

iTrade FAQs v1.7

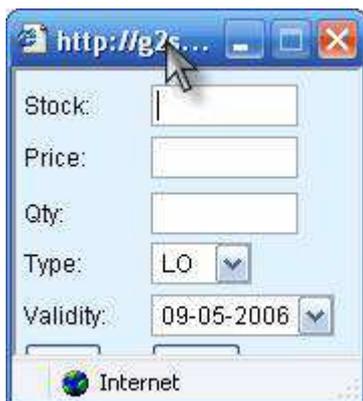
1. WHAT IS SMX?
2. WHY THE POP-UP ORDER TICKET CANNOT SHOW FULL PICTURE
3. WHAT IS SYSTEM REQUIREMENT OF SMX?
4. WHICH BROWSER SHOULD I USE TO ACCESS SMX?
5. HOW CAN DISPLAY SMX DIFFERENT LANGUAGE?
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8. HOW CAN I IMPROVE THE PERFORMANCE OF THE APPLICATION?
9. WHY SMX STOP AT THE GREY SCREEN OR NO MARKET DATA SHOWN?
10. HOW DO I KNOW THE SMX IS STILL ONLINE AND IS RECEIVING MARKET INFORMATION?
11. LOGON SMX SHOWS ERROR CODE ‘10115’
12. LOGON SMX SHOWS ERROR CODE ‘10101’
13. RESET IE SETTINGS AND RE-INSTALL JAVA RUNTIME

1. What is SMx?

SMx is an optional service that provides real-time/snapshot market information.

2. Why the pop-up order ticket cannot show full picture

If you see the pop-up order ticket likes this:



It is because Windows XP SP2 forces the status bar shown. To solve this kind of problem, you must,

- Select “Tools” from the Microsoft Internet Explorer
- Select “Internet options”
- Select “Security” tab
- Press the “Trusted sites” icon

- Press the 'Sites...' button.
- Key the link of the web site, for ex. <https://www.afe-solutions.com>, into the box named 'Add this Web site to the zone:' and press the 'Add' button.
- Close browse and i-trade application.
- Re-login once.
- Finish.

Note: You may exclude the string 'i-trade' from the web site name. You just need to key the domain name portion only.

3. What is system requirement of SMx?

Hardware

Minimum: Pentium 233, 64MB RAM, 60MB free hard disk space

Recommended: Pentium II 400, 128MB RAM, 60MB free hard disk space

Display

Minimum: 800x600, 16 bits color

Recommended: 800x600 or higher, 24 bit color

Operating System

Microsoft Windows XP (Chinese/English)

Microsoft Windows Vista (Chinese/English)

Microsoft Windows 7 (Chinese/English)

Browser

Minimum: Microsoft Internet Explorer 8.0

Internet Access

Minimum: 1M bps

Recommended: Broadband

4. Which browser should I use to access SMx?

SMx supports Microsoft Internet Explorer 8.0 or above.

5. How can display SMx different language?

SMx can support 'English', 'Tradition Chinese' and 'Simplified Chinese'. User can simply press ,  or  button to view information in English, Tradition Chinese or Simplified Chinese respectively.

6. Why does it take a long time to load SMx for the first time?

During the first-time login, the Java Applet program files will be downloaded to run the SMx. As a result, the first login takes a longer time.

7. Why does it show “ Page Not Found”?

Your Internet connection may be lost. Please check whether your Internet access is still available.

8. How can I improve the performance of the application?

Since the SMx delivers real-time streaming stock market, the performance can be greatly improved if you use the broadband Internet access. In addition, the performance can be improved if there is more free memory available (RAM). So we recommend you to close other applications BEFORE logging into the service in order to enjoy the best performance.

9. Why SMx stop at the grey screen or No market data shown?

Please go to question 13 to re-set IE settings and re-install Java Runtime to solve this problem.

10. How do I know the SMx is still online and is receiving market information?

The time display at the bottom right corner should be in green color all the time. If the time display turns to red, it means your Internet connection is either not stable or lost. SMx will reconnect itself when the Internet connection is available and health again.

11. Logon SMx shows error code ‘10115’

Close the Internet Explorer or re-boot the PC and then try to re-login again.

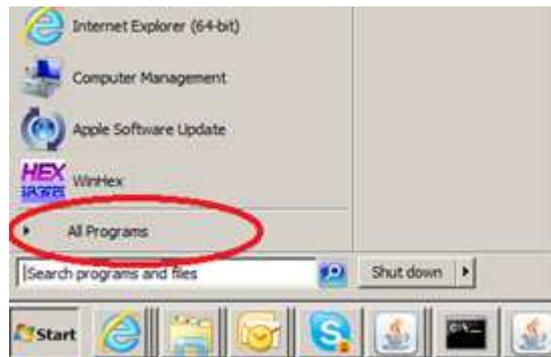
12. Logon SMx shows error code ‘10101’

Close the Internet Explorer or re-boot the PC and then try to re-login again. If the problem still occurs, please contact customer service.

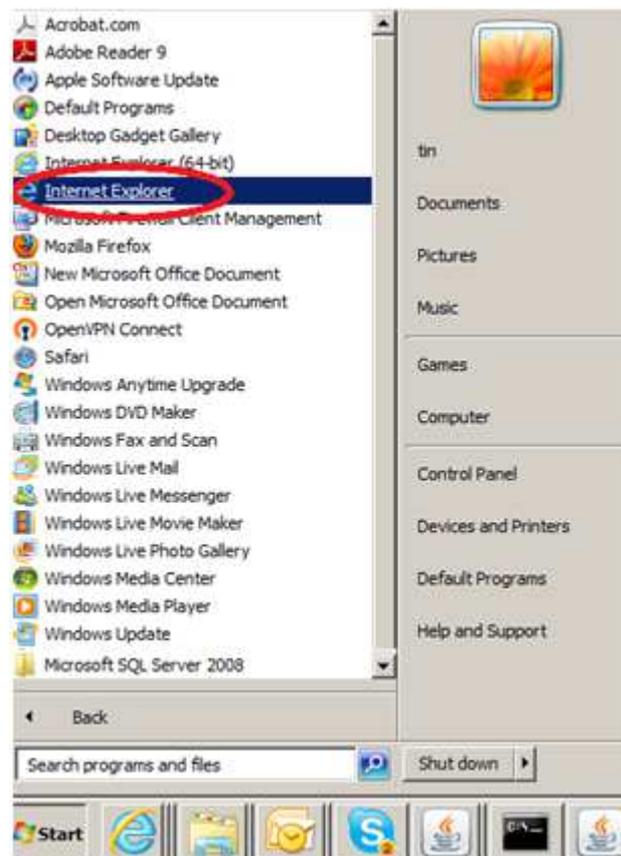
13. Reset IE settings and re-install Java Runtime

13.1 Find out the correct IE through "All Programs" menu.

If you are running 64bits Windows version, you need to find out the 32 bits IE version as picture shown below. From the windows' "start" menu, select "All Programs".

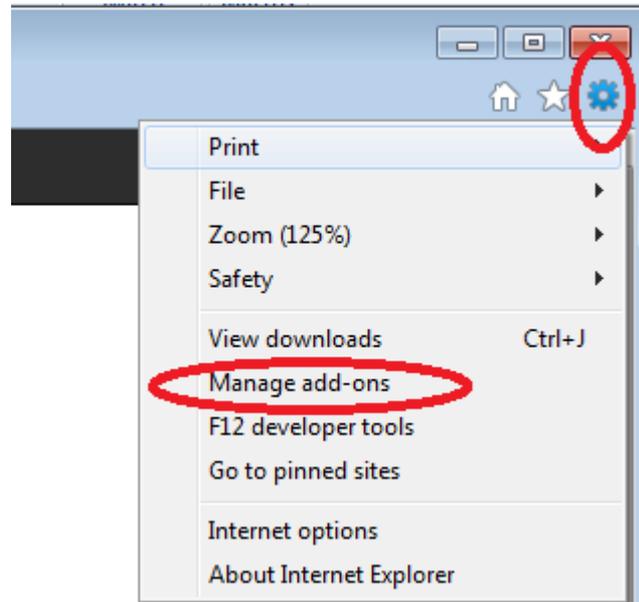


Select the "Internet Explorer". **DO NOT** select "Internet Explorer (64-bit)".



13.2 Find out Sun Microsystems Java Plug-in version

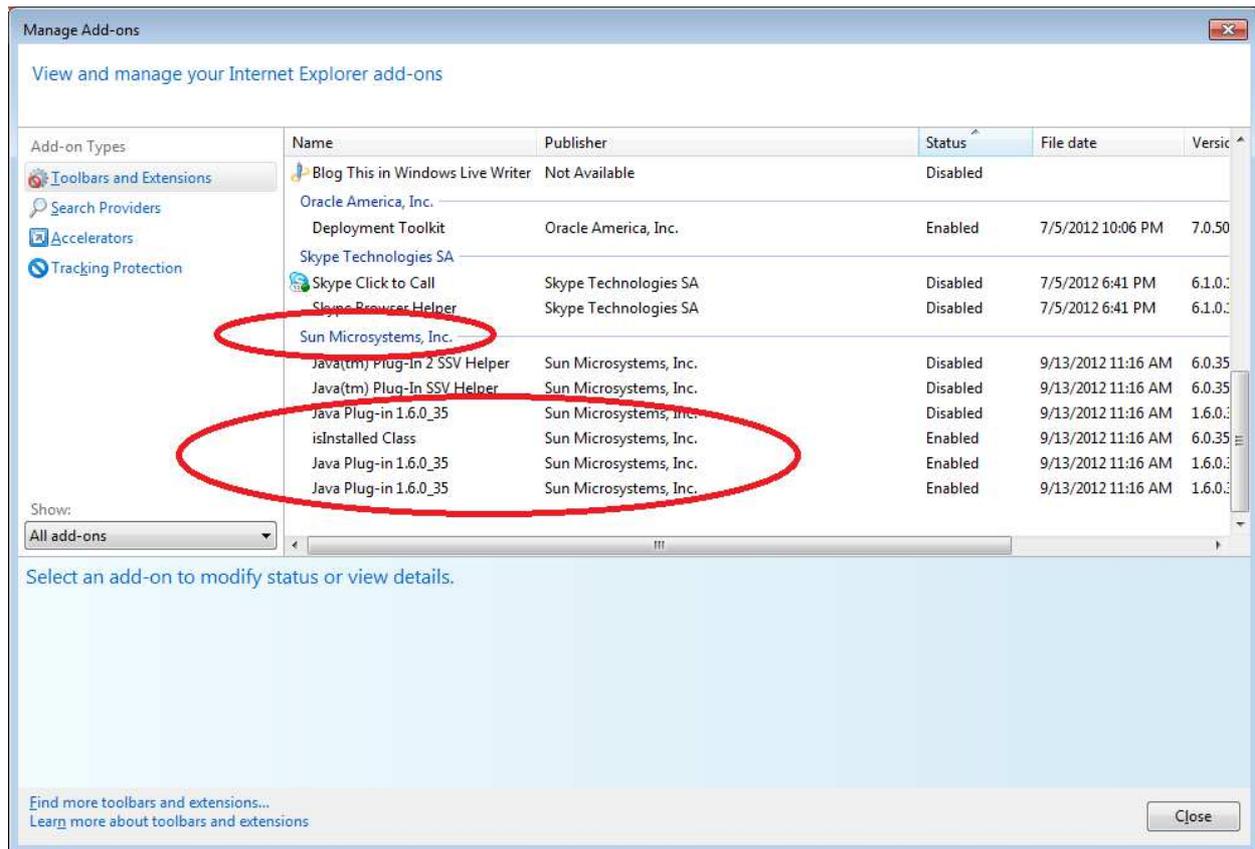
From IE, select "Manage add-ons" menu



Select "All add-ons" as below shown.

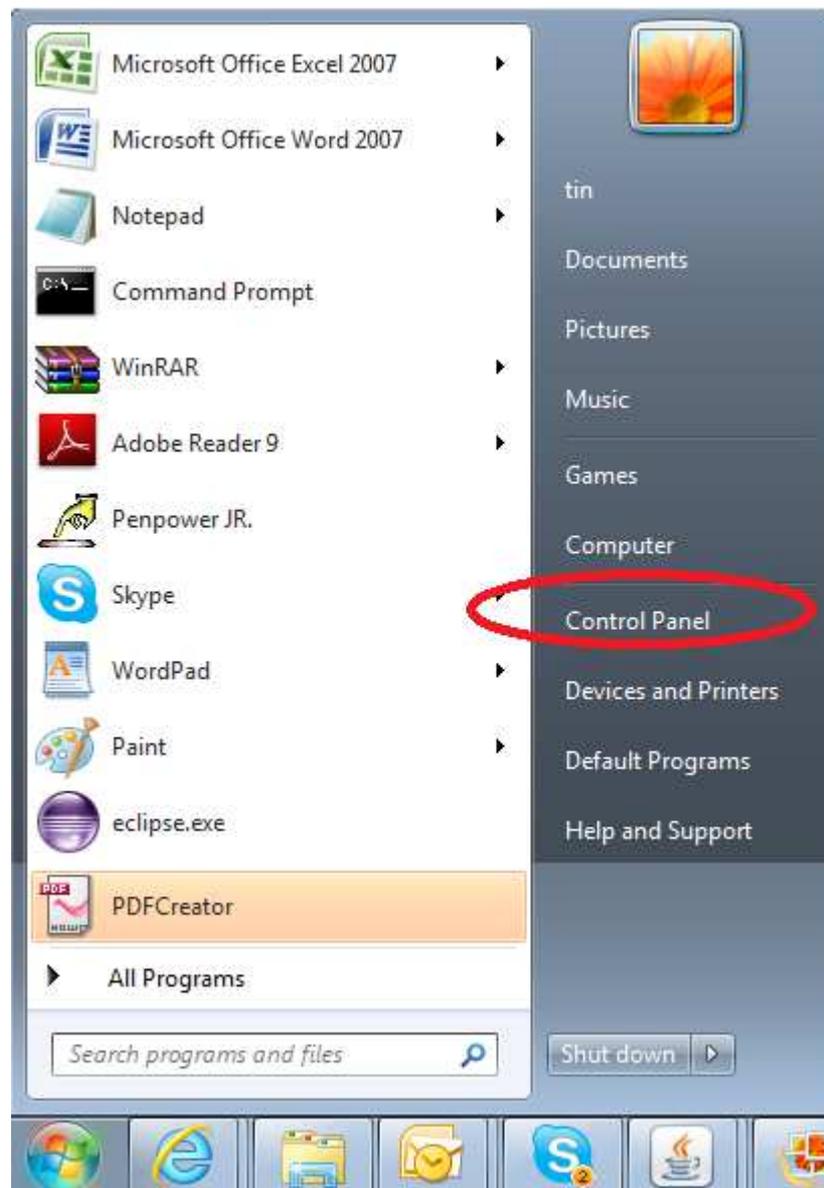


Ensure Java Plug-in version is 1.6.0_x where x is a minor version of Java. If not found, or Java 7 (e.g. 1.7.x) are found, please follow below procedures to uninstall Java 7 and install Java 6.

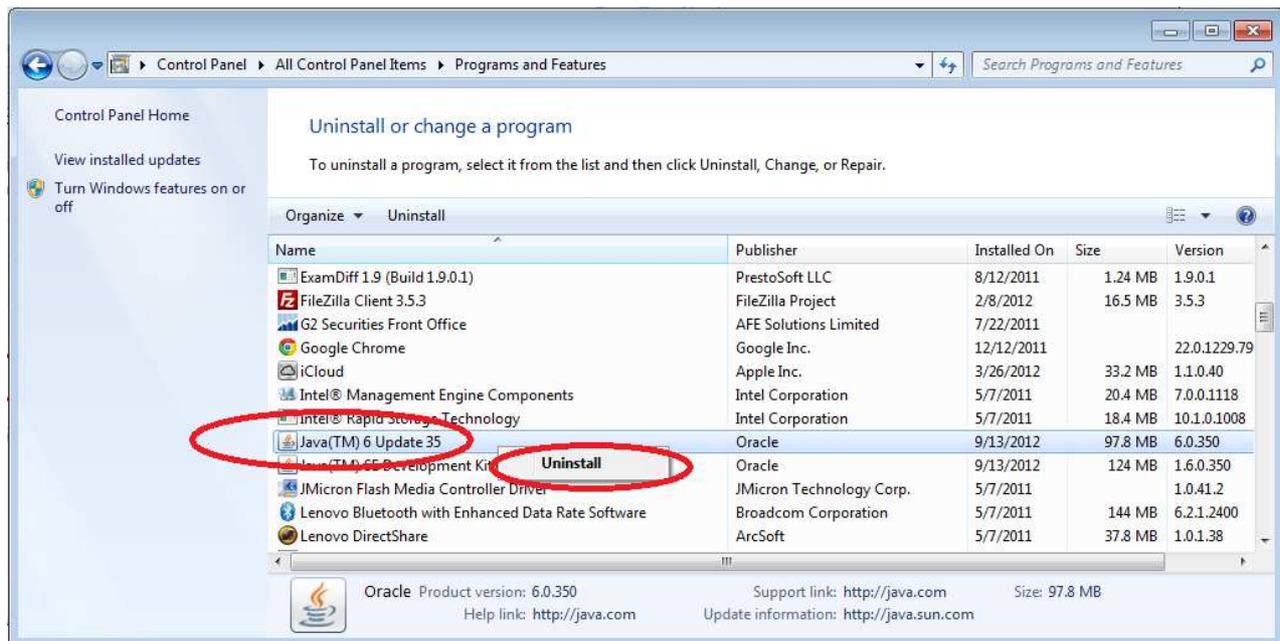


13.3 Uninstall Java Plug-in 7 if necessary

Open Windows "Control Panel"



Clicking on the "Programs and Features" icon and then **right-click** on the "Java..." and select "Uninstall" popup menu one by one to uninstall all Java Plug-in module(s).



13.4 Install Java Plug-in 6 if necessary

1. Download Java from Sun Microsystems. Please use the following link to go to Sun Microsystems download page to download Java Plug-in module.

The Java Plug-in download link:

<http://www.oracle.com/technetwork/java/javase/downloads/jre6u35-downloads-1836473.html>

2. Select "Accept License Agreement" and then clicking on the "jre-6u35-windows-i586.exe" to download and install JRE 6.

Java SE Runtime Environment 6 Update 35

You must accept the [Oracle Binary Code License Agreement for Java SE](#) to download this software.

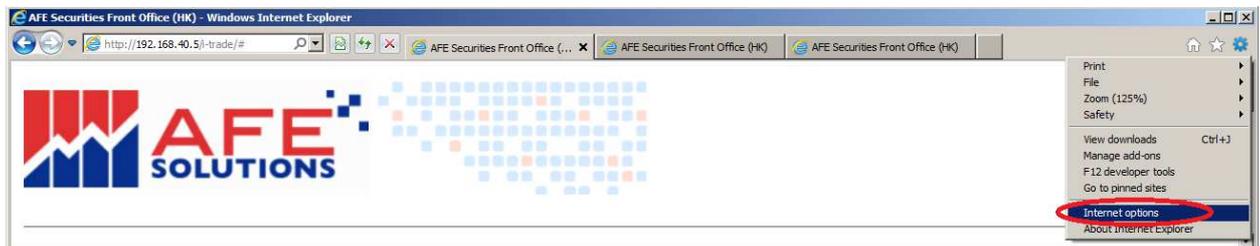
Accept License Agreement
 Decline License Agreement

Product / File Description	File Size	Download
Linux x86	20.17 MB	 jre-6u35-linux-i586-rpm.bin
Linux x86	20.69 MB	 jre-6u35-linux-i586.bin
Linux x64	19.75 MB	 jre-6u35-linux-x64-rpm.bin
Linux x64	20.31 MB	 jre-6u35-linux-x64.bin
Linux Intel Itanium	19.33 MB	 jre-6u35-linux-ia64-rpm.bin
Linux Intel Itanium	21.82 MB	 jre-6u35-linux-ia64.bin
Solaris x86	20.34 MB	 jre-6u35-solaris-i586.sh
Solaris x64	7.49 MB	 jre-6u35-solaris-x64.sh
Solaris SPARC	25.1 MB	 jre-6u35-solaris-sparc.sh
Solaris SPARC 64-bit	11.14 MB	 jre-6u35-solaris-sparcv9.sh
Windows x86 Kernel	0.87 MB	 jre-6u35-windows-i586-iftw-k.exe
Windows x86 Online	0.87 MB	 jre-6u35-windows-i586-iftw.exe
Windows x86 Offline	16.2 MB	 jre-6u35-windows-i586.exe
Windows x64	16.42 MB	 jre-6u35-windows-x64.exe
Windows Intel Itanium	18.92 MB	 jre-6u35-windows-ia64.exe

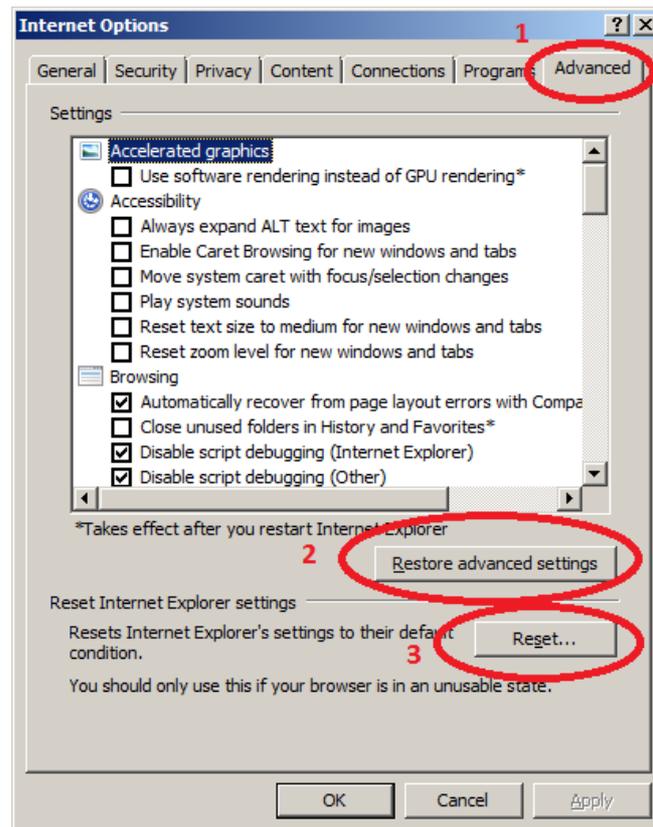
3. After downloading, run the downloaded program to install Java Plug-in.
4. Restart the computer.

13.5 Reset IE settings.

1. Select "Internet Options" from IE menu.



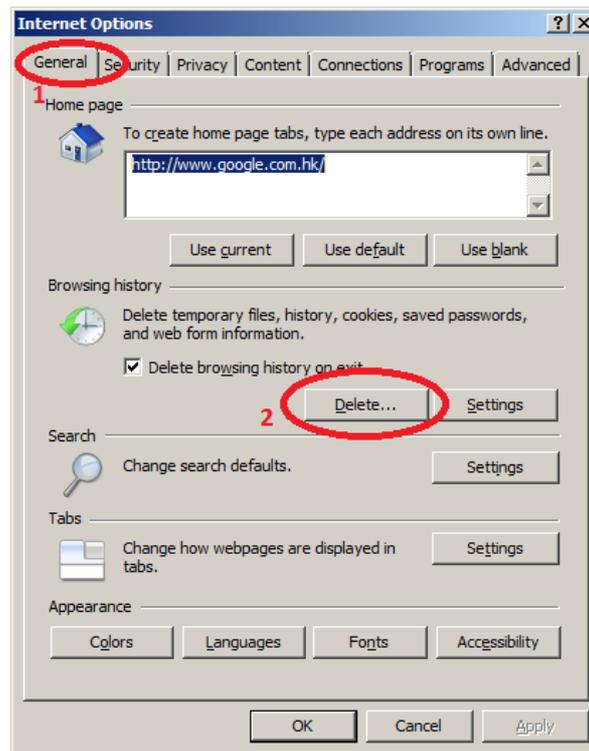
2. Select "Advanced" tab firstly. Then, press "Restore advanced settings" button and "Reste..." button one by one.



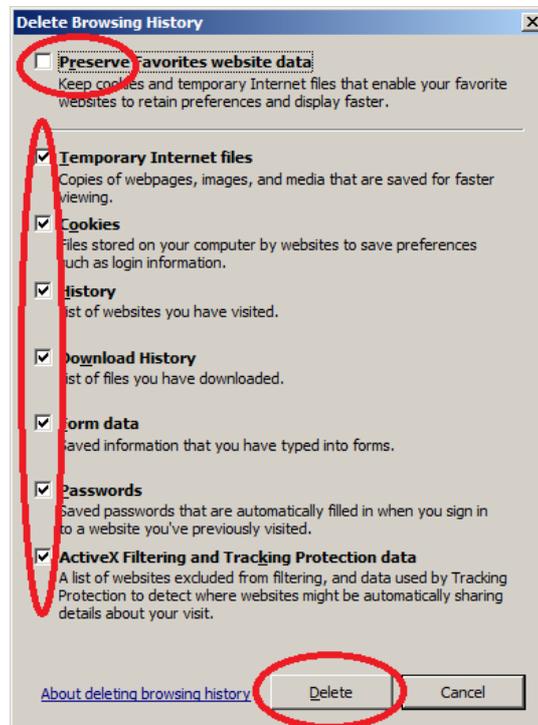
When "Reset..." button pressed, a new dialog shown. Select "Delete personal settings" and click "Reset" button.



3. Open IE and go to "Internet Options" dialog again. Select "General" Tab first. Select "Delete browsing history on exit" and then click "Delete..." button as below:

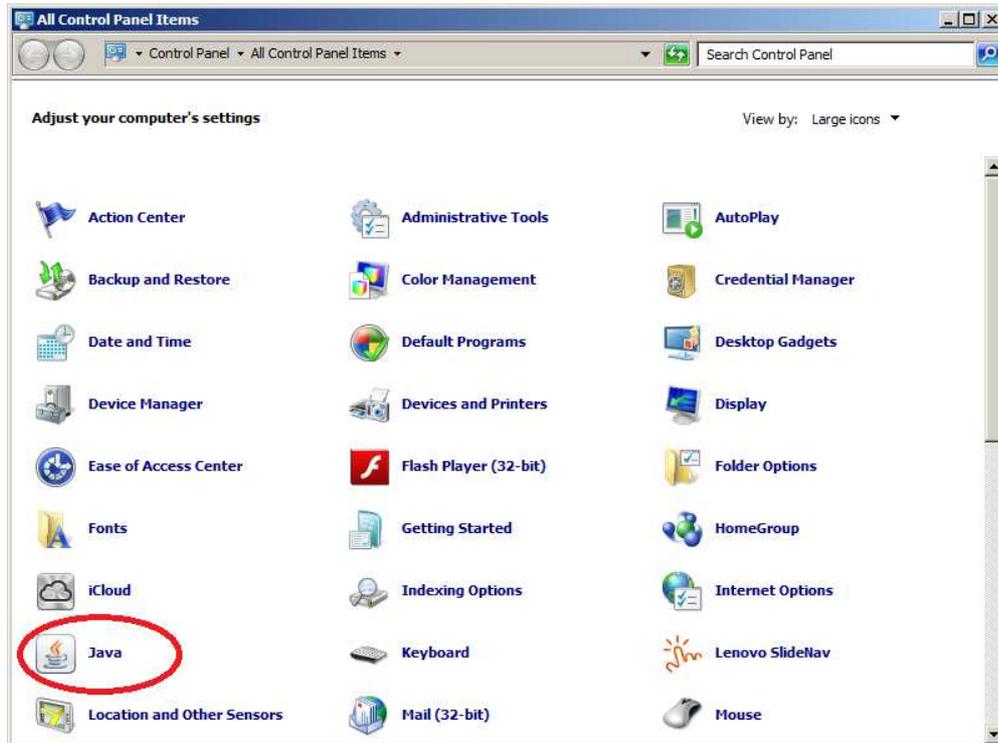


4. After clicking on the "Delete..." button, a new dialog shown. DO not select "Preserve Favorites website data". Select all others and then click "Delete" button. Then wait for a moment before clicking OK button to exit.

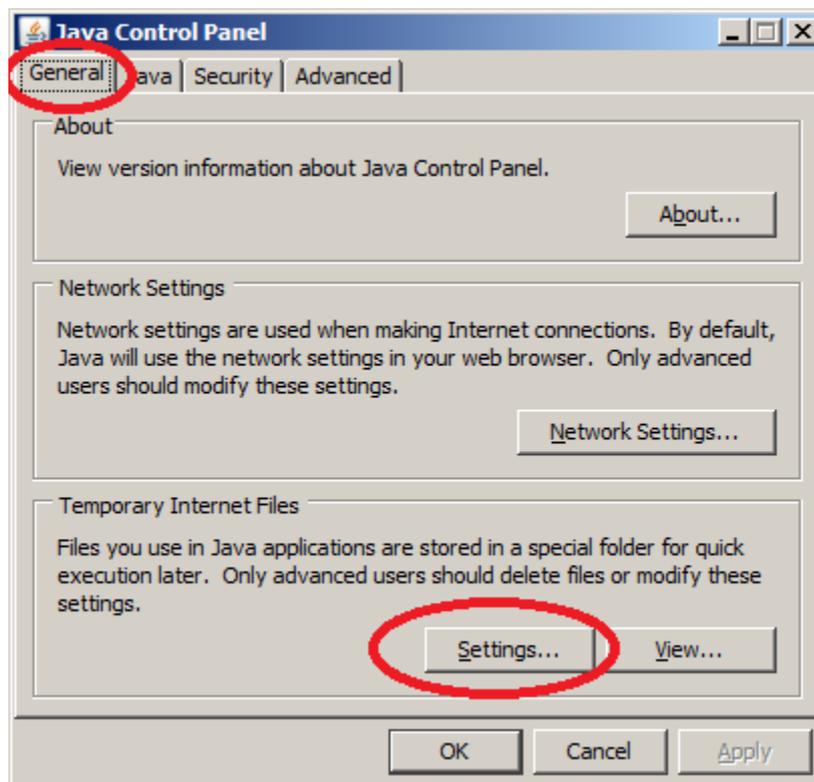


13.6 Clear Java Cache

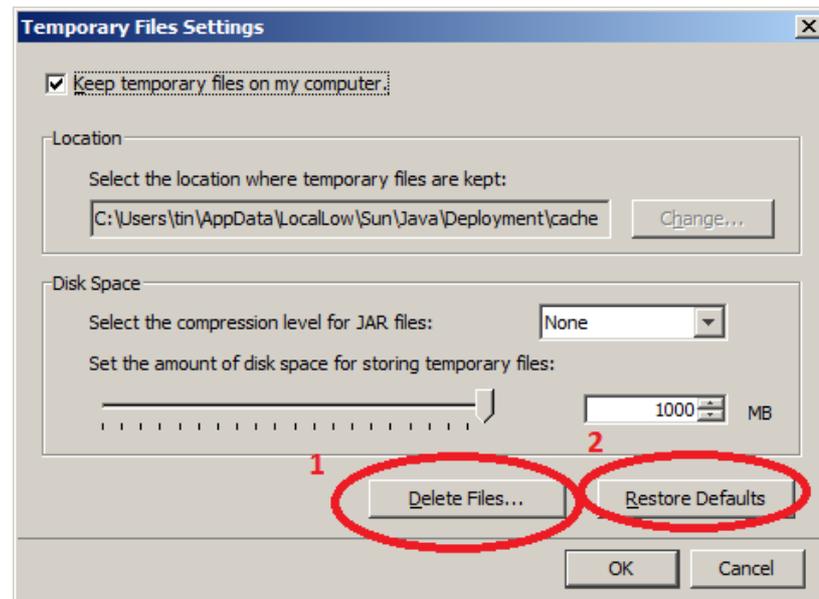
1. Go to Windows "Control Panel" again. Clicking on the "Java" icon.



2. Select "General Tab and press "Settings..." button.

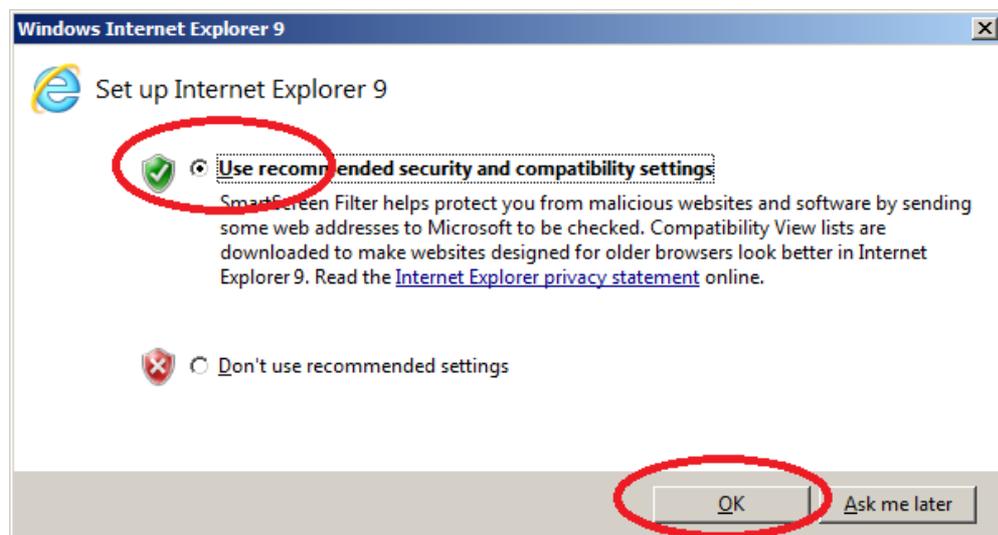


3. Click "Delete Files..." button, then click "Restore Defaults" button. Finally click OK buttons to exit.

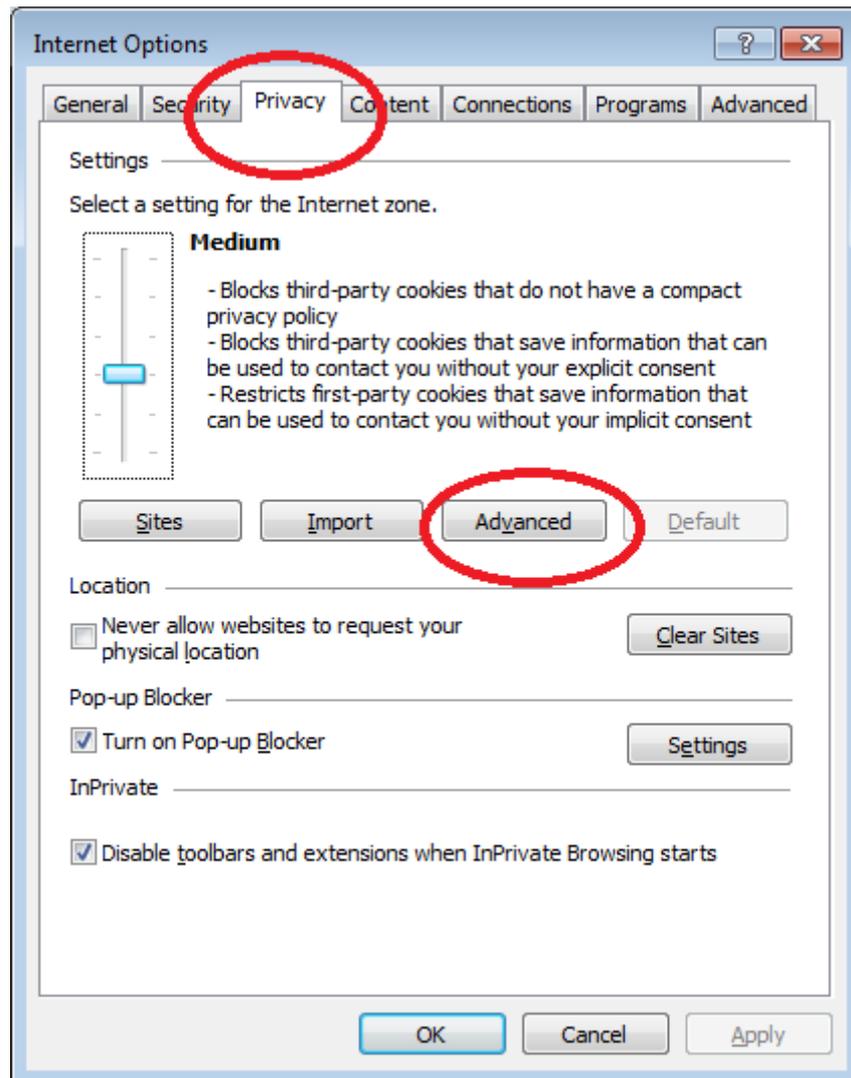


13.7 Restart IE and Enable Cookies

1. Re-open IE and open a web page such as "www.google.com".
2. IE will ask you to setup browser security settings. Be sure to select "Use recommended security and compatibility settings" and OK button. Then go to i-Trade link.



3. To enable cookies, open "Internet Options" dialog again. Select "Privacy" tab and clicking on the "Advanced" button.

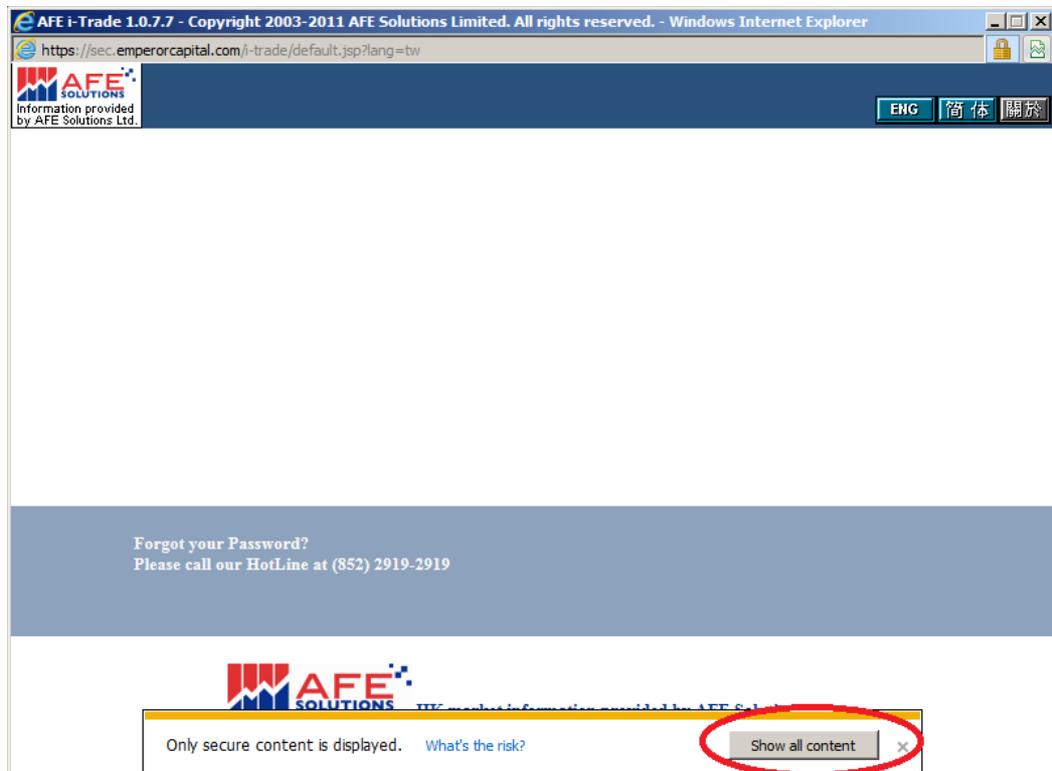


4. Select "Override automatic cookie handling" and "Always allow session cookies"



13.8 Login and complete

1. Go to the i-Trade login page.
2. Key-in your username and password and clicking on the "Show All Content" button.



3. You will be prompted the login screen again. Login again and login successfully.



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