

# Troubleshooting for TickerPro Server software

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The main purpose of this document is the description of the most common causes TickerPro Server may work improperly. We will describe some symptoms we have encountered during software development/ testing and the ways you can escape them.

## ***What is a MSI installation package and how can I run the TickerPro Server installation?***

A MSI package is a Microsoft Windows Installer storage file containing the instructions and data required to install the TickerPro server. To launch the installation do the following operations:

1. Navigate in Windows Explorer to the installer package.
2. Right-click the msi file name and select *Install* from context menu appeared.
3. Follow the prompts to complete the installation.

As an alternate way you can launch the installation from the command prompt by typing and executing this command: `msiexec.exe /i "TickerPro.msi"`

After the installation has successfully finished you should be able to see new Service "TickerPro Service" in the "Services" management snap-in. By default it is configured to be started as "Manual", so before running Excel clients please start this service from "Service" management snap-in.

## ***What is Microsoft Message Queue Server (MSMQ) and how can I install it on my machine?***

Microsoft® Message Queue Server makes it easy for application developers to communicate with application programs quickly, reliably, and asynchronously by sending and receiving messages. TickerPro software relies on MSMQ as network transport provider for communication between Trade Stations and TickerPro Service.

Follow these steps to install MSMQ 2.0 on a computer that is running Microsoft Windows 2000:

1. In **Control Panel**, double-click the **Add/Remove Programs** icon.
2. On the left tab of the Add/Remove Programs window, click **Add/Remove Windows Components**.
3. Once the Windows Components Wizard opens, click to select the **Message Queuing Services** item. Click **Next**.
4. This will start the MSMQ 2.0 setup process. Your Windows 2000 and Windows XP installation CD-ROM, network share, or install point must be available.
5. MSMQ will display an installation dialog box. You will be prompted to install either an MSMQ server or a dependent client. Click **Message Queuing Server**.
6. MSMQ will then search for a Domain Controller with MSMQ installed. If MSMQ doesn't find a domain controller automatically, it will display a dialog box requesting the "Name of the computer running MSMQ." You can type in the name of a Windows 2000 and Windows XP Domain Controller.
7. You can also choose to install MSMQ 2.0 in Workgroup mode (by selecting **Message Queuing Will Not Access a Directory Service**), but this alters the behaviour of Queued Components and you will be able create only Private queues.

After completing setup, you can see the MSMQ queues and messages under the Computer Management MMC Snap-In, under Administrative Tools:

Computer Management – Services And Applications – Message Queuing

### ***Why Aren't My RTD Values Updating?***

One of the following events is likely the cause:

- The throttle interval is set to -1. This is manual mode, and Excel doesn't check for updates until `Application.RTD.RefreshData` is called.

- The throttle interval is set very high. If the throttle interval is set very high, Excel doesn't check for updates for a long time. By default the throttle interval is set to 2,000 milliseconds.
- A cell is being edited. When Excel is in edit mode, it does not check for updates.
- Excel is busy. If Excel is showing a modal dialog box or is in the middle of a calculation, it does not check for updates.
- The Excel calculation mode is set to manual. In manual mode you don't see updates until a calculation is triggered (similar to pressing F9). To change the Excel calculation mode, on the **Tools** menu, click **Options**, and then click the **Calculation** tab.

### ***Why Do I Always Get #N/A When I Enter My RTD Requests?***

One of the following events is likely the cause:

- The TickerPro server didn't start successfully. You should check "TickerPro Service" Service to be successfully started on your server. In case it is not possible to start it, please, see the Application event log for more detailed error description and contact software developers.
- The TickerPro server is listed among the disabled items. To check the disabled items, on the **Help** menu, click **About Microsoft Excel** and then click **Disabled Items**.
- In case when TickerPro Server is installed on another computer you need to perform installation "TickerPro Excel 2002 Client"

### ***Why Do My RTD Requests Only Update Once Every Two Seconds?***

Excel has the notion of a throttle for RTD. By default this throttle is set at 2,000 milliseconds (two seconds). What this means is that Excel only checks to see if it has been notified of an update at most once every two seconds. If Excel is busy, it may not check it for longer than two seconds, but if it is not busy, it basically checks for updates every two seconds. This throttle interval can be modified by adjusting `Application.RTD.ThrottleInterval` in Excel.

### ***How Do I Get My RTD Requests to Update Faster?***

Lower the Excel throttle interval.

**Caution** If updates come in so frequently that Excel is continuously updating values and doing calculations, Excel might end up in a state where it never gives the user a chance to do anything, effectively getting in a hung state. If this happens, set the Excel throttle interval higher.