

ETS Connect UK - FIX API FAQs v1.0

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FIX API FAQs

1. Getting Started

1.1. How do I connect to the FIX API?

To allow you to connect to the FIX API, the following details will be provided by the ETS Connect UK Support team to the technical contact nominated on the onboarding form:

- FIX credentials (SenderCompID, TargetCompID)
- Host and port details
- FIX version
- Username and password
- SSL certificates

For further guidance please refer to refer to 6.2 and 6.3 of ETS Connect UK Rules of Engagement document, [here](#).

1.2. What FIX version do you support?

We support FIXT 1.1 (FIX Transport) and FIX 5.0SP2 (FIX Dictionary).

Please confirm your FIX engine is configured to use the correct version before connecting.

2. Logon & Session

2.1. Why is my FIX session not logging on?

Common reasons include:

- Incorrect SenderCompID or TargetCompID
- Incorrect username/password
- Incorrect FIX Transport and FIX Dictionary version
- Sequence numbers out of sync

- Firewall blocking your connection
- SSL certificate issues

Please check your session logs and contact our ETS Connect UK Support team via email: support@ets-connect.co.uk if the issue persists.

2.2. What should I do if sequence numbers are out of sync?

If sequence numbers are out of sync:

Send ResendRequest message when gaps are identified. Refer to 9.1 of ETS Connect UK Rules of Engagement document [here](#).

2.3. Will there be a maintenance window?

For UAT, any deployments will be outside of market hours which are 8am – 6pm GMT UK Business Days.

3. Heartbeats & Connectivity:

3.1. Why am I getting disconnected?

Common reasons include:

- Heartbeats not sent
- Heartbeats not received
- Network/firewall
- Session timeout
- Clock Synchronisation – Refer to 15.2 of the ETS Connect UK Rules of Engagement document [here](#).
- Incorrect heartbeat interval - Ensure your FIX engine sends heartbeats at the agreed interval. Refer to 8.2 of ETS Connect UK Rules of Engagement document [here](#).

3.2. What is the Heartbeat interval?

The standard heartbeat interval is **30 seconds**.

4. Troubleshooting

4.1. What details should I provide when reporting an issue to the Support team?

Please provide:

- Email of account logging in
- FIX message logs
- Timestamps
- SenderCompID
- TargetCompID
- Message sequence numbers
- Screenshots or error messages

This helps us investigate issues more quickly.

4.2. Who do I contact for FIX API support?

Please contact the ETS Connect UK Support team via:

- Email: support@ets-connect.co.uk

5. UAT vs Production environments

5.1. Will I need new credentials for Production?

Yes, Production FIX credentials are separate and will be issued at the point of Production Onboarding. Please see the [implementation timeline](#) for key milestones.