

RealTick EMS

Installation and Troubleshooting Guide

This document contains information about installing and troubleshooting RealTick EMS.



The information contained in this document is confidential and is intended only for Eze Software Group LLC and its affiliates' employees and clients.

RealTick Data® Installation

The following sections provide information about system requirements, installation, and troubleshooting RealTick EMS.

- [System Requirements](#)
- [Pre-Installation Procedures](#)
- [Install RealTick EMS](#)
- [Upgrade Installation Instructions](#)
- [Troubleshooting Installation](#)
- [Configure RealTick EMS to pass through a Firewall](#)
- [Static IP List for RealTick Traffic](#)

System Requirements

The following are recommended system requirements that are required to ensure optimal performance of RealTick EMS.

- Supported OS: Microsoft® Windows7 and Windows 8.
- Hardware: RealTick runs on commercially available PC hardware, the best available is recommended.
- Broadband connection with consistent ping times less than 200 ms. Standard bandwidth recommendation is 5 RealTicks per T1 (T1 = 1.5 Mbps).

Note: Windows patches and all current critical updates from Microsoft are required to ensure optimal performance with RealTick. Please visit: <http://windows.microsoft.com/en-us/windows-vista/install-windows-updates>.

Pre-Installation Procedures

Before installing, be sure to close all applications currently running on your system. You must have no EzeSoft or third party applications running.

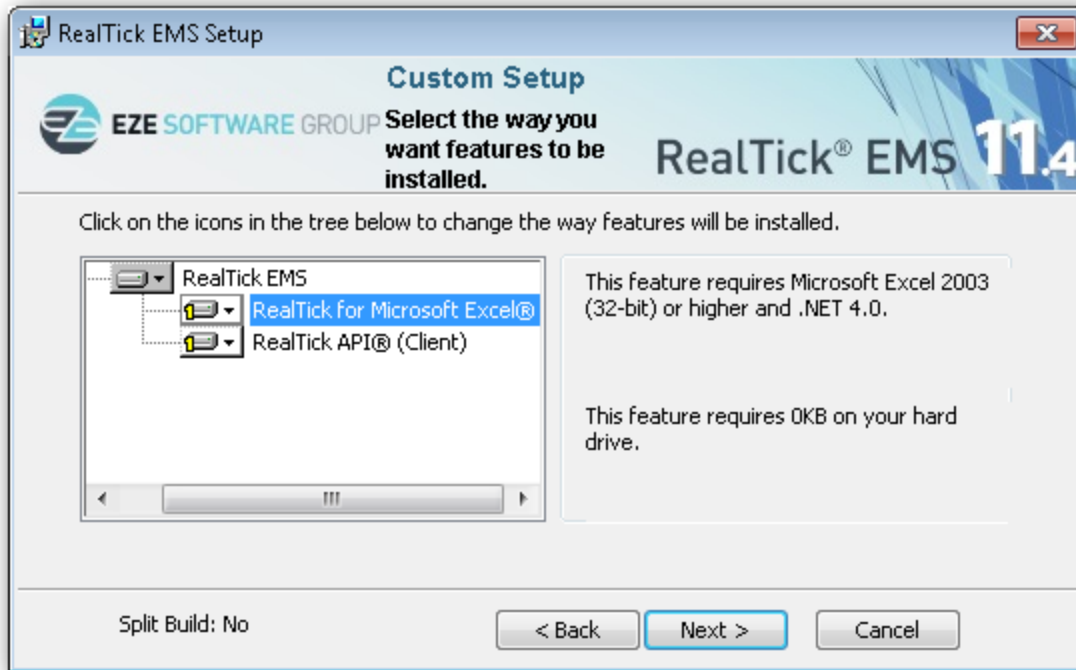
Installation Procedure

1. Browse to <https://www.ezesoft.com/downloads/realtick> and click the RealTick version you want to download under **Current Release** heading.
2. Click Cloud Download for the version of RealTick EMS you want to install.
3. Save the .msi file to your system and run the installation program.
4. The Setup window appears, shown below.



5. Click **Next**. The Custom Setup window appears, shown below.

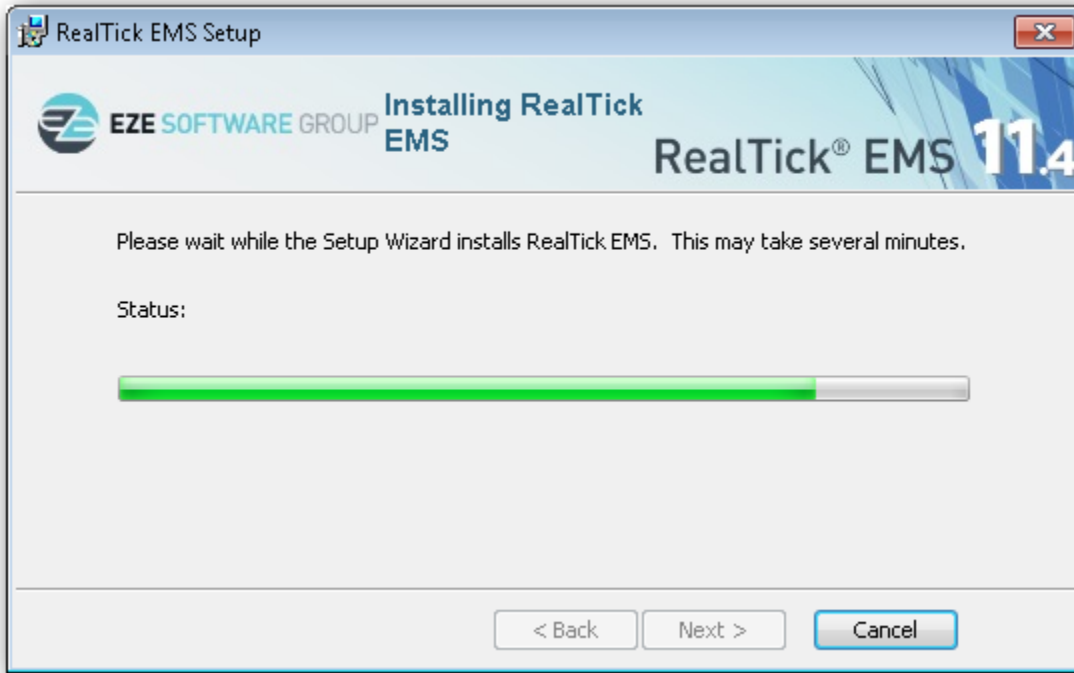
continues on next page



6. Select one of the following from the installation settings drop-down menu for the components you want to install:
 - Install the component on your computer's hard drive.
 - Install the component and all related features on your computer's hard drive.
 - Install the feature only when installation is required (e.g. you want to use the component).
 - Do not install the feature.
7. Click **Next**. The Ready to Install window appears.

continues on next page

- Click **Install**. The Installation Progress window opens, shown below.



- When the installation **Status** is complete, the Installation Summary window appears, shown below.



- Select **Launch RealTick EMS** to open RealTick EMS after the window closes. Click **Finish**.

Upgrade Installation Instructions

Upgrade installation steps are the same as the standard installation procedure. See the [Installation Procedure](#) section for more information.

CONFIDENTIAL

Troubleshooting Installation

The following table describes common troubleshooting procedures for RealTick EMS Installation.

<i>Installation Troubleshooting Procedures — Issue #1</i>	
Issue	After the user has installed RealTick, the RealTick installer runs when you first click the RealTick icon.
Reason	The user had a third- party application running while the RealTick installation was running.
Solution	Shut down all applications and run the repair option in the installation. Reboot the machine.

<i>Installation Troubleshooting Procedures — Issue #2</i>	
Issue	Upon launching RealTick EMS, you receive an error message that states “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.

Configure RealTick to Pass Through a Firewall

RealTick 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 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.*

CONFIDENTIAL

RealTick Client Support Information

For support inquiries related to the RealTick EMS, please contact your EzeSoft support personnel.

For RealTick Data® inquiries, the EzeSoft Client Support Team is available at **312-442-8131**. RealTick Data® inquiries may also be emailed to the EzeSoft Client Support Team at **EzeSupport@RealTick.com**.

When contacting the EzeSoft Client Support Team, please be prepared to supply the following information:

- EZE Server ID _____
- EZE Server Domain _____
- RealTick User ID _____
- RealTick User Domain _____

For more information, please contact a EzeSoft representative at:

Chicago +1 312 621 0141

London +44 (0) 20 7786 5070

Visit our website at www.ezesoft.com

New York +1 212 679 9000

Hong Kong +852 3664 1188

sales@ezesoft.com