

## MCX Trouble shooting

- 1. After installation of the setup files, I am getting the message ‘ Can not log on from this machine’. What to do ?**
  - a) Please sms your CPU ID to 09830803364 or send it through yahoo messenger to [tamaldgupta@yahoo.com](mailto:tamaldgupta@yahoo.com) or mail it to [finosysonline@gmail.com](mailto:finosysonline@gmail.com) for activation. (For getting CPU ID: open NxRt COM 2.1>press down shift>view>connection info = you will get CPU ID)
  - b) After activation you will be able to log on..
- 2. Why I am getting disconnected from server?**
  - a) Check your Internet connection.
  - b) If Internet is ok then try with restarting your pc.
- 3. In orange box Data is updating but chart is not updating, what to do?**

Close Metastock intra & Nxrt COM2.1. Open both again. View>Ms interface>relist>check is there any scrip name or none, if there is any one scrip name then logon. Your chart will update now. If there is none then restart NX RT COM 2.1 and MS Intra again afresh.
- 4. I logged on late / I was off for some time in market hour, how do I update the data after logging/ re-logging to the server?**

Take the scrips one by one and choose the **<backfill today>** for each scrip.(MS Intra need not to be closed).
- 5. I could not log on for a day or more, how do I update the data now?**

Choose the option **<backfill multiday all>** or **<backfill multiday+today>**. (**At the time of <backfill multiday> you should keep MS Intra closed**)
- 6. How to add new scrip?**

Select the scrip from drop down menu >click on +>click on save>go to graph>create>Select MS Files for Watch list.  
Take **<backfill multiday+today>** of the selected scrip  
View the chart from Mcxrt folder.
- 7. How to deduct any Scrip?**

Select the chart from green box>click on **—** (minus) sign.
- 8. I am unable to close Nx RT com 2.1, Why?**
  - a) First exit Metastock Fileserver (at bottom right corner of the screen in the toolbar, you will find the icon. Right click on the icon and select exit)
  - b) Then logout and exit from NXRT.
  - c) If problem still persists, restart your Computer.
- 9. What to do with the Futures on the Next Day of F&O Expiry?**

Deduct previous month future stock from orange box ( select **> —** (minus) sign.  
Add current month future scrip in orange box and save. Graph>create>Select MS Files for Watch list. Take **<backfill multiday+today>** of the selected future scrip.
- 10. On Market holidays You will not be able to logon. However you can update any scrip by selecting <backfill multiday all> without logging on those days.**

If your problem not solved yet, please call 09830803364 or get our online support by logging to yahoo messenger at [tamaldgupta@yahoo.com](mailto:tamaldgupta@yahoo.com)