

Tips for using the PFGBest Data Feed and PFGBest-NeuroLink Trading Interface

1. The PFGBest Data feed was built and tested with NeuroShell release 6.x, and thus is not supported in earlier releases.
2. The PFG BESTDirect8 trading platform must be running before you select the PFGBest Data feed or run the PFGBest-NeuroLink trading interface in NeuroShell. In fact, it is safest to start BESTDirect8, select the Plug-Ins menu, then select socket watcher and turn on "listening" before you even start NeuroShell.
3. The first time you want to use the PFGBest Data feed, you need to enter your account information in NeuroShell Trader. Go to the Tools Menu, Data Sources, select the Server tab, select PFGBestData from the drop down list of data servers, and then click on the Setup button. The Username will be your PFG BESTDirect8 Account Number and your Password will be your PFG BESTDirect8 Access Key
4. If trading futures, make sure you select one of the active futures contracts (as opposed to expired ones), otherwise the Data Feed just continues trying to load without getting data.
5. If trading FX, understand that PFGBest has two ways of trading currencies:
 - a. Trades are sent to PFG as a number of mini-lots, with values such as 1, 2, or 3, where each lot = 10,000 units, or
 - b. Trades are sent to PFG as a number of units, with values such as 10,000, 20,000, or 30,000, where the units must be in increments of 10,000

You can set the NeuroShell Trading Strategy parameters sizing tab to trade with a fixed size of say 1 or 2 (for mini-lots) or a fixed size of 10,000, 20,000 etc (for units). When trading in mini-lots in NeuroShell, you will need to set the point value to 10,000 on the costs tab. If you trade units in NeuroShell (10000, 20000, 30000 etc.) then do NOT set the point value.

The PFG BESTDirect8 trading platform must be set to be compatible with whichever way you choose to trade. Trading in mini-lots is the default and probably the simplest way to go.

To set the PFG BESTDirect8 platform to trade in either mini-lots or units you should click on the PFGBest.exe program, which can be found in the NeuroShell Trader 6/BrokerageServers folder. When the PFGBest program comes up, you will see a checkbox that indicates it will divide the quantity for FX trades by 10,000. Check that box ONLY if you are going to trade with units in NeuroShell. Be sure to close the program after you have made your selection. The PFGBest.exe program is later automatically loaded by NeuroShell when you select to trade automatically (integrated trading).

Be careful if you are using sizing or pyramiding features of NeuroShell Power User, because PFGBest does not trade partial lots or units which are not an even multiple of 10,000.

If you are trading cross pairs, you may want to choose units so that you can take advantage of the NeuroShell feature that converts profits to your home currency by setting an exchange rate. (The NeuroShell exchange rate conversion for home currency will not work with PFGBest's mini-lots.)

6. If NeuroShell asks for an exchange when starting integrated trading, you can give any exchange name. PFGBest does not process that information.

7. Historical tick data from PFGBest is limited to approximately 5 days, depending upon which instrument is requested. Therefore if you are asking NeuroShell for range bars, tick bars, volume bars, or second bars, do not request more than 5 days of data. If you do, the PFGBest data feed may continue to try to get historical data it does not have for an extended period of time. The operating system may say that NeuroShell has stopped responding.

Additional Information

Troubleshooting Trading Problems Checklist

1. Is NeuroShell open and connected to the PFGBest data feed?
2. Is PFGBest Direct 8 open and logged into an appropriate server (demo or live, contact PFGBest for details)?
3. Is "PFG Best" selected as the brokerage on the NeuroShell Options menu, Trading Orders tab?
4. Is the Socket Watcher open within PFGBest 8 and listening, showing a blue "connected" button?
5. Is the PFGBest-NeuroLink window activated (showing a blue "connected" button)?
6. Is the NeuroShell chart displaying a trading strategy with incoming data, and does the Alerts/Orders Window display a check mark for that SAME trading strategy?

If all of the above items checkout, the green colored bars on the NeuroShell trading strategy chart should turn to yellow colored bars denoting integrated trading is starting.

Connection Issues

PFGBest Direct 8 is listening but the Neuro-Link cannot connect to it. This would probably indicate that there is a firewall blocking the port. If you run a firewall such as Norton, McAfee, or Windows Firewall, check the program settings to see if you can open port 9999 (which is the default for the PFGBest Socket Watcher and PFGBest Neuro-Link). An alternative is to switch the port number to some other port number in BOTH the PFGBest Socket Watcher and PFGBest-NeuroLink Trading Interface (the port numbers must match). Select a number between 2000 and 9999.

Everything was working fine, and now trades are not executing any more from NeuroShell. There are a number of things that could cause this, but is generally attributed to an internet disconnect from the trading server as NeuroShell was trying to send trade instructions. In this case, NeuroShell and PFG BESTDirect8 will get out of sync. The best course of action is to shut down everything and restart all systems.

While NeuroShell Trader is actively trading with PFG BESTDirect8, it is good practice not to change anything or open any windows in either program.