Eze EMS   Release Date: May 20, 2024

Installation and Troubleshooting Guide

This document describes how to install and troubleshoot Eze EMS.

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SS&C Eze

http://www.ezesoft.com/

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Documentation Conventions

The following standard conventions are used in our documentation to draw your attention to specific aspects of the functionality described.

Note: A Note highlights important information that, if not seen, may negatively affect or impede your use of a given feature. Information can also provide additional context to better understand the functionality.

Warning: A Warning calls out actions that may result in loss of data or other catastrophic system damage.

System Requirements

The following system requirements are recommended to ensure optimal performance of Eze EMS:

- **Supported OS**: Microsoft® Windows 10 or later.

- **Hardware**: Eze EMS runs on commercially available PC hardware; the best available configuration with 8+ GB RAM is recommended.

- **Broadband Connection**: Use a broadband connection with consistent ping times less than 200 ms. Standard bandwidth recommendation is 5 Eze EMS installations per T1 (T1 = 1.5 Mbps).

Note: To ensure an optimal performance environment for Eze EMS, install all critical updates and security patches for Microsoft® Windows before downloading Eze EMS.

Installing Eze EMS

Eze EMS currently offers 64-bit when downloading the software. This section explains how to download a single version for the first time.

> **Note:** Before installing Eze EMS, make sure you have full system administrative privileges, including read-write control of the installation folder.

> **Note:** Ensure all SS&C Eze or third-party applications are closed before starting the installation on this screen.

To download and start using Eze EMS:

1. Navigate to: https://www.ezesoft.com/downloads/download-ems.

2. Click the link to download the installation files from the **Current Release** section.

3. Once the download is complete, locate the downloaded **.msi** file and double-click it to start the installation program.

   Click **Run** (if requested by your system security). The Eze EMS Setup window appears, shown below.
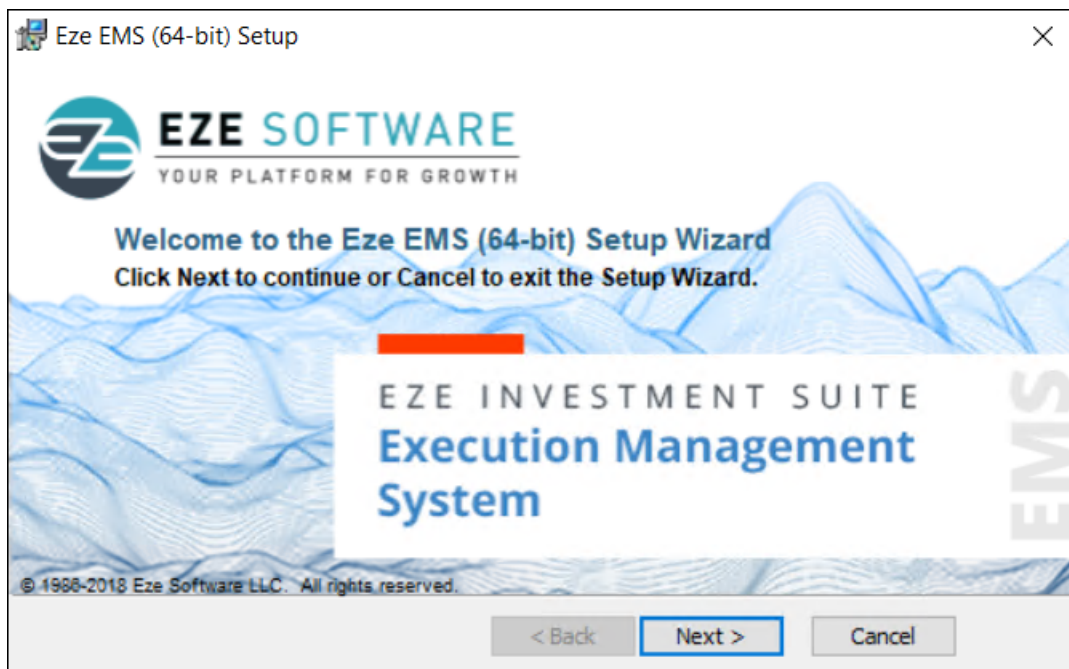
4. Click **Next >**. The Custom Setup window appears.

5. Click **Next >**.

6. Select your preferred type of installation. Then click **Next >**.
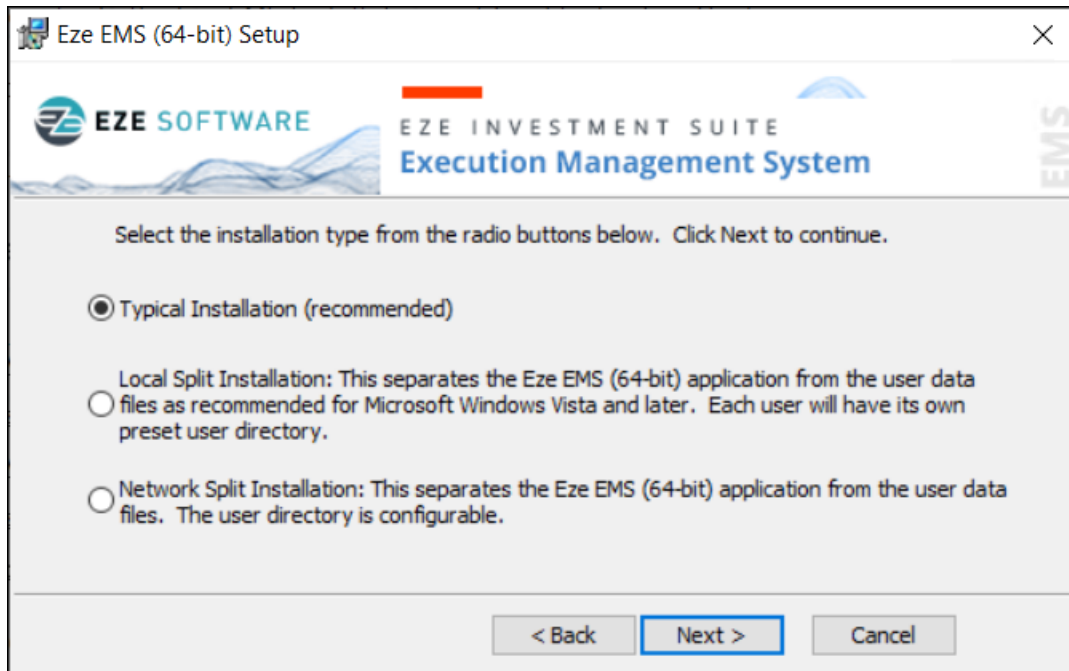
a. **Typical Installation (recommended)**: Allows you to install the Eze EMS application using the Graphical User Interface (GUI).

b. **Local Split Installation**: You can separate the Eze EMS application and your data files. Every user can have their own preset user directory.

c. **Network Split Installation**: You can separate the EMS application and your data files. The user directory is configurable.

Refer to Installing Eze EMS Via Silent Install for more information on how to use the silent installation process.

7. Select the features you want to install on your machine. Click **Next >**:
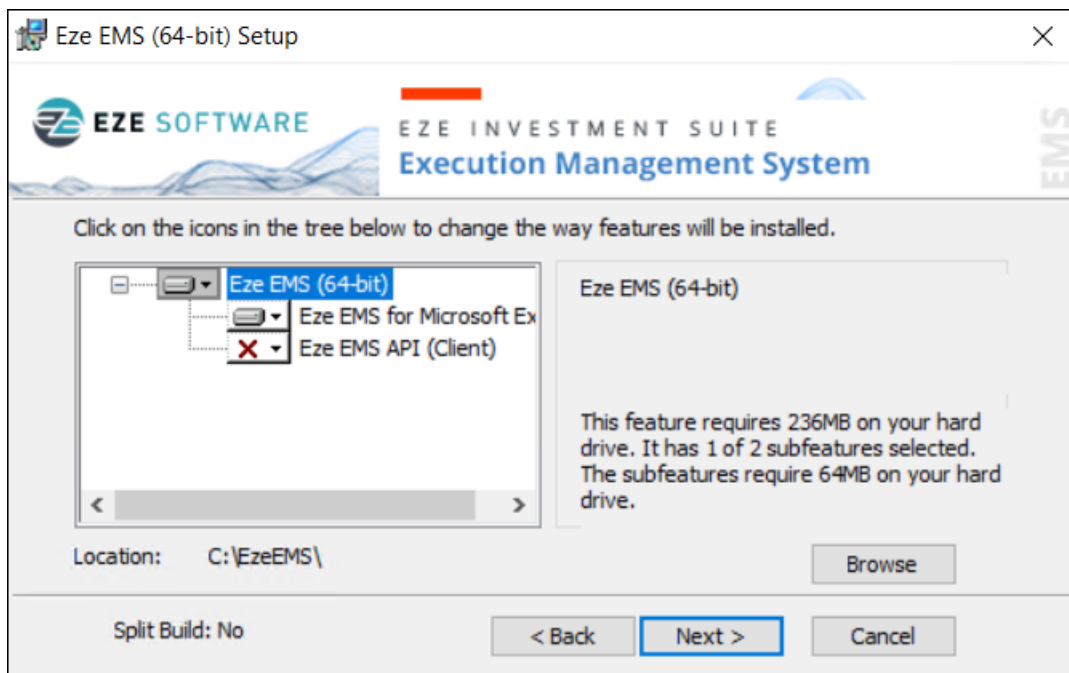
a. **Eze EMS for Microsoft Excel**: When installed this allows you to view the Market Data in Microsoft Excel, submit orders, view positions, and view balances using the Eze Market Data API.

b. **Eze EMS API (Client)**: When installed this allows you to synchronize Eze EMS with Eze EMS xAPIs.

8. Click **Install**.

After the installation is successful, you can choose to launch the Eze EMS application by selecting **Launch Eze EMS (64-bit)** or click **Finish** to complete the installation.

Installing Eze EMS Via Silent Install

Eze EMS may also be installed via a silent install, an installation process that requires limited user interaction. There are three ways to silently install Eze EMS.

- Typical Installation

- Local Split Installation

- Network Split Installation

Typical Installation

In a typical silent installation, both the install and user files are installed in the same location.

> **Note:** Before installing Eze EMS, make sure you have full system administrative privileges, including read-write control of the installation folder.

> **Note:** You cannot be running any SS&C Eze or third-party applications while installing Eze EMS. Close all applications before beginning installation.

To perform a typical silent install of Eze EMS:

1. Navigate to https://www.ezesoft.com/downloads/download-ems and download the latest version of the Eze EMS **.msi** file (e.g.; **Eze-EMS64-2023.8.0.msi** (64-Bit)).

2. Open Command Prompt by navigating to **Start > Run > cmd**.

> **Note:** The path to open command prompt may vary depending on your installed version of Microsoft® Windows.

3. Update the following command to match the installer file you downloaded.

```
msiexec /i "[Path to Installer]" SPLITBUILD=No TALINIFILE=[Path to
tal.ini] NETINIFILE=[Path to net.ini] INSTALLDIR=[Path to install
directory] /qn /L*v [Log file path]
```

The following is an example of this command:

```
msiexec /i "C:\Users\jsmith\Downloads\Eze-EMS64-2023.8.0.msi"
SPLITBUILD=No TALINIFILE=C:\EzeEMS\ NETINIFILE=C:\EzeEMS\
INSTALLDIR=C:\EzeEMS\ /qn /L*v "C:\temp\msilog.txt"
```

> **Note:** The folder location specified in the command prompt (e.g., **"C:\temp\msilog.txt"** in the above example) must already exist. If the folder does not exist, the install will fail with no corresponding log entry.

4. Enter the updated command in the Command Prompt and press the Enter key.

5. Neither successes nor failures are shown in the Command Prompt. To determine if the install was successful, open the **C:\temp\msilog.txt** file.

   - If your install is successful, the following message appears:

     ```
     MSI (s) (E4:CC) [15:16:14:403]: Product: Eze EMS (64-bit) --
     Installation completed successfully
     ```

   - If your install is unsuccessful, the following messages appears:

     ```
     MSI (s) (38:48) [13:57:13:842]: Product: Eze EMS (64-bit) --
     Installation failed.
     ```

Local Split Installation

You may also use a Local Split with a silent install. In a Local Split, user files (e.g., tal.ini, etc.) are installed in a predetermined location that is unique to each user, separately from the Eze EMS system files (e.g., C:\Program Files\EzeEMS).

The folder location for installing Eze EMS 64-bit is **C:\Program Files\EzeEMS**.

Note: Before installing Eze EMS, make sure you have full system administrative privileges, including read-write control of the installation folder.

Note: You cannot be running any SS&C Eze or third-party applications while installing Eze EMS. Close all applications before beginning installation.

To silently install Eze EMS via Local Split:

1. Navigate to https://www.ezesoft.com/downloads/download-ems and download the latest version of the Eze EMS .msi file (e.g.; **Eze-EMS64-2023.8.0.msi** (64-Bit)).

2. Open Command Prompt by navigating to **Start > Run > cmd**.

   Note: The path to open command prompt may vary depending on your installed version of Microsoft® Windows.

3. Update the following command to match the location of the installer file you downloaded.

   ```
   msiexec /i "[Path to Installer]" SPLITBUILD=Yes /qn /L*v [Log File Path]
   ```

   The following is an example of this command:

   ```
   msiexec /i "C:\Users\jsmith\Downloads\Eze-EMS64-2023.8.0.msi"
   SPLITBUILD=Yes /qn /L*v "C:\temp\msilog.txt"
   ```

Note: The folder location specified in the command prompt (e.g., **"C:\temp\msilog.txt"** in the above example) must already exist. If the folder does not exist, the install will fail with no corresponding log entry.

4. Enter the updated command in the Command Prompt and press the Enter key.

5. Neither successes nor failures are shown in the Command Prompt. To determine if the install was successful, open the **C:\temp\msilog.txt** file.

   - If your install is successful, the following message appears:

     ```
     MSI (s) (E4:CC) [15:16:14:403]: Product: Eze EMS (64-bit) --
     Installation completed successfully
     ```

   - If your install is unsuccessful, the following messages appears:

     ```
     MSI (s) (38:48) [13:57:13:842]: Product: Eze EMS (64-bit) --
     Installation failed.
     ```

Network Split Installation

You may also silently install with a Network Split, where both the install and user files are local, but the Eze EMS System Files are installed on the network.

Note: Before installing Eze EMS, make sure you have full system administrative privileges, including read-write control of the installation folder.

Note: You cannot be running any SS&C Eze or third-party applications while installing Eze EMS. Close all applications before beginning installation.

To silently install Eze EMS via Network Split:

1. Open Command Prompt by navigating to **Start** > **Run** > **cmd**.

   Note: The path to open command prompt may vary depending on your installed version of Microsoft® Windows.

2. Update the following command to match the latest version of Eze EMS.

   ```
   msiexec /i "[Path to Installer]" SPLITBUILD=No TALINIFILE=[Path to
   tal.ini] NETINIFILE=[Path to net.ini] INSTALLDIR=[Network Install Path]
   /qn /L*v [Log File Path]
   ```

   The following is an example of this command:

   ```
   msiexec /i "C:\Users\jsmith\Downloads\Eze-EMS64-2023.8.0.msi"
   SPLITBUILD=Net TALINIFILE=C:\EzeEMS\ NETINIFILE=C:\EzeEMS\
   ```

```
INSTALLDIR=\\NETWORKFILES\Applications\EzeEMS /qn /L*v
"C:\temp\msilog.txt"
```

Note: The folder location specified in the command prompt (e.g., **"C:\temp\msilog.txt"** in the above example) must already exist. If the folder does not exist, the install will fail with no corresponding log entry.

3. Enter the updated command in the Command Prompt and press the Enter key.

4. Neither successes nor failures are shown in the Command Prompt. To determine if the install was successful, open the **C:\temp\msilog.txt** file.

- If your install is successful, the following message appears:

  ```
  MSI (s) (E4:CC) [15:16:14:403]: Product: Eze EMS (64-bit) --
  Installation completed successfully
  ```

- If your install is unsuccessful, the following messages appears:

  ```
  MSI (s) (38:48) [13:57:13:842]: Product: Eze EMS (64-bit) --
  Installation failed.
  ```

Upgrading Eze EMS

If you have previously installed Eze EMS, you can choose to upgrade the software when a new version is released.

Note: Before installing Eze EMS, make sure you have full system administrative privileges, including read-write control of the installation folder.

Note: You cannot be running any SS&C Eze or third-party applications while installing Eze EMS. Close all applications before beginning installation.

To upgrade to the latest version of 64-bit Eze EMS:

1. Backup your page files so you do not lose your customized setups.

2. Uninstall the current version of Eze EMS.

    Note: You need to uninstall the current version of Eze EMS before you can begin installing 64-bit Eze EMS.

3. Proceed to follow steps outlined in the Installing Eze EMS section of this guide.

Assigning Full Access Privileges

After you have installed Eze EMS, perform the following steps to ensure you have full access rights to the **C:\EzeEMS** folder.

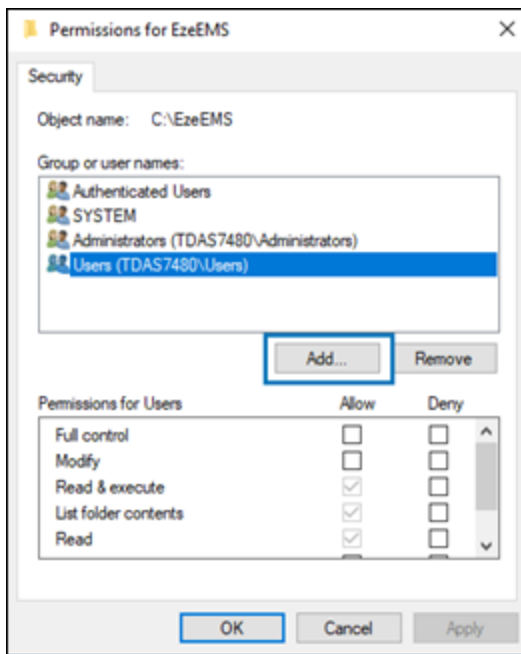**To assign full access privileges:**

1. Navigate to your computer's **C:** drive, right-click the **EzeEMS** folder, and then click **Properties**, as shown below.
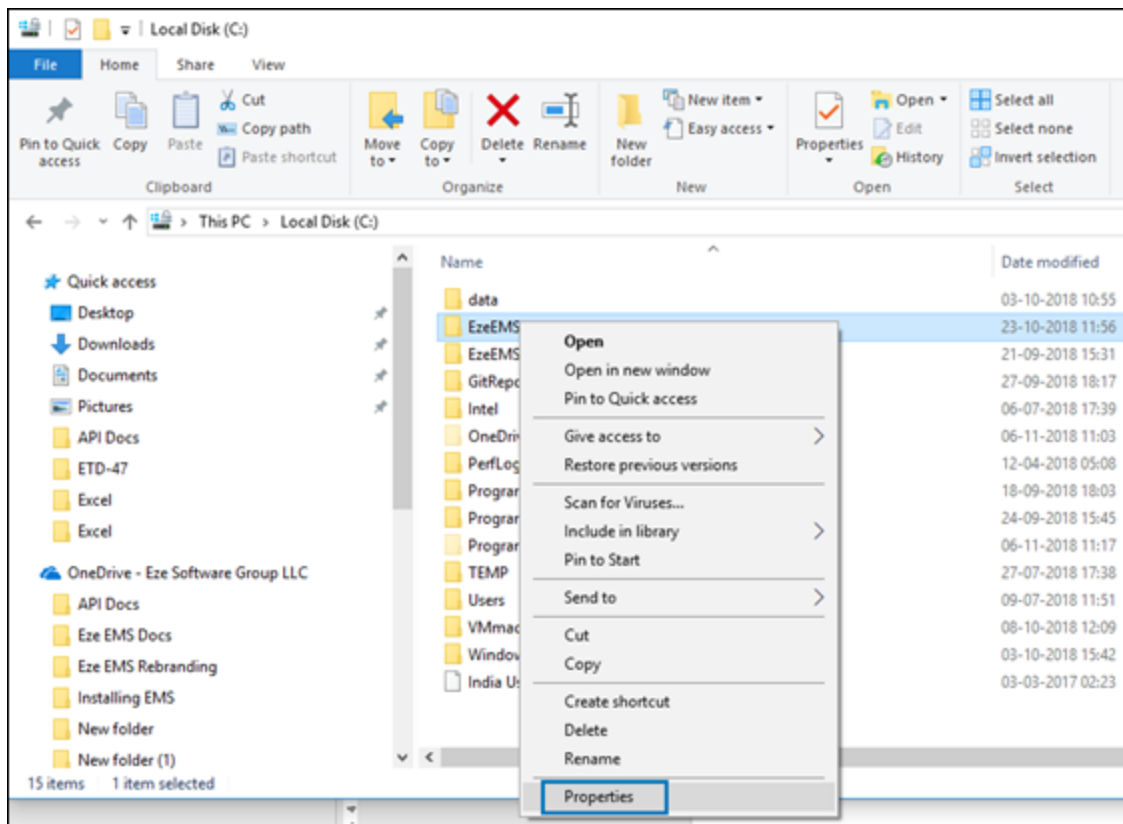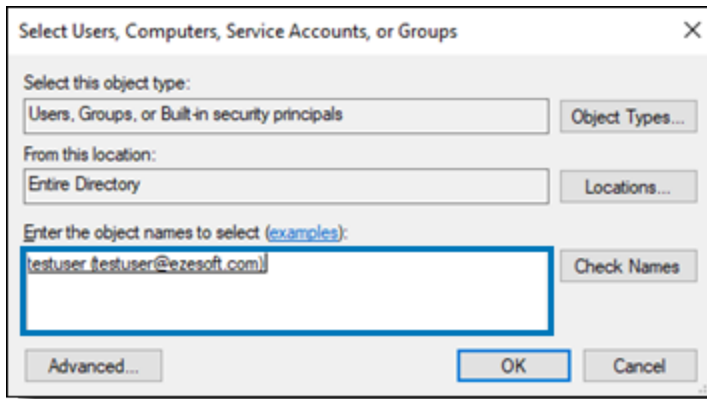
2. In the EzeEMS Properties window, go to the **Security** tab, and then click **Edit...**, as shown below.
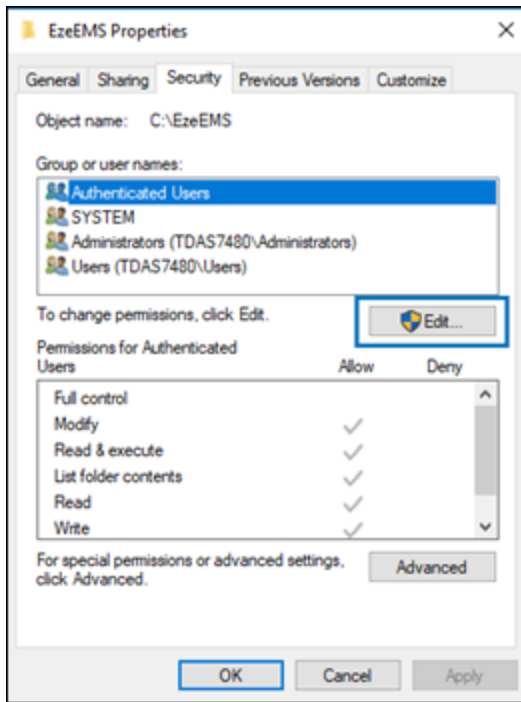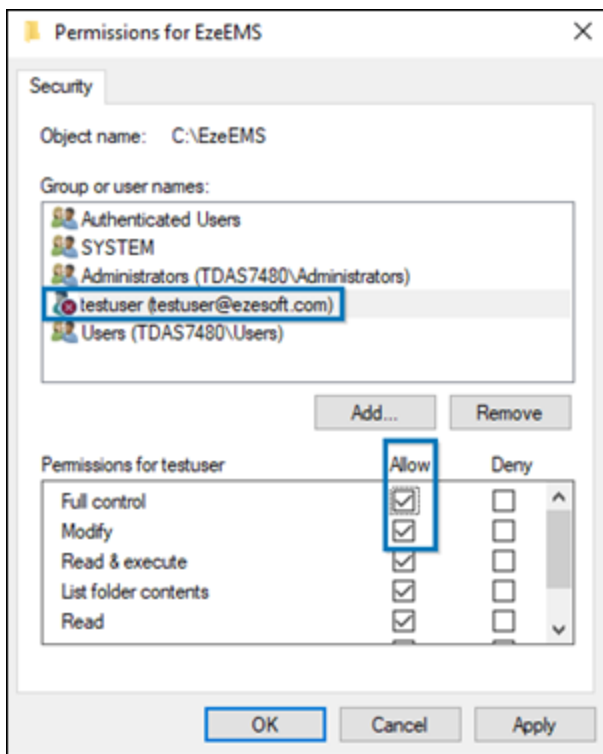

3. In the Permissions for EzeEMS window, click **Add...**, as shown below.

4. In the **Enter the object names to select** field, type the desired email address, as shown below. Then click **OK**.

5. In the Permissions for EzeEMS window, select the newly added email ID, and then select the **Allow** checkbox for **Full control** and **Modify**, as shown below. Then click **OK**.

Troubleshooting Your Eze EMS Installation

The following tables describes common troubleshooting procedures for an Eze EMS Installation.

Eze EMS Installer Runs Instead of Eze EMS Application	
Issue	After you have installed Eze EMS, the Eze EMS installer runs when you first click the Eze EMS icon.
Reason	A third-party application was running while the Eze EMS installer was running.
Solution	Shut down all applications and run the repair option in the installer. Reboot the machine.

| Install Failed Error Appears When Launching Eze EMS	
Issue	Upon launching Eze EMS, an error message appears that says *The Install failed.* Then another message appears: *tal/registry-request-failed.*
Reason	You do not have rights to access the registry.
Solution	You need read access to a specific registry key. The Windows Administrator must perform this change.

Eze EMS Client Service Information

For support inquires related to Eze EMS, contact your SS&C Eze client service representative and be prepared to supply the information listed below. Note that space has been provided for you to record the requested information.

EMS Username:	
EMS Domain:	
EMS Locale:	
First and Last Name:	
Firm Name (Buy Side or Sell Side Name):	

In addition, Eze EMS allows you to create and send a **.zip** file to your SS&C Eze client service representative that contains screen shots of the issue and system logs.
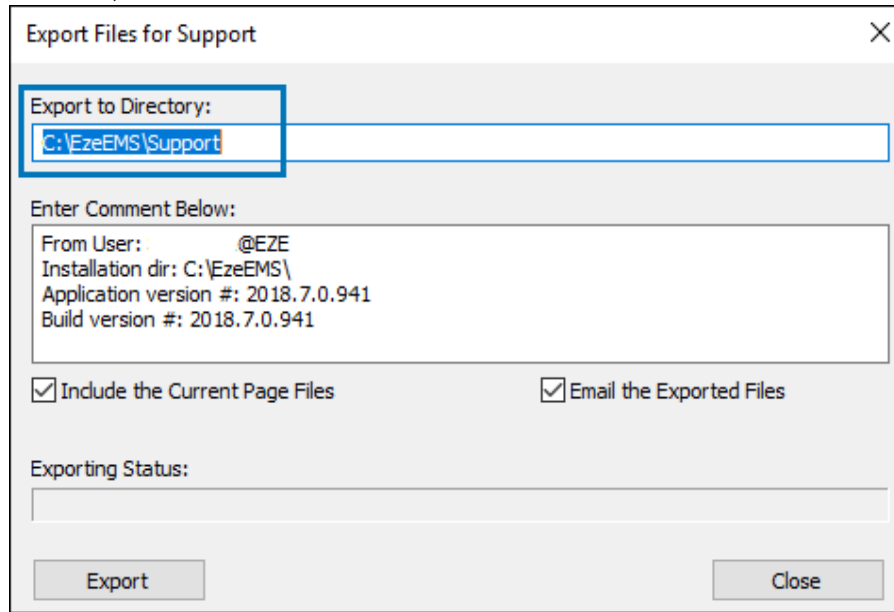
To create and send a .zip file to your SS&C Eze client service representative:

1. From the Eze EMS window, click **Help** and then click **Export Files for Support**, as shown below.
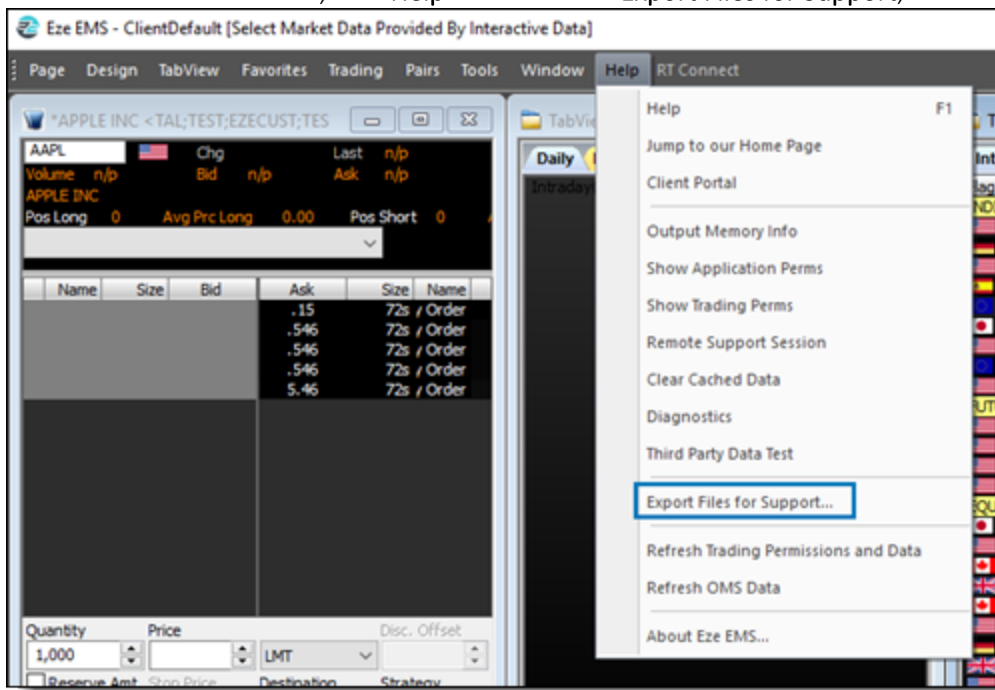
The Export Files for Support window appears.

2. In the Export Files for Support window:

   a. In the **Export to Directory:** text box, enter the path where you want the exported files to be saved, as shown below.

   b. Ensure that the **Email the Exported Files** checkbox is selected.

   c. Click **Export**.

3. A new message window addressed to SS&C Eze client services (EZE-ClientServices@sscinc.com) appears for your email client (e.g., Microsoft Outlook) with the exported files attached. Include your Eze EMS Username, Domain, and Locale in the body of the email along with your First and Last Name and Firm Name.

4. Send the email with the support files to SS&C Eze client services.

Configuring Eze EMS to Pass Through a Firewall

Eze EMS 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 Eze EMS will use your network settings (Internet Explorer browser), although Eze EMS 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 in the Static IP Address List for Eze EMS Traffic section.

Static IP Address List for Eze EMS Traffic

North America (IP Address Range)

- 63.75.60.0 to 63.75.60.22
- 63.160.212.0 to 63.160.212.23
- 63.160.214.0 to 63.160.214.24
- 63.215.120.0 to 63.215.120.25
- 198.207.140.0 to 198.207.140.24

Europe (IP Address Range)

- 193.201.255.0 to 193.201.255.24

Domain Whitelisting

IP subnets used by Eze EMS must be whitelisted at the firewall level and in some cases at proxy server level. This can also be done by domain name:

- *.taltrade.com
- *.realtick.com
- *.ezesoft.com
- *.ezesoft.eu

For example: C:\Users\USERNAME>ping beacon.taltrade.com

Advanced Connectivity Troubleshooting

After the domain whitelisting is completed, perform any of the Ping, Telnet, or Tracert test(s) to verify if you are able to communicate with the Eze EMS server.

Ping

Ping is a simple test used to see if the connection between the client and server is open, or to verify that a server is responding. The test measures the minimum time needed to send smallest possible amount of data and receive response.

To test the outbound connection from your computer to the Eze EMS servers:

1. Open Command Prompt by navigating to **Start** > **Run** > **cmd**.

   Note: The path to open command prompt may vary depending on your installed version of Microsoft® Windows.

2. Enter the following command and press the Enter key.

   ```
   ping beacon.taltrade.com
   ```

3. Review the output:

   - You connection is good if the result is zero (0) packets lost, and the round trip time is less than 200ms as shown in the example below:

   ```
   C:\Users\USERNAME>ping beacon.taltrade.com


   Pinging traceblaster.realtick.com (198.207.140.207) with 32 bytes of data:

   Reply from 198.207.140.207: bytes=32 time=1ms TTL=124

   Reply from 198.207.140.207: bytes=32 time=1ms TTL=124

   Reply from 198.207.140.207: bytes=32 time=1ms TTL=124

   Reply from 198.207.140.207: bytes=32 time=1ms TTL=124


   Ping statistics for 198.207.140.207:

        Packets: Sent = 4, Received = 4, Lost = 0 <0% loss>,

   Approximate round trip times in milli-seconds:

        Minimum = 1ms, Maximum = 1ms, Average = 1ms
   ```

- You may be experiencing connection related issues if ping returns **Request Timed Out** or the round trip time is greater than 200ms. If this does not resolve after an additional test, contact your internet service provider or SS&C Eze client service representative to further troubleshoot your connectivity issue.

Telnet

Telnet is a protocol and program that provides a command line interface for communication with a remote device or server.

Installing Telnet

Telnet is not installed by default in Microsoft Windows. To test using Telnet you may need to enable it via the Windows Control Panel.

To install Telnet:

1. Go to **Start** menu > **Control Panel** > **Programs and Features** on your machine. The Programs and Features window appears.

2. Select **Turn Windows features on or off** from the left index.

3. Select the **Telnet Client** checkbox.

4. Click **OK**.

Testing with Telnet

To test connection over a given port via Telnet:

1. Open Command Prompt by navigating to **Start** > **Run** > **cmd**.

   > **Note:** The path to open command prompt may vary depending on your installed version of Microsoft® Windows.

2. Enter one of the following command, and press the Enter key.

   ```
   telnet beacon.taltrade.com 80
   telnet beacon.taltrade.com 443
   telnet beacon.taltrade.com 1838
   ```

   > **Note:** If Telnet is not installed, a message appears that says **Telnet is not recognized as an internal or external command, operable program or batch file** when attempting the above commands.

3. Review the output:

- Your connection is normal if a blank screen appears (i.e., the server is waiting for you to issue a command).

- You may be experiencing connection related issues if the test returns **Connect failed**, indicating that the port is closed. Contact your network administrator or your SS&C Eze client service representative to address a potential port access issue.

Tracert

The tracert utility maps the route data takes on its way to the TAL servers. Tracert reports the hostname and/or IP address of every router along the way, together with response times for three packets sent. This can help diagnose issues with request routing.

To check request routing using tracert:

1. Open Command Prompt by navigating to **Start** > **Run** > **cmd**.

> **Note:** The path to open command prompt may vary depending on your installed version of Microsoft® Windows.

2. Enter the following command, and press the Enter key.

```
tracert beacon.taltrade.com
```

3. Review the output:

- You connection is normal if the result in the test response looks similar to the output below.

> **Note:** When using Tracert, **Request Time Out** may simply indicate a router is not configured to return results from a route tracing test. If the route continues normally after a **Request Time Out** line, network routing is normal.

```
C:\Users\ngogikar>tracert beacon.taltrade.com


Tracing route to traceblaster.realtick.com [198.207.140.207]

over a maximum of 30 hops:


  1    *       *        *      Request timed out.
```

```
   2      3 ms      2 ms      3 ms   10.40.16.171

   3      6 ms      5 ms      4 ms   14.142.71.133.static-hydrabad.vsnl.net.in
[14.142.71.133]

   4     15 ms     15 ms      7 ms   182.79.223.41

   5     18 ms      5 ms     16 ms   ix-ae-4-2.tcore1.cxr-chennai.as6453.net
[180.87.36.9]

   6     49 ms     51 ms       *     if-be-34-2.ecore2.esin4-singapore.as6453.net
[180.87.36.41]

   7      *         4 ms      7 ms   172.68.155.73

   8     57 ms     49 ms       *     162.158.39.3

   9     48 ms    248 ms     66 ms   162.158.188.75

  10    243 ms    250 ms    244 ms   traceblaster.realtick.com [198.207.140.207]


Trace complete.
```

- You may be experiencing connection related issues if there are any times higher than 250ms, indicating it is most likely where the problem is occurring. Contact your internet service provider or your SS&C Eze client service representative for assistance with a potential network routing issue.

No Issues Detected

If the results from the ping, telnet, and tracert tests are all normal and you continue to experience issues, there may be issues with the flow of data back to your system. Contact your SS&C Eze client service representative for additional assistance.