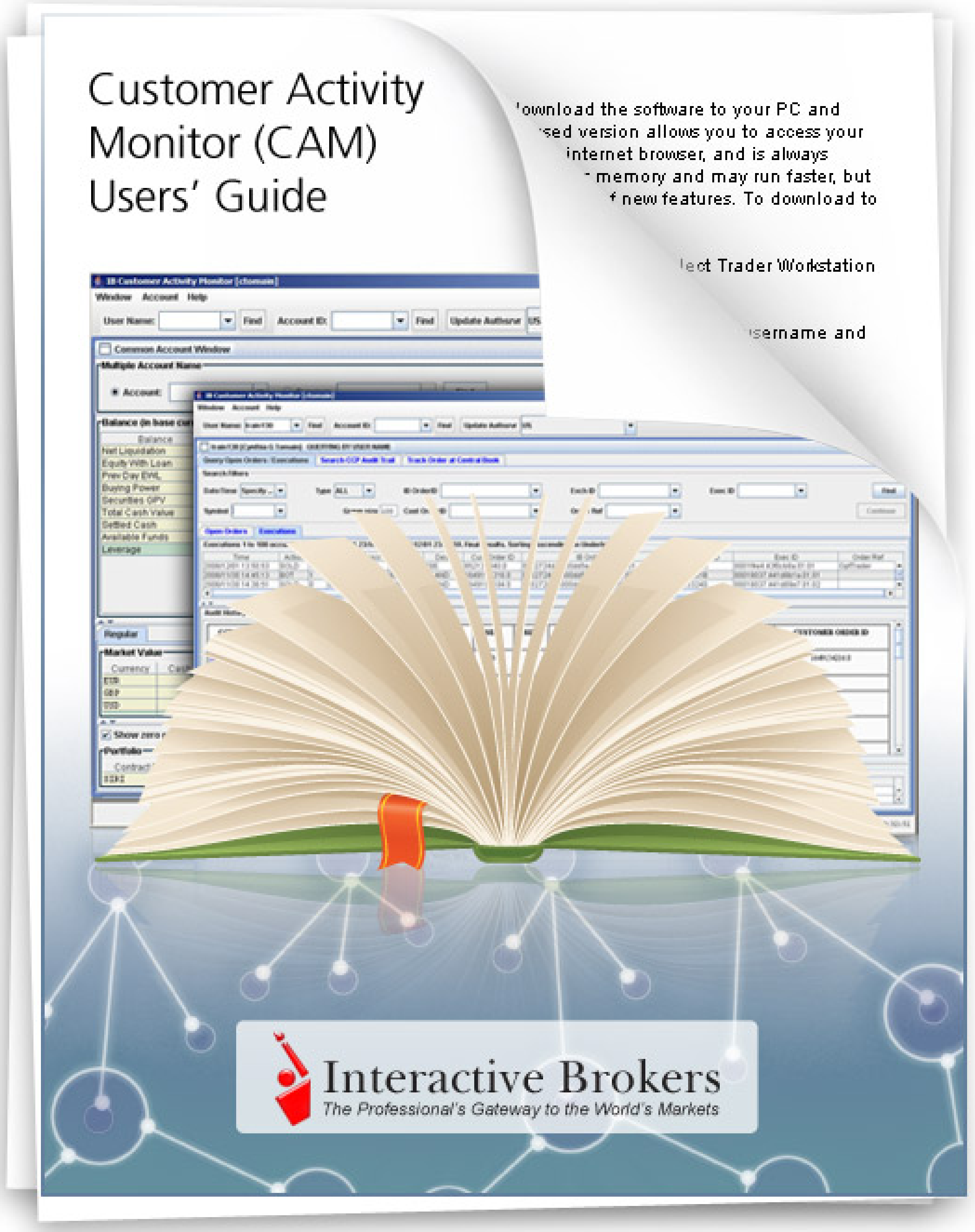
Customer Activity Monitor (CAM) Users' Guide
Interactive Brokers
The Professional's Gateway to the World's Markets

Customer Activity Monitor (CAM) Users' Guide

June 2011

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Getting Started

The IB Customer Activity Monitor (CAM) helps professional advisors and brokers quickly find and view all client activities, including the complete order history from initiation to execution, and its routing sequence. Our robust user interface displays:

- Real-time Queries
- Audit Trails
- Account Status

This chapter includes the following topics:

- Downloading the Customer Activity Monitor
- Logging In
- CAM Menus
- CAM Menus
- Logging Out

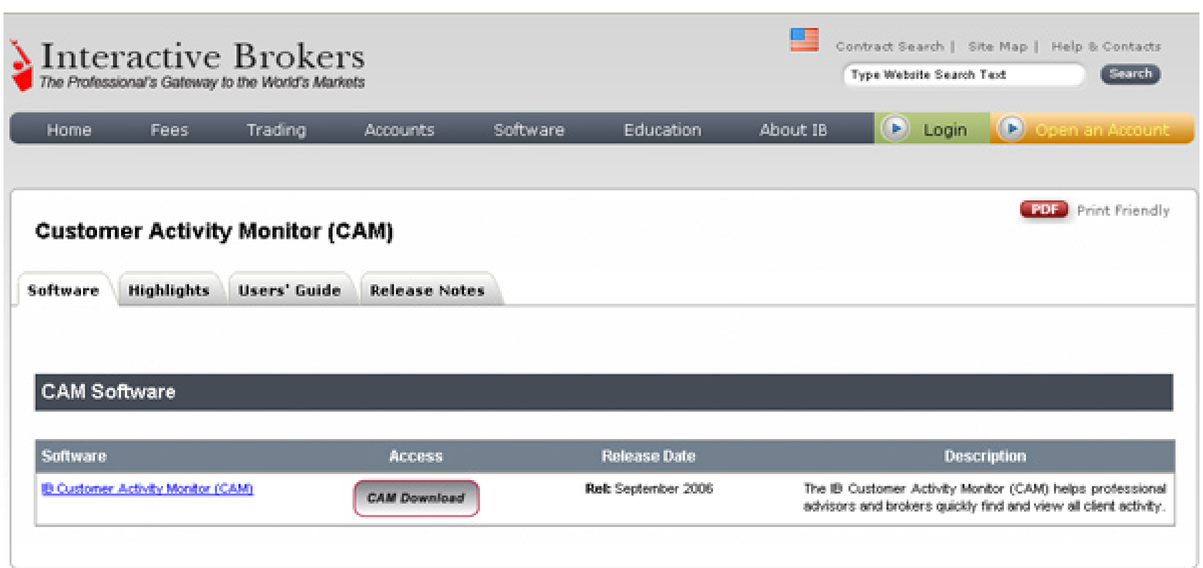
Downloading the Customer Activity Monitor

To run the Customer Activity Monitor (CAM), you must first download it from IB's web site and install it on your computer.

To download and install the Customer Activity Monitor

1. Open IB's web site in your web browser, then select **Customer Activity Monitor** from the Software menu.

   The Customer Activity Monitor (CAM) page appears.

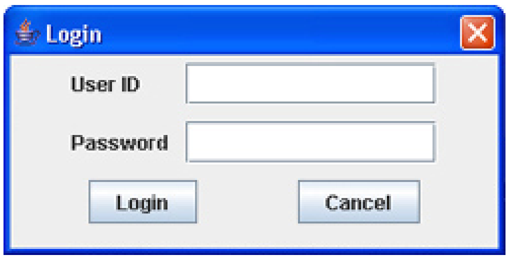


2. On the **Software** tab, click the **CAM Download** button, then save the file to your computer.
3. Find the file you downloaded, then run it to install the CAM on your computer. The installation places the program icon on your desktop.

Logging In

To log into the Customer Activity Monitor

1. Double-click the CAM icon on your desktop.



2. Enter your assigned user ID and password, then click **Login**.

CAM Menus

Use the Window, Account and Help menus to perform additional actions with the CAM screens.

Window Menu

The Window menu includes the following commands:

- **Maximize all** - enlarges all open sub-windows to their full size.
- **Minimize all** - shrinks all open sub-windows to small icons on the bottom of the main window.
- **Cascade** - arranges all maximized sub-windows in a cascading design that allows you to see their titles.
- **Export** - lets you save a text file of open orders or execution.
- **Exit** - closes the current version of CAM.

Account Menu

The Account menu includes the following commands:

- **Account Status** - opens the Account Window, which shows current account values and margin and trading limits for the specified account.

Help Menu

The Help menu includes the following commands:

- **About** - shows the current version of the IB CAM.

CAM Windows

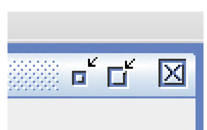
The CAM is composed of the following windows:

- QUERYING BY USER NAME - This window appears when you search for a user name.
- QUERYING BY ACCOUNT - This window appears when you search for an account. It includes the tabbed windows Query Open Orders and Executions, Search Audit Trail, and Track Order at Open Book.
- Account Window - This window shows details for the specified account. It is accessible from the Account menu.

If you have multiple accounts, the Account Summary window will appear as a separate window when you search for a user name. The Query Open Orders and Executions, Search Audit Trail, and Track Order at Open Book tabs will appear as tabs in a single window

The CAM also has several helpful features that are shared by all windows:

- Use the Group size field on the Query Open Orders and Executions, and Search Audit Trail windows to determine how many returned results are viewable at a time. The minimum group number is 10. If your search returns more results than your group size, a Continue button becomes active to the right of the screen beneath the Find button.
- Some of the tabbed titles of windows are blue, including Search Audit Trail, and the Open Orders and Executions tabs. After you retrieve your search results, right-click a blue tab to display the results into a new stand-alone window.
- Many result lines and field titles allow you to drill down and select actions using the right-click menu. For example, you can narrow returned results on the Open Orders and Executions screens by right-clicking a column heading (i.e. Time, Action, Open Qty etc) and defining specific filter criteria, such as executions that occurred before a certain time and day.
- You can resize each window that appears within the CAM by using the controls in the upper right corner of the window. You can minimize, maximize and close each window using these controls.



Logging Out

To log out of the Customer Activity Monitor

1. From the Window menu, select **Exit**.

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Viewing Client Account Information

The IB Customer Activity Monitor (CAM) lets you view account information for any of your clients, including real-time account balances, margin requirement and trading Limits, market value and portfolio.

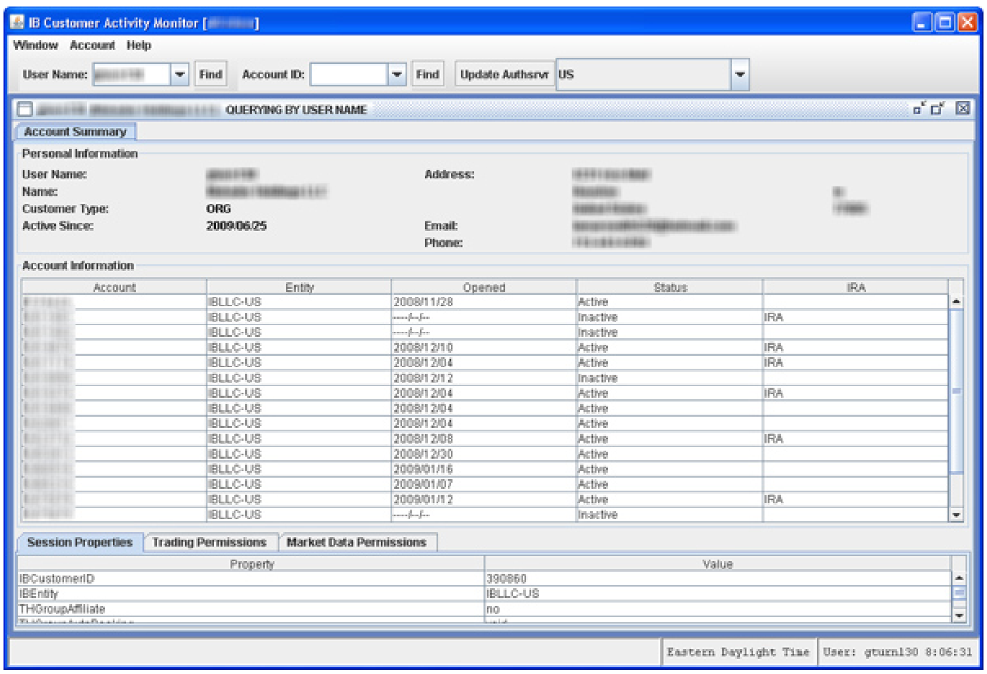
This chapter includes the following topics:

- Account Summary Window
- Account Window

Account Summary Window

The Account Summary window displays basic registration and account information for a client account. For every account associated with the account holder, the CAM displays the account ID, IB entity, when the account was opened, the current status of the account, and whether or not the account is an IRA account.

The Account Summary window also includes three tabbed sections: Session Properties, Trading Permissions , and Market Data Permissions.



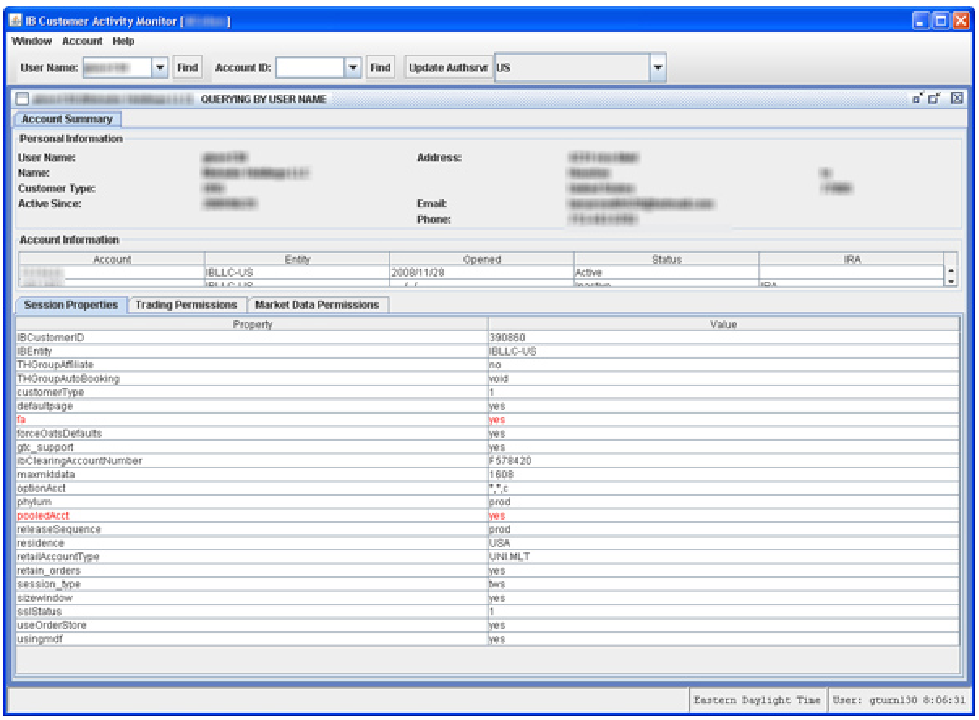
The Personal Information section at the top of the Account Summary window provides the following information:

Field	Description
User Name	The account username.
Name	The full name of the customer.
Customer Type	ORG or Individual.

Active Since	The date the account was approved by compliance, in the format YYYY/MM/DD.
Address	The address associated with the account.
Email	The email address associated with the account.
Phone	All phone numbers on file for the account of the account holder.

Account Summary Permissions

The Account Summary window three tabbed pages along the bottom of the window. The Session Properties page contains information about the current TWS session and is for internal use only. The Trading Permissions page shows the instruments that can be traded on specific exchanges, and the Market Data Permissions page shows the NYSE Open Book and market data permissions for each exchange.



The following tables show all the information displayed on the Session Properties, Trading Permissions and Market Data Permissions pages.

Session Properties

Property	Possible Values
IBCustomer ID	The customer ID assigned by IB
IBEntity	IBLLC-US, IBCA, IBEU
THGroupAffiliate	Yes or No
THGroupAutoBooking	
customerType	0,1
DefaultPage	Yes or No
fa	Yes or No
forceOATSDefaults	Yes or No
gtcSupport	Yes or No
IbClearingAccountNumber	Uxxxxxxx - this is the U account number (F account number for ORG accounts.
maxmktdata	100 - This is the max allowable number of market data instances.
optionAcct	USOPT/OPT/cfb/*/*/c
phylum	prod
pooledAcct	Yes or No
releaseSequence	prod
residence	USA/?
retailAccountType	UNI.MULT - Universal or Cash account/ Multicurrency Permissions
retain_orders	Yes or No
session_type	TWS/
sizewndow	Yes or No
sslStatus	
useOrderStore	Yes or No
usingmdf	Yes or No - Uses the market data farm to receive data.

Trading Permissions

Column Name	Description
Exchange	Lists all exchanges available to the user for order routing
Instrument Type	Shows valid instrument types for the corresponding exchange.
Firm Give-Up	The clearing firm ID.
Give-up Ref	IBCLRD/70224/8587/200 QT185/ 70224/1045/1501/*

Market Data Permissions

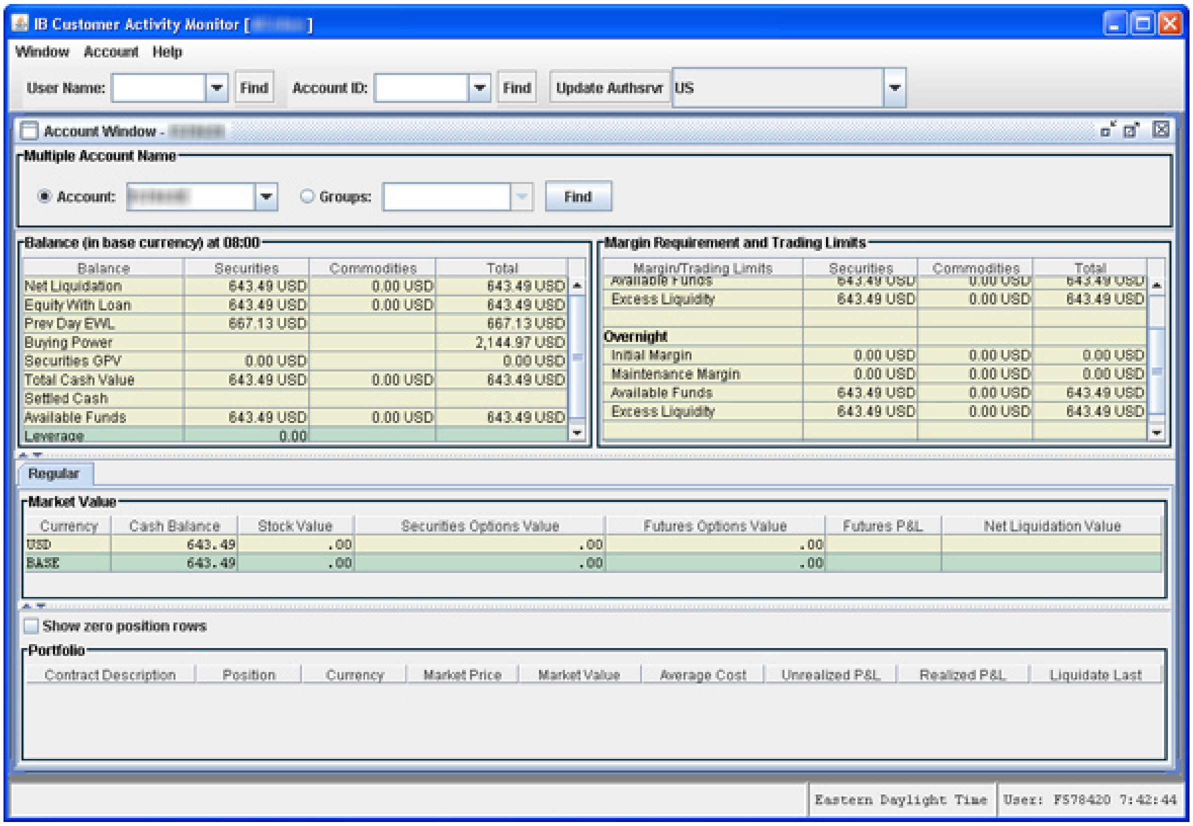
Column Name	Description
Exchange	List the exchange acronym. Exchanges are listed multiple times if multiple security types are supported.
Sec Type	Lists all available securities types available to display market data on the corresponding exchange.
Market Data	Identifies whether or not customer has market data permissions for a specific instrument on a specific exchange.
Deep Book	Identifies whether or not the customer has permissions to view the Deep Book data for a specific instrument on a specific exchange.

Account Window

The Account window in the Customer Activity Monitor is similar the Account window in Trader Workstation. It displays account balances, margin requirements and trading limits, market value and portfolio for the selected account or account group.

To display the Account Window

1. Select an account from the Account ID dropdown, then from the Account menu, select **Account Status**.
2. If desired, in the Multiple Account Name section, select an account group.
3. To change the account, select a different account inthe Account ID dropdown, then select **Account Status** from the Account menu. The Account window will update the displayed information accordingly.



Balances

The Balances section shows the account balances for securities, commodities and in total. These balances don't include margin requirements.

For complete descriptions of these fields, see the View Account Balances topic in the TWS Users' Guide.

Margin Requirements and Trading Limits

The Margin Requirements and Trading Limits shows the following information for the selected account:

- Current Initial Margin, Maintenance Margin, Available Funds and Excess Liquidity
- Overnight Initial Margin, Maintenance Margin, Available Funds and Excess Liquidity
- Day Trades Left - This is the number of day trades still available for a 4-day pattern day trader period. It does not apply to futures.

For complete descriptions of margin requirement fields, see the Monitor Margin Requirements topic in the TWS Users' Guide.

Market Value

The Market Value section shows you total value for the following items, sorted by currency:

- Cash Balance
- Stocks
- Securities options
- Futures options
- Futures P&L
- Net Liquidation Value.

For complete descriptions of these fields, see the View Market Value topic in the TWS Users' Guide.

Portfolio

The Portfolio section shows the current value of each position. You can view zero position rows by selecting the **View Zero Position Rows** check box.

For complete descriptions of the columns in this section, see the View Portfolio Value topic in the TWS Users' Guide.

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Querying Open Orders and Executions

Use the Query Open Orders and Executions window to view client activity for the current day.

This chapter includes the following topics:

Query Open Orders/Executions Window

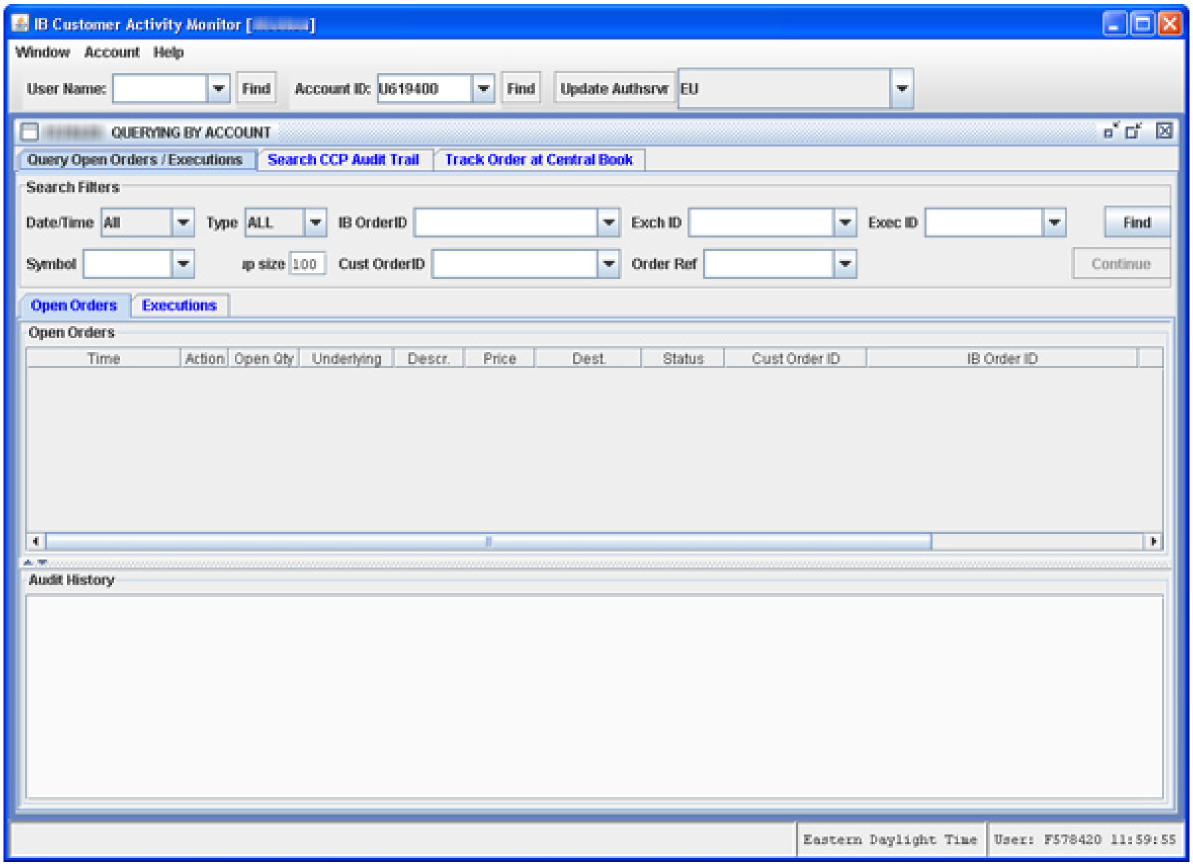
Use the Query Open Orders and Executions window to view client activity for the current day. This window appears in the QUERYING BY ACCOUNT window when you search for an account ID.

The top section of the screen displays search fields you can use to find the accounts you want to view. The tabset in the middle of the page lets you display Open Orders and Execution reports based on the search criteria you enter. The bottom section displays the Audit History for the selected line on either the Open Orders or Executions page.

To open the Query Open Orders/Execution window

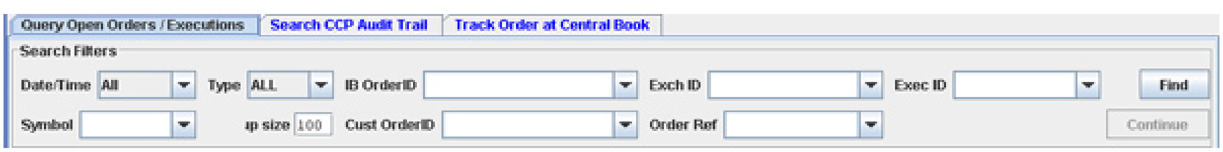
1. Select an account from the Account ID drop-down list, then click **Find**.

   The QUERYING BY ACCOUNT window appears.



Using Search Filters

Use the Search Filters to define search parameters for the client order(s) you want to view.



Search Filters

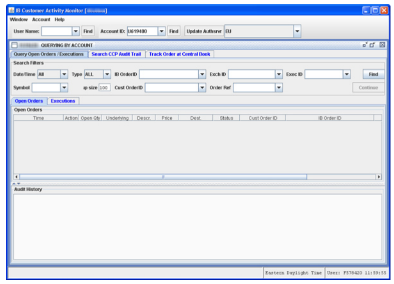
Filter	Description
Date/Time	Select one of these options: • **All** - displays all open orders • **Today** - displays open orders transmitted today. • **Specify range** - lets you set an ascending range of dates and times over which to display results. • **Most recent** - lets you set a descending range of dates and times over which to display open orders. • **Streaming**
Type	Display results for a specific asset type. Select **ALL** to display results for all asset types.
IB Order ID	If known, you can enter an IB Order ID to see only those open orders associated with this ID.
Exch ID	If known, you can enter an Exchange ID to see only those open orders associated with this ID.
Exec ID	If known, enter the ID assigned to the executed order to view only that order.
Symbol	Display results for a specific asset. If left blank, results will be returned for all contracts.
Group size	Determines how many returned results are viewable at a time. The minimum group number is 10. If your search returns more results than your group size, a Continue button becomes active to the right of the screen beneath the Find button.
Cust Order ID	If known, you can enter a customer order ID to see only those open orders associated with this ID.
Order Ref	If known, you can enter an Order Reference number to see only those open orders associated with this ID.

Viewing Open Orders

To view open orders

1. Select an account from the Account ID dropdown list, then click **Find**.

   The QUERYING BY ACCOUNT window appears, with the Open Orders page displayed as shown below.



Open Orders Information

The Open Orders page displays the following information:

Column Name	Description
Time	The date and time the order executed.
Action	Identifies whether the contract was bought or sold.
Open Qty	The order quantity that has not yet executed.
Underlying	The underlying symbol.
Descr.	The contract description.
Price	The current market price per unit of the order.
Dest.	The exchange to which the order was routed.
Status	The status of the working order.
Cust Order ID	A customer-assigned order ID.
IB Order ID	An IB-assigned order ID.
Exchange ID	An exchange-assigned ID for the order.
Order Ref	A user-defined reference number.

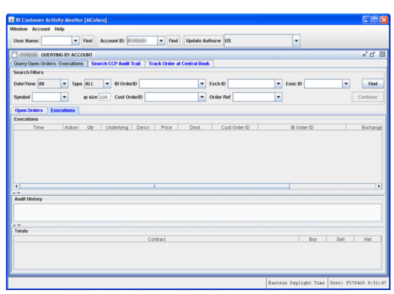
Viewing Executions

To view executions

1. Select an account from the Account ID dropdown list, then click **Find**.

   The QUERYING BY ACCOUNT window appears, with the Open Orders page displayed as shown below.

2. Click the **Executions** tab to display the Executions page.



Executions Information

The Executions page displays the following information:

Column Name	Description
Time	The date and time the order executed.
Action	Identifies whether the contract was bought or sold.
Qty	The order quantity that has not yet executed.
Underlying	The underlying symbol.
Descr.	The contract description.
Price	The current market price per unit of the order.
Dest.	The exchange to which the order was routed.
Cust Order ID	A customer-assigned order ID.
IB Order ID	An IB-assigned order ID.
Exchange ID	An exchange-assigned ID for the order.
Exec ID	
Order Ref	A user-defined reference number.
Totals	
Contract	The contract description.
Buy	Total number of units bought.
Sell	Total number of units sold.
Net	(Number of units bought) - (number of units sold) = net units in your portfolio.

Exporting Open Orders and Executions

The CAM lets you export a query if you need to gather data for order routing, execution statistics or tracking historical activity. The following steps are specific to Excel, but you can export a query to any spreadsheet application.

To export a query to Excel

1. On the Window menu select **Export**.
2. In the Save As dialog box, select a path, enter a file name, and give the name a .xls extension so that Excel will recognize the file type when you open it.
3. Open the file from Excel.

   You may need to re-format the CAM information in the Excel file.

4

Using Audit Trails

Use the Search CCP Audit Trail window to view all aspects of customer orders, from order initiation to order execution, including any modified, cancelled and rejected orders. You can also use the Track Order at Central Book window to view all aspects of a single order.

This chapter includes the following topics:

Using the Search CCP Audit Trail Window

Use the Search CCP Audit Trail to view all aspects of customer orders, from order initiation to order execution, including any modified, cancelled and rejected orders.

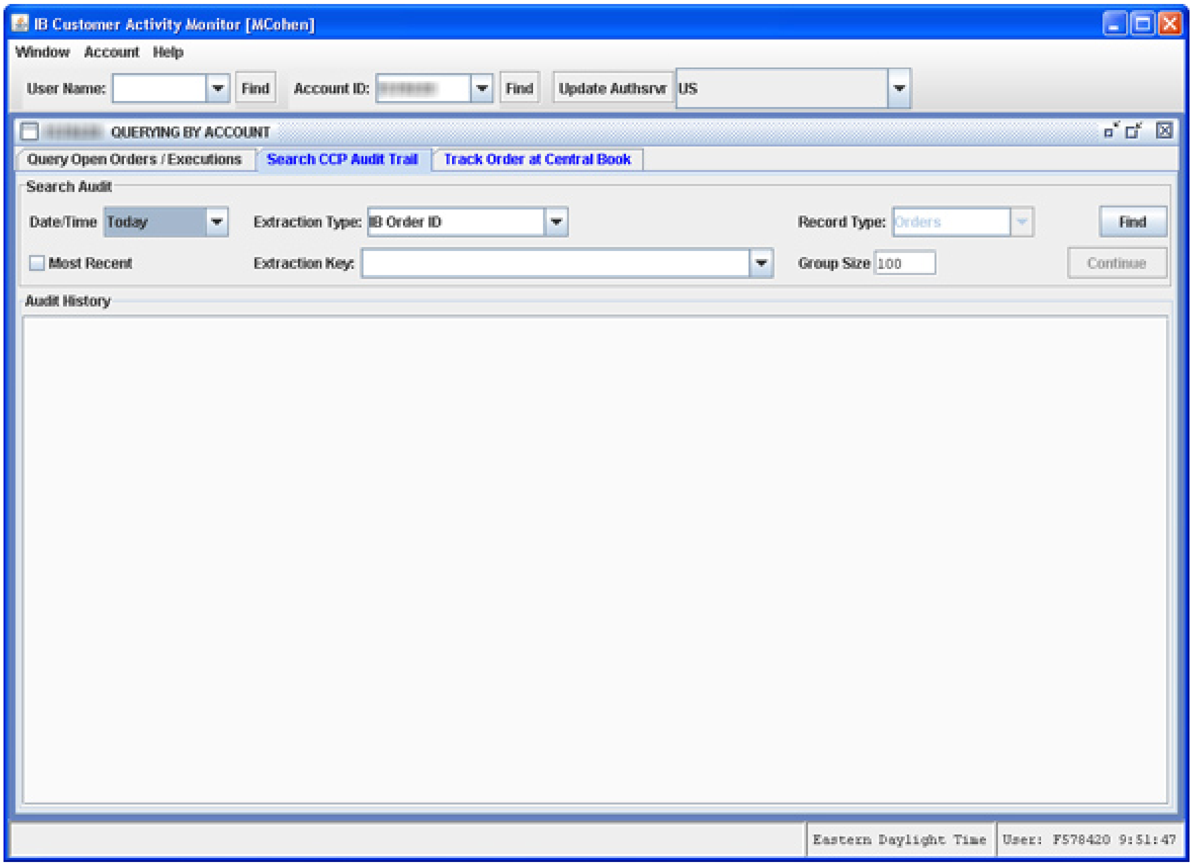
- Use the Drilldown feature to see more details and order attributes on any search result. Click on an entry in the Type field to see Audit History details for a specific ID.
- Click on the Order ID to track an order through the Central Book or view the CCP Audit Trail for a specific order.
- Extract records for all types of transactions, including executions, cancels, submits, modifies, rejections fees and sessions.

To use the Search CCP Audit Trail window

1. Select an account from the Account ID dropdown list, then click **Find**.

   The QUERYING BY ACCOUNT window appears, with the Open Orders page displayed as shown below.

2. Click the **Search CCP Audit Trail** tab to display the audit trail search features.



3. Select a day from the drop-down, either *Today* or a day up to five days past, or set a Date Range.
   - Check the **Most Recent** check box to sort a date range in descending order from the most recent result.
4. Select an extraction type from the Extraction Type drop-down list:
   - IB Order ID
   - Customer Order ID
   - Exchange ID
   - Execution ID
   - Order Memo
   - Symbol
   - Generic Text
5. Enter text representing the selected extraction type in the Extraction Key field. For example, if you chose IB Order ID as the extraction type, enter a specific IB Order ID in the Extraction Key field. You can type part of the entry and the system will find all orders with an extraction key containing the text you entered.
6. Select the type of entries on which you want to search from the Record Type drop-down list:

- Orders
- Submits
- Executions
- Cancels
- Modifies
- Rejections
- Fees

7. Use the Group size field to determine how many returned results are viewable at a time. The minimum group number is 10. If your search returns more results than your group size, a Continue button becomes active to the right of the screen beneath the Find button.
8. Click **Find**. The results list appears in the Audit History box.

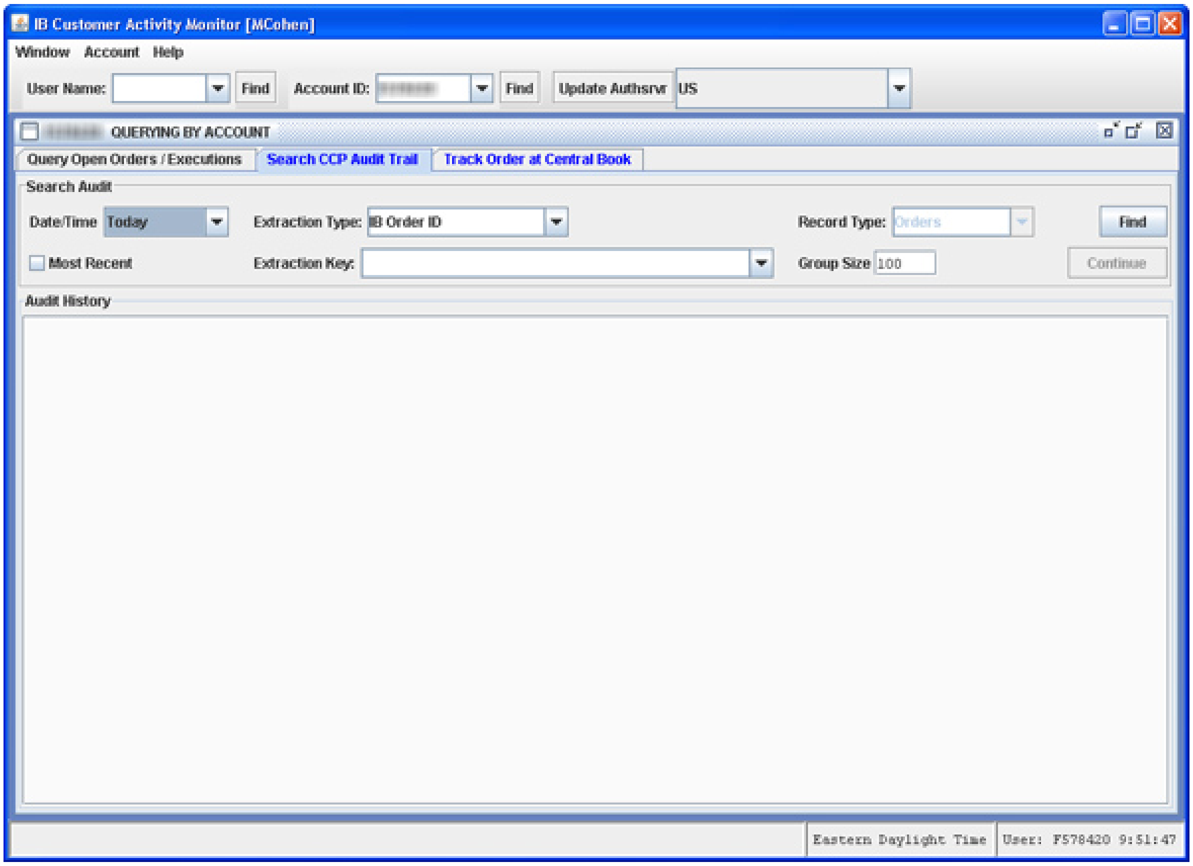
Using the Track Order at Central Book Window

Use the Track Order at Central Book window to view all aspects of a single order.

To track an order

1. Select an account from the Account ID dropdown list, then click **Find**.

   The QUERYING BY ACCOUNT window appears, with the Open Orders page displayed as shown below.
2. Click the **Track Order at Central Book** tab to display the order tracking page.



3. Select a day from the drop-down, either *Today* or a day up to five days past, or set a Date Range.
    - Check the **Most Recent** check box to sort a date range in descending order from the most recent result.
4. Enter the IB Order ID in the **IB Order ID** field. An example of the required format is displayed on the screen for you. You can find these numbers using the Search CCP Audit Trail window.
5. Enter the Central Book order processor in the **Left hex code** field. You can find these numbers using the Search CCP Audit Trail window.
6. Use the Group size field to determine how many returned results are viewable at a time. The minimum group number is 10. If your search returns more results than your group size, a Continue button becomes active to the right of the screen beneath the Find button.
7. Click **Find**. The results list appears in the Audit History box.

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