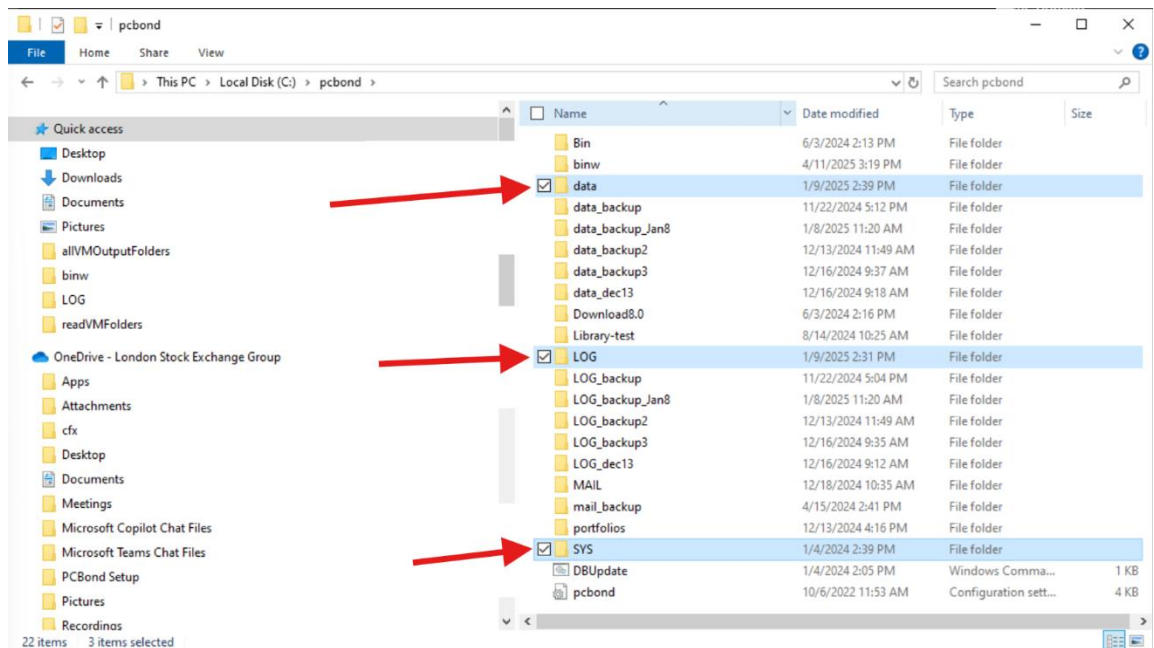


What are PCBond database folders?

PCBond database folders are \pcbond\data, \pcbond\log, \pcbond\sys

Using the example above, these would be: C:\pcbond\data, C:\pcbond\log, and C:\pcbond\sys

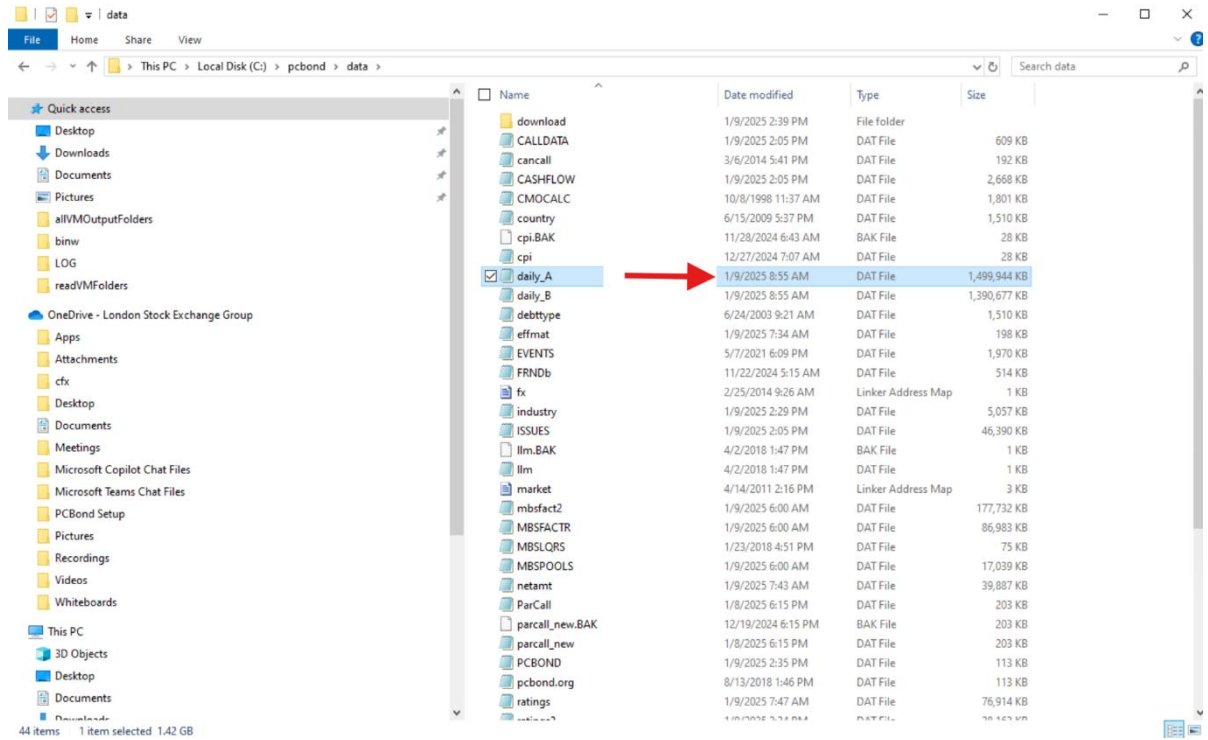
If you need to manually replace or update the database, you can copy the new data, log, sys folders to the \pcbond folder, replacing the existing ones



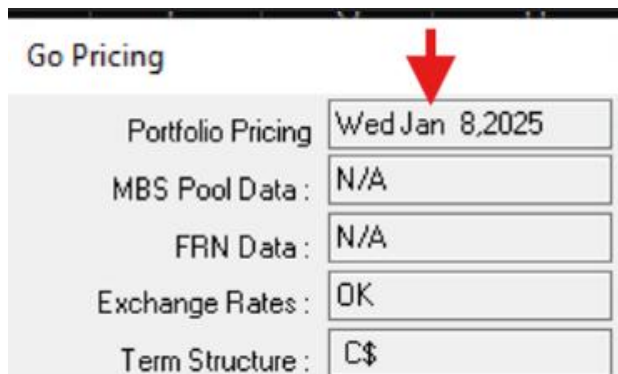
How to check my database has been updated recently?

You can check in several ways:

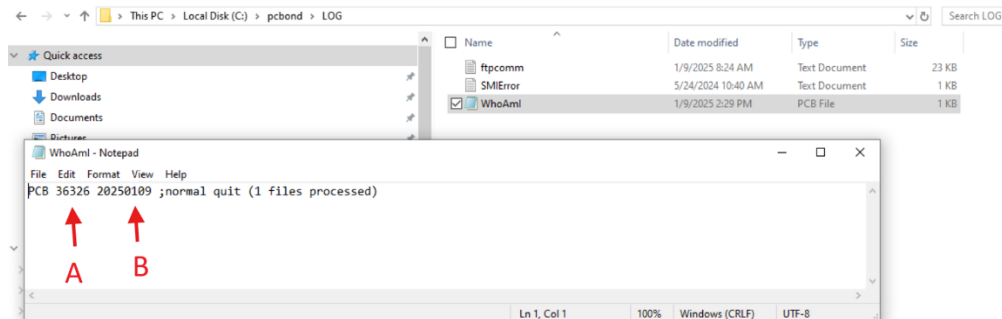
1. Go to your **Database Folder\data** and check the **"Date Modified"** attribute of **daily_A.dat\daily_B.dat** or **daily.dat** file. This indicates the last time your database was updated



2. Open BondMan, then go to: Add-ins → Portfolio → Price → Go Price → Use Last Date. This will show the latest date you can price the bonds



3. Navigate to your Database Folder\log\whoami.pcb and send us the status number (the number next to “PCB”) to confirm the update status



Why do we recommend you setting your download task to “Run only when user is logged on”?

Since PCBond environment and configurations are associated with user account, setting the task to “Run only when user is logged on” is to make sure the pcbond environment is set and the drive mapping is good when the download start.

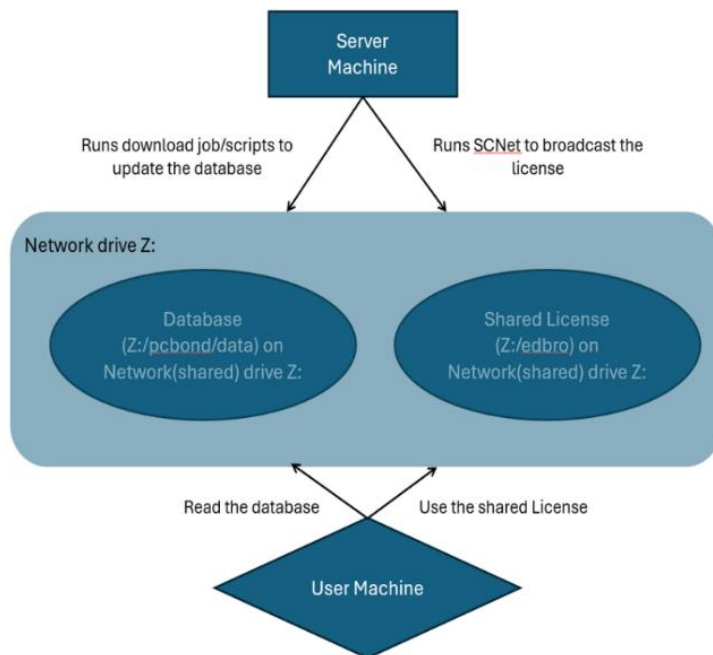
Security options

When running the task, use the following user account:

dchen3

Run only when user is logged on

PCBond Server and Workstation configuration



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