

ProTrader Demo troubleshooting


System Requirements

The following are the minimum system requirements:

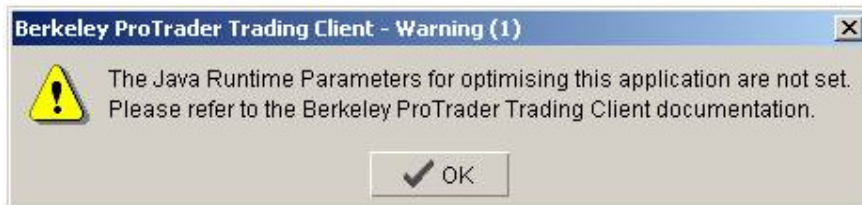
Parameter	Value
Processor	1.5GHz or equivalent. Pentium 3 or equivalent.
Hard Disk Drive	50Mb of free HDD space
RAM	1GB
Operating System	Windows NT4/XP and 2000. Note: while ProTrader is compatible with Windows Vista, the recommended OS is Windows XP. Not compatible with Apple or Apple emulation OS
Internet Explorer version	5.5, 6.0 and 7
SUN JVM version	1.4.2_11 (minimum)

Installing and Running ProTrader Demo

- 1 Ensure that your browser is Internet Explorer 5.5 or greater (the only browser that is supported).
- 2 Ensure that Internet Explorer has pop up blockers temporarily disabled to allow you to log into ProTrader
- 3 Ensure that Internet Explorer is set to allow Java applets:
 - Open Internet Explorer.
 - Select Tools/Internet Options...
 - Select the Security tab of the Internet Options dialog box.
 - Click on:



Internet
 - ... then click on Custom Level...
 - Ensure that you have the following setting (scroll to the bottom of the list to find it):
 - Scripting of Java Applets enabled
- 3 You may get a Security Warning pop-up, asking for your permission to install and run the ProTrader software. Click Yes. You can select the checkbox “Always trust content from Patsystems (UK) Limited” to bypass this message in the future.
- 4 No username or password required to log into ProTrader
- 5 If the following message shows please click ok to continue



- 6 If you are still experiencing difficulties please contact our support desk on +44 (0) 207 758 4777