



London
Stock Exchange

Technical Guide

Exchange Insight Workstation

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System Requirements

This Technical Guide outlines the system requirements and settings required for the optimal performance of Exchange Insight Workstation (EIW).

EIW delivers streaming financial data to end users using HTML, JavaScript and Java technology. It runs on the standard Internet Explorer Web browser and opens a TCP/IP connection to the Proquote's Data Centre for its data transmission. As such, it implements a pure 'thin client' model, with no software installed at the user's PC.

Technical Prerequisites

	Minimum	Recommended
Operating System	Microsoft Windows	Microsoft Windows
OS Version	Windows 2000	Windows XP
Hardware	As MS Recommendation	As MS Recommendation
Free Memory	20 MB	50 MB
Internet Explorer	5.5	6.0 with latest patches
Java Machine	Sun Java Version 1.4.2_03	Sun Java Version 1.5.0_09 (or latest release)

Microsoft Service Packs

All Microsoft service packs are supported but no service pack is actually required. However, we recommend the installation of the latest service pack.

Bandwidth Requirements

Each EIW requires approx. 40Kbps Internet bandwidth during peak times.

SUN Virtual Java Machine

EIW requires the Sun Virtual Machine.

We recommend using Sun Java 1.5.0_08 or later versions. To get the latest version of Sun Java machine go to < <http://java.sun.com/javase/downloads/index.jsp>> and the user should choose this

Java Runtime Environment (JRE) 5.0 Update 9

The J2SE Runtime Environment (JRE) allows end-users to run Java applications.

Please note that **Microsoft** Java Virtual machine is not supported. If this version is used, then various functions of EIW would not be available such as Time and Sales and Level 2 data.

If the user is unsure which version of Java they are running, direct them to this link, it will also confirmed the vendor:

<http://www.javatester.org/version.html>

Browser

EIW is an information system designed to run under Microsoft Explorer 5.5 and above. We recommend Internet Explorer Version 6.0.

Please note that Firefox, Safari and Apple browsers are not supported.

Connectivity

EIW opens a TCP/IP connection to a Proquote Data Centre, so in addition to port 80 (HTTP) the following outbound ports need to be open in the users firewall:

<u>IP Address</u>	<u>TCP Port</u>
195.26.26.150	4720

URL: <http://eiw.londonstockexchange.com>

Antivirus Software


Firewall settings must be setup to allow Java applets. The link below provides detail of how to change settings for Norton Internet Security to allow Java applets and to switch Ad blocking off. Other Anti-virus software packages will have similar settings:

<http://service1.symantec.com/SUPPORT/nip.nsf/pfdocs/2000031311301136?OpenDocument&expandsection=3>

Starting out

EIW requires no program installation and hence does not create any directories on the user's machine. EIW should be accessed via the following link <http://eiw.londonstockexchange.com> and then entering your Username and Password as provided.

EXCHANGE INSIGHT WORKSTATION



Version: 4.5.0 (Nov 2008)
Virtual machine: 1.6.0_05 (Sun)

→ Username:

→ Password :

→ Usergroup:EIW

Remember me

Open in same window
Snapshot mode

Once the application has successfully launched, you are requested to accept the signed applets distributed by Infotec SA, Provider of the applet software, via a security warning. Always click on YES

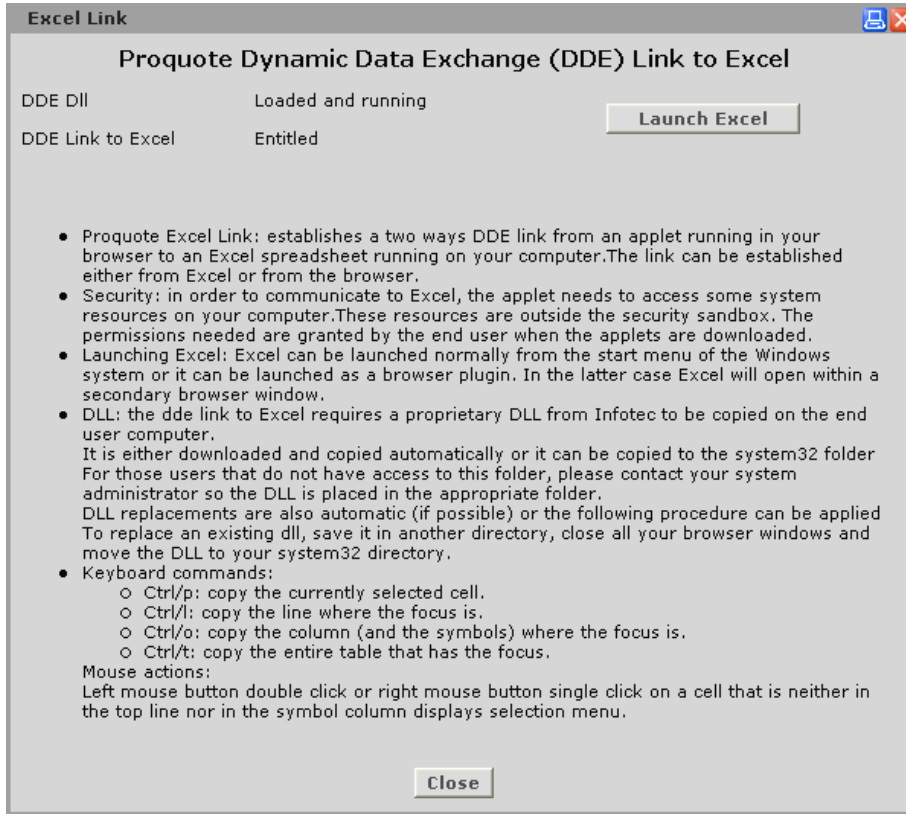


Web Excel Link

This additional feature establishes a two-way DDE link from the applets running in your browser to an Excel spreadsheet running on your computer. The link can be established either from Excel or from the browser running EIW. This feature is available to all users and should be available automatically. If that is not the case then the instructions below should be followed.

The DDE link to Excel requires a special DLL to be copied to the end user computer. This DLL must be located in the system32 folder.

Once the EIW Application is running in your browser choose the Open menu and select Excel Link. This will open the "Excel Link" window (see below).



DDE Link to Excel: Informs you if you are entitled to use this feature. If not please contact our Technical Support.

DDE Dll: Informs you if the requested DLL is loaded. If it is not, click on **Download the dll** to save it to the C:\WINDOWS\system32 folder, close your webbrowser and relaunch EIW. When you open the Excel Link window this time, it should indicate **Loaded and running** instead of **Not loaded**.

Users that do not have access to the system32 folder should contact their system administrators to copy the DLL manually in the appropriate folder.

Trouble Shooting

Browser Cache Re-initialization

The default configuration of an Internet Browser is not optimal for use with EIW as the browser cache is normally configured for automatic handling of files – which is fine for most websites.

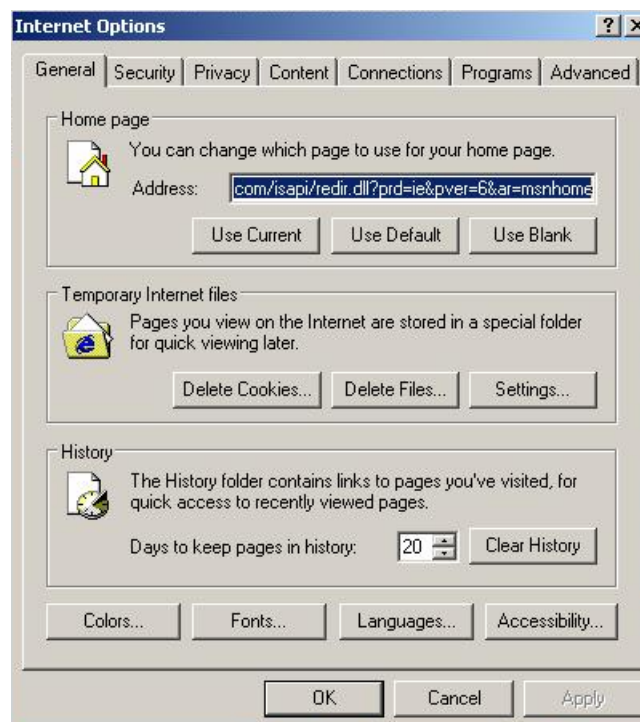
For EIW it is recommended to have the cache re-initialised at the start of every session. For Internet Explorer this can be set by clicking the **Every time you start Internet Explorer** option in the **Settings** window (reached from **Tools> Internet Options**) as follows:-



Emptying Browser Cache

In case of problems after upgrading to a new version of EIW it is recommended to empty the cache and reload the application.

For internet Explorer this can be achieved by pressing the **Delete Cookies** and **Delete Files** buttons in the Internet Option Window below:-



Deleting Jar Files

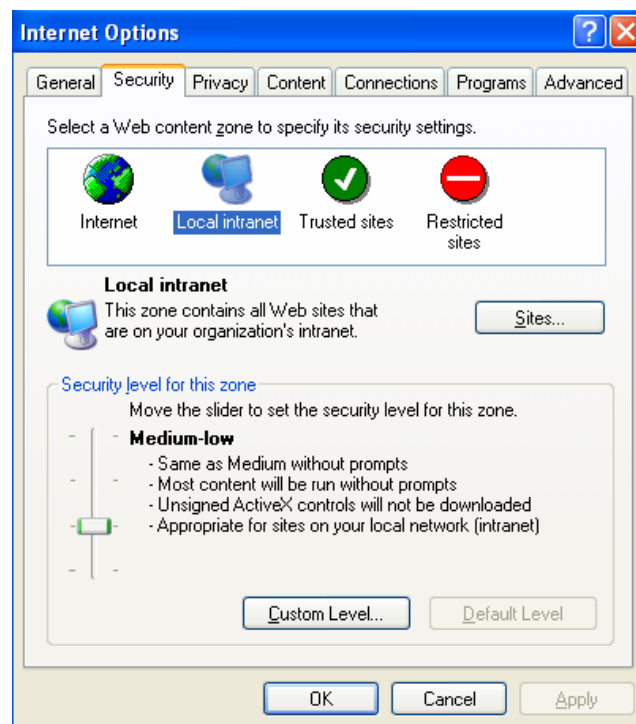
If there is a rollback of the version of EIW then the Jar files should be deleted. These files are written to the following location:

<DRIVE>\Documents and Settings\<USER>\ApplicationData\Sun\Java\Deployment\cache\javapi\v1.0\jar

Where <DRIVE> is the disk drive where the settings are stored and <USER> is the username used to log in the pc

Further Internet Options Settings

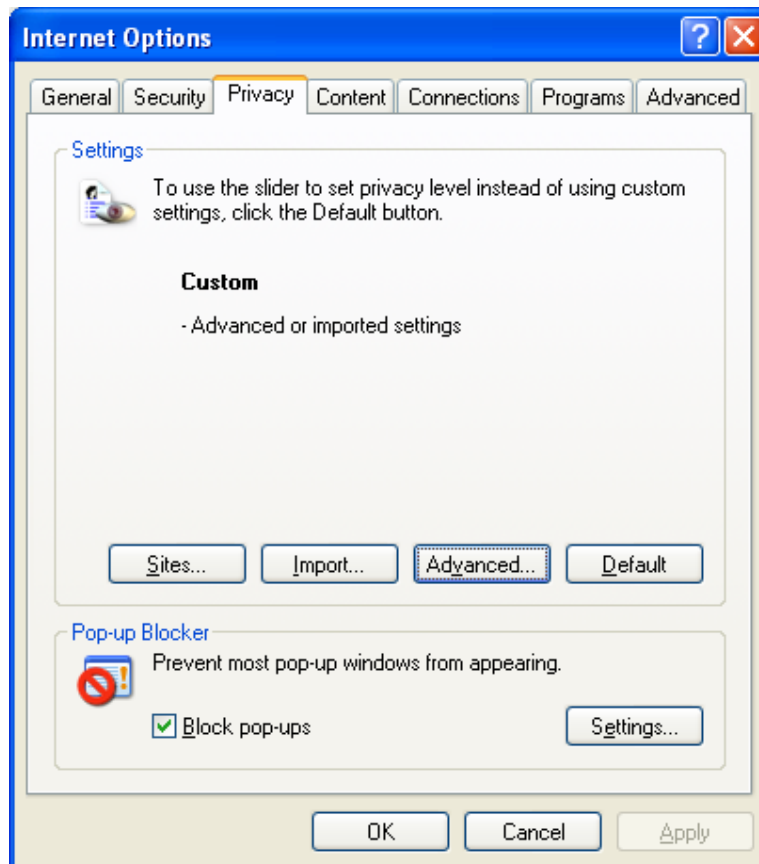
Security Settings



It may also be necessary to reset the Security settings to the Default Level.

Privacy

Please amend the privacy settings to accept Third Party Cookies.



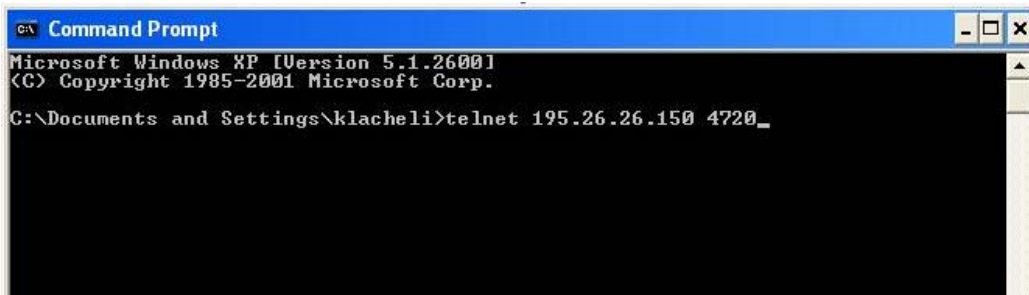
Telnet

In order to test that the firewall is open please undertake a telnet via the Command Prompt.

The Command Prompt is usually found under:

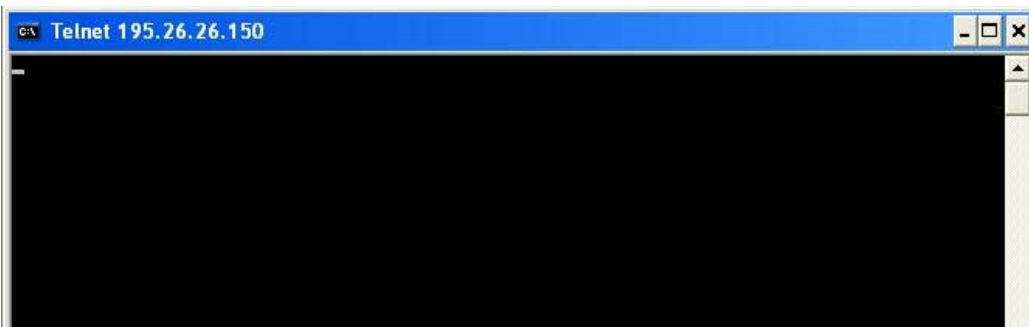
Start Menu> Programs> Accessories> Command Prompt.

The user should type telnet 195.26.26.150 4720 as per below.



```
c:\ Command Prompt
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.
C:\Documents and Settings\klacheli>telnet 195.26.26.150 4720_
```

If the telnet is successful the display will look like the screen shot below:



```
c:\ Telnet 195.26.26.150
_
```

Contact Details

For further information please contact us :

E-Mail:

exchangeinsight@londonstockexchange.com