

TROUBLESHOOTING

In order to determine the proper course of action to resolve any of the issues with the S5TA as discussed in #4 of the Installation PDF, please follow the steps below (this assumes the installation was successful):

Often times NinjaTrader workspaces and or charts will corrupt, causing a problem with the indicator. So we must first check the function of the S5TA on a new workspace, and clean chart, to determine where the problem lies. To do so proceed as follows:

- 1.** Close NinjaTrader, and open your NinjaTrader/Workspace directory using Windows Explorer. This can usually be found under My Documents directory. Delete the file _Workspaces.
- 2.** Restart NinjaTrader, and in the Control Center, open an Output Window by going to Tools/Output Window.
- 3.** Open a new chart by going to File/New/Chart.
- 4.** Connect to your Data Feed, and load the S5TA onto the new chart. Using Chart Trader, execute trades on the S5TA to determine if it is functioning properly. If so, your prior workspace and or chart is corrupt, and you should contact NinjaTrader Technical Support for assistance. If the S5TA will not run on a clean workspace and new chart, or has any errors, please follow the steps below:
 - a. Right click on the Output Window and select Save As, and save to your desktop.
 - b. Use the Print Screen key to print a copy of your screen, showing the chart you tested S5TA on, insuring the time and instrument traded is visible. Paste this image to Microsoft Paint and save to your desktop.

- c. Navigate to the Executions tab of the NinjaTrader Control Center, right click on the executions, and select Grid/Export to Excel, saving to your desktop.
- d. Close the chart and restart Ninja Trader without saving the workspace.
- e. Email the screenshot, saved Output Window, saved Executions Excel file, along with your log and trace files for the present session to tech@s5trading.com for review. The log and trace files can be found under the NinjaTrader/log and NinjaTrader/trace directories. We will review the documentation, and within 24 hours, determine the future course of action, responding via email. It may be necessary to access your computer via TeamViewer. We will provide instructions for that once we have reached that phase.