

# iTrade FAQs v1.7

- 1. WHAT IS SMX?
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- 3. WHAT IS SYSTEM REQUIREMENT OF SMX?
- 4. WHICH BROWSER SHOULD I USE TO ACCESS SMX?
- 5. HOW CAN DISPLAY SMX DIFFERENT LANGUAGE?
- 6. WHY DOES IT TAKE A LONG TIME TO LOAD SMX FOR THE FIRST TIME?
- 7. WHY DOES IT SHOW "PAGE NOT FOUND"?
- 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'
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- 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:

🗿 http://	'82 <u>8 🖃 🗖 </u> 🔀
Stock:	NG.
Price:	
Qty:	
Туре:	LO 💌
Validity:	09-05-2006 🖌
	ernet

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

<u>Display</u> Minimum: 800x600, 16 bits color Recommended: 800x600 or higher, 24 bit color

<u>Operating System</u> 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 **ENG**, 驚體 or 简体 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".



Internet Explorer (64-bit)	
Computer Management	
Apple Software Update	
Al Programs	
Search programs and files	Shut down
Atstart 🙆 🚞 🛜 😋	S 🔛 🔬

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



_			🔐 🛣 🚯
	Pri	nt	M
	Fil	e	+
	Zo	om (125%)	
	Sat	fety	+
	Vie	w downloads	Ctrl+J
	Ma	anage add-ons	>
	F1.	2 developer tools	
	Go	to pinned sites	
	Int	ernet options	
	Ab	out Internet Explo	rer

Select "All add-ons" as below shown.

udd-on Types	Name	Publisher	Status 🔶	File date	Version
Toolbars and Extensions	Adobe Systems, Incorporated				
Search Providers	Adobe PDF Link Helper	Adobe Systems, Incorporated	Disabled	3/26/2012 11:38	9.5.1.2
Accelerators	Ask.com				
Tracking Protection	Ask Toolbar	Ask.com	Disabled	1/3/2012 4:31 PM	5.14.1
	Ask Toolbar	Ask.com	Disabled	1/3/2012 4:31 PM	5.14.1.
	Microsoft Corporation				
	Windows Live ID Sign-in Helper	Microsoft Corporation	Disabled	9/21/2010 10:08	7.250.4

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"



Microsoft Office Excel 2007	
Microsoft Office Word 2007	
Notepad	tin
Command Prompt	Documents
WinRAR	Pictures
Adobe Reader 9	Music
Penpower JR.	Games
Skype	Control Panel
WordPad	Devices and Printers
Paint	Default Programs
eclipse.exe	Help and Support
PDFCreator	
All Programs	
Search programs and files	Shut down
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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).



Control Panel	All Control Panel Items  Programs and Features	÷ 4	Search Prog	rams and Featu	res	2
Control Panel Home View installed updates Turn Windows features on or	Uninstall or change a program To uninstall a program, select it from the list and then clic	k Uninstall, Change, or Repair.				
off	Organize 🕶 Uninstall				= • 0	
	Name	Publisher	Installed On	Size	Version	
	ExamDiff 1.9 (Build 1.9.0.1)	PrestoSoft LLC	8/12/2011	1.24 MB	1.9.0.1	
	E FileZilla Client 3.5.3	FileZilla Project	2/8/2012	16.5 MB	3.5.3	
	G2 Securities Front Office	AFE Solutions Limited	7/22/2011			
	💿 Google Chrome	Google Inc.	12/12/2011		22.0.1229.	79
	Cloud iCloud	Apple Inc.	3/26/2012	33.2 MB	1.1.0.40	
	3 Intel® Management Engine Components	Intel Corporation	5/7/2011	20.4 MB	7.0.0.1118	
	Intel® Rapid Stores Technology	Intel Corporation	5/7/2011	18.4 MB	10.1.0.100	3
C	🛃 Java(TM) 6 Update 35	Oracle	9/13/2012	97.8 MB	6.0.350	
	Luce (TM) SE Bevelopment Kit Uninstall	Oracle	9/13/2012	124 MB	1.6.0.350	
	Micron Flash Media Controller Driver	JMicron Technology Corp.	5/7/2011		1.0.41.2	
	🚯 Lenovo Bluetooth with Enhanced Data Rate Software	Broadcom Corporation	5/7/2011	144 MB	6.2.1.2400	
	lenovo DirectShare	ArcSoft	5/7/2011	37.8 MB	1.0.1.38	
	a balance		L. CARL MAR		1	

#### 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-windowsi586.exe" to download and install JRE 6.



Java SE Runtime Environment 6 Opdate 35 You must accept the Oracle Binary Code License Agreement for Java SE to download this software.					
	Decime Lice	nse Agreement			
Product / File Description	File Size	Download			
Linux x86	20.17 MB				
Linux x86	20.69 MB	1 jre-6u35-linux-i586.bin			
Linux x64	19.75 MB	ire-6u35-linux-x64-rpm.bin			
Linux x64	20.31 MB	ire-6u35-linux-x64.bin			
Linux Intel Itanium	19.33 MB	ire-6u35-linux-ia64-rpm.bin			
Linux Intel Itanium	21.82 MB	👤 jre-6u35-linux-ia64.bin			
Solaris x86	20.34 MB	1 jre-6u35-solaris-i586.sh			
Solaris x64	7.49 MB	ire-6u35-solaris-x64.sh			
Solaris SPARC	25.1 MB	ire-6u35-solaris-sparc.sh			
Solaris SPARC 64-bit	11.14 MB	± jre-6u35-solaris-sparcv9.sh			
Windows x86 Kernel	0.87 MB	1 jre-6u35-windows-i586-iftw-k.exe			
Windows x86 Online	0.87 MB	ire 6u35-windows-i586-iftw.exe			
vvindows x86 Offline	16.2 MB	ire-6u35-windows-i586.exe			
Windows xo4	16.42 MD				
Windows Intel Itanium	18.92 MB				

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.

E AFE Securities Front Office (HK) - Windows Internet Explorer	<u>_</u> _×
🕒 🕞 🖉 🖉 http://192.168.40.5/-trade/# 🔎 🔄 😽 💥 🥘 AFE Securities Front Office ( 🗙 🥥 AFE Securities Front Office (HK)	🕤 🕁 🐲
AFES	Print File Zoom (125%) Safety Wew downloads Manage add-ons F12 developer tools Go to pinned sites Internet toptions About memore toptioner

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



Internet Options
General Security Privacy Content Connections Program Advanced
Settings
Accelerated graphics Use software rendering instead of GPU rendering* Accessibility Always expand ALT text for images Enable Caret Browsing for new windows and tabs Move system caret with focus/selection changes Play system sounds Reset text size to medium for new windows and tabs Reset text size to medium for new windows and tabs Reset zoom level for new windows and tabs Browsing Automatically recover from page layout errors with Compa Close unused folders in History and Favorites* Disable script debugging (Other)
*Takes effect after you restart Internet explorer 2 <u>R</u> estore advanced settings
Reset Internet Explorer settings
condition.
You should only use this if your browser is in an unusable state.
OK Cancel Apply

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:



Internet Options						
General Sourity   Privacy   Content   Connections   Programs   Advanced						
Home page						
To create home page tabs, type each address on its own line.						
http://www.google.com.hk/						
<b>_</b>						
Browsing history						
Delete temporary files, history, cookies, saved passwords, and web form information.						
Delete browsing history on exit						
2 Delete Settings						
Search						
Change search defaults. Settings						
Tabs						
Change how webpages are displayed in <u>Settings</u> tabs.						
Appearance						
Colors Languages Fonts Accessibility						
OK Cancel Apply						

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.

Delete	Browsing History	×
<b>P</b>	reserve Favorites website data	
Ke	eep coordes and temporary Internet files that enable your favorite eosites to retain preferences and display faster.	
A	emporary Internet files	-
Ci vi	opies of webpages, images, and media that are saved for faster iewing.	
	ookies	
Fi U	les stored on your computer by websites to save preferences uch as login information.	
	listory	
	st of websites you have visited.	
	o <u>w</u> nload History	
	st of files you have downloaded.	
	orm data	
iä	aved information that you have typed into forms.	
	asswords	
Sa	aved passwords that are automatically filled in when you sign in a website you've previously visited.	
I⊽ A	ctiveX Filtering and Tracking Protection data	
A	list of websites excluded from filtering, and data used by Tracking	
V de	etails about your visit.	
	$\frown$	
Abou	ut deleting browsing history Delete Cancel	

#### 13.6 Clear Java Cache

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



📴 All Cor	itrol Panel Items					
00	) 🧐 🔹 Control Panel 🔹 All Control	Panel Items		× 🔯	Search Control Panel	2
Adjust	your computer's settings				View by: Large icons 🔻	
p	Action Center	(	Administrative Tools		AutoPlay	-
2	Backup and Restore	1	Color Management		Credential Manager	
P	Date and Time	•	Default Programs		Desktop Gadgets	
4	Device Manager	-	Devices and Printers	2	Display	
<b>C</b>	Ease of Access Center	F	Flash Player (32-bit)	E	Folder Options	
A	Fonts		Getting Started	•	HomeGroup	
0	iCloud	R	Indexing Options		Internet Options	
	Java	•	Keyboard	-in-	Lenovo SlideNav	
	Location and Other Sensors		Mail (32-bit)	Ĭ	Mouse	-

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

🛃 Java Control Panel	_ 🗆 🗙
General ava Security Advanced	
About	
View version information about Java Control Pa	nel.
	A <u>b</u> out
Network Settings	
Network settings are used when making Interne Java will use the network settings in your web b users should modify these settings.	et connections. By default, prowser. Only advanced
	Network Settings
Temporary Internet Files	
Files you use in Java applications are stored in a execution later. Only advanced users should de settings.	a special folder for quick elete files or modify these
<u></u>	<u>vicw</u>
	Cancel Apply
UK	

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



Temporary Files Settings	
Keep temporary files on my computer.	
Location	1
Select the location where temporary files are kept:	
C:\Users\tin\AppData\LocalLow\Sun\Java\Deployment\cache	
Disk Space Select the compression level for JAR files: None	
1000 - MB	
	Þ
OK Cancel	

#### **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 "Adavanced" button.



Internet Options				
General Security Privacy Content Connections Programs Advanced				
Settings				
Select a setting for the Internet zone.				
Medium     Blocks third-party cookies that do not have a compact privacy policy     Blocks third-party cookies that save information that can be used to contact you without your explicit consent     Blocks third-party cookies that save information that can be used to contact you without your explicit consent     Blocks third-party cookies that save information that can be used to contact you without your implicit consent     Blocks third-party cookies that save information that can be used to contact you without your implicit consent     Blocks third-party cookies that save information that can be used to contact you without your implicit consent     Sites   Import     Advanced   Default				
Never allow websites to request your Clear Sites				
Pop-up Blocker				
Turn on Pop-up Blocker Settings				
InPrivate				
$\overline{\mathbb{V}}$ Disable toolbars and extensions when InPrivate Browsing starts				
OK Cancel Apply				

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

Advanced Privacy Settings						
You can choose how cookies are handled in the Internet zone. This overrides automatic cookie handling.						
Cookies						
verride automatic cookie ha	ndling					
First-party Cookies	Third-party Cookies					
<u>A</u> ccept <u>A</u> ccept						
O Block						
Prompt Prompt						
☑ Al <u>w</u> ays allow session cookies						
	OK Cancel					



#### 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.

AFE i-Trade 1.	0.7.7 - Copyright 2003-2011 AFE Solutions Limited. All rights reserved Windows Internet Explorer	
Information provided		ENG 简体 關於
by A 2 coldions Ed.		
I	Forgot your Password? Please call our HotLine at (852) 2919-2919	
	Only secure content is displayed. What's the risk? Show all content	

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

🥝 AFE i-Trade 1.0.7.7 - Copyright 2003-2011 AFE Solutions Limited. All rights reserved Windows Internet Explorer							
FE A	Client ID: UB	D: UB Client Name: Nickman Ko			Login ID: UB		
rovided Information	Market Info.	Stock Trading Acco	unt	elPO	Prefer	ence BS S R	新估 Logout About
Single Stock	1 1	CHEUNG KO	DNG				H S#
Multiple View	High	117.60	BID	ASK	(	Bid Queue	Ask Queue
Transaction Log	Low	115.00	116.7	0 117.2	20	6825 5724 1478 1478 <mark>40</mark>	85 9017 2045 9079
Warrant Summary	Open	117.00	40%		60%	3647 5360 -3s -4s <mark>30</mark>	89 6699 2045 1197
Derivatives	Prv Close	115.80	22K(	5) 17K(	3)		99 6699 1438 1197
Broker Search	Day Close	116.90	4000 (	2) 228(	51		S 1197 4977 4066
Top Ranking	Change \$	+1.10	201/	12) AAK(	71		38 1479 8376 +55
Chart	Eluct %	+0.93*	2281	12) HK(		4159 9421 5360 6699 14	95 1478 8944 6425
Index Constituents	Volume	4.323M	236(	) 20%(	101	4127 8574 8744 1799 14	95 +3s 2265 6425
News	Turnover	502.9M	39K (	7) 74K (	10)	-2s 5724 0317 1478 <mark>66</mark>	99 8577 9109 1799
World Indexes	Wt Avg	116.319	Tra	insaction Log		2266 4922 4977 <mark>-5s 👥</mark>	2s 3419 6699 1197
Real-ume 55E Index	Spread	0.10 / 0.10	15:59 Y	1000 117	.20		
Forex	LOT SIZE	1000 HKD (1)	15:59	1000 116	.70	22.605-	-HSI -HSIF
Fundamentais	P/E	10.226	15:59	2000 117	.20	22,000 th	M
Stock Selection	P/Book	1.019	15:59	3000 117	.10	22,446	Jan 1
Stock Search	Yield	2.524%		Links		22 286-	a wor
Page MenuHeln	EPS	+11.43	11003 11	151 11189 11	354	HSI/F - 10:30 11:30Bik14:00	0 15:00 16:00
Hotico Print	IDPS Market Can	2.95 270 98	11355 11	366 11694 11 984 12334 20	846 576 🗖	117.60-	. 🗠
Limit flert	RSI 14	50.256	6 1	13 715	775		[/w]
	MA 10/50	118.34 /121.954	808 10	038 2383		116.30- <sup>1</sup> <sup>1</sup>	v~~~~
	52VV H/L	137.60 / 87.30				115.00-	
10001	IEP/V AM	117.00 / 160K				1 min 🔻 09:30 10:30 11:308	nk14:00 15:00 16:00
*HSI 22581	.65 479.98	( -0.35% )	22486	D: 123.83	(	-74 ) Turnover 81.12E	3 18:13:40 🔼
22485			22490		(	-74 ) More >>	Disclaimer



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