

## Technical Details

## **Software Technical Support**

For Technical Support the use of e-mail is preferred.  
A response can be expected within 24 hours (except at weekends and holidays).  
Please be as specific as possible to enable a more targeted answer.

'Wish List' suggestions are always welcome.

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## **Trading Edge Technical Support**

For contact details of the Trading Edge Technical Support Team visit the web sites:

**[www.tessonline.net](http://www.tessonline.net)**  
**or**  
**[www.tesstrader.com](http://www.tesstrader.com)**

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**[www.tessonline.net](http://www.tessonline.net)**  
**or**  
**[www.tesstrader.com](http://www.tesstrader.com)**

TESS is a 32bit program and requires a minimum of Windows 95 operating system.

## **Computer Specification**

### **Minimum**

486 Processor

16Mb Ram

200Mhz Processor Speed

Windows 95

14" SVGA Screen at 800 x 600 256Colour

25Mb Hard Disk for program storage

Modem & Internet connection for updates etc.

e-mail access for updates and support.

### **Preferable**

Pentium Processor

1Ghz Processor Speed

32mb Ram

Windows 98

17" SVGA Screen at 1024 x 768 High Colour

50Mb Hard Disk for program storage

Modem & Internet connection for updates etc.

e-mail access for updates and support.

The following is a description of the main files and folders used by the TESS program.

**C:\Tess**

Default location of the application TESS on installation.

This contains the Application file and its associated reference files.

TESS can be installed in an alternative folder if required, the default location is recommended.

<b>C:\Tess\Pages</b>	Location of the TESS worksheet files. *.TWS        Files containing selections of TESS charts.
<b>C:\Tess\Strikes</b>	Location of the two Strike Price files OS-New.Amr   File containing the latest Strike Prices. OS-Old.Amr   File containing the previous Strike Prices.
<b>C:\Tess\Samples</b>	Location of sample data files distributed with the software . This folder and its contents can be deleted if required
<b>C:\Tess\Expired</b>	Location of the expired contracts removed by the Maintenance routine.
<b>C:\Tess\Backup</b>	Location for storing files replaced during TESS installation

**Files and Folders for CRB Data**

The folders listed below are the preferred directories for use with this program and CRB Data.

This program has been set to default to the directories as listed below. If your CRB Data is located in alternative locations the defaults in TESS can be changed within the settings/preferences section of the program.

**C:\CRB\Download**

When data is downloaded from CRB the files are temporarily placed in this folder prior to distribution to your selected storage location. Every time a new download is executed this folder is cleared.

FP\*.AMR ; FP\*.ALL ; FP\*.FIN                    (eg: FP072597.AMR)

Daily download Data for Futures Prices

OV\*.AMR    Daily downloaded data for Option Volatility

OS\*.AMR    Daily downloaded data for Option Strike Prices

**C:\CRB\Pro**

This is the location for all the Futures Contract Price files & Option Volatility files.

e.g.    DM1997m.Pro    Futures prices, Data file  
       DMNFVOI.Pro   Futures prices, Nearest Futures data file  
       DM1997m.Krv   Option volatility, Data file  
       DMNV---.Krv   Option volatility nearest contract data, (created by TESS)

A selection of sample data files are distributed with the program.

The data can be found in the 'Samples' folder (default: C:\Tess\Samples).

The sample data serves simply to view typical price and volatility charts with TESS. The actual sample files distributed with the program may change with later updates and installations, and they will **not** be updated with daily downloads of end of day data.

## **CRB Data**

The nature of the CRB Sample data is a random selection and not intended to display any specific indicators or movements.

If you have not installed any CRB software and data, TESS should find the sample data by default.

If you have installed CRB data then you may not need the samples. If you wish to view them, the Price and Volatility paths can be changed under the Settings/Preferences\Data Paths section of TESS.

If TESS has found the sample data automatically and CRB data has subsequently been installed the location of the files may need to be changed in the Settings\Preferences\Data Paths section of TESS.

This data can be found in the folder **C:\TESS\Samples\Pro**

## **Stock Data**

A small selection of stock data has been included.

The nature of the Stock data is a random selection and not intended to display any specific indicators or movements.

This data can be found in the folder **C:\TESS\Samples\Stocks**

## **Sample Data by Other Suppliers**

Currently there is no other sample data distributed with TESS from other data suppliers, however this may change in the future.

## To Remove TESS from your Computer

*Click **Start** on the computer*

*Click **Programs***

*Click **Tess***

*Click **Remove Tess***

This routine reads the associated installation log and removes the files generated by the initial installation and any subsequent updates.

After removing TESS there may still be a Tess Folder. This is because there may be files placed there either before or after the installation. These may include some Data Backup files or Worksheet Files. After uninstalling you may therefore wish to remove the whole Tess folder.

The Remove Tess routine does not remove system files which may have been installed with TESS as they may be required by other programs on your system.

If you are removing a Licensed copy of TESS a new registration code may be required to re-register the program when reinstalled.

## To Update TESS to a later version (if applicable)

When upgrading TESS to a later version of the software there is no need to remove the old version before installing an upgrade.

**1. Sample data with TESS is not being updated when I download end of day data.**

The sample files are not updated when new end of day data is downloaded. They serve only to provide a view of some typical TESS charts.

**2. TESS always finds the sample data and not the data from CRB.**

When running TESS for the first time if the CRB data is not found TESS will locate the Sample folder.

If CRB data is subsequently loaded or it was not in the default location, (c:\Crb\Pro), then the data source folders need to be changed in the Settings/Preferences section of TESS.

**3. There appears to be no volume on the charts.**

If using CRB Data:

Contract volume from CRB data may not have been distributed.

Start the Powerlink Program, *click* Setup, *click* Data Distribution, *click* Volume/Open Int, *check* Include Total Volume. Then download the data again.

If using another data supplier:

Check with your data supplier about the supply of volume with the price data.

**4. The scaling of the chart is very small.**

This is likely to be caused by some bad data in the file.

Move the chart until the scaling becomes correct. The location of the data will then be just off the screen. Use the Data Editor to fix the data.

**5. Some of the Tools are missing on the right hand side of TESS.**

The screen resolution may not be high enough. TESS requires a screen resolution of 600 x 800 or higher.

To change the screen resolution see 'Windows Control Panel'/ Display/Settings.

For a listing of other frequently asked and recently asked questions  
visit the web site  
**[www.tessonline.net](http://www.tessonline.net)**