

# Annexure - I

## Installation Steps for Test TWS Set Up Quick guide to download and install

### Step 1:

- Download "TWS Set Up (TWS Set up.msi)" file from dload which will be downloaded in boltntsb folder of user's machine.

Dload path: BOLT -> TWS Setup -> TWS Set Up.msi

### Step 2:

- To install New TWS Setup, double click on "TWS Set Up.msi" (New TWS Set Up) file which is downloaded in boltntsb folder. (Admin rights may required to run set up)

### Step 3:

- To start New TWS, Click on TWS icon.

**Note:** User whose are already on TWS version 64.30, need not to install TWS set up again. Application will automatically update new compulsory TWS version.

## Details of Installation Steps for TWS Set Up

### Step 1:

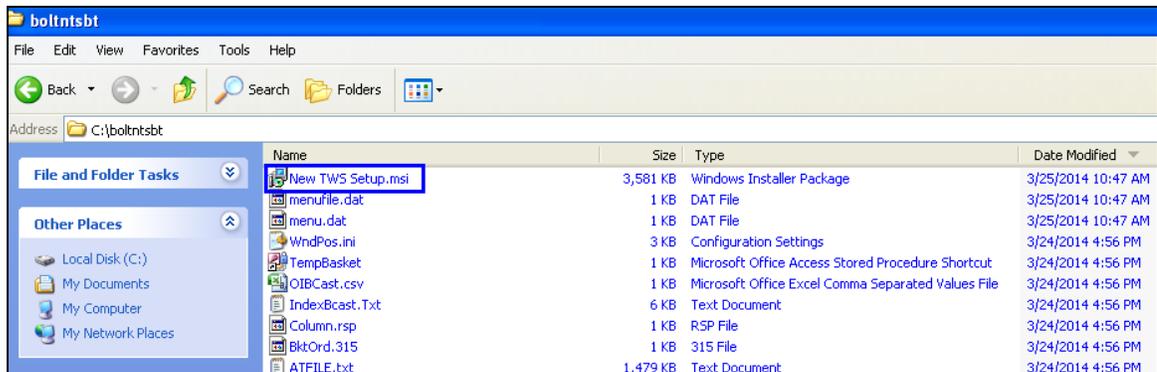
- Download "TWS Set Up (TWS.msi file)" from dload which will be downloaded in boltntsb folder of user's machine.

Dload path: BOLT -> TWS Setup -> TWS Set Up.msi

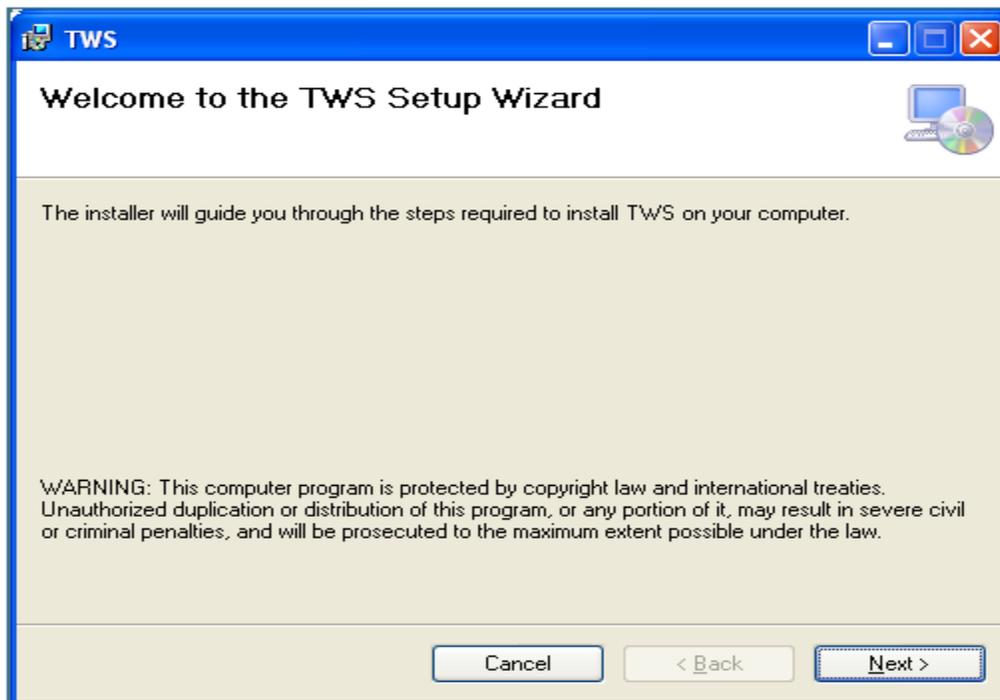
**Note:** For installation of "New TWS Set UP", Dot net frame work 4.0 and above is mandatory to install on system.

### Step 2:

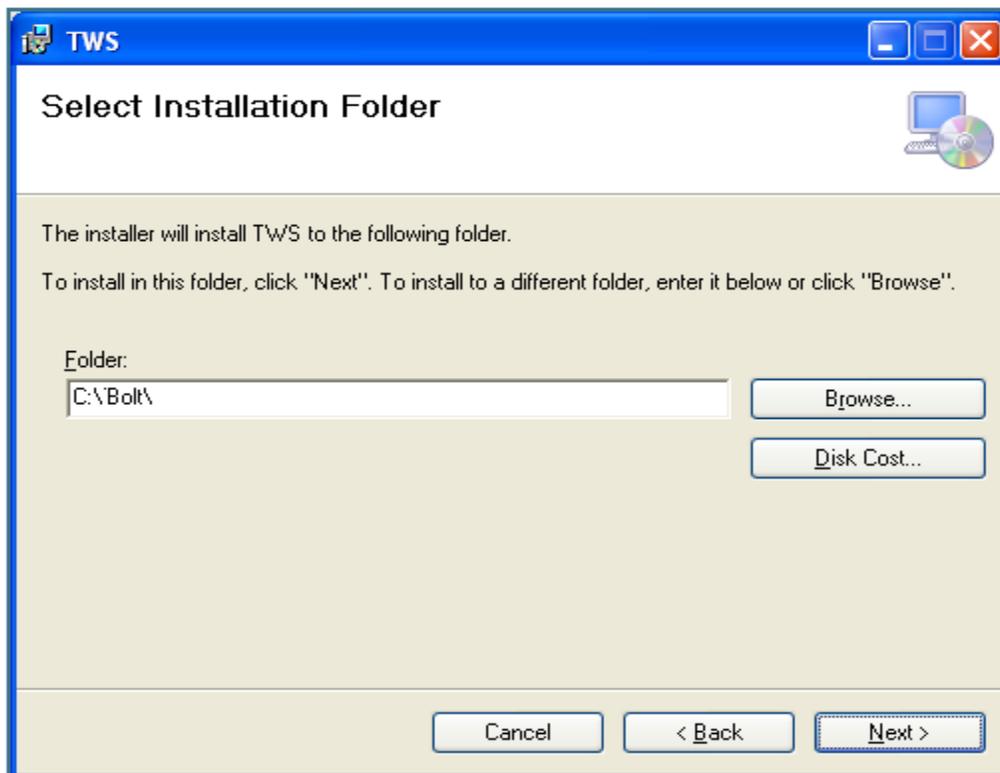
- To install TWS setup, double click on "TWS Set up.msi" file which is downloaded in boltntsb folder. (Admin rights may required to run set up)



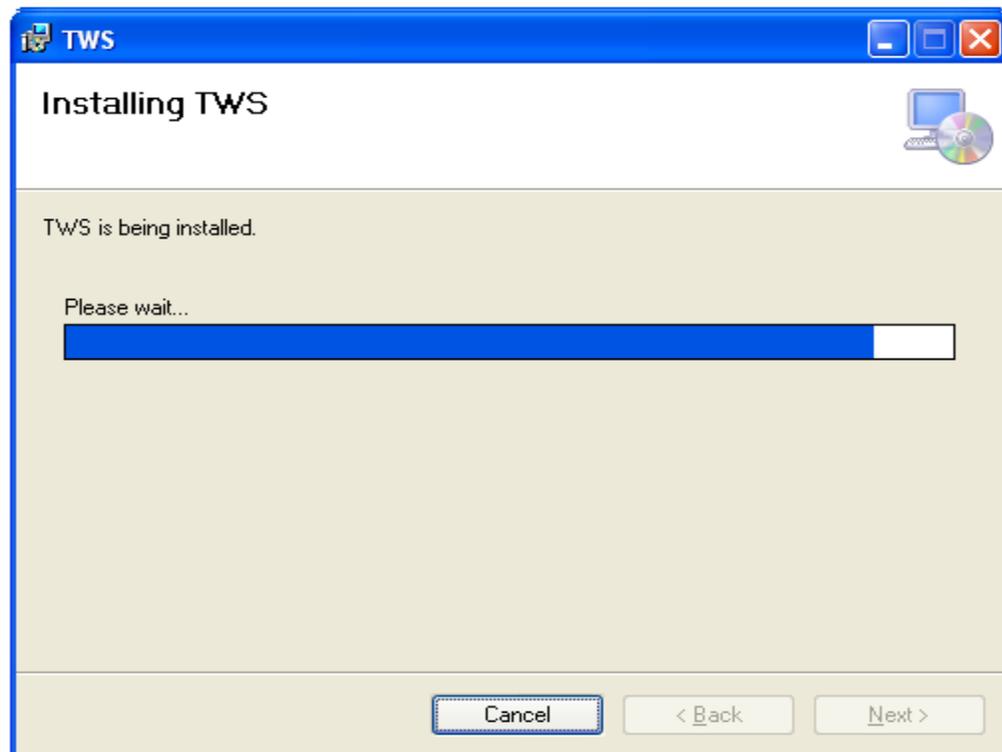
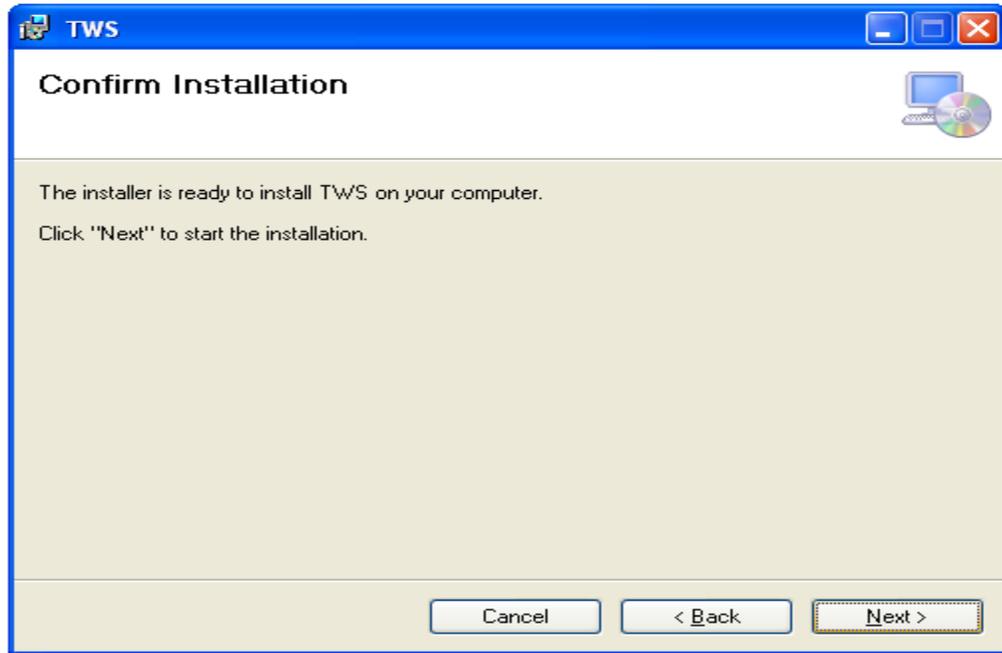
Click on Next button



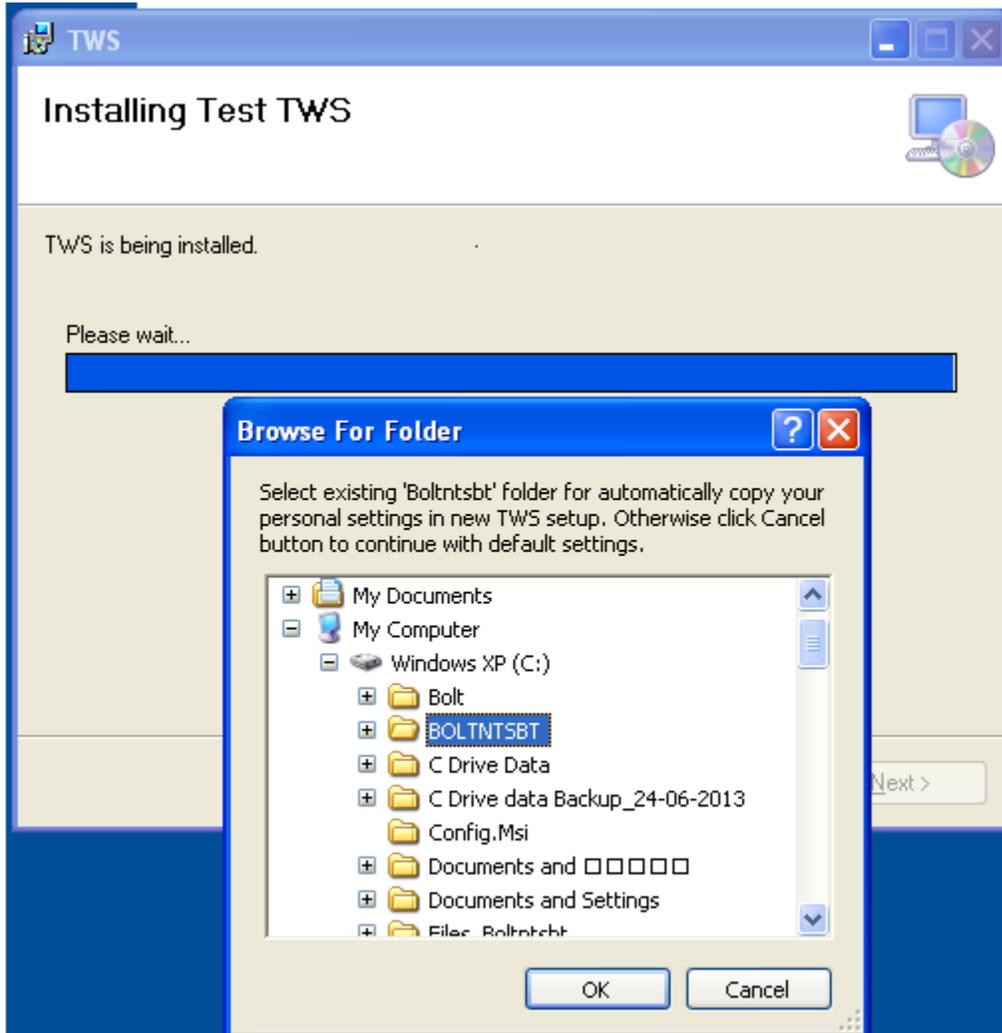
Select drive



'Bolt' folder will be created in selected drive, where BOLT TWS version will be installed. Click 'Next' to continue



- During installation, system will ask for path of boltntsb folder to copy existing user defined setting of BOLT TWS in new BOLT TWS set up.

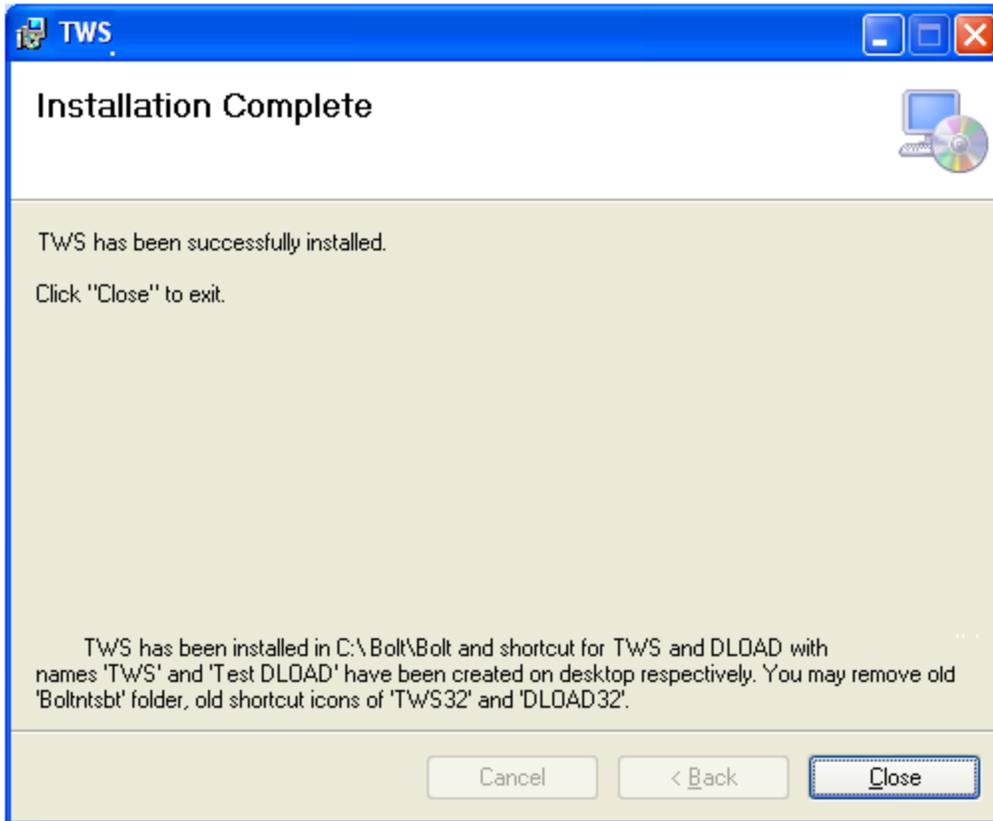


Click on OK button after selecting "BOLTNTSBT" folder.

Note:

If member has not copied existing settings then default setting will be copied.

Bolt.ini file should be provided in BOLT folder and termid should be provided in TWS.ini file.

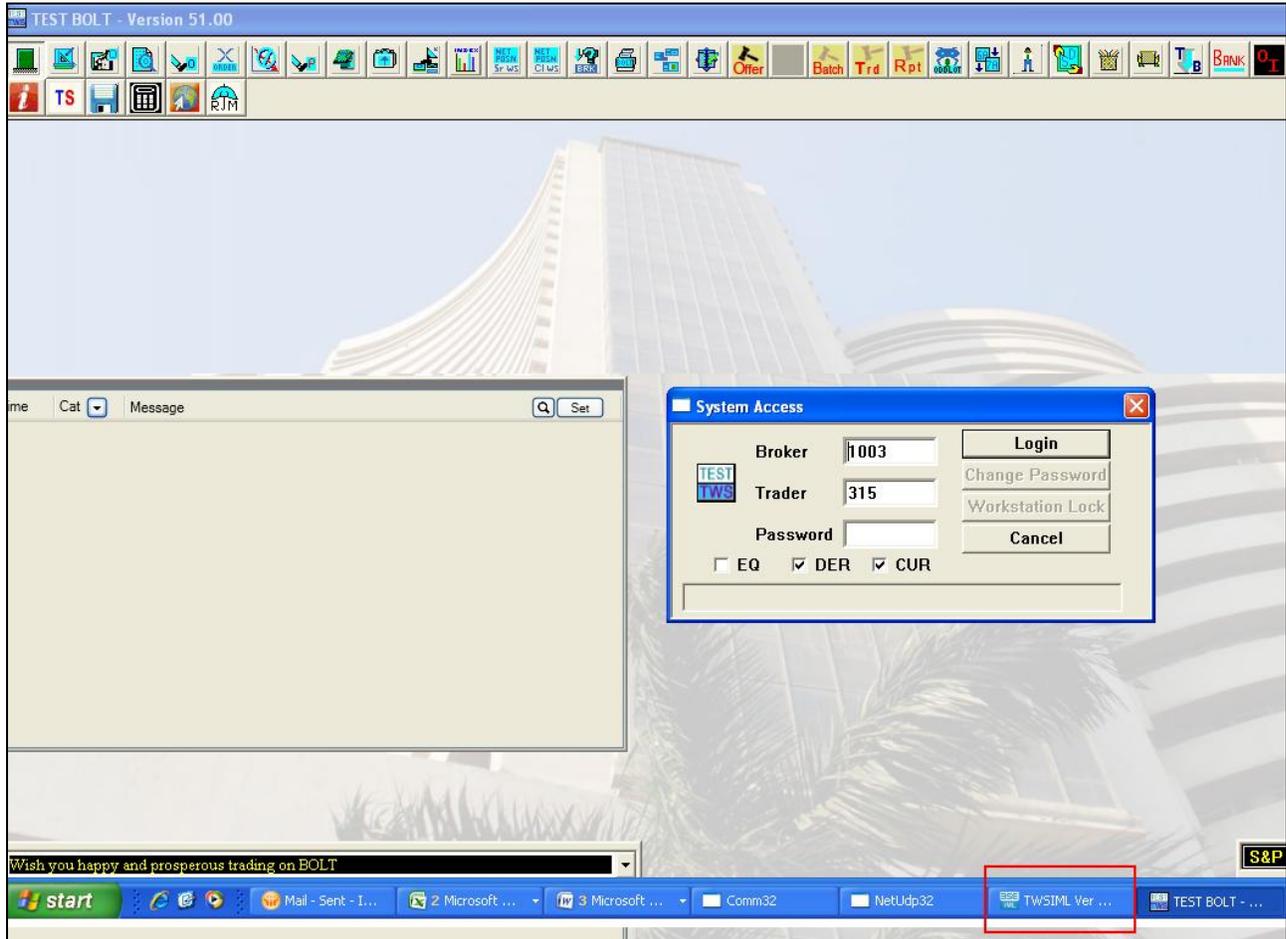


**Step 4:**

- After completion of installation, application will create new short cuts of TWS & DLOAD applications.
- To start BOLT TWS, Click on shortcut icon created for BOLT TWS.

## TWS trouble & Shooting

### 1) Issue : Connection related issue



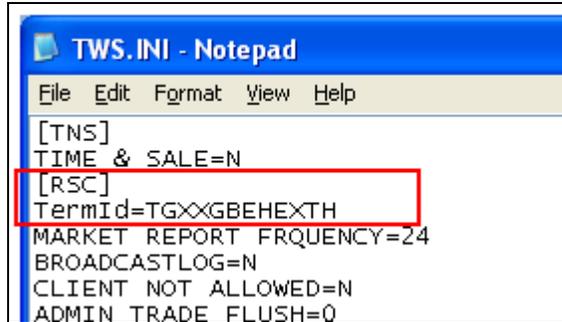
#### Trouble Shooting:

- Click on “TWS IML” (Highlighted by red box) application on task bar to open IML dash board.
- Back end communication will be logged in this dashboard segment wise
- Below given table will show trouble & their shooting -

SN	Error Description	Trouble Reason	Trouble Shooting
1	Invalid Value in Password : Error code 5	Password provided is incorrect. The user is sending some special character which is not allowed by BE. List of Special characters are o ! , # , \$ , % , & , * , + , - , / , = , @ , _	Provide correct password or reset the password using admin terminal

2	Connection Authentication Failure: Error code 99	The password is incorrect	The Member should either reset the password for the user from BOLT admin terminal. If it does not help member should Call helpdesk to reset the password. <b>Refer connection authentication error.png</b>
3	Gateway Request Rejected: Error code 99	The User is not present in the system	This User is not created in the new system. Contact Helpdesk. <b>Refer Gateway request rejected.png</b>
4	Unable to connect to host / Not connecting to Host	Either the IP is not reachable or incorrect IP is configured in the configuration window of IML	Check the IP in Setting window. <b>Refer IP not reachable.doc</b>
5	System Does not recognize you D ...	The password is incorrect on BOLT	The Member should either reset the password for the user from BOLT admin terminal. If it does not help, Call helpdesk
6	You can't Trade from this terminal	The Term id is either missing in the TWS. ini or the termid is incorrect	Ask the member to check if termid is present or not and ask exchange for the new termid
7	TWS Locked. Contact Admin	The password is locked due to multiple incorrect attempt	The Member should either reset the password for the user from BOLT admin terminal. If it does not help, Call helpdesk
8	Term Id already used	The Term ID is already in use by some other terminal.	Get new Term ID from Help desk
9	User[ 806700201] not authorised for resource Client	Rights for placing orders is not there for an user	Ask the member to call Trading ops team and provide rights for the user
10	Session Already Logged in	The User is already logged in	Member should send a mail about the member and user details to IML tech support
11	Connection broken to main host, Aborting Bolt	Not connecting to any segments	It is due to wrong IPs in setting window.
12	Unable to communicate with Host	TWS IML is not working	Download fresh set up or contact helpdesk
13	You are not connected to Equity / Equity Detrivative / Currency	Not connected to particular segment	either not selected segment for login or any other login issue

- 2) Issue : Location ID not Valid
  - Pls contact to member admin to get correct location ID for user.
- 3) Issue : Message not supported on IML
  - Now functionality is not supported.
- 4) For new user, where termid should be provided...
  - Term id should be provided in the RSC section of TWS.ini file which will be available in Profile folder under the BOLT folder as shown in picture given below.



```
TWS.INI - Notepad
File Edit Format View Help
[TNS]
TIME & SALE=N
[RSC]
TermId=TGXXGBEHETH
MARKET REPORT FRQUENCY=24
BROADCASTLOG=N
CLIENT NOT ALLOWED=N
ADMIN TRADE FLUSH=0
```

- 5) Issue : Dot net frame work is not available
  - Install dot net frame work 4.0 and above.