

May 29, 2012

## WINDOWS 7 NSE NOW COMPATIBILITY GUIDE

### Overview

NSE NOW has a few bugs on Windows 7 that cause it to unexpectedly log you out of the back end system. You may have experienced times where you see the rates updating but you are not able to place orders (you might see an “Error User Not Logged In” message).

### Fix

To fix this issue, please follow the below instructions.

1. Install NSE NOW V.1.7.1.0 if you don't already have it. This is available through our website at <http://rksv.in/trading-platform.php>.
2. Download the Windows 7 patch from the same website.
3. Extract the ZIP file
4. Open the folder that you installed NSE NOW in and copy NOW.exe from the Windows 7 Patch file to the existing NOW.exe to replace it.
5. Right click on NOW.exe and make sure the following properties are checked (see below image):
  - a. Run this program as administrator
  - b. Run this program in compatibility mode for Windows XP (Service Pack 3)
6. Start and run NSE NOW normally as you would before.

### Issues?

Should you have any issues, please contact us at 022-6130-9999 or email us at [support@rksv.in](mailto:support@rksv.in).

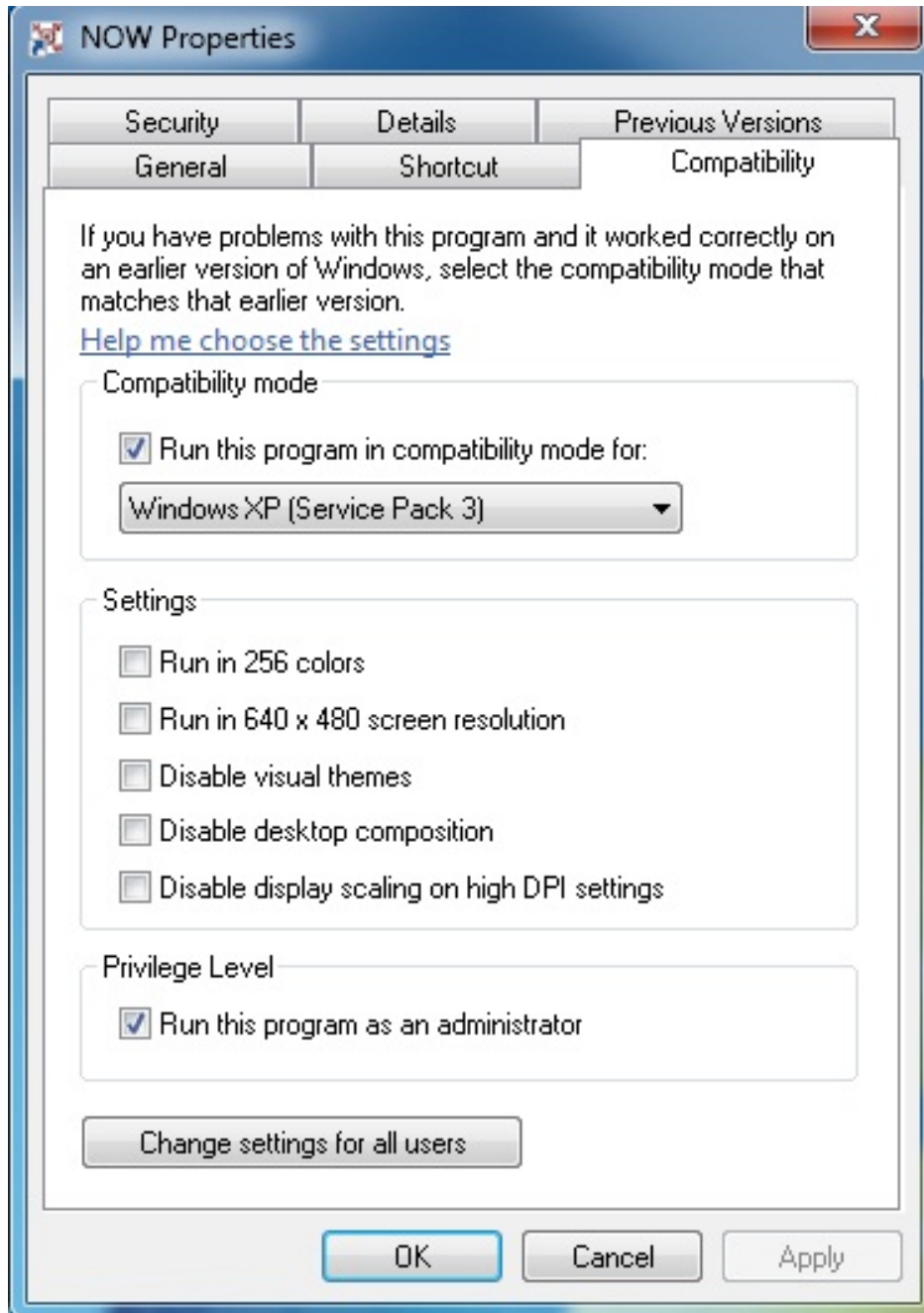
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