

Technical Inquiries and Solutions

These all relate to customers downloading and accessing the GTS Platform

Unable to Establish a Secure Connection

This error is very common. If the customer has any type of personal firewall on their PC they will receive this message.

How to Solve:

- Instructions to configure McAfee Firewall software
 1. Click on the Start button and navigate through your Programs and locate the McAfee folder.
 2. Launch either the “Personal Firewall” or if that is not listed launch the “Security Center”.
 3. Click on Internet Applications.
 4. Find "FXTRADER.exe" - “FXTRADERUM.exe” - “FXTRADERUP.exe” and "UNWISE.exe"
 5. Click once to highlight and then select the button "Allow Full Access" for all 4 programs.
 6. Restart your computer after you complete this procedure.
- Instructions to Configure Norton Firewall Software
 1. Click on the Start button and navigate through your Programs. Locate either the Symantec or Norton folder.
 2. Launch either the “Personal Firewall” or if that is not listed launch the Internet Security Suite.
 3. Navigate to the “Personal Firewall” section of the program.
 4. Click on "Personal Firewall", there will be two buttons on the bottom right of the window.
 5. Click on the "configure" button and the Program Control window will pop up (see the picture below).
 6. Under the Manual Program Control, you should see a drop down list. Find "FXTRADER.exe" “FXTRADERUM.exe”
 7. Click on "Block All" next to each of the files listed above and choose "Allow All". Then click Ok.
 8. Restart your computer after you complete this procedure
- Instructions to configure Zone Alarm firewall software
 1. Click on the Start button and navigate through your programs list and locate the Zone Labs folder.
 2. Launch the Zone Alarm program.
 3. Click on Program Control tab on the left side of the screen.
 4. Click on the Programs tab on the top right side of the window.
 5. Find "FXTRADER.exe" - “FXTRADERUM.exe”
 6. Make sure you see green check marks Under Access, Server, and Send Mail. If you see "X" or "?", click on it, and change it to "ALLOW".
 7. If you do not see the 4 files mentioned above, click on "ADD" on the lower right hand side, and select C:\Program Files\fxsgts and locate the 4 files listed above and add them to the “Allowed” list.

8. Close the Zone Alarm Program.
 9. Restart your computer after you complete this procedure.
 10. Log on to the FX Trading Station.
- **Instructions to Configure NOD32**
 1. Double Click the NOD32 Icon on your tool bar
 2. Click on the AMON Icon – Click on Setup
 3. Select the Exclusion Tab
 4. Click Add – then add – C:\programfiles\fxsgts – Click OK
 5. Double Click the IMON Icon – Click on Setup
 6. Select the Miscellaneous Tab
 7. Look for Exclusion section (Middle of Window) – Click on Edit
 8. Add the following files one at a time
 - > C:\programfiles\fxsgts\fxtrader.exe
 - > C:\programfiles\fxsgts\fxtraderum.exe
 - > C:\programfiles\fxsgts\Unwise.exe
 9. Click OK 2x

Server name could not be resolved/ Connection to server failed

The error message the customer received indicates that their connection to our servers are being inhibited somewhere along the path.

How to Solve-

First, please make sure you are connected to the Internet. After confirming that you are connected, check any firewalls that you have running on your computer and make sure they are configured to support the Global Trading Station.

The trading station requires unlimited access to the Internet, so make sure your firewall is allowing this. (If there are any issues with the firewall refer to firewall procedures above)

If you do not have a firewall or if you have made sure that the firewall is properly configured then you will need to reset your Internet connection. To do this:

1. If you have a dial up connection, you will need to just quickly log off and on.
2. If you have cable or DSL, you will need to just unplug the power out of the back of the cable modem for about 10 to 15 seconds and then plug the power back in.

File Size Expected is Different then File Size Returned

This error message received by the customer indicates that they did not receive the complete trading station installation file when downloading previously.

How to Solve:

They will need to download the trading station installation file again

1. Go to Start > Programs > Control Panel
2. Completely uninstall the GTS application

Now you will need to delete the copy which you have stored in your internet cache:

1. Open up Internet Explorer
2. Now click on Tools in the menu up top and click on Internet Options
3. In the middle you will find a section which says Temporary Internet Files. In that section there will be three buttons, click on the button which says Delete Files.
4. Put a check in the box which says “All Offline Content” and then click Ok.

5. This will delete your internet cache and any version of the installation file which is found there. Re Boot your PC.

FXCharting Control – UserControl – Initialize – Badly Nested Eggs

This error means that several GTS charting files have become corrupt.

How to Solve-

1. Logoff GTS
2. Go to - My Computer - Double click the C: drive
3. Double click on the "Program Files" folder
4. Locate the FXSGTS folder and double click
5. Locate and delete the following four files: Patterns.xml - Persist.xml - Scheme.xml - Template.xml
6. Once the four files have been deleted - log back into GTS and create a chart. This action will recreate the four files that were deleted.

Runtime Error 7 – Out of Memory

The error message that the customer received indicates that they must perform a hard boot of their computer. After re-booting, they should be able to login to the Global Trading Station successfully. Below are the steps for this process:

1. Close all programs.
2. Go to Start > Shutdown.
3. Wait 20 seconds for the computer to fully release the memory
4. Power the computer back up, connect to the internet if needed and login into the Global Trading Station

Un-Install/Re-Install GTS Procedure

1. Go to "Control Panel"
2. Click on "Add Remove Programs"
3. Locate "Global Trading System"
4. Uninstall
5. Go to C:/Program Files/
6. Delete "FXSGTS" folder
7. Go to <http://www.fxsol.com/download/>
8. Download and install the software

Cannot see full GTS login window

1. Minimize all of your programs so you see the background on your desktop.
2. Right click on the background and select properties.
3. Click on the Settings tab.
4. In the lower left hand corner you can change your screen resolution.
5. Please increase your resolution to the right.
6. Log into the GTS.

Proxy Server Settings

If a customer is using a Proxy Server, they must enter their Proxy Information before they can log into the GTS Platform. Before you select GTS demo or live on the log-in prompt they must enter their Proxy info by clicking on the *If you connect to the internet using a proxy server* <Click Here>.

If the customer says that this information is entered correctly and they can still not log-in please have their system admin check to make sure they have access to the following websites, <http://data1.fxsol.net> and <http://data2.fxsol.net> . Once all of that is in place, you should be able to log in.

Recreate desktop icon

There should be a globe with an arrow pointing up on your desktop - if not Follow this path...

Go to My Computer - C:\ > Program Files > FXSGTS locate the file named "fxtraderum.exe" right click it and drag it to your desktop release the button and click create shortcut here. Use this Icon to login.

Opening GTS under a MAC environment

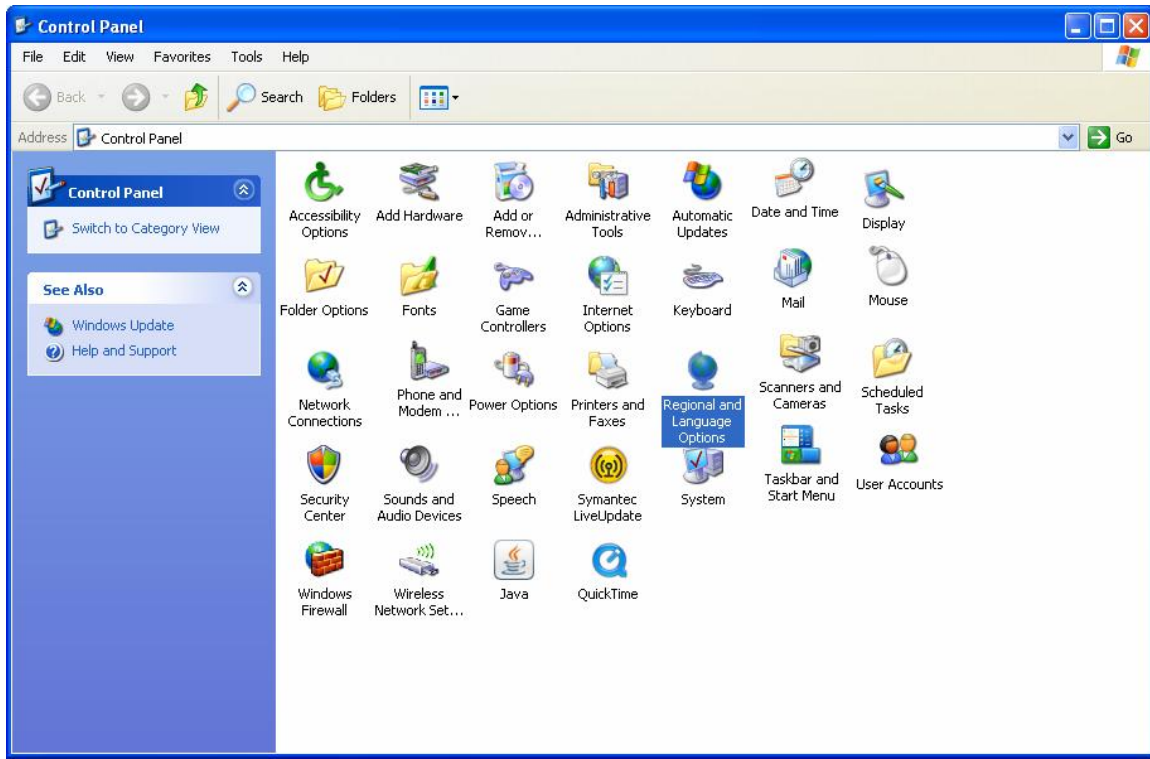
You can only use a MAC if it is used under a Virtual PC 6 or above.
<http://www.apple.com/macosx/applications/virtualpc/>

How to Change the Language on the GTS

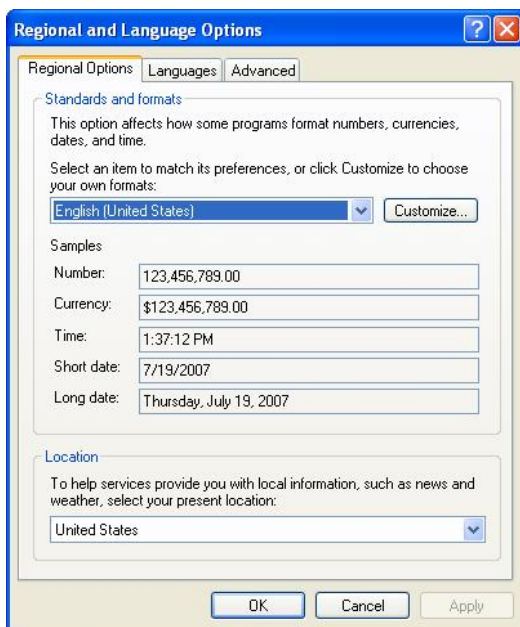
1. Go to the Start Menu and select Control Panel.



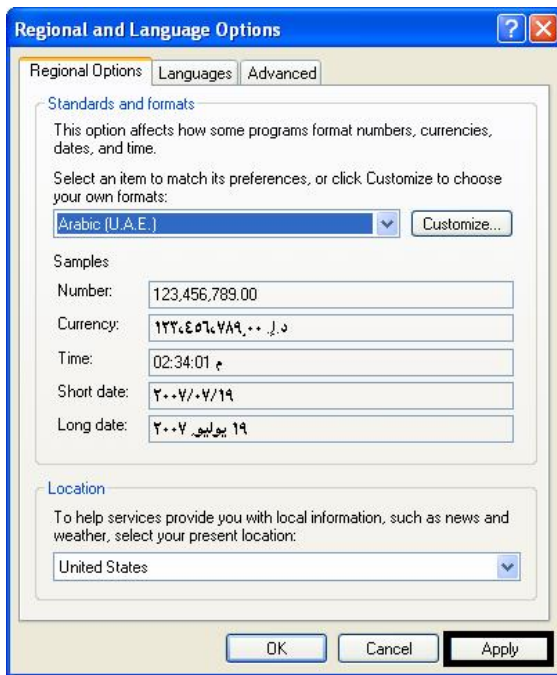
2. Double click on Regional and Language Options.



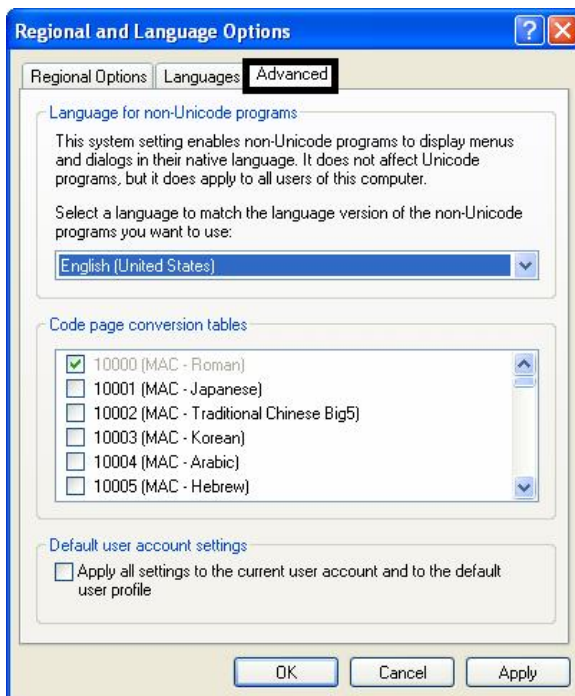
3. Under the Regional Options tab, change Standards and Formats to the preferred language (Arabic, Chinese, or Spanish).



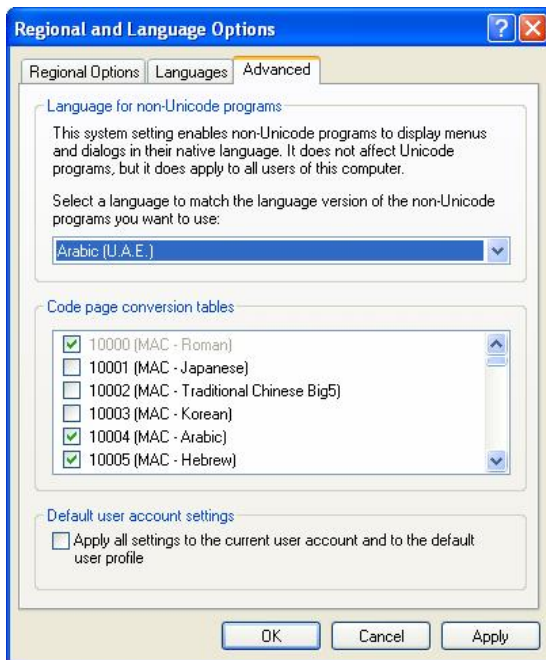
4. Press Apply



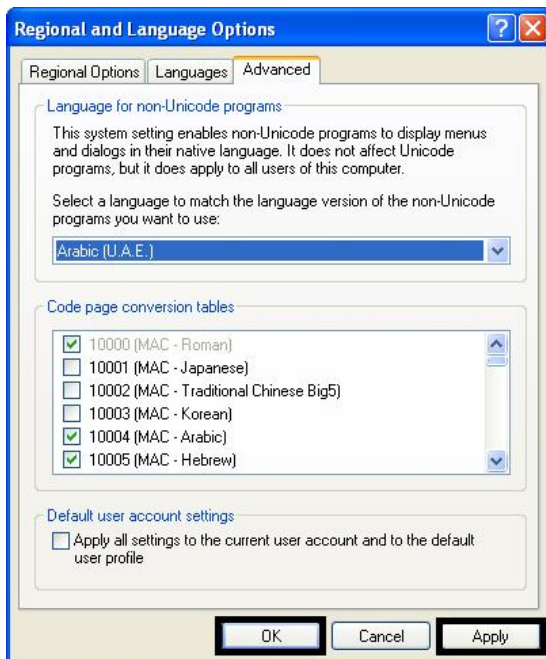
5. Click on the Advanced tab.



6. Select the drop down arrow and change to the preferred language (Arabic, Chinese or Spanish).



7. Click Apply and then click OK.



8. Reboot your computer.

9. Log back into the GTS platform.

FX AccuChart Issues

Error Msg: Login Failed: Reason Wrong username/Password

1. Close the GTS platform and the FX Accucharts window.
2. Open the GTS platform and click GTS live / demo (depending on what type of account you have).
3. Type your username and password in lowercase (small) letters and select change password.
4. Change your password and login to the GTS platform.
5. Once you are logged in, go to the menu at the top. Select FX Accucharts (in between PIP Calculator and Sign Off)
6. Click start now

QuickBar error - Quick Bar Error Line:-1 Character: -1

1. Remove Software from Desktop (Start Menu- Control Panel- Add/Remove Software- Remove FX AccuCharts)
2. Remove the Professional folder located in: C:\Documents and Settings\User\Application Data\Professional

*****NOTE: You will not see the word USER. This just means to double click the folder with the username you log into windows with (ie: administrator or your name)

*****NOTE: If you do not see the application data folder do the following: Go to the menu and select Tools - Folder Options. Click on the VIEW tab then check "Show Hidden Files and folders". Click Apply and then OK

3. Go into registry (Start menu --> Run --> Type regedit and then hit OK) and delete
 - a) HKEY_LOCAL_MACHINE/Software/Teletrader
 - b) HKEY_CURRENT_USER/Software/Teletrader
4. Then go to <http://www.fxsol.com/fxaccucharts> and download and install FX AccuCharts.
5. Please download and install the file named: msxml.msi on the below website. <http://www.microsoft.com/downloads/details.aspx?FamilyID=3144b72b-b4f2-46da-b4b6-c5d7485f2b42&DisplayLang=en>