

**ACM TRADING PLATFORM  
TECHNICAL REQUIREMENTS**



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## **Supported operating systems**

ACM trading platform has been created to work with many available systems (Windows, MAC, LINUX).

In case of troubleshooting please check that your system fits the technical recommendation below.

## **Minimum required**

- PC with windows NT or 98 Mac or Linux
- Explorer 4 / Netscape 4
- Connection modem 56k
- Pentium 2 / 400 MHz or equivalent
- 128 MB RAM
- Screen resolution of 800 x 600 optimum: 1280 x 1024

If your system does not fit these minimum requirements you should get the latest version of software and/or hardware.

**Internet connection:**  
56Kbps or higher

## **In case of Troubleshooting**

- Try to download the last Java Runtime Environment version (JRE).
- In the menu bar of your browser, click: 'Tool, 'Internet Options ...' then in 'Temporary Internet files' section , click on 'Delete files...'
- Download Internet Explorer 6 or its higher version.
- Consult your ISP in case of periodical connection interruptions .
- You will have a better view of our web site and our platform with a screen resolution of: 1280 x 1024 or higher.
- If possible, try to stop applications that consume huge amount of memory.
- Java Web Start Installation

If Java Web Start does not function correctly, try to kill java.exe and javaws.exe tasks with window task manager.

If troubles persist, try to reboot your system.

If troubles persist, un-install and then re-install the application (if it was installed via the ACM installation kit executable).

If troubles persist, try to clean the Java Web Start cache via menu File | Preferences | Advanced | Clear Folder of Java Web Start application manager. Then re-install the application via ACM site.

If troubles persist, go to C:\Documents And Settings\Administrator\Application Data\Sun\Java\Deployment\ and delete application's file.

If troubles persist, uninstall the JRE and reinstall again.

**Of course, you have also the possibility to send an e-mail to ACM's technical support:**