



iTrade FAQs v1.4

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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”
- 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 2000 Professional (Chinese/English)

Microsoft Windows Millennium Edition (Chinese/English)

Microsoft Windows NT 4.0 Workstation with Service Pack 5 (Chinese/English)

Microsoft Windows 98 Second Edition (Chinese/English)

Browser

Minimum: Microsoft Internet Explorer 5.0 with Microsoft VM (Microsoft Java VM 5.0.0.3802 or above)

 [Download Microsoft Java VM](#)

*Download link: <http://www.netvigator.com/netvigator/smn/download/msjavx86.exe>

Internet Access




Minimum: 56kbps

Recommended: Broadband

4. Which browser should I use to access SMx?

SMx supports Microsoft Internet Explorer 5.0 or above with Microsoft VM installed (Microsoft Java VM 5.0.0.3802 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 cab 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?


If you just start the SMx for the one first time, the version of your Microsoft Java VM doesn't meet the minimum requirement. Please  [Download Microsoft Java VM](#)

*Download link: <http://www.netvigator.com/netvigator/smn/download/msjavx86.exe>

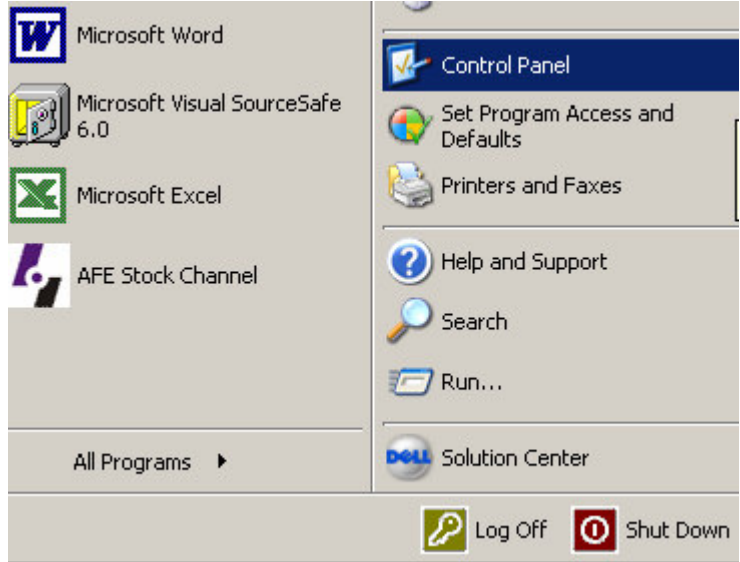
If you have started the SMx before, your Microsoft Internet Explorer might cache up some corrupted SMx file. We recommend you clearing the Microsoft Internet Explorer cache and restart the SMx again.

- Select “Tools” from the Microsoft Internet Explorer
- Select “Internet options”
- Select “General”
- Press “Delete Files..”
- Check the “Delete all offline content” and click “OK”

10. Why SMx stop at the grey screen when I first logon?

- i. Your Microsoft Java VM doesn't meet the minimum requirement., please download the latest Microsoft Java VM ◦
- ii. You may installed SUN Java plug-in  and set as the default VM ◦

- Click Window XP  to select 'Control Panel'



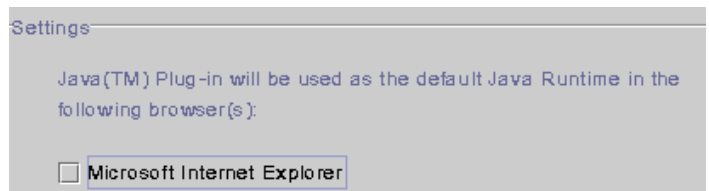
- Double click 'Java Plug-in'



- Select Browser tab



- Uncheck Microsoft Internet Explorer
- Click Apply



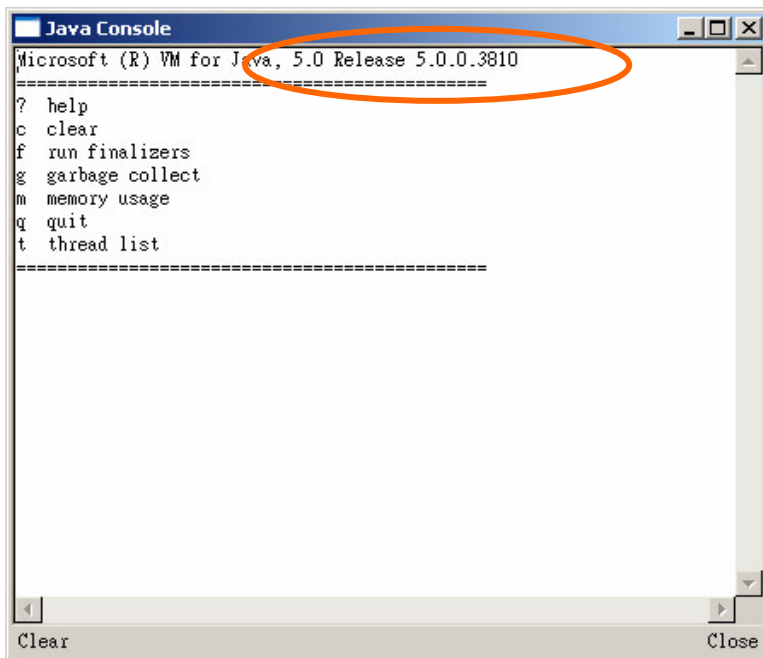
11. After unload SUN Java plug-in, SMx still stop at the grey screen?

The problem may due to Microsoft Java VM is damaged after installed Sun Java VM. Please download [Uninstall Microsoft Java VM](#) program to uninstall Microsoft VM, then following the problem 7 to re-install Microsoft VM again.

*Download link: <http://download.microsoft.com/download/7/c/3/7c3962e0-f2fe-4c11-a741-8c883a8e1525/unmsjvm.exe>

12. How do I know the Microsoft Java VM version?

- Open Internet Explorer, select 'Tools' -> 'Internet Options...' menu item
- Click the 'Advanced' tab
- In Microsoft VM category, apply the following settings (If Microsoft VM item not found, please refer to [Problem 7](#) to download Microsoft Java VM)
- Check 'Java console enabled (requires restart)' item
- Check 'Java logging enabled'
- Check 'JIT compiler for virtual machine enabled (requires restart)' item
- Click Ok button
- Close and restart Internet Explorer
- Select 'View' -> 'Java Console' from Internet Explorer
- Check Microsoft VM version is 5.0.0.3802 or above, please refer to [Problem 7](#) to download Microsoft VM.



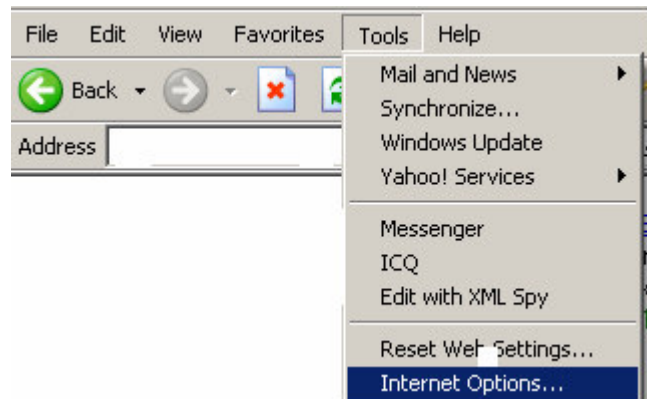
13. How do I know the SMx is still online and is receiving market information?

The time display at the top 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.

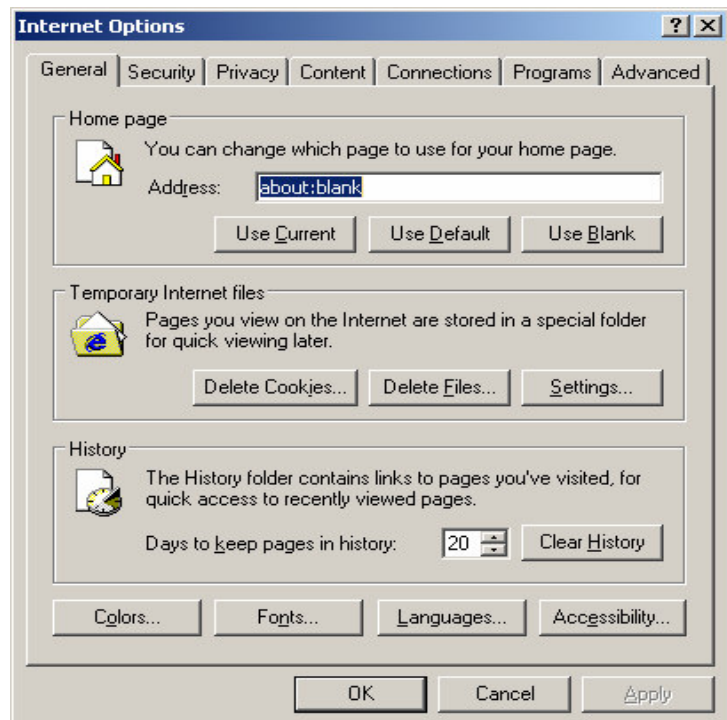
14. Why I can only see the 'Stock Search' and 'Print' buttons in Market Info?

The problem may occurs because SMx Cookie cannot write to the ram. Please follow the below instruction to clear the Cookie.

- Open Internet Explorer, Select 'Tools' -> 'Internet Options...'



- Click 'Delete Cookies' button to clear Cookies



15. Logon SMx shows error code '10115'

Close the Internet Explorer and try re-login again.

16. Logon SMx shows error code '10101'

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

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