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TECHNICAL SUPPORT

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1. System Requirements

Verify the connection status of your machine using the connection test.

Requirement	Details
Machine	The application requires a Pentium3 500MHZ class machine with a minimum of 256MB RAM.
Operating System and Browser	<p>The application runs on any Microsoft Windows operating system that supports the following browsers with Java enabled:</p> <ul style="list-style-type: none"> • Internet Explorer 7.0 or above. • Mozilla/Firefox 3.0 or above. ▪ Chrome 7.0 or above. <p>This application may also run on Mini Mac operating system X 10.6 (Snow Leopard) or above that supports the following browsers with Java enabled:</p> <ul style="list-style-type: none"> • Internet Explorer 5.0 or above. • Mozilla/Firefox 3.5 or above. ▪ Chrome 9.0 or above. <p> Note: Snow Leopard is an upgrade for Leopard users and requires a Mac with an Intel processor.</p>
Java Virtual Machine (JVM)	<p>The minimum required JVM version is 1.6.0_10.</p> <p>Currently, this application is NOT compatible with the latest JVM version 1.7.</p> <p>For information on checking your JVM version, and downloading a 1.6 version if necessary, see Checking your JRE version.</p> <p> Note: For Firefox browser users, a minimum version of Firefox 3 is required to successfully run Sun Java 1.6.0_10 or above.</p>
Monitor	<p>The minimum monitor supported is a 15" colour monitor, however a 17" monitor is recommended.</p> <p>Resolution of greater than 1024 X 768 is required.</p>
Microsoft Office Excel	Users who wish to run the application Excel Addin must have Microsoft Excel version 2003 or greater installed.
Network connection	A network connection quality of a 56k modem or above is required. Broadband is highly recommended.
Firewall	For more information about accessing this application through a firewall, see Security Information.

2. Troubleshooting

a. Software Installation Errors

Errors during installation

If you encounter errors when installing this software, do one or all of the following:

- [Install the latest Java Virtual Machine](#)

You may receive an installation error if a Java component is incorrectly installed on your browser. To resolve this, install or reinstall the latest Java Virtual Machine.

- [Configure your browser security settings](#)

Your browser security settings may be preventing the installation of the software. You need to reconfigure your browser to the default security level and add the application to your list of trusted websites.

Microsoft Internet Explorer 7

1. Choose Tools > Internet Options.
2. Select the Security tab.
3. Do the following:
4. Click Internet.
5. In the Security level for this zone section, click Default level.
6. Click Trusted Sites.
7. Click Sites. The Trusted sites dialog box opens.
8. In the Add this website to the zone box, type the URL "https://web.iress.com.au" then click Add. The website address is added to the Websites list.
9. In the Add this website to the zone box, type "http://web.iress.com.au" then click Add. The website address is added to the Websites list.
10. Click Close. The Trusted sites dialog box closes.
11. If you are running Windows Vista, tick the Enable Protected Mode checkbox. This authorises data download from your trusted sites. Vista users only
12. Click OK.

- [Configure your security software settings to allow installation.](#)

If you have internet security or anti-virus software on your computer (for example, [Norton-Symantec](#), [McAfee](#) or [Zonealarm](#)), this may prevent installation of the software. Contact the vendor of your security software for assistance. Alternatively, you can temporarily disable your security software during installation.

- [Check your Firewall and Network Configuration settings](#)

The software download will fail if a proxy or firewall strips the applet code from the web page. See your network administrator to resolve this problem.

- [☐Uninstall the application by clearing your browser and Java cache.](#)

If your browser has incorrectly installed the software, you may need to uninstall and re-install the application.

Errors after installation

You may encounter errors after installation. Below is a listing of common problems including causes and solutions where applicable:

- [☐The login page displays the error: "Connection Failed > Please contact Technical Support"](#)

The applet failed to connect to the data server due to a network proxy or firewall.

1. Ensure that your machine passes the connection test.
2. If the connection test is unsuccessful, do one or all of the following:
 - Check whether personal firewall settings are configured to allow access to the site.
 - Contact your network administrators if your system is part of a network.
 - Contact your internet service provider.

- [☐The browser page is blank or displays the error: "Java not installed or incorrectly installed"](#)

The browser does not have the Java system component installed or the Java system is incorrectly installed.

Download and install the latest version of Sun Java.

Enable Sun Java by doing the following:

Microsoft Internet Explorer 7

- Choose Tools > Internet Options.
- Select the Advanced tab.
3. Tick the Java (Sun) checkbox.
4. Click OK.
5. Choose Tools > Manage Add-ons > Enable or Disable Add-ons. The Manage Add-ons dialog box opens.
6. In the Show list, select Add-ons currently loaded in Internet Explorer.
7. In the list of add-ons, select Sun Java Console.
8. In the Settings section, select the Enable option.
9. Click OK.

Firefox/Mozilla 3.0

1. Choose Tools > Options.
2. Select the Content tab.

3. Tick the Enable Java checkbox.
4. Click OK.

- [A blank page displays after logging in](#)

You need to enable cookies for the software to operate successfully.

1. Do one of the following:

Microsoft Internet Explorer 7

1. Choose Tools > Internet Options.
2. Select the Privacy tab.
- iii. Click Sites.

Firefox/Mozilla 3.0

1. Choose Tools > Options.
2. Select the Privacy tab.
- iii. Click Exceptions.

2. In the Address of website box, type "web.iress.com.au".

3. Click Allow.

4. Click OK or Close.

- [Pop up blockers prevent the application from launching](#)

You need to configure security tools such as pop up blockers to allow this application.

Microsoft Internet Explorer 7

1. Choose Tools > Pop up Blocker > Pop up Blocker Settings.
2. In the Address of website to allow box, type "*iress.com.au".
3. Click Add.
4. Click Close.

Google Toolbar

- Click the Pop-up Blocker button. The button text changes to "Popups Okay".

Yahoo Toolbar

- Click the Pop-up Blocker button and then select Always Allow Pop-ups from.
- Select "web.iress.com.au".

3. Click Allow.

- [The login page continues to display the message: "Logging in"](#)

Recent configuration changes to your browser failed to take effect or changes have recently been made to your system security.

Do the following:

- 1.Reboot your computer.
- 2.Verify your configuration of the following:
 - o Sun Java Environment
 - o Browser security
 - o Local security software
 - o Firewall and network.

For information on how to configure these settings, see Errors During Installation on this page.

- [Data is slow to update.](#)

Live data commands may be slow to update because your web browser Java Plug-in is running out of memory or your graphics card driver is outdated.

Sun Java memory

By default, the memory available for Sun Java version 1.5 update 6 to 1.6 update 7 is very limited.

The recommended Sun Java version is 1.6 update 10 or above, because it uses the latest Java technology to access more memory and improve system performance.

You can manually increase the memory limit for the Java plug-in if your system allows.

Graphics Card drivers

For users with multiple monitor systems, upgrading your graphics card driver software can improve the performance of screen updates.

b. Security Information

Personal Firewall / Internet Security

A firewall is a protective boundary that monitors and restricts information that travels between your computer and a network or the internet. You need to configure personal firewall software to allow access.

The following configuration information applies to Singapore:

Singapore

- site: *.iress.com.sg
- port: 6080 or 80.

Network IP Addresses

- 202.74.34.0 / 255.255.255.0



Note: Use "Networks" instead of "Hosts" when configuring firewall rules.

Windows firewall port details

- Name: webIRESS
- Remote Port number: 6080
 - TCP

DNS

- PDS: research.iress.com.au
- Data feed: webdf.iress.com.sg
 - Web server: web.iress.com.sg

Other security configurations

- Allow cookies from iress.com.sg
- Allow pop ups from *.iress.com.sg
 - Add the following URLs as trusted sites:
 - https://web.iress.com.sg
 - http://web.iress.com.sg

Firewall and Network Configuration

The direct connection via port 6080 is recommended for the most efficient operation of this application.

To use this product from behind a corporate firewall using port 6080, the following is required:

- The firewall must allow the users to establish an outbound TCP connection to the Data Feed server(s) on port 6080. All communications to the data is accomplished via this single connection, and can only be established from inside the firewall. Data Feed servers never initiate the connection to the desktop.
- The firewall must be capable of operating in a "transparent" mode. That is, it must look like a router to the network even if it is an application proxy firewall. Some, but not all, proxy-based firewalls can be configured to operate in the required manner.
 - The user's network must be configured to route packets addressed to non-local networks through their Internet firewall. To accommodate the connection to a remote server, the local LAN must be ready to handle traffic addressed to non-local hosts. A "default route" may or may not be currently configured on a corporate LAN where a proxy-based firewall is used.
 - Special dispensation for the server "WEBDF.IRESS.COM.SG" to be able to connect to port 6080. The opening of a specified port on a firewall to initiate outward bound connection to a remote server does not pose a security threat to the local intranet/WAN. No inward bound connection can be instantiated by a remote address. This works in the same manner as port 80 on a proxy server.

The client software will attempt to initiate a direct socket connection to port 6080 on the Data Feed server. When a direct connection is unavailable, a lower quality connection will be established via port 80 using the HTTP protocol. This connection will work via the same proxy used to retrieve web pages for the browser.

With either connection (port 6080 or HTTP port 80), the firewall must not remove Java applet tags from incoming HTML. Some firewalls can be configured to strip Java applet tags from incoming pages. This product cannot work through such a firewall unless special dispensation is given to HTML from the source server (WEB.IRESS.COM.SG).

c. Configure the Sun Java Environment

If you experience poor system performance, you may need to make adjustments to your Sun Java. By default, the memory available for Sun Java version 1.5 update 6 to 1.6 update 7 is very limited.

The recommended Sun Java version is 1.6 update 10 or above, because it uses the latest Java technology to access more memory and improve system performance. [▼ Download](#)

You can manually increase the memory limit for the Java version 1.6 update 7 or below, if your system allows.

This topic contains the procedures for identifying your Sun Java version and configuring a memory limit increase; as well as removing old Sun Java versions.

If your performance does not improve after following this procedure and you use a multiple monitor system, you may need to upgrade your graphics card software.

Configure your Sun Java environment

[▶ Step one: identify your Sun Java version](#)

1. Click Start, then select Control Panel from the pop-up menu.
2. In the Windows Control Panel, open Java. This may be located under Other Control Panel Options.
3. Select the Java tab.
4. In the Java Applet Runtime Settings section, click View. The Java Runtime Settings dialog box opens. The Version column displays the version number with the relevant update separated by an underscore. For example, 1.6.0_05 is version 1.6 update 5.



Note: The recommended Sun Java version for this application is 1.6 update 10 or above. This version automatically provides a larger amount of Java memory so that you do not need to manually increase the memory limit.

[▶ Step two: increase your Sun Java memory](#)

1. If your version of Sun Java is 1.6 update 7 or below, do one the following:

Upgrade Sun Java

- Download the recommended Sun Java version 1.6 update 10 or above. [▼ Download](#)



Note: Clients using a Firefox browser need Firefox 3 or higher to run Sun Java 1.6 update 10.

Configure a Java memory increase

1. Double-click the Runtime Parameters cell for the most recent version in the list. An edit box displays. You may need to resize the columns to see this field.
2. Type the text string for the amount of memory that you want to make available. You can increase the Java memory to a value of 128MB, or up to 512MB if your system allows.

The following table lists case-sensitive text strings and the correlating amount of memory they specify:

Java Runtime Parameters	Amount of memory
-Xmx128m	128MB
-Xmx192m	192MB
-Xmx256m	256MB
-Xmx512m	512MB

- iii. Click OK.
2. Restart the PC for the new Java version or memory changes to take effect.



Tip: If the browser displays errors such as "The Java Runtime Environment cannot be loaded" or "Application Error. The memory could not be read", repeat this procedure and re-configure the memory limit to a lower value.

Remove old versions of Sun Java

Retaining multiple versions of Java can cause problems when running this application. Remove the old versions that remain when you upgrade Java.

1. Display a list of currently installed programs by doing the following:
 2. Click Start, then Control Panel. Double-click Add or Remove Programs. (Windows 95/98/XP)
 3. Click Start, then Control Panel. Double-click Programs and Features. (Windows Vista, Windows 7)
2. Select the outdated Java version in the list, then click Remove (Windows 95/98/XP) or Uninstall (Windows Vista, Windows 7). A confirmation message displays.
3. Repeat step 2 if you have more than one outdated Java version installed.
4. Click Yes.

d. Connection Test

The connection test verifies the connection between your machine and the datafeed server. It is an automatic process which detects connectivity then provides feedback on connection statistics. You can run the connection test at any time.

Connection feedback

The connection test displays results in graphical format. You can graph the connection result statistics for:

- the previous minute
- the previous 5 minutes
- the previous 15 minutes
- the previous 30 minutes
- the previous hour
- trading hours only
- all results.

[Connection test](http://web.iress.com.au/info/connectiontest.htm): <http://web.iress.com.au/info/connectiontest.htm>

e. Uninstall the application

To uninstall the software, you need to clear the cached files from the Java Plug-in and from your browser.

What are cached files?

Cached files are temporary internet files. These files are used by your browser to quickly access information, and remember frequently viewed pages.

What is a cookie?

A cookie is a small piece of information that a web server stores temporarily within your browser. Cookies help to identify users and provide a more streamlined browsing experience.

Clear Java files

1. In the Windows Control Panel, open Java. This may be located under Other Control Panel Options.
2. Select the General tab.
3. In the Temporary Internet Files section, click Settings. The Temporary Files Settings dialog box opens.
4. Click Delete Files. The Delete Temporary Files dialog box opens.
5. Tick the Applications and Applets checkbox.
6. Click OK. The Delete Temporary Files dialog box closes.
7. Click OK. The Temporary Files Settings dialog box closes.
8. Click OK.

Clear cached browser files

Microsoft Internet Explorer 7

1. Choose Tools > Internet Options.
2. In the Browsing history section, click Delete. The Delete Browsing History dialog box opens.
3. Do the following:
 1. Click Delete files. A confirmation message displays.
 2. Click Yes.
 - iii. Click Delete cookies. A confirmation message displays.
 - iv. Click Yes.
4. Click Close. The Delete Browsing History dialog box closes.
5. Click OK.

Firefox/Mozilla 3.0

1. Choose Tools > Clear Private Data. Tick the following checkboxes:
 2. Cache
 3. Cookies
2. Click Clear Private Data Now.