

# Refinitiv FX Matching Credit Administration (MCA)

## 1.8.1 Install Guide

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# About this document

## INTENDED READERSHIP

This document is for anyone wanting to install Refinitiv FX Matching Credit Administration (MCA) version 1.8.1.

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### NOTE

This manual can NOT be used to install any version below 1.8.1

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## IN THIS DOCUMENT

This document covers the steps needed for an installation of Refinitiv FX Matching Credit Administration on a PC.

## FOR FURTHER INFORMATION

For questions or further information related to Refinitiv FX Matching Credit Administration, users should contact the global Refinitiv help desk using the link below.

[MyRefinitiv – Contact Us](#)

## FEEDBACK

If you have any comments on this document please email [Refinitiv Trading Documentation Team](#).

# Chapter 1 Introduction

Refinitiv FX Matching Credit Administration (MCA) is used to view and administer credit for Spot and Forwards Matching users.

MCA is a standalone application that can be installed on any PC that meets the [System Requirements](#) and has an access to the internet or Refinitiv Managed Connection or FCN.

The following steps have to be completed before you can use MCA:

1. Provide your public IP address (internet) or PAT IP address (Refinitiv Managed Connection or FCN) to Refinitiv
2. Register your IP address - see [Registering your IP address](#)
3. Install MCA - see [Installing Refinitiv FX Matching Credit Administration](#)
4. You may also have to modify your proxy settings - see [Proxy configuration settings](#)

## INSTALLATION

The installation package contains all the files needed to install the MCA, in a single setup.exe process. This includes a private version of Java. Silent installation process is also supported. The installation package is downloaded from the MyRefinitiv web site. Clients control which versions are installed as no automatic upgrade process is available.

## Chapter 2 Registering your IP address

In order to access MCA you have to provide Refinitiv Global Dealing with the IP addresses which are allow listed in Refinitiv Administration system (the **Allow list** used to be called **white list**). The IP allow list functionality give clients control on the locations from which users can get access to MCA. For example, with the internet, you can only access or install MCA from a computer that is connecting through a public IP address you have registered with Refinitiv.

Refinitiv FX Matching Credit Administration is available via the internet or Refinitiv Managed Connection or FCN. The delivery system has the direct implication on what sort of IP address needs to be added to the allow listed.

- **Internet** – Allow/list the **Public IP address**
- **Refinitiv Managed Connection or FCN** – Allow list the PAT IP address from the **Refinitiv Managed Connection** or **FCN CPE**

The Credit Administration – IP Capture form for requesting the access to Refinitiv FX Matching Credit Administration and providing your IP addresses can be downloaded [here](#).

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### NOTE

Registering the IP Address(es) to enable access to Refinitiv FX Matching Credit Administration is independent of any IP address registration for Refinitiv FX Trading.

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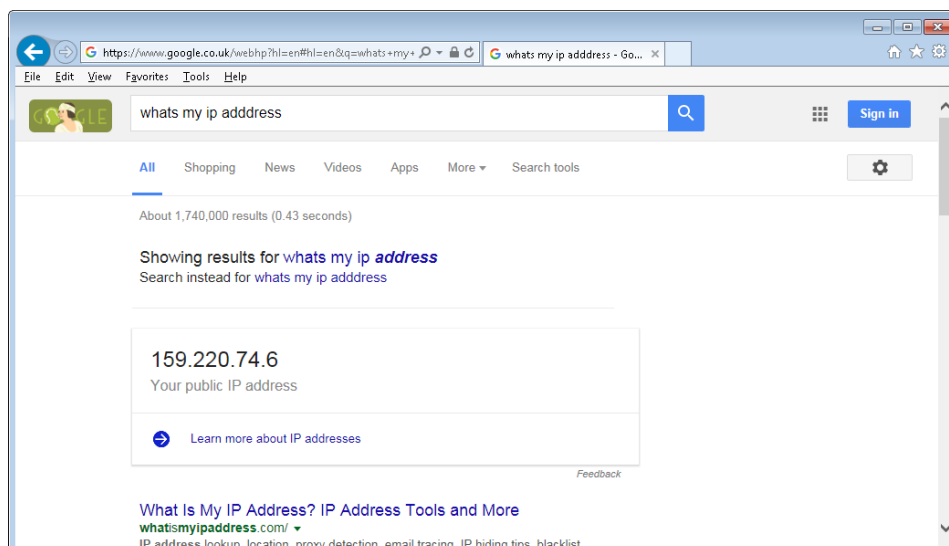
### HOW DO I OBTAIN MY PAT IP ADDRESSES FROM IT SERVICES IF I AM USING REFINITIV MANAGED CONNECTION OR FCN?

It is important that ALL PAT IP addresses that may be used to access the MCA application are known and reported to Refinitiv. Refinitiv can configure up to twenty-five separate IP addresses / subnets for each client. If you are unsure of your PAT IP address then please contact your Refinitiv Customer Success Manager or Refinitiv Customer On-Boarding Specialist.

### HOW DO I FIND MY INTERNET PUBLIC IP ADDRESS?

Please contact your IT department or equivalent for guidance on how to obtain your PUBLIC IP addresses. It is important that ALL PUBLIC IP addresses that may be used to access the MCA application are known and reported to Refinitiv. Refinitiv can configure up to twenty-five separate IP addresses / subnets for each client.

A number of third-party web tools are available to show your Public IP address. One simple method is to type “**whats my public IP address**” in a Google search. The result will show your public IP address at the top of the page.





## Chapter 3 System Requirements

Before installing Refinitiv FX Matching Credit Administration please make sure your computer meets the following minimum requirements.

### SOFTWARE REQUIREMENTS

Operating System	64 bit
Microsoft Windows 8 & 8.1	✓
Microsoft Windows 10	✓

Customers that currently use a Microsoft Windows 32-bit Operating system must update to a Microsoft Windows 64-bit operating system and install MCA version 1.8.1.

#### NOTE

MCA uses:  
.NET 4.0 Client Profile (or higher)  
or  
.NET 4.0 Framework (or higher)

### HARDWARE AND NETWORK REQUIREMENTS

PC Specification	Minimum	Recommended
Processor	Dual core	Dual core
RAM	2Gb	4Gb
Speed	1.3 Ghz	2.4 Ghz
Free Disk Space	300Mb	500Mb
Screen Size	1024x768	1280x1024

### BANDWIDTH REQUIREMENTS

1Mbps per site.

### FQDNs & private JRE

Details of the FQDNs (Fully qualified domain name) and the version of JRE used with Refinitiv FX Matching Credit Administration is available in the [Appendix A](#) of this document.

## Chapter 4 Installing Refinitiv FX Matching Credit Administration

There are 2 modes to install the MCA package:

1. **Installation for all users of this machine.** This requires local administration rights. After installation, all users on the PC can see and run MCA.

The default installation path: **C:\Program Files (x86)\Refinitiv\Refinitiv FX Matching Credit Administration\**

2. **Installation just for you** - Only the user that installs the package will be able to access MCA. You do NOT need administration rights to install in this mode

The default installation path **C:\Users\NAME\AppData\Local\Apps\Refinitiv\Refinitiv FX Matching Credit Administration\**

### NOTE

No upgrade process is available, each new version requires a separate installation.

The Public or PAT IP address must be added/registered to the Refinitiv Allow list before users can use the product. See [Chapter 2 Registering your IP address](#) for further details.

### DOWNLOAD THE SETUP MODULE

1. Go to the **Refinitiv FX Trading** page on MyRefinitiv:

<https://my.refinitiv.com/content/mytr/en/product/fx-trading.html>

The **Refinitiv FX Trading** page is displayed.

2. Enter username and password. The **Refinitiv FX Trading** page is displayed.

3. Scroll down to the **LATEST SOFTWARE DOWNLOADS** section:

4. Click the download button  next to **Refinitiv FX Matching Credit Administration (MCA) for Matching venue**.

#### LATEST SOFTWARE DOWNLOADS

##### Refinitiv FX Trading Desktop Application

7.7.0.100

15 Oct 2020 • 458.43 MB • All All



##### Refinitiv FX Trading Feed Adapters

1.9.1.0

24 Sep 2020 • 113.10 MB • Intel Windows 7, Windows 8, Windows 10, Windows Server 2008, Windows Server 2012



##### Refinitiv FX Matching Credit Administration (MCA) for Matching venue

1.8.1



**NOTES**

The version of MCA you are installing might be a later version than the one shown in the screen captures.  
Ensure popups are not blocked for this page.

- Complete the information in the **Download Form** section (some of which is auto-populated).

**DOWNLOAD**

## Refinitiv FX Matching Credit Administration (MCA) for Matching venue (1.8.1)

PRODUCT	VERSION	CLASSIFICATION
Refinitiv FX Matching Credit Administration (MCA) for Matching venue	1.8.1	Released
STATUS	HARDWARE	OS
Auto Approved	All	All

Please confirm the download address of your chosen software

Company Name

- Scroll down, select the **I agree to the terms and conditions** check box.
- In the bottom right-hand corner click the **Submit** button. The download page is displayed.

**DOWNLOAD**

## Refinitiv FX Matching Credit Administration (MCA) for Matching venue (1.8.1)

Order number 1006468 for GMI Active Directory is ready for download.

PRODUCT	VERSION	CLASSIFICATION
Refinitiv FX Matching Credit Administration (MCA) for Matching venue	1.8.1	Released

- Select the Download location and click the **Download** button. The download begins.

9. Save the file to a local drive accessible from the PC where MCA is to be installed. If prompted choose to **Save** the file.

**NOTE**

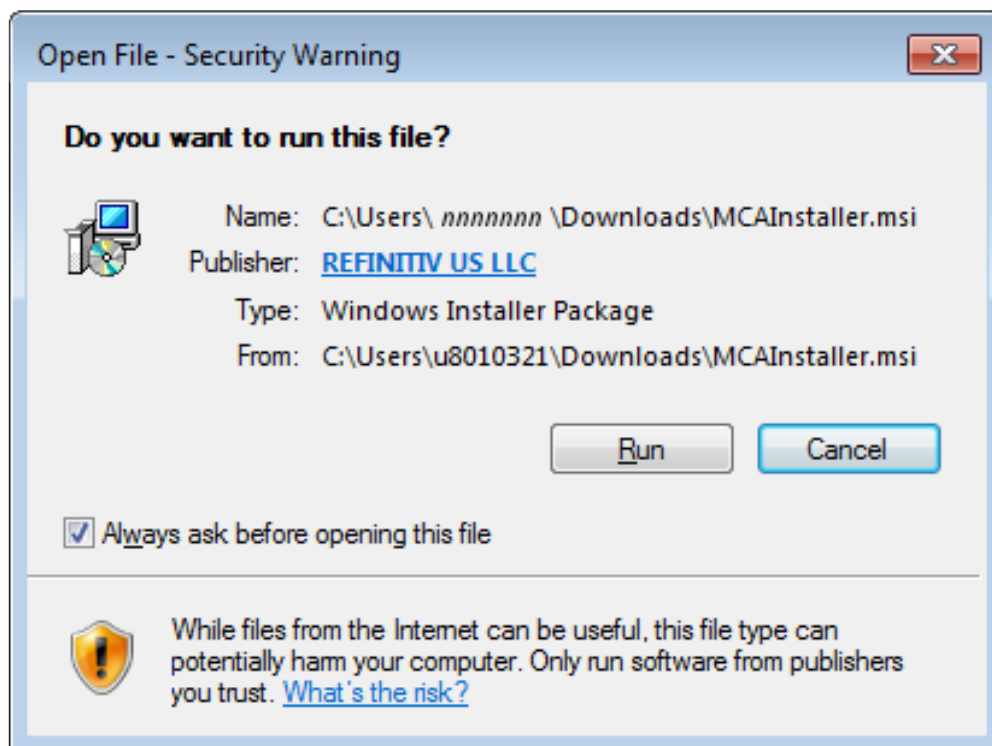
MCA can be installed on a client's Windows PC including PC platform where FXT has been installed.

**INSTALL THE SOFTWARE**

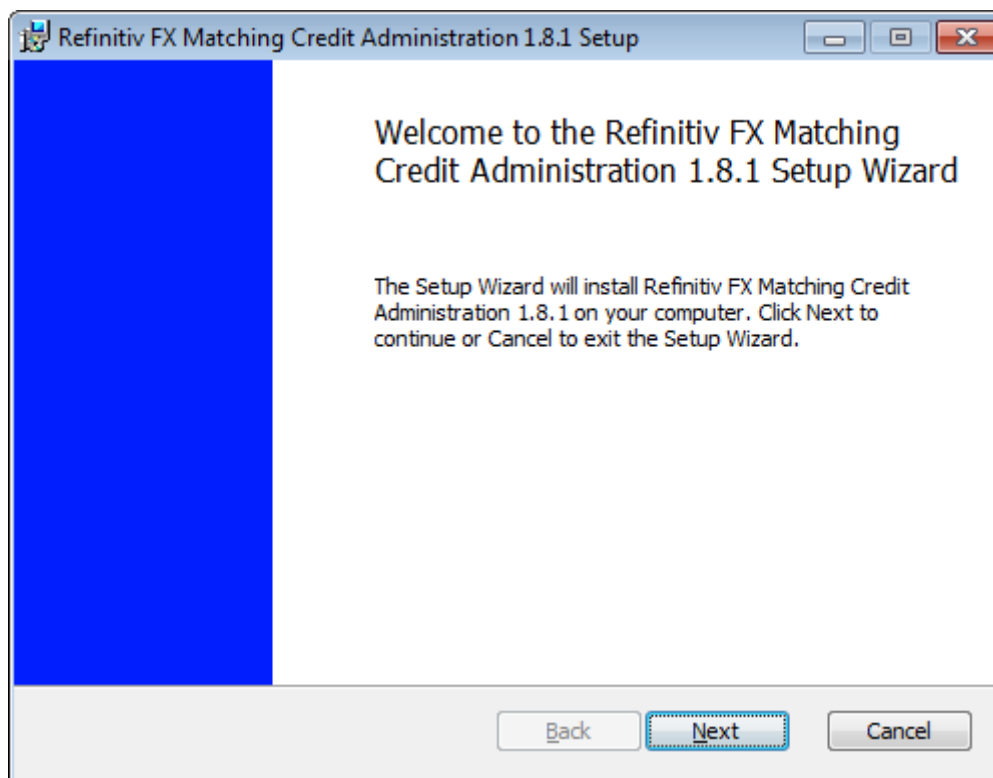
The downloaded file is a self-extracted zip/compressed file, which needs to be extracted before MCA can be installed.

1. Browse to the location where you downloaded **MCAinstaller-1.8.1-b1.msi**.
2. Double-click **MCAInstaller-1.8.1-b1.msi**.

Depending on your local computer security settings a **Security Warning** dialog box may be displayed:

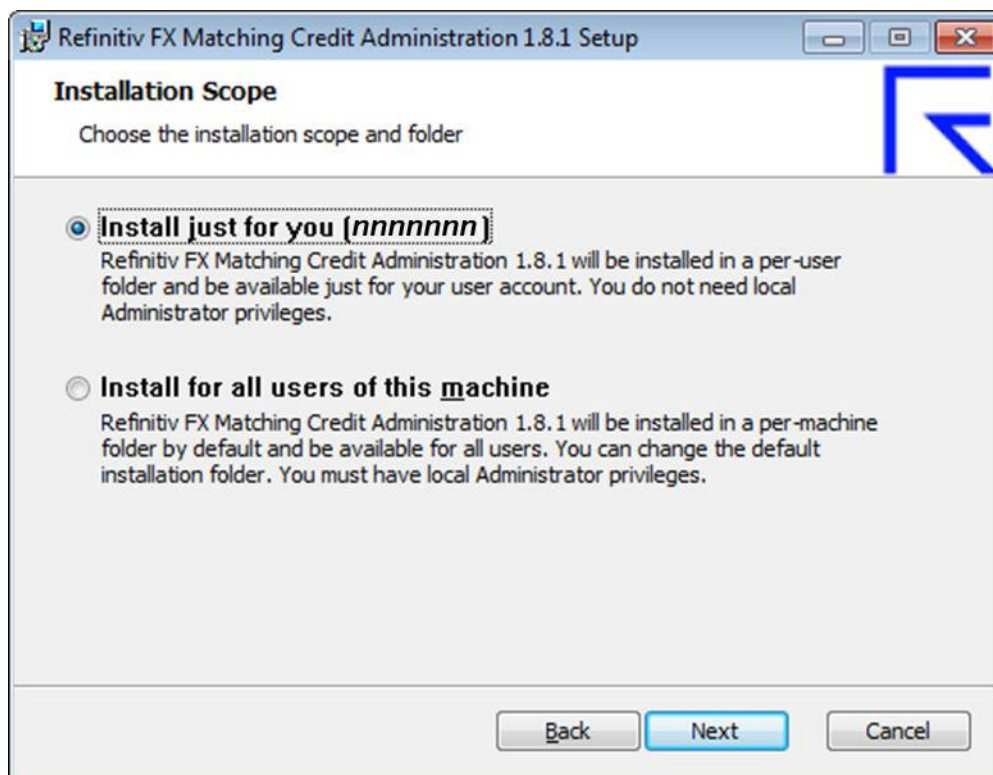


3. Click the **Run** button. The **Welcome to the Refinitiv FX Matching Credit Administration 1.8.1 Setup Wizard** is displayed.



4. Click the **Next** button.

The **Installation Scope** window is displayed:

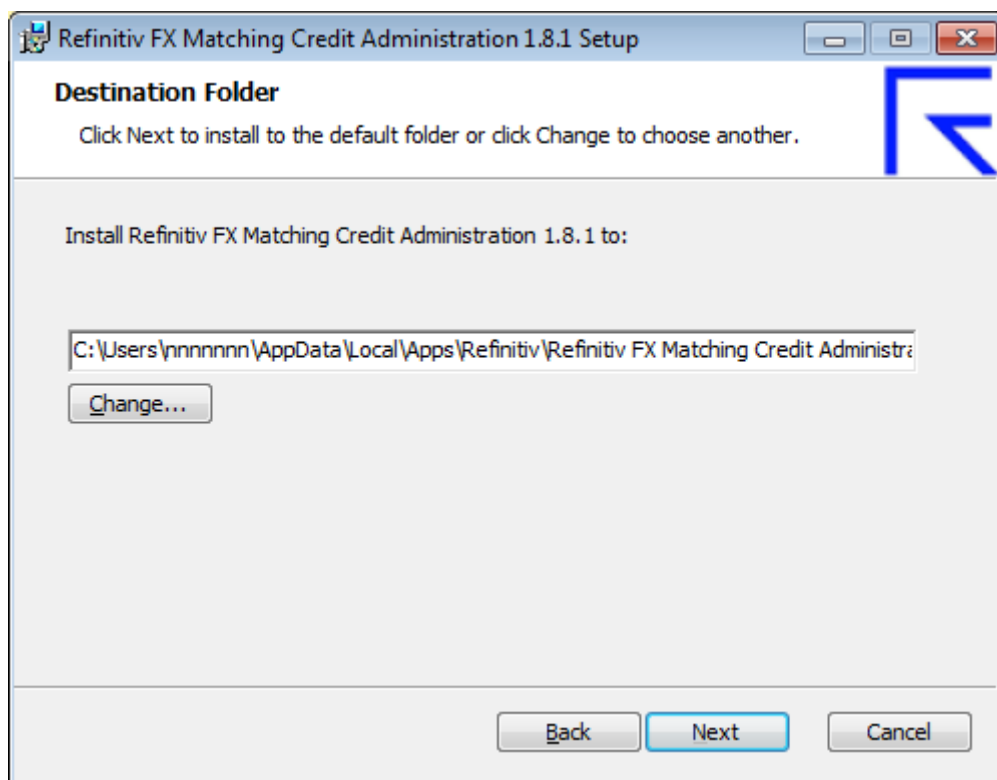


5. Choose the radio button for the option you want – do you require the software to be available to just you, or to all user of this machine?

6. Click the **Next** button. The **Destination Folder** window is displayed: The default installation path is different depending on which installation mode you selected as per below:

- **Install Just for you:** C:\Users\nnnnnnn\AppData\Local\Apps\Refinitiv\Refinitiv FX Matching Credit Administration\
- **Install for all users of this machine:** C:\Program Files (x86)\Refinitiv\Refinitiv FX Matching Credit Administration\

The screen capture below shows the installation process when the **Install Just for you** installation mode has been selected:



It is recommended that the default location is used:

7. Click the **Next** button. The **Ready to Install** window is displayed.
8. Click the **Install** button to continue or the **Cancel** button to stop the installation.

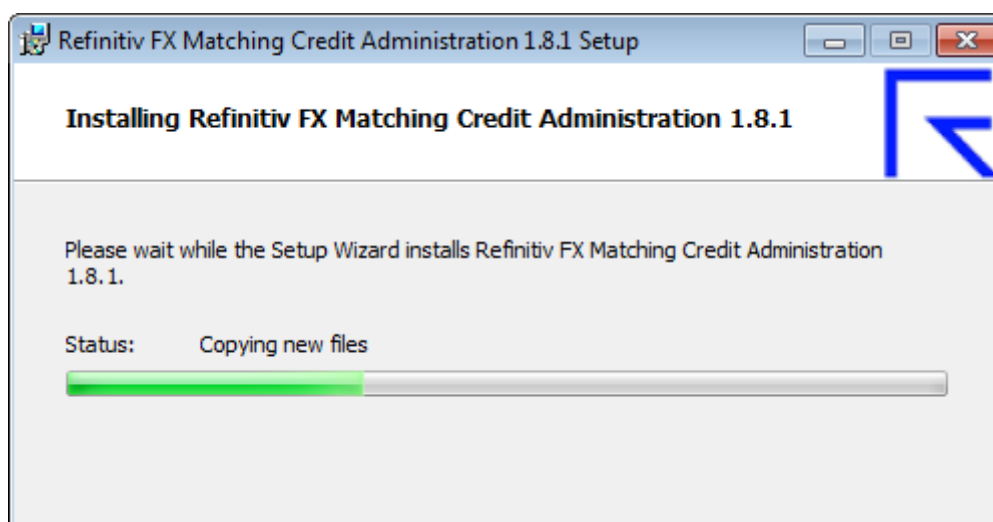
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#### Note

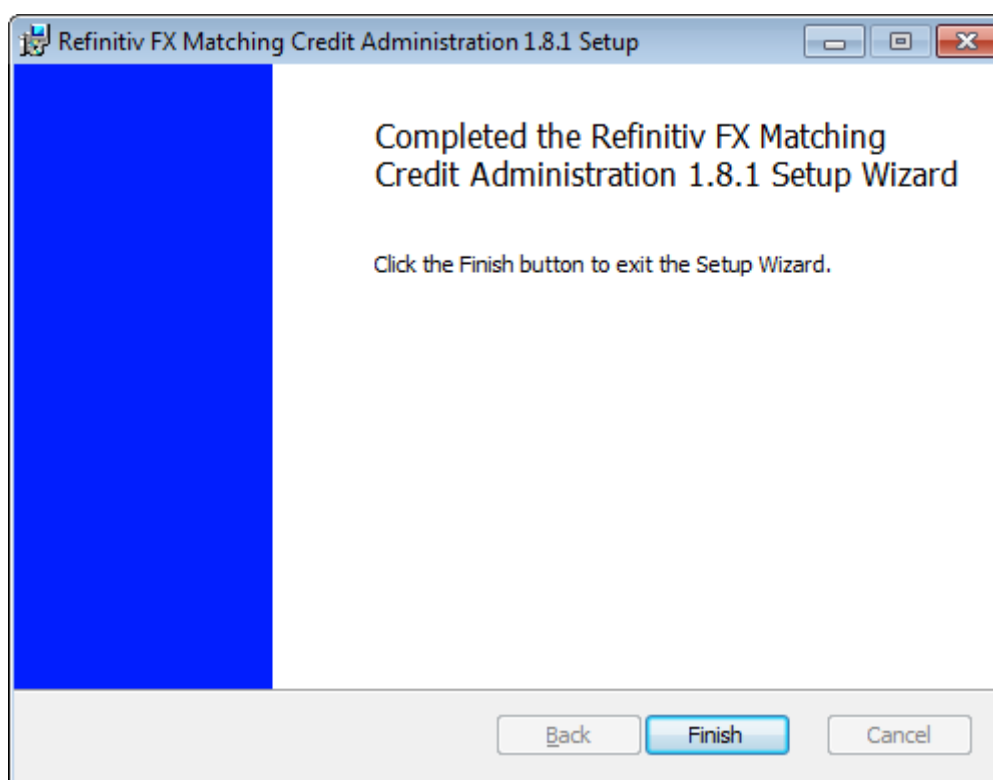
Depending on your local PC security setting a security warning message may be displayed. If displayed, click the OK button to continue.

---

The Installation will now start, the installation process normally takes approximately 1 minute to complete.



Once the Refinitiv FX Matching Credit Administration software has been installed the **Completed the Refinitiv FX Matching Credit Administration 1.8.1 Setup Wizard** window is displayed.



9. Click the **Finish** button.

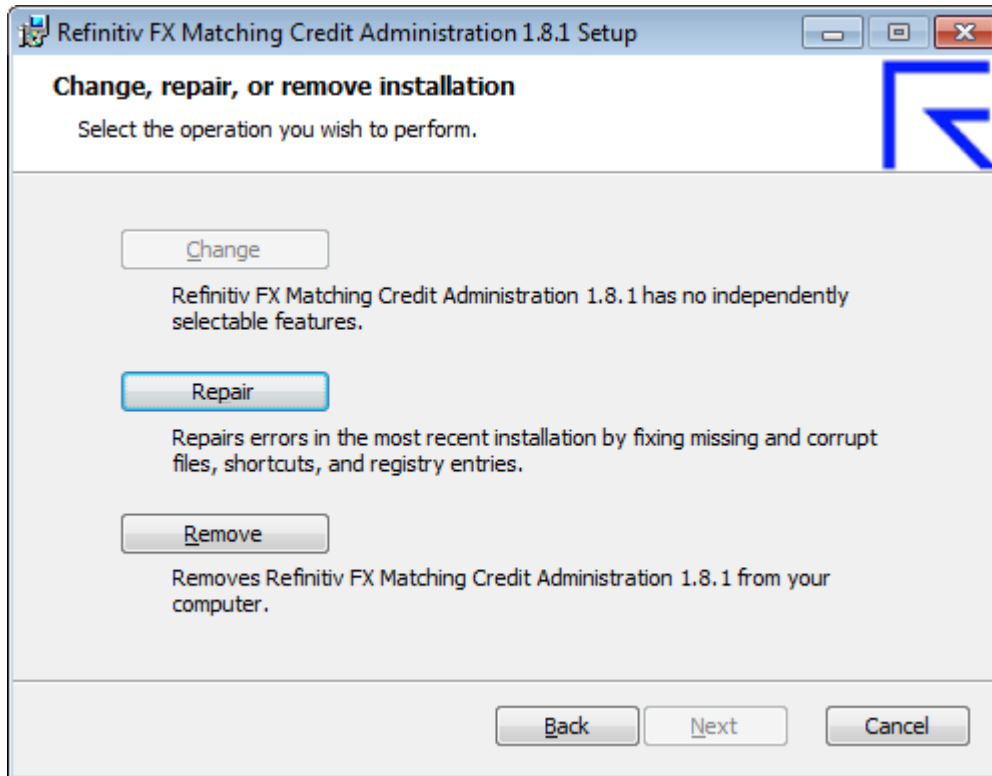
See [Chapter 8 Launching Refinitiv FX Matching Credit Administration](#) for details on how to launch MCA.

## Chapter 5 Fix corrupted installation

If you are running Refinitiv FX Matching Credit Administration 1.8.1 and you are experiencing problems you can start the MCAInstaller-1.8.1-b1.msi installation file. This will give the options to either repair or uninstall MCA.

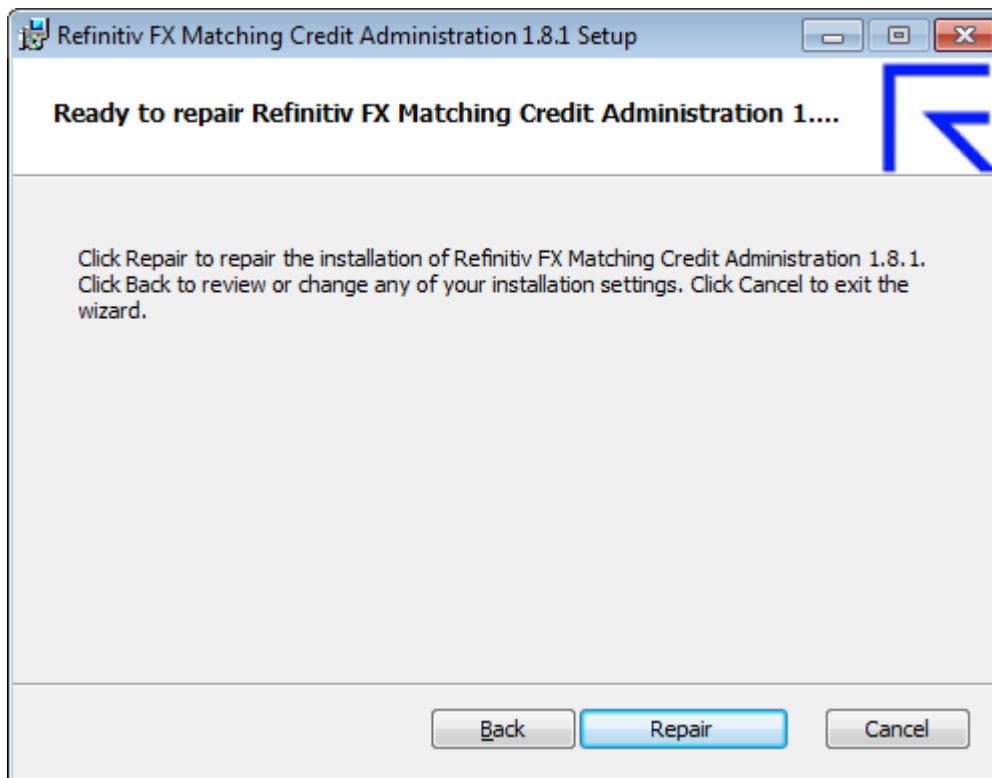
Double-click the **MCAInstaller-1.8.1-b1.msi** to start the repair process. The **Change, repair or remove installation** dialog box is displayed.

Click the **Repair** button.

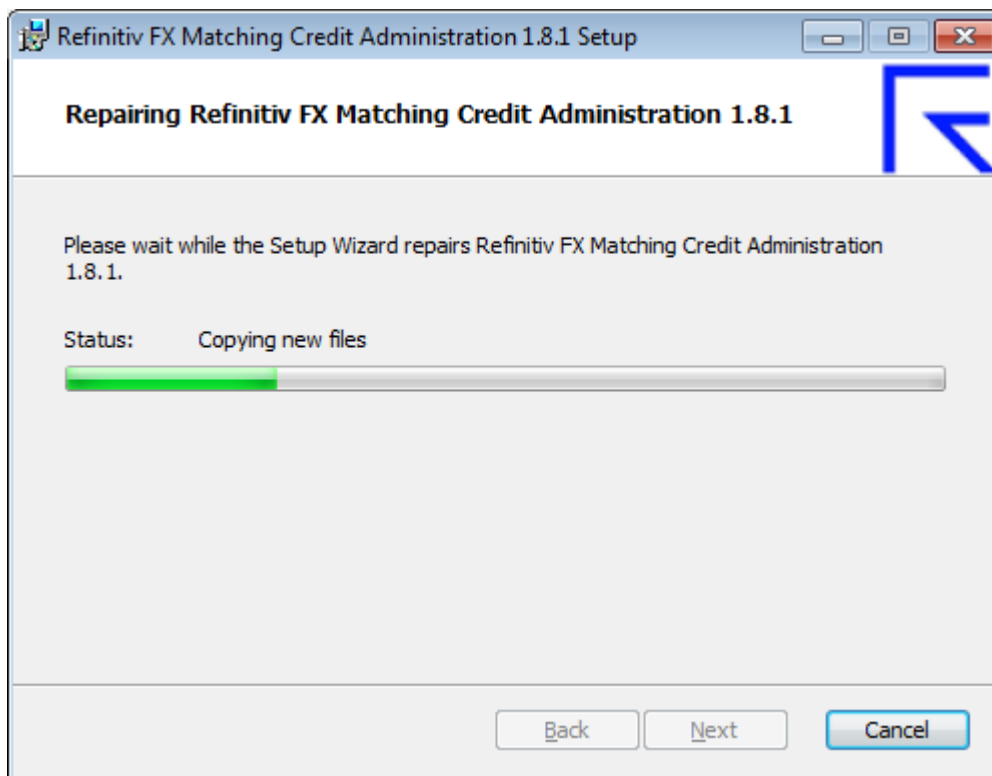


A warning message will be displayed as below. Click the **Repair** button to start the repair process.

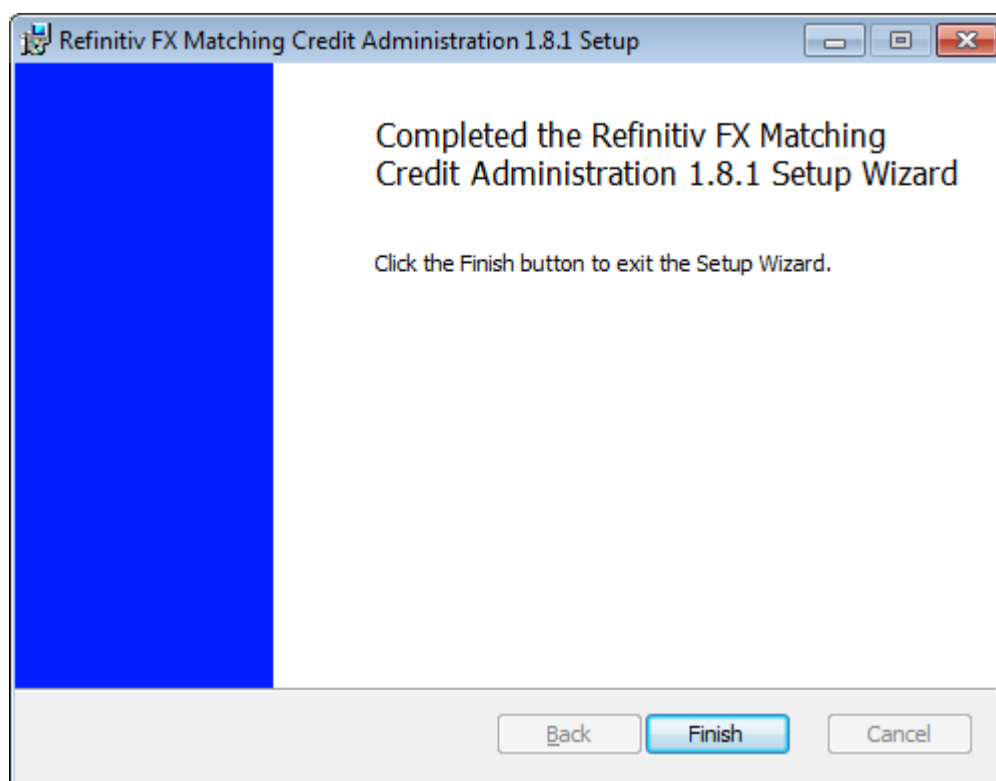




The repair process will start and a status window displayed



Once completed the following message will be displayed.



Click the **Finish** button.

## Chapter 6      Silent Installation

The following can be used to install Refinitiv FX Matching Credit Administration via a command line (sometimes called silent installation).

1. Open the **CMD** window.
2. Within the CMD window, change the directory to the location of the install file, for example, **CD C:\Users\NAME\Downloads**.
3. Run the following command: **msiexec /i MCAInstaller-1.8.1-b1.msi /quiet**

## Chapter 7 Upgrade process

No Automatic upgrade process is available for Refinitiv FX Matching Credit Administration. To install a newer version of Refinitiv FX Matching Credit Administration by:

1. Run the standard installation process. See [Chapter 4 Installing Refinitiv FX Matching Credit Administration](#) on page 10 for details.
2. Confirm the new version is running successfully.
3. Uninstall the old version via the Windows Control Panel. See [Chapter 11 Remove previous version of Refinitiv FX Matching Credit Administration](#) for details.

## Chapter 8 Launching Refinitiv FX Matching Credit Administration

1. Double-click the Refinitiv FX Matching Credit Administration 1.8.1 shortcut on your desktop or select **Start > Programs > Refinitiv FX Matching Credit Administration 1.8.1**.



2. The login screen is displayed. Enter your Refinitiv FX Matching logon details and Site ID.

 The login screen for Refinitiv FX Matching Credit Administration. It features the 'REFINITIV FX MATCHING' logo at the top left. Below it, the title 'REFINITIV FX MATCHING CREDIT ADMINISTRATION' is displayed in blue. The login fields include 'User ID:', 'Password:', and 'Site ID:' (with 'FXTE' entered). There is a 'Remember Site ID' checkbox. At the bottom right are 'Log on' and 'Cancel' buttons. A 'Proxy Settings...' button is located below the login fields. At the very bottom, there are links for 'My Refinitiv', 'Privacy Statement', 'About Us', and 'Contact Us'.

OPTIONAL: Click the **Proxy Settings...** button to change the proxy settings. See [Chapter 9 Proxy configuration settings](#) on page 22 for details.

3. Click the **Logon** button.

If you can't login you may need to change your proxy settings. See [Chapter 9 Proxy configuration settings](#) on page 22 for details.

You can now view and manage credit from Refinitiv FX Matching Credit Administration.

See the [Refinitiv FX Matching Credit Administration User Guide](#) for details on how to use the application. This document is available on MyRefinitiv: <https://my.refinitiv.com/content/mytr/en/product/fx-trading.html>

## Chapter 9 Proxy configuration settings

If you cannot login to Refinitiv FX Matching Credit Administration you may have to change your proxy configuration settings. Please contact your local IT services for details of the changes required.

### NOTE

You may have to change the Refinitiv FX Matching Credit Administration proxy settings to match your browser proxy settings.

### SUPPORTED PROXY SETTINGS

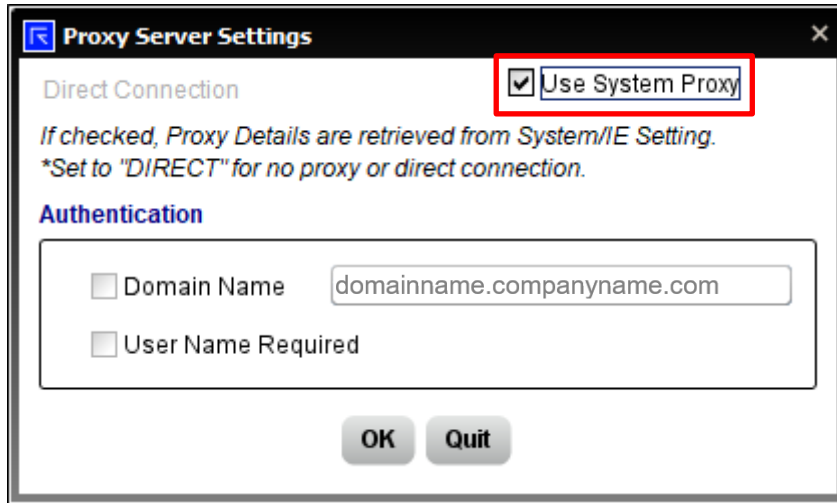
The table below shows the Proxy systems that have been tested with MCA. The authentication schemas that are compatible with MCA are also shown.

Proxy	Authentication	Authentication schema
MS Forefront	Disable	
	Enable	Basic, Integrated
Freeproxy	Disable	
	Enable	Basic, NTLM
Squid	Disable	
Apache	Disable	
Bluecoat	Disable	
	Enable	Basic, NTLM,

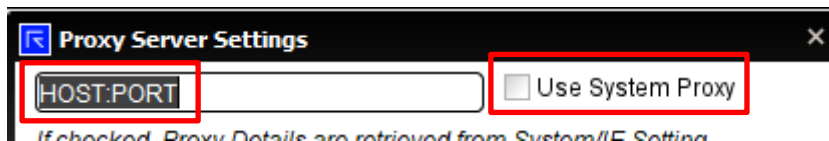
## HOW TO CHANGE YOUR PROXY CONFIGURATION SETTINGS

If you don't use an internet proxy, you do not need to follow the steps below.

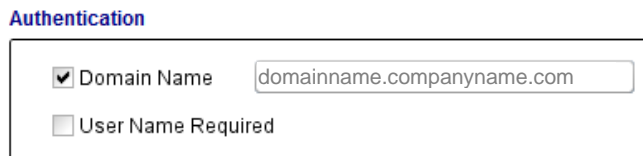
1. Click the **Proxy Settings** button on the login screen. The **Proxy Server Settings** dialog box is displayed.
2. Select the **Use system Proxy** checkbox to use the IE Proxy settings on the PC.



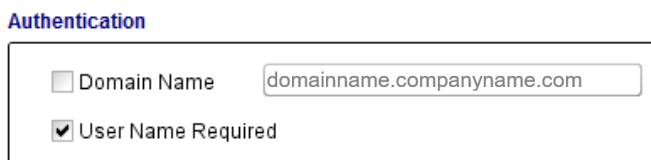
3. Clear the **Use system Proxy** checkbox when you want to manually set the Proxy server. After clearing the checkbox you can enter the Proxy server host and port.



4. Select the **Domain Name** checkbox, and enter the required proxy domain name if required.



5. If the client proxy requires authentication, select the **User Name Required** checkbox.



6. Click the **OK** button.

7. In the **Proxy Settings** section enter the user name and password.

**REFINITIV<sup>®</sup>**  
**FX MATCHING**

**REFINITIV FX MATCHING CREDIT ADMINISTRATION**

User ID :

Password :

Site ID :  ☒ Remember Site ID

Proxy User Name:

Proxy Password:

[My Refinitiv](#) [Privacy Statement](#) [About Us](#) [Contact Us](#)

8. Enter your User ID, password, and Site ID.
9. Click the **Log On** button.



## HOW TO CONFIGURE MCA TO BYPASS LOCAL PROXY SETTINGS

Follow the steps below to bypass local system proxy settings.

1. In the login window click the **Proxy Settings** button.

The **Proxy Server Settings** dialog box is displayed.

2. Clear the **Use System Proxy** checkbox.
3. Enter **DIRECT** in the field.

4. Click the **OK** button.

## **Chapter 10 Rollback Refinitiv FX Matching Credit Administration**

From Version 1.8.1 Refinitiv FX Matching Credit Administration cannot be rolled back.

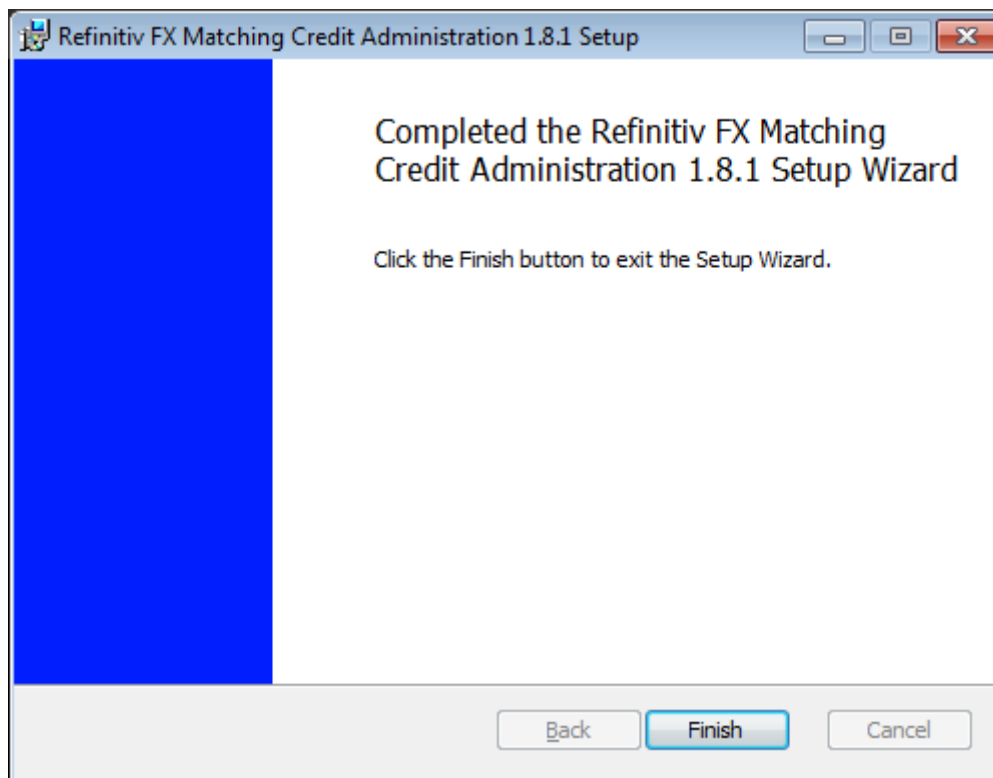
## Chapter 11 Remove previous version of Refinitiv FX Matching Credit Administration

1. Select **Start > Control Panel**.
2. Double-click **Programs and Features**.
3. Right-click **Refinitiv FX Matching Credit Administration (Standalone)**.

Name	Publisher	Installed On	Size	Version
Refinitiv FX Matching Credit Administration (Standalon...	Refinitiv	01/09/2020		1.8.0.43
Refinitiv FX Trading	Refinitiv	12/08/2020	380 MB	7.6.0.97

4. Select **Uninstall**. The **UNINSTALLATION** dialog box is displayed.
5. Click the **Continue** button.
6. Click the **Yes** button.

After MCA has been uninstalled the **Completed the Refinitiv FX Matching Credit Administration 1.8.1 Setup Wizard** window is displayed:



7. Click the **Finish** button.

# Appendix A Additional Settings

## FQDN CONFIGURATION

Refinitiv Managed Connection is the new name for Delivery Direct

The same Fully Qualified Domain Names (FQDNs) are used regardless of access route, i.e. Internet, Refinitiv Managed Connection (DD) or Financial Community Network (FCN).

The application follows the Eikon pattern of using .net suffices when a service is available via more than one channel; this means the correct routing of service is determined by local DNS resolution, i.e. public DNS or Refinitiv Managed Connection or FCN eDNS, whichever one is resolved first will be used.

---

### NOTES

Refinitiv FX Matching Credit Administration is only supported on an Internet, Refinitiv Managed Connection or FCN connection:

- **Refinitiv Managed Connection or Financial Community Network** access - corporate DNS should forward appropriate Refinitiv domain requests to DD/FCN eDNS
- **Internet delivery** - corporate DNS should resolve FQDNs as public DNS.

We have provided IPs for both the Production and Business Continuity (DR) sites but switch over to the DR Service will be automatically handled by Refinitiv if invoked.

---

Refinitiv FX Matching Credit Administration uses DNS failover to switch between the live LD4 data center and the DR NY6 data centre.

- Under normal running conditions LD4 is live and NY6 is DR
- Customers will target a DNS CNAME which will then resolve to one of two DNS A records depending on whether LD4 or NY6 is running live
- There are separate FQDNs for logins (creditws) and credit management (creditedge)
- Each of these has a CNAME and then two A records, one each for LD4 and NY6
- This makes six FQDNs in total for Refinitiv FX Matching Credit Administration
- If customers are using FQDN filtering on security appliances we highly recommend that the whole domain is allowed rather than individual FQDNs, e.g. thomsonreuters.net or refinitiv.net

## FQDN AND IP ADDRESS LIST

Purpose	DNS entry type	Current FQDN for MCA 1.7 or below	New Refinitiv FQDN for MCA 1.8 or above	Internet IP	Refinitiv Managed Connection IP
Login	CNAME	emea.matchingcreditws.trading.thomsonreuters.net	emea1-matchingcreditws.trading.refinitiv.net	Uses A record IP	Uses A record IP
Login	Live A record	matchingcreditws-emea1.trading.thomsonreuters.net	emea-matchingcreditws.trading.refinitiv.net	159.220.63.18	159.43.31.18
Login	DR A record	matchingcreditws-emea2.trading.thomsonreuters.net	emea2-matchingcreditws.trading.refinitiv.net	146.242.57.2	159.43.5.194
Credit management	CNAME	emea.matchingcreditedge.trading.thomsonreuters.net	emea1-matchingcreditedge.trading.refinitiv.net	Uses A record IP	Uses A record IP
Credit management	Live A record	matchingcreditedge-emea1.trading.thomsonreuters.net	emea-matchingcreditedge.trading.refinitiv.net	159.220.63.19	159.43.31.19
Credit management	DR A record	matchingcreditedge-emea2.trading.thomsonreuters.net	emea2-matchingcreditedge.trading.refinitiv.net	146.242.57.3	159.43.5.195

## PRIVATE JRE WITHIN REFINITIV FX MATCHING CREDIT ADMINISTRATION

The version of Java Runtime Environment (JRE) deployed within the .exe file of the Refinitiv FX Matching Credit Administration software is Amazon Corretto 1.8.0\_275.

## VIEW ONLY ACCESS TO REFINITIV FX MATCHING CREDIT ADMINISTRATION

To request a new View Only access to Refinitiv FX Matching Credit Administration the User Data Document (UDD) form should be completed. Please contact your Transaction Sales Relationship Manager.

## Appendix B Troubleshooting

This section covers how to troubleshoot some of the problems that may occur after installation of MCA.

### MATCHING USER INHIBITED



The screenshot displays the Refinitiv FX Matching Credit Administration login interface. At the top left is the 'REFINITIV® FX MATCHING' logo. Below it, the title 'REFINITIV FX MATCHING CREDIT ADMINISTRATION' is centered. The login form includes fields for 'User ID:', 'Password:', and 'Site ID:'. The 'Site ID' field contains 'XXKX' and has a checked 'Remember Site ID' checkbox. A red rectangular box highlights the error message 'Matching user inhibited' in red text. To the right of the error message are 'Log on' and 'Cancel' buttons. Below the error message is a 'Proxy Settings...' button. At the bottom of the page are links for 'My Refinitiv', 'Privacy Statement', 'About Us', and 'Contact Us'.

**Problem:** The Refinitiv FX Matching username or password has been entered incorrectly more than 5 times and the account is now locked.

**How to resolve:** The account and password can be reset by contacting the Refinitiv Help desk. You will need to give them your Refinitiv FX Matching username and Site ID (sometimes called TCID).

## SYSTEM NOT AVAILABLE



The screenshot shows the Refinitiv FX Matching Credit Administration login interface. At the top left is the 'REFINITIV®' logo, followed by 'FX' in a blue box and 'MATCHING' in black text. Below this is the title 'REFINITIV FX MATCHING CREDIT ADMINISTRATION' in blue. The login fields include 'User ID :', 'Password :', and 'Site ID :'. The 'Site ID' field contains 'XXXX' and has a checked checkbox for 'Remember Site ID'. A red rectangular box highlights the error message 'System Not Available.' in red text. To the right of the error are 'Log on' and 'Cancel' buttons. Below the error is a 'Proxy Settings...' button. At the bottom are links for 'My Refinitiv', 'Privacy Statement', 'About Us', and 'Contact Us'.

**Problem:** MCA cannot connect to the Refinitiv host. There can be a number of reasons for this error but the most common is a local network issue.

**How to resolve:** Contact your local network administrator to confirm that the internet, Refinitiv Managed Connection or FCN connection is up and configuration for MCA is correct and has not changed. [Appendix A Additional Settings](#) on page 28 shows the FQDNs needed for Internet, Refinitiv Managed Connection or FCN connection. If using a Internet proxy confirm that the Proxy settings have been correctly set within the MCA application. See [Chapter 9 Proxy configuration settings](#).

## INVALID LOG-ON CREDENTIALS

The screenshot shows the Refinitiv FX Matching Credit Administration login interface. At the top left is the 'REFINITIV®' logo, followed by 'FX' in a blue box and 'MATCHING' in bold. Below this is the title 'REFINITIV FX MATCHING CREDIT ADMINISTRATION'. The login fields include 'User ID :', 'Password :', and 'Site ID :'. The 'Site ID' field contains 'XXXX' and has a checked 'Remember Site ID' checkbox. A red rectangular box highlights the error message 'Invalid Log-on Credentials.' in red text. Below the error message is a 'Proxy Settings...' button. To the right of the error message are 'Log on' and 'Cancel' buttons. At the bottom of the window are links for 'My Refinitiv', 'Privacy Statement', 'About Us', and 'Contact Us'.

**Problem:** Either the User ID, password or Site ID has been incorrectly entered or the Public/PAT IP address has not been correctly added to the access allowlist

**How to resolve:** Enter the correct User ID, password and Site ID. If the password has been forgotten, this can be reset by contacting the Refinitiv Help Desk.

In addition to above, the error message may also indicate that the Public or PAT IP addresses have not been correctly configured. Contact your local market data support to confirm your Public/PAT IP address. Once confirmed contact the Refinitiv Help Desk to confirm that the IP address has been correctly added for your site/desk.

## WHERE ARE THE JAVA LOGS STORED?

Java log files are located in the following directory and are called MCA.logs:

**C:\Users\NNNNNNN\Refinitiv\Matching Credit Administrator\logs\mca.log**

\*USERNAME will be your windows username account.



