

# No Historical Chart or Blank Chart | Historical Chart Not Updating | Missing Historical Chart Data

This help topic applies to Historical charts which are opened with **File >> New/Open Historical Chart** or **File >> Find Symbol >> Open Historical Chart**. The bar period for Historical chart bars are Days, Daily, Weekly, Monthly, Quarterly, Yearly.

For help with similar issues with Intraday charts, refer to [Charts not Updating/Blank Charts](#) and [Missing or Incomplete Intraday Chart Data](#).

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## 6.1: Blank Historical Chart

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When you create a new Historical chart and do not see any bars, this can be due to using an invalid symbol. Refer to [help topic 1.3 \(Symbols\)](#) about this.

Another problem is that you cannot connect to the data server. In this case, refer to [help topic 1.1 \(Data or Trading Service Setup Issue. Unable to Connect to Data or Trade Server\)](#) or [help topic 1.2 \(Network Communication or Server Problem\)](#).

The next possible problem is that the Global Symbol Settings need to be updated. Refer to [Updating Global Symbol Settings](#). Once the Global Symbol Settings have been updated, re-download the data in the chart with **Edit >> Delete All Data and Download**.

If you still have a problem with a completely blank chart, then contact [Sierra Chart Support](#). Otherwise, refer to the other sections on this page.

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## 6.2: Current Bar Not Updating in a Historical Chart

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If the current day's data does not appear in a Historical chart or the last bar is not updating and you are

connected to the data feed, then there are several possible causes:

1. There is a problem with the data feed. Try reconnecting to the data feed by selecting **File >> Disconnect** on the menu, then **File >> Connect to Data Feed** on the menu. After this, select **Window >> Current Quote Window**. See if there is updating of the Last trade, Bid and Ask prices there. If not, then no real-time data is being received from the data feed for the symbol.
2. The symbol of the chart may no longer be valid. Refer to [Help topic 1.3](#).
3. Trading is no longer occurring for the particular future symbol. Refer to [Help topic 5](#).
4. This symbol is not known to the real-time data feed. Refer to [Help topic 26](#).
5. Select **Chart >> Chart Settings >> Chart Data** and make sure that **Disable Data File Updating** is set to No.
6. Select **Chart >> Chart Settings >> Chart Data**. Make sure that **Allow Real-Time Updating of Historical Chart** is set to Yes.
7. Make sure the chart is scrolled to the end. To do this, select **Chart >> Goto End of Chart**.

## 6.3: Missing Data in a Historical Chart Due to Missing Data in the Data File

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If there are days missing from your Historical chart, you see just the current day's data, or the Historical chart bars are not updating, then do the following:

In the case of futures contracts, they have a limited life and at most will only go back in time to when trading began for the particular futures contract year and month you are charting. The solution to this is to use the [Continuous Futures Contract](#) feature to create a chart which goes back much further in time.

1. Select **Chart >> Chart Settings >> Chart Data** and make sure that **Disable Data File Updating** is set to No. Press **OK** to close the **Chart Settings** window.
2. It is necessary to have up-to-date Symbol Settings for historical data downloads to work in many cases. Update the Global Symbol Settings by referring to the [Updating Global Symbol Settings](#) instructions. This step needs to be followed only once.
3. Go to the Historical chart that has missing data. Select **Edit >> Delete All Data and Download** on the menu to [fully re-download](#) all data for the symbol of the active chart. Up to 50 years of Historical Daily data, if available, will be downloaded.

If using the **Continuous Contract** option in **Chart >> Chart Settings >> Symbol** to create a Continuous Futures Contract chart, then follow the [Continuous Futures Contract Chart Re-Downloading](#) instructions instead. In this case stop here.

Otherwise, skip the next step.

4. Or instead of the prior step, select **Edit >> Download Data - Historical Chart**, or **Edit >> Download Data for All Historical Charts** to download data for all Historical Daily data charts that are currently open.

You will now see a window allowing you to select the starting Date. Select the **Specific Date** option and enter/select a Date that is earlier than the date of the missing data. If you wish to try to get data **earlier** than the starting Date in the chart data file, then enter that Date in the **Specific Date** box. Press the **OK** button to initiate the data download.

5. If there is any trouble connecting to the data server when historical data is being downloaded, refer to [Network Communication or Server Problem](#) for help with this.

In some cases the HTTP protocol is used to download historical Daily data. For help with HTTP errors, refer [HTTP Communication Errors](#).

## 6.4: Missing Data in a Historical Chart Due to the Days to Load Setting to Low

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Select **Chart >> Chart Settings >> Data Limiting** on the menu. Make sure the **Days to Load** setting is set to the number of days that you want to view in the chart, otherwise data may appear to be missing from the chart.

In the case of futures contracts, they have a limited life and at most will only go back in time to when trading began for the particular futures contract year and month you are charting. The solution to this is to use the [Continuous Futures Contract](#) feature to create a chart which goes back much further in time.

## 6.5: Downloading Data Earlier than the First Date in the Data File

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Sierra Chart will always download all available historical Daily data from the Data or Trading service you are using, for up to 50 years. However, if for some reason not all data was received and you want to try to get historical data earlier than the first date available in the chart data file for the symbol, then follow the steps below.

In the case of futures contracts, they have a limited life and at most will only go back in time to when trading began for the particular futures contract year and month you are charting. The solution to this is to use the [Continuous Futures Contract](#) feature to create a chart which goes back much further in time. In this particular case skip the steps below.

1. Go to the chart.
2. Select **Edit >> Delete All Data and Download** on the menu. The historical data will be downloaded. The chart will be reloaded when the download completes.

## 6.6: Missing Data in Historical Chart Due to Invalid Symbol

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One reason that a Historical chart may be missing data is because the symbol of the chart is no longer valid. You could have set Sierra Chart to use a different Data or Trading service and the symbol is no longer valid with that particular service.

It also could be that due to symbol changes or changes with the historical Daily data source that Sierra Chart uses, a symbol could become invalid (this particular reason is a less common reason).

In any of these cases you may still notice the last bar in the chart is up-to-date.

The solution to this problem is to go to the Historical chart and select

**Chart >> Chart Settings >> Symbol**. Press the **Find** button beside the **Symbol** box and reselect the symbol from the available symbols in the list to make sure you have the correct symbol selected.

## 6.7: Missing Data in a Historical Chart Due to Not Scrolled to End of Chart

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If there is missing data at the end of a Historical chart, then the problem could be that the chart is not scrolled to the very end and therefore the current data is not displayed.

To scroll a chart to the very end, go to the chart and then select **Chart >> Goto End of Chart** from the menu.

## 6.8: Missing Data in Futures Contract Charts Due to Not Using continuous Contract Option

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In the case of a futures contract chart for a specific contract month (Example: ESH22, where **H22** is March 2022), it has a limited life. Therefore, it will only go back so far in time.

To get data further back in time you will need to enable the **Continuous Futures Contract** option for the chart in **Chart >> Chart Settings >> Symbol**. This will load in multiple futures contracts in the chart.

For complete documentation, refer to [Continuous Futures Contract Charts](#).

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