

# Software Login or Data Feed Connection Problem

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## Introduction

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This help topic is only relevant if you are contacting Sierra Chart support about a login problem. It lets you know what we need to know in order to help you.

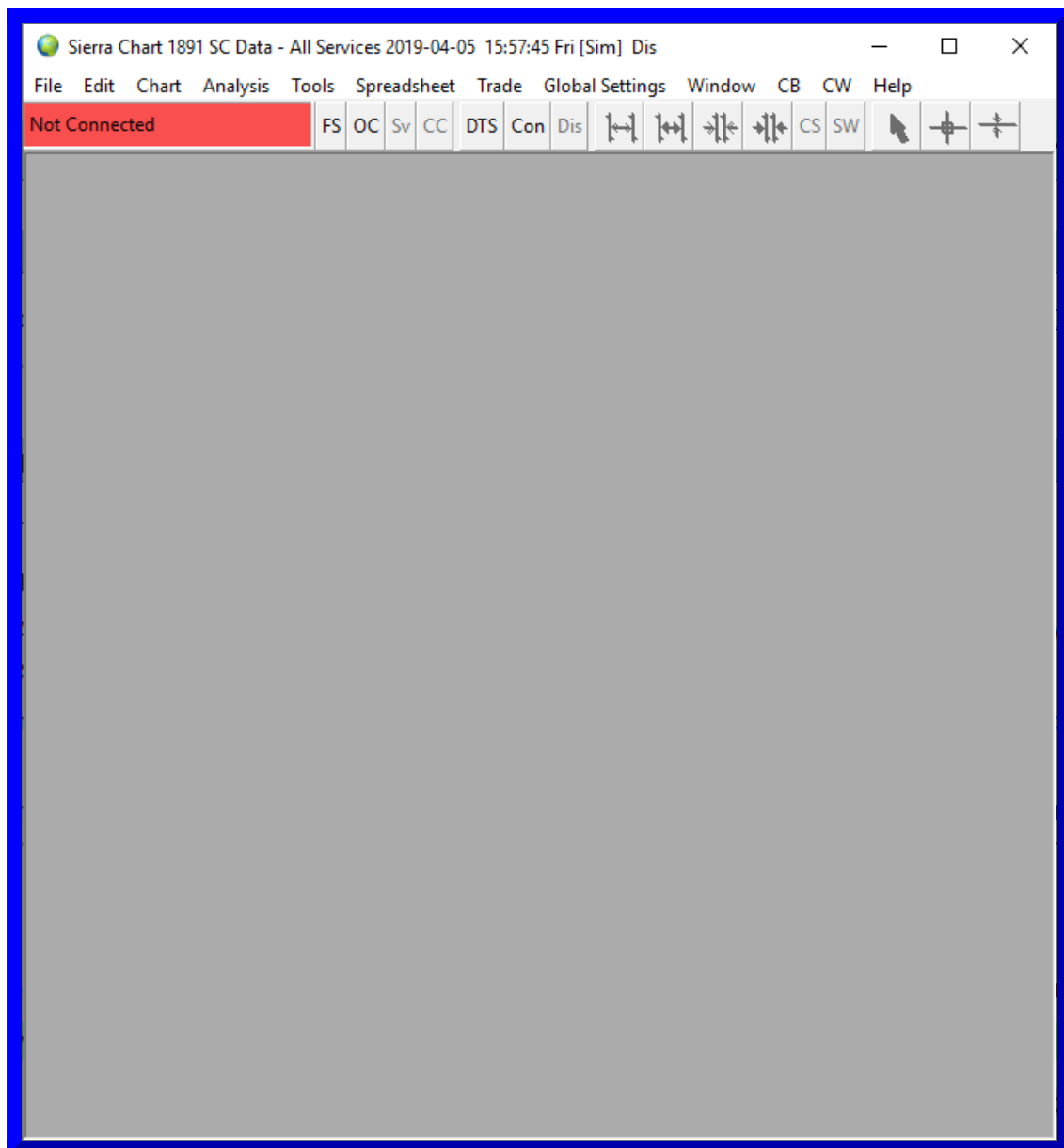
What we need to understand is whether you are unable to login to **Sierra Chart** or unable to connect to the **Data or Trading service**.

If you have not already downloaded and installed Sierra Chart on your computer system, then go to the [Software Download](#) page to download and install it.

## Successful Sierra Chart Software Login

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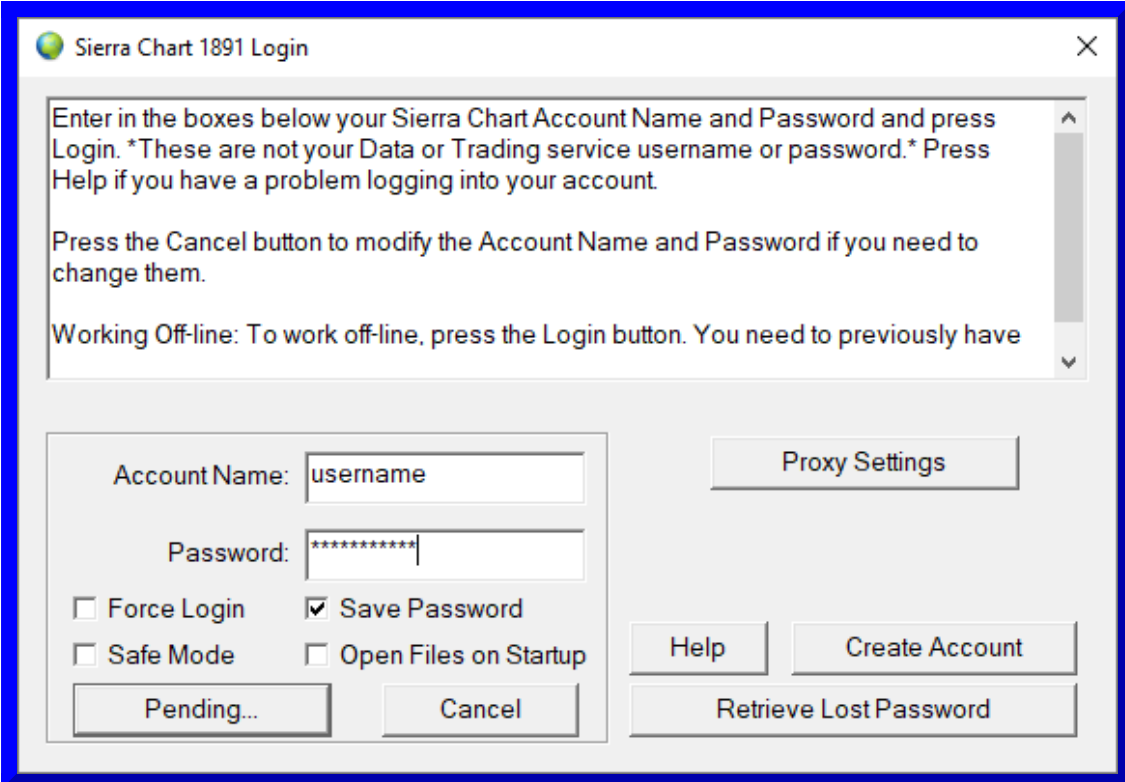
When you start the Sierra Chart and the main window appears, then you have successfully logged into **Sierra Chart**. See the image below for what this looks like. It is very unlikely you would have a problem logging into Sierra Chart.



## Error Logging into Sierra Chart Software

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If you cannot get past the below window, then this means you have an issue logging into Sierra Chart. In this case let us know the exact error message you see. This kind of issue is less than 1% of the login issues we receive. Before contacting Sierra Chart support, refer to the [Login Problems](#) section first.

The image shows a Windows-style dialog box titled "Sierra Chart 1891 Login". It has a standard close button (X) in the top right corner. The main area contains instructional text: "Enter in the boxes below your Sierra Chart Account Name and Password and press Login. \*These are not your Data or Trading service username or password.\* Press Help if you have a problem logging into your account." Below this, it says "Press the Cancel button to modify the Account Name and Password if you need to change them." and "Working Off-line: To work off-line, press the Login button. You need to previously have". The bottom section contains input fields for "Account Name:" (with "username" entered) and "Password:" (with "\*\*\*\*\*" entered). There are checkboxes for "Force Login" (unchecked), "Safe Mode" (unchecked), "Save Password" (checked), and "Open Files on Startup" (unchecked). Buttons include "Proxy Settings", "Help", "Create Account", "Retrieve Lost Password", "Pending...", and "Cancel".

Sierra Chart 1891 Login

Enter in the boxes below your Sierra Chart Account Name and Password and press Login. \*These are not your Data or Trading service username or password.\* Press Help if you have a problem logging into your account.

Press the Cancel button to modify the Account Name and Password if you need to change them.

Working Off-line: To work off-line, press the Login button. You need to previously have

Account Name: username

Password: \*\*\*\*\*

☐ Force Login ☒ Save Password

☐ Safe Mode ☐ Open Files on Startup

Pending... Cancel

Proxy Settings

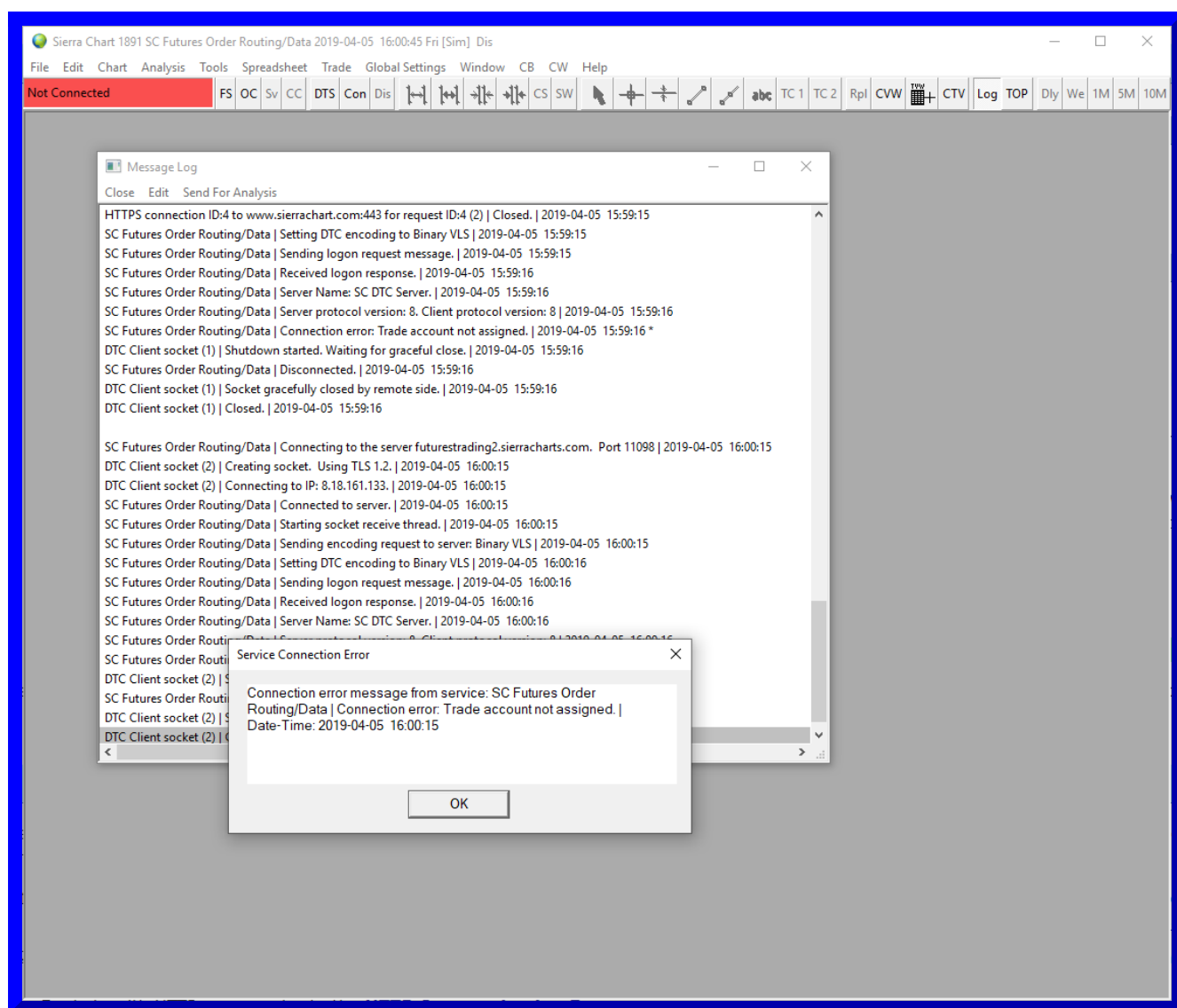
Help Create Account

Retrieve Lost Password

## Error Connecting to Data or Trading Service From within Sierra Chart

If you have successfully logged into Sierra Chart, however you receive an error message in the Message Log indicating a problem connecting to the Data or Trading service you are using Sierra Chart with, then you have a problem connecting to the Data or Trading service. [Refer to the image below.](#)

This type of issue is about **99%** of the type of login issues we receive.



If the error message indicates that your Data or Trading service Username/Sender Comp ID or Password is invalid, then follow these instructions:

1. Select **Global Settings >> Data/Trade Service Settings** on the menu.
2. In the list of **Service Settings** in the **Data/Trade Service Settings** window, enter your correct Data or Trading service **Username** and **Password** in the corresponding boxes. Contact your Data or Trading service for these if you are unsure what they are.
3. Go to the [Data and Trading](#) services page and go to the information and setup instructions page for the particular Data or Trading service you are using and follow the Setup Instructions to make sure you have the correct settings for the service you are using. There may be other relevant settings which affect the connection which need to be set.
4. Press **OK**.
5. Select **File >> Connect To Data Feed** on the menu to try connecting again.
6. If you are still having trouble connecting, then there may be another issue and we will need to be provided the Message Log as explained below.

## Instructions to Send the Message Log to Support

1. If the Message Log is not already open, then select **Window >> Message Log** on the menu to open it. If you still cannot see the message log, then select **Window >> Reset Windows** and try opening it again.
2. Press the **Copy Log** button on the Message Log window.
3. Point to the area where you type your message. This will be on the [Sierra Chart Support Board](#) or in an [Account Support Ticket](#). Click your right mouse pointer button. Select **Paste** on the menu to paste it into the message area. Do not use the **Send for Analysis** button on the Message Log window to send the log, because otherwise we will not see it.
4. Post or send the message to Sierra Chart support.
5. In the case of external [Data or Trading](#) services, contact your Data or Trading Service provider and let them know what you are seeing in the Message Log, in addition to contacting us.

In many cases they are going to be better able to help you with this problem since they control the actual connections to their own services.

Generally Sierra Chart support is not in any better position to resolve the connection problem than you are in cooperation with your Data or Trading service provider.

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\*Last modified Wednesday, 22nd February, 2023.