



Installation and Troubleshooting Guide for RealTick

System Requirements

- Supported OS: Windows XP
- Hardware: RealTick runs on commercially available PC hardware, best available recommended. (Minimum recommended: Dual-core CPU, 2GHz; 2GB RAM)
- Broadband connection with consistent ping times less than 200 ms. Standard bandwidth recommendation is 5 RealTicks per T1 (T1 = 1.5 Mbps).

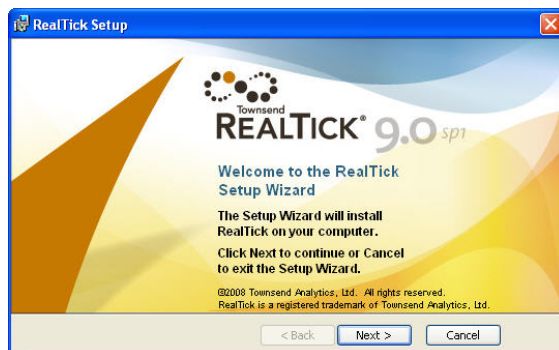
** Windows patches and all current critical updates from Microsoft are required to ensure optimal performance with RealTick. Please visit: WindowsUpdate.com.*

Pre-Installation Procedures

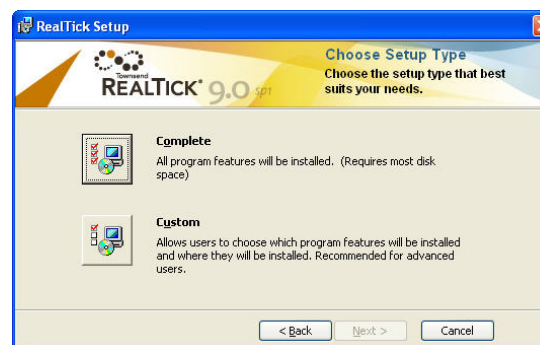
Before installing, be sure to close all applications on your system. You should have no TAL or 3rd party applications running.

Install RealTick

1. From www.realtick.com, click **Download RealTick**, and select the **.msi** link located under **To download and Open RealTick**.
2. Save the .msi package to your system and run the installation program.
3. Click **Next**. Another RealTick Setup dialog box will appear.



4. Click **Next**. Then the **Choose Setup Type** dialog box will appear.



- a. Click **Complete**. The **Ready to Install** dialog box will appear.
- b. Click **Install**. The Final Wizard dialog box will appear.

5. You can launch RealTick by clicking the **Launch RealTick** check box.

6. Click **Finish**.





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Upgrade Installation Instructions

Do NOT delete the TAL directory. It is recommended that you never delete the TAL directory unless you no longer want to run any TAL applications on your system, or unless directed by a support representative.

Also, before installing, be sure to close all applications on your system. You should have no TAL or 3rd party applications running.

Please follow the Install RealTick instructions on the previous page.

Troubleshooting Installation

Issue: After the user has already installed RealTick, the RealTick installer runs when the user first clicks the RealTick icon.

Reason: The user had a 3rd party application running, such as Outlook or WeatherBug, while the RealTick installation was running.

Solution: Shutdown all applications and run the repair option in the Installation. Reboot the machine.

Issue: Upon launching RealTick, the user receives the error message "The Install failed." Then another message appears: "tal/registry-request-failed."

Reason: The user does not have rights to access the registry.

Solution: The solution requires that the current user's login is granted read access to a specific registry key. The Windows Administrator must perform this change.

1. Open the Registry Editor. Select **Run** from your **Start** menu and type **Regedit.exe**, for Windows XP.
2. On the tree node in the left panel, navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Townsend Analytics Ltd.\TAL Trading Tools\6 key.
3. For Windows XP, right-click the **6** folder and select **Permissions**.



4. In the **Group or user names box** of the **Permissions** window, select the name of the user's Windows account.
5. In the **Permissions for Administrators** box, click the **ALLOW** check box for **Full Control** and **Read**.

6. Click **Apply** and then **OK**.
7. Close the **Registry Editor**.
8. Re-launch RealTick.



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Configure RealTick to Pass Through a Firewall

Realtick uses port 80, 443, and 1838. if you are going through a firewall these ports need to be open for outbound TCP connections only. If you are also using an HTTP proxy server port 80 and 443 traffic from RealTick will use your network settings (IE Browser), though RealTick does not support authentication on HTTP proxies. Port 1838 traffic should be configured to go directly through the firewall to the static IP subnets listed below.

Static IP List for RealTick Traffic

North America:

- 63.75.60.*
- 63.75.61.*
- 63.75.62.*
- 63.160.212.*
- 63.160.213.*
- 63.215.120.*
- 198.207.140.*

Europe:

- 193.254.198.*
- 62.67.224.*