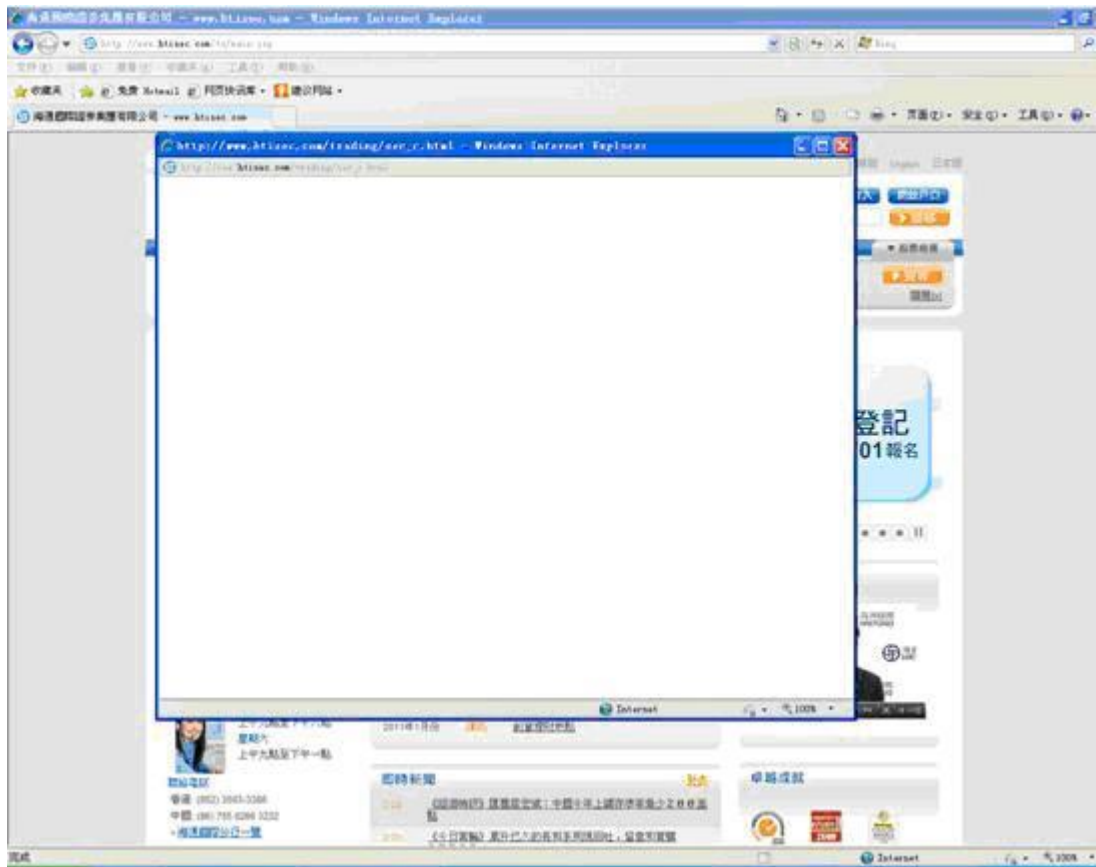


## Frequently Asked Technical Questions

1. Real Time Quotation Systems (Browser Version) FAQ
2. Online Trading System FAQ
3. Power Securities FAQ

## Real Time Quotation Systems (Browser Version) FAQ

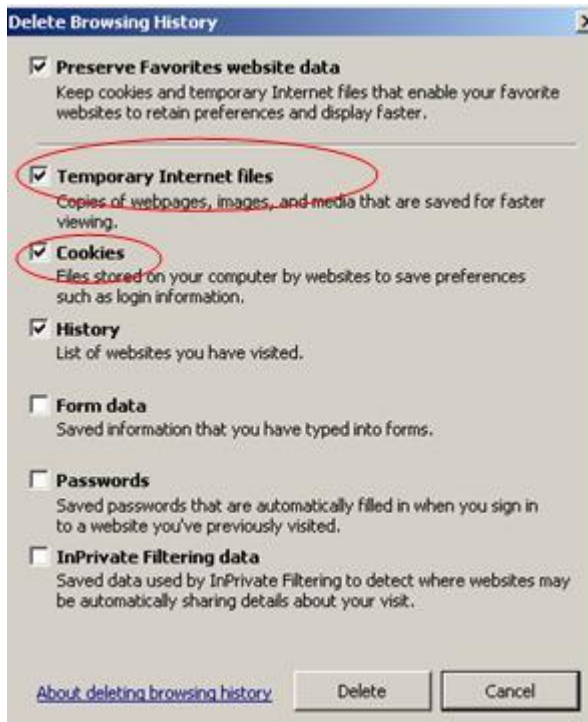
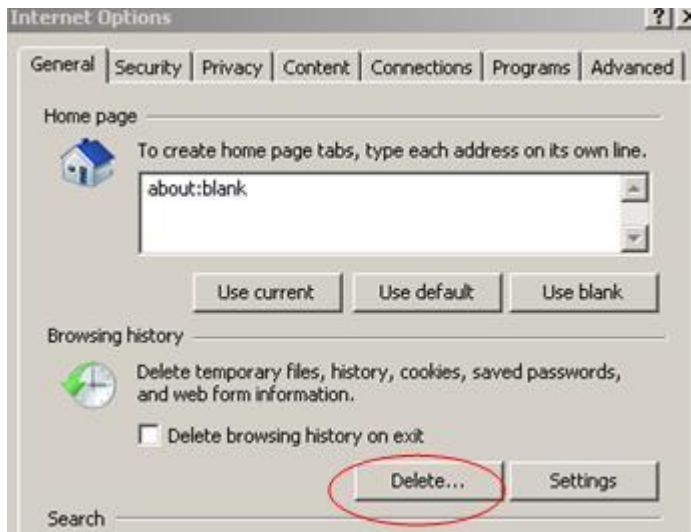
1. Display in white color after login process



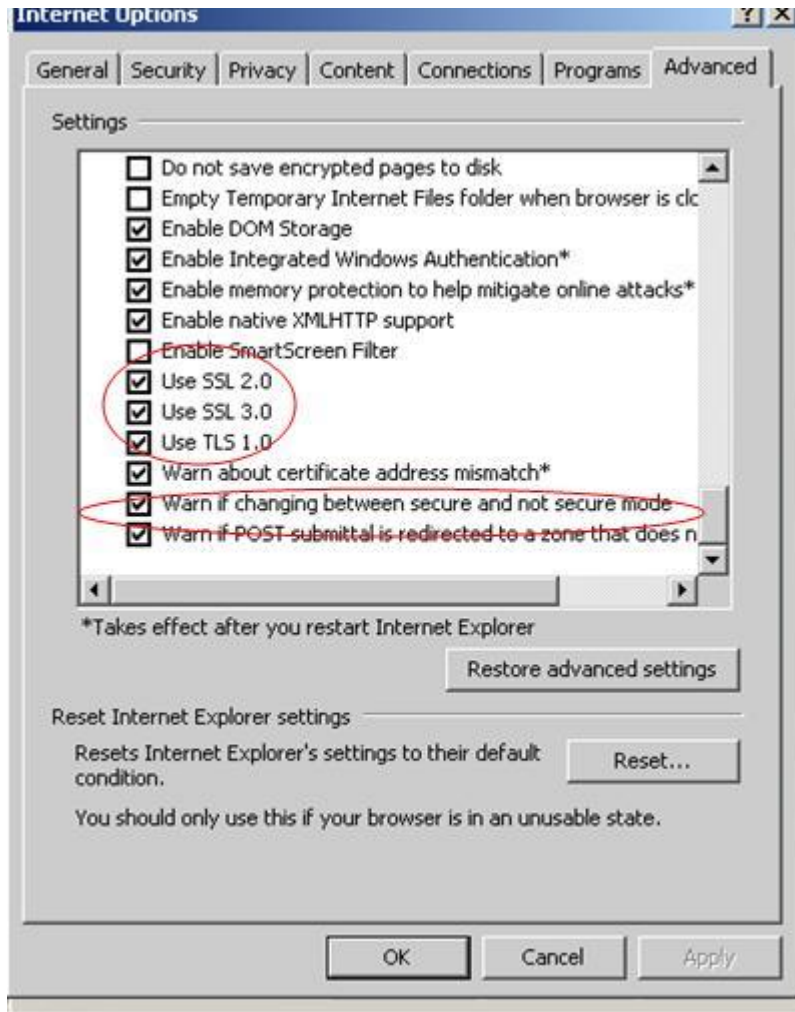
**Reason :** Security settings problem

**Solution:** Change security setting

Step 1: Open Internet Explorer. Select “Tools” on the menu bar at the top of the browser window. Select “Internet Options” . Under the “General” tab, press “Delete” . Under the “Delete Browsing History” menu, click “Temporary Internet Files” and “Cookies” , and then press “Delete” .

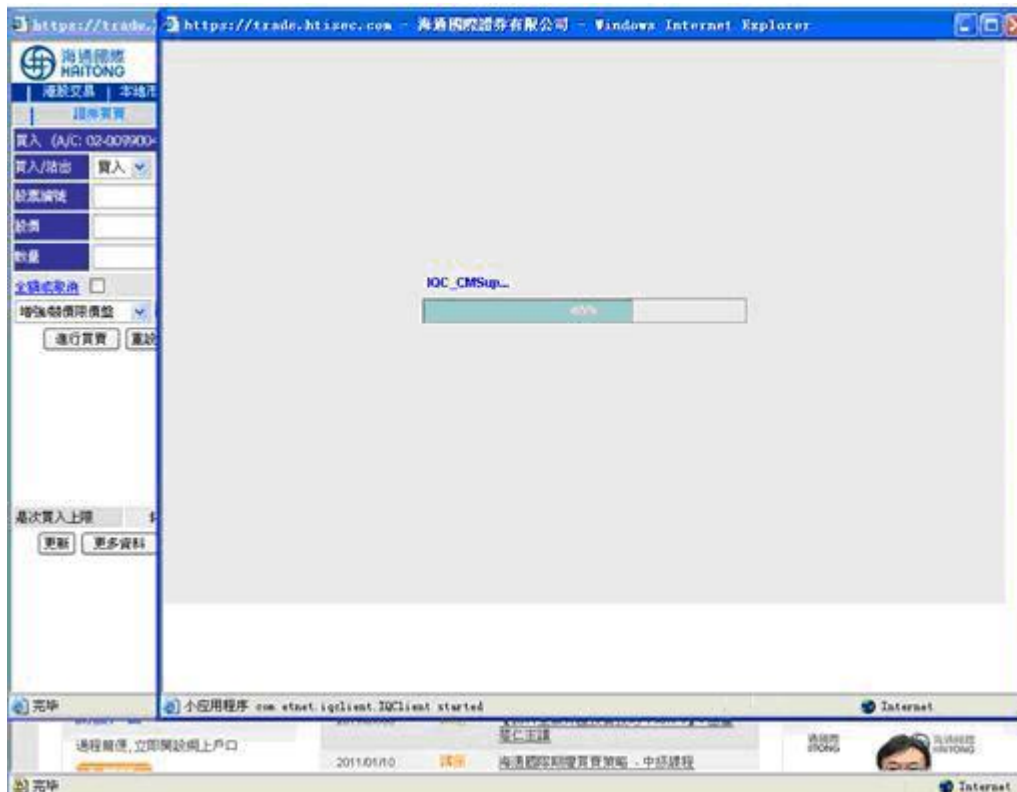


Step 2: Select “Advanced” . Under “Security” menu, click “Use SSL 2.0” , “Use SSL 3.0” and “Warn if changing between secure and not secure mode” , and then press “OK” button.



Step 3: If the problem still exists, please check whether your computer installs the corresponding JAVA or not. If JAVA is not installed in the computer or has been damaged, please visit [www.java.com](http://www.java.com) to download and install (If JAVA has been damaged, it needs to be uninstalled before installation). Please reboot the computer after installation.

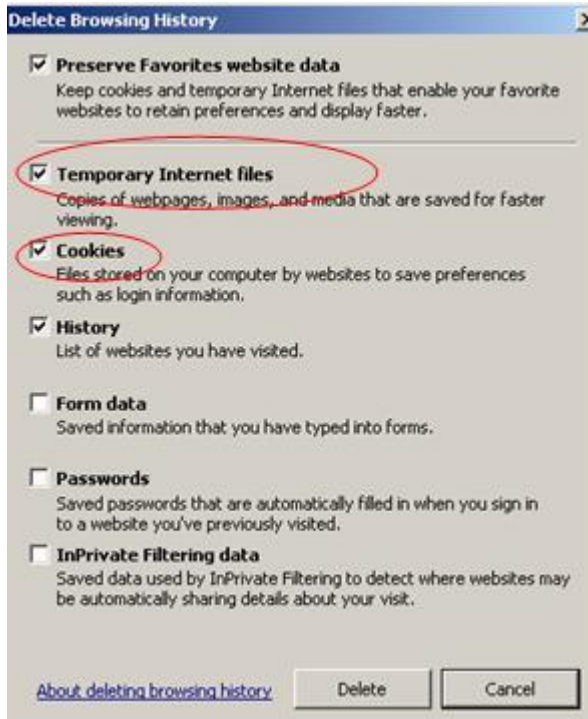
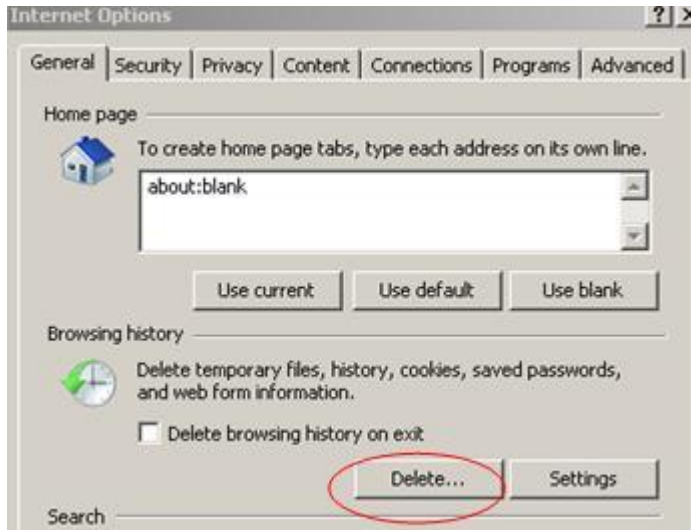
2. Display in grey color after login process



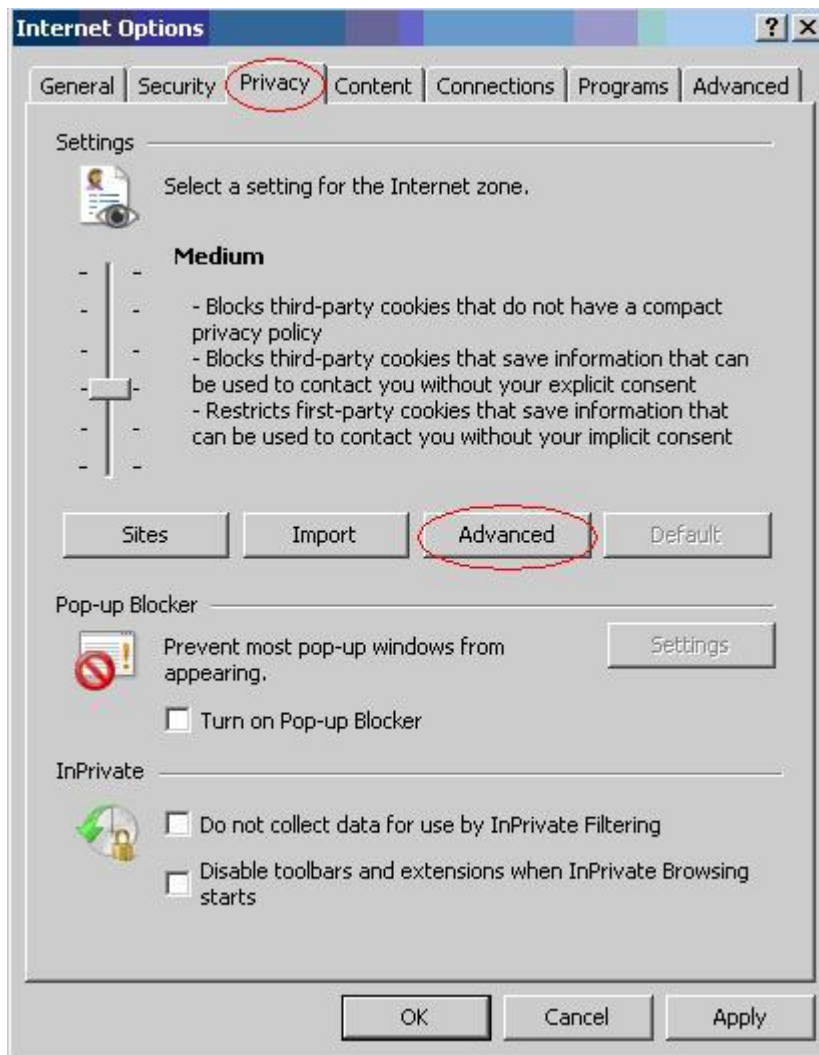
**Reason:**Security settings problem of browser

**Solution:**Change security setting

Step 1: Open Internet Explorer. Select “Tools” on the menu bar at the top of the browser window. Select “Internet Options” . Under the “General” tab, press “Delete” . Under the “Delete Browsing History” menu, click “Temporary Internet Files” and “Cookies” , and then press “Delete” .



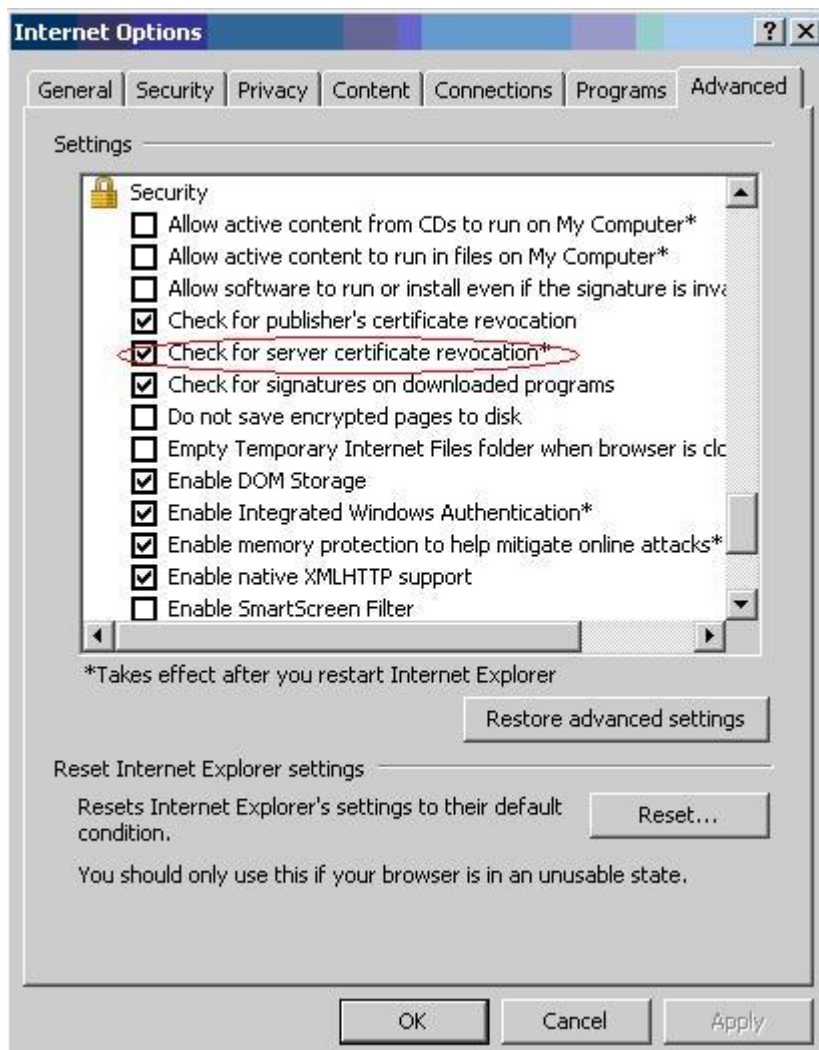
Step 2: Select “Privacy” tab and press “Advanced” button.



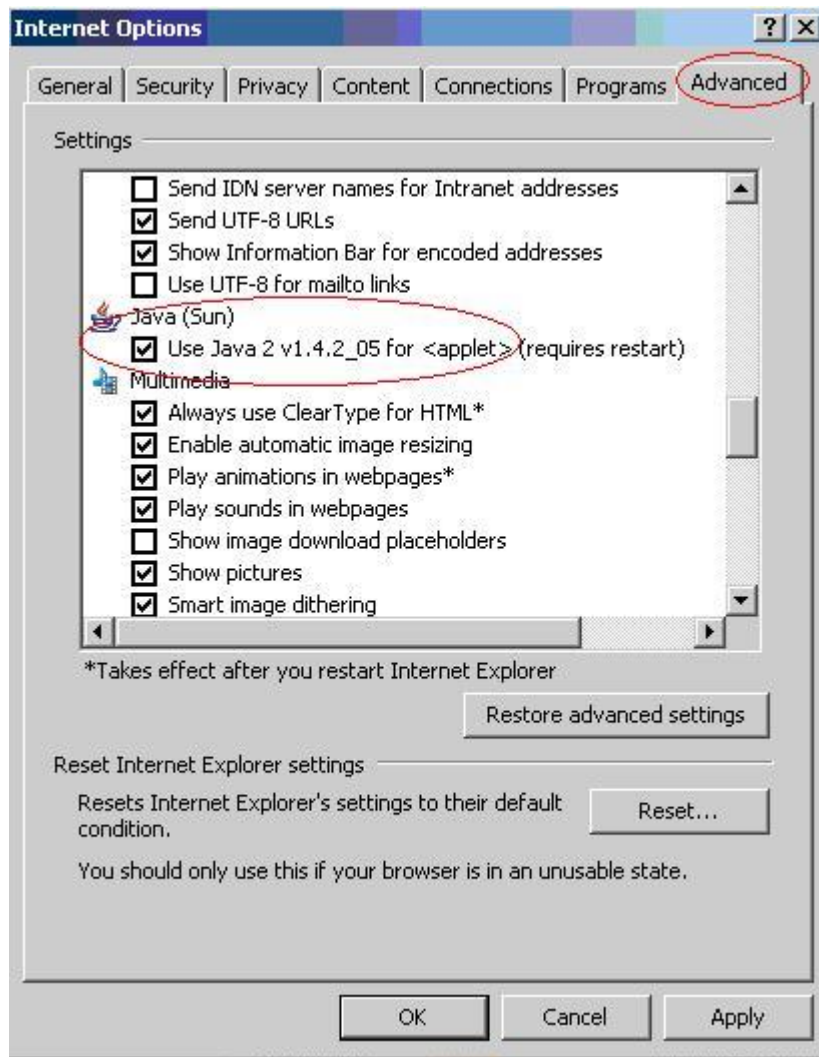
Step 3: Select “Override automatic cookie handling” , change the setting of “First-party Cookies” and “Third-party Cookies” to “Accept” , and then press “OK” button.



Step 4: Select “Advanced” tab. Under “Security” menu, click “Check for publisher’s certificate revocation” and then press “OK” button.



Step 5: If the problem still exists, please check whether your computer installs the corresponding JAVA or not. If JAVA is not installed in the computer or has been damaged, please visit [www.java.com](http://www.java.com) to download and install (if JAVA has been damaged, it need to be uninstalled before installation). Please reboot the computer after installation.



3. Login Error: Message displayed “The website has been canceled”

**Reason:** Using browser Internet Explorer 8

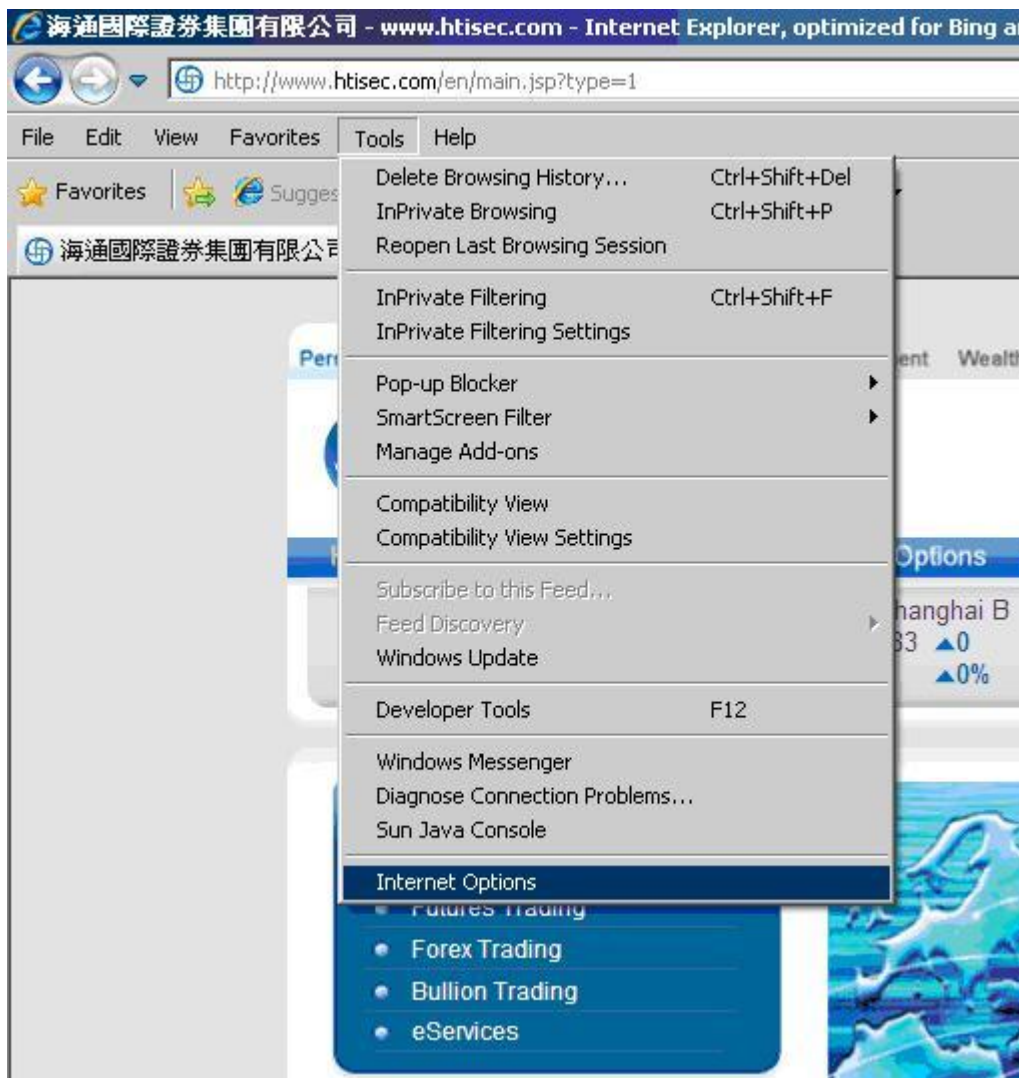
**Solution**

**Method 1:** Accept to compromise the security of the entire webpage, press “No” under the “Security Warning”

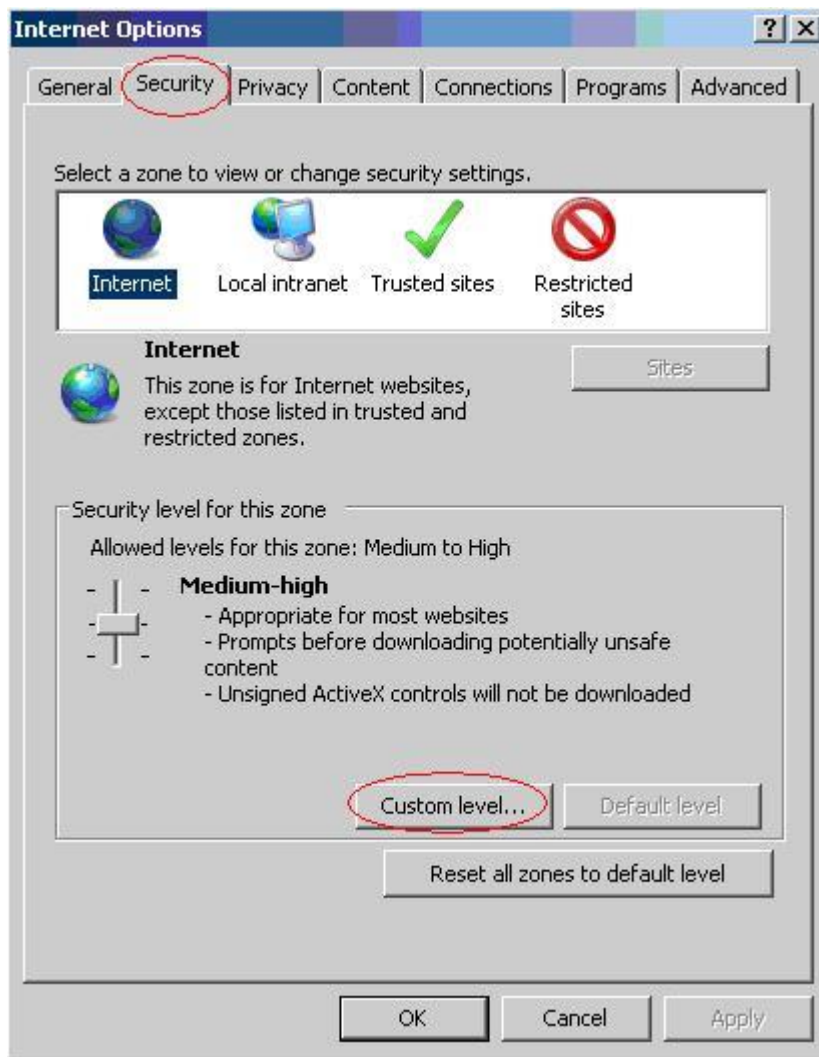


**Method 2:** Change the security setting

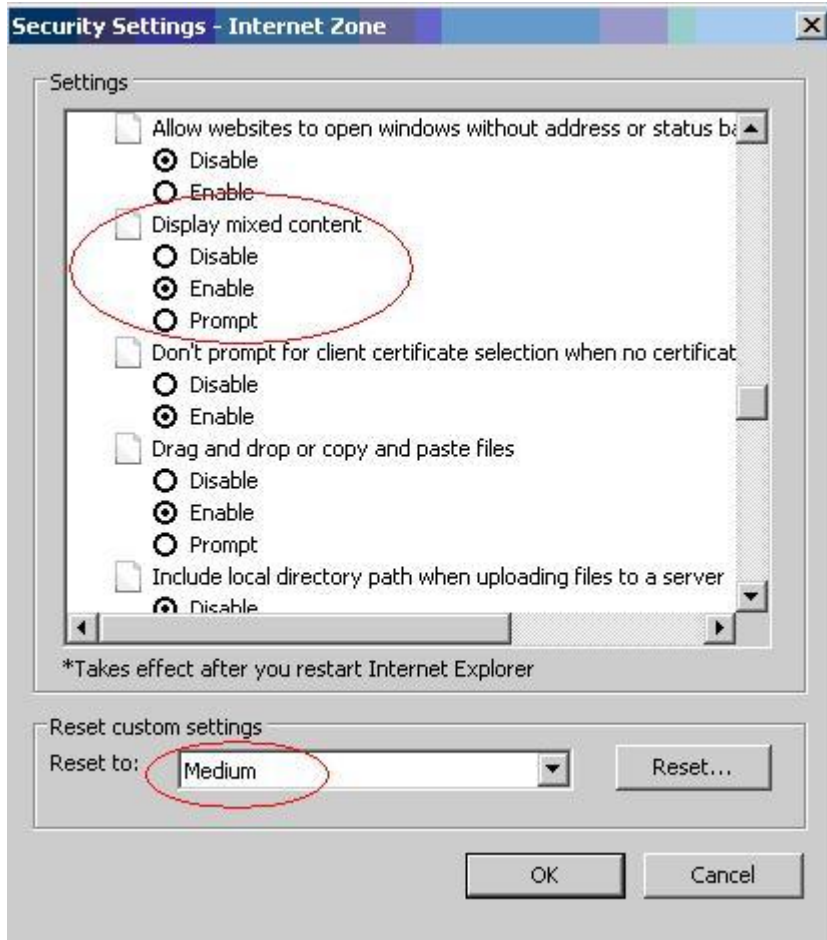
Step 1: Open Internet Explorer. Select "Tools" on the menu bar at the top of the browser window and then select "Internet Options"



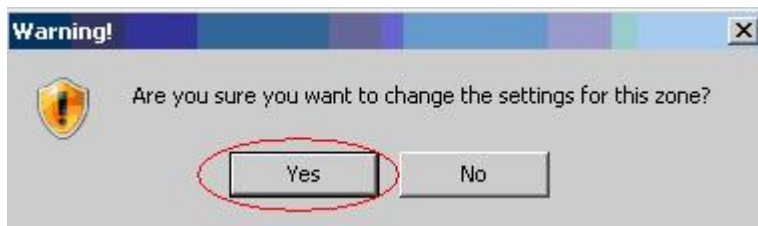
Step 2: Select "Security" and press "Custom level" button.



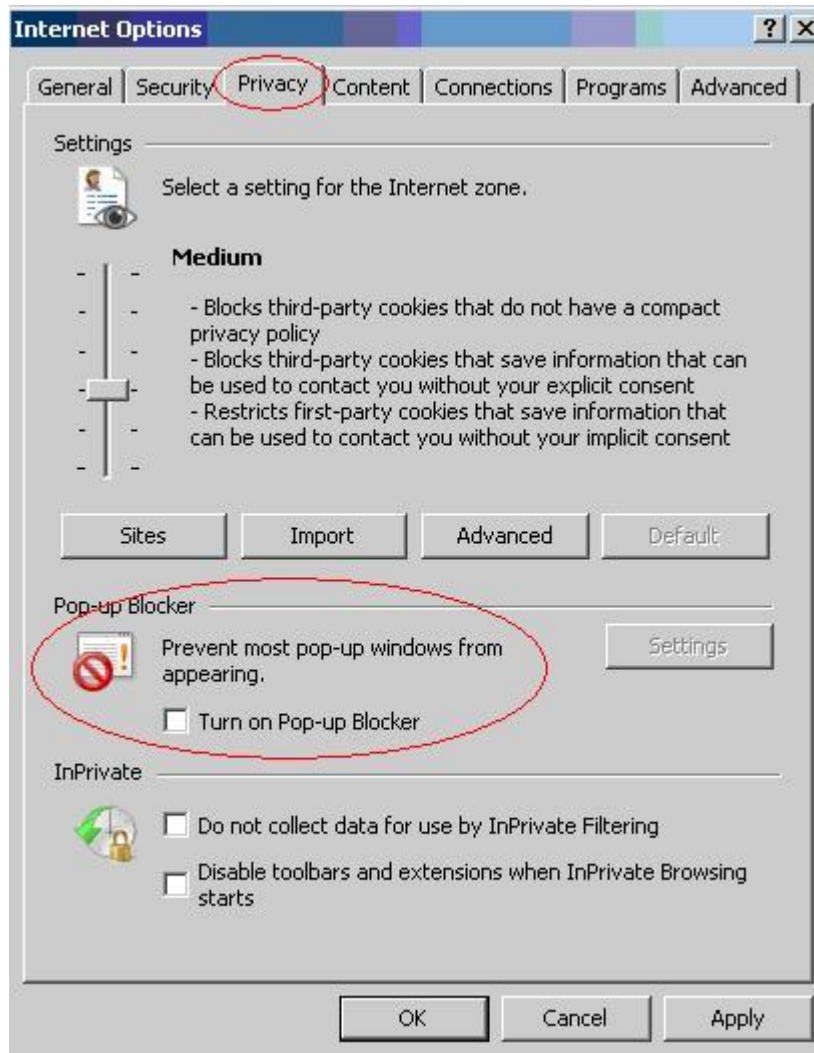
Step 3: Enable the function of “Display mixed content” under “Security Setting” menu and reset the security level setting to “Medium” and then press “OK” button.



Step 4: Accept to change the setting, please press “Yes” under the “Warning!” notice.



Step 5: Select “Privacy” tab and do not check the box “Turn on Pop-up Blocker” .



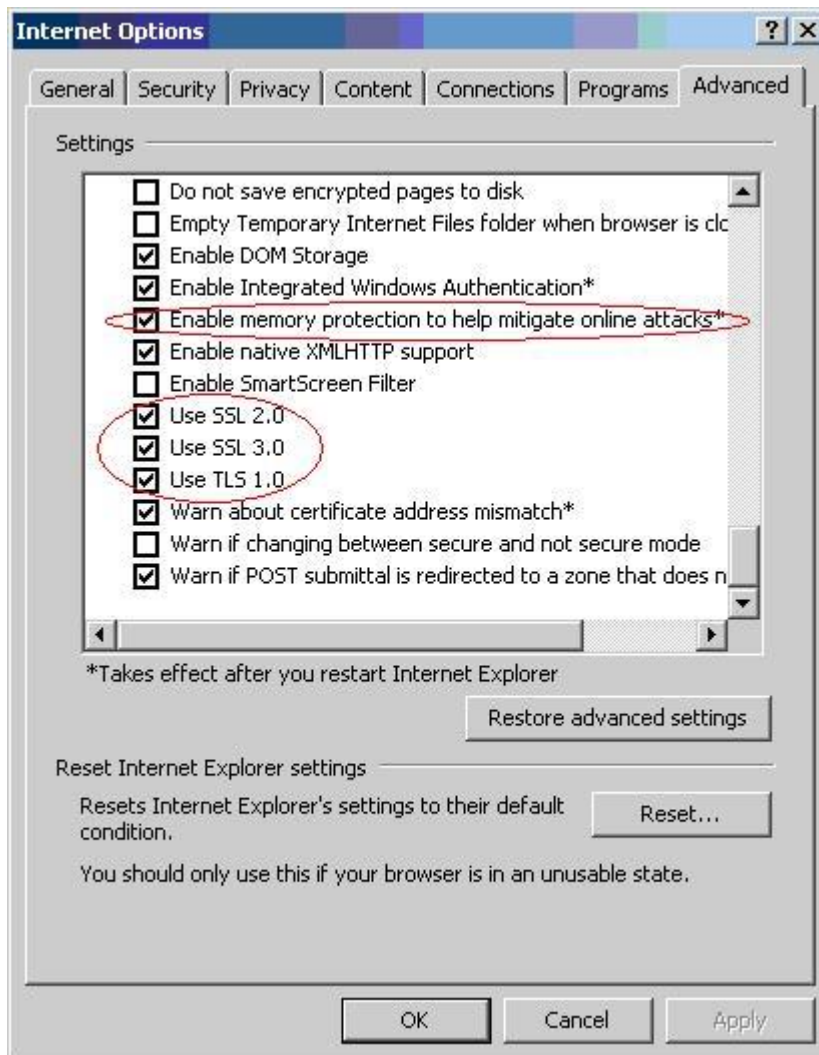
Then, click “Advanced” . Check the box “Override automatic cookie handling” , change the setting of “First-party Cookies” and “Third-party Cookies” to “Accept” . Then press “OK” button.



Step 6: Close all Internet Explorer browser and re-open it.

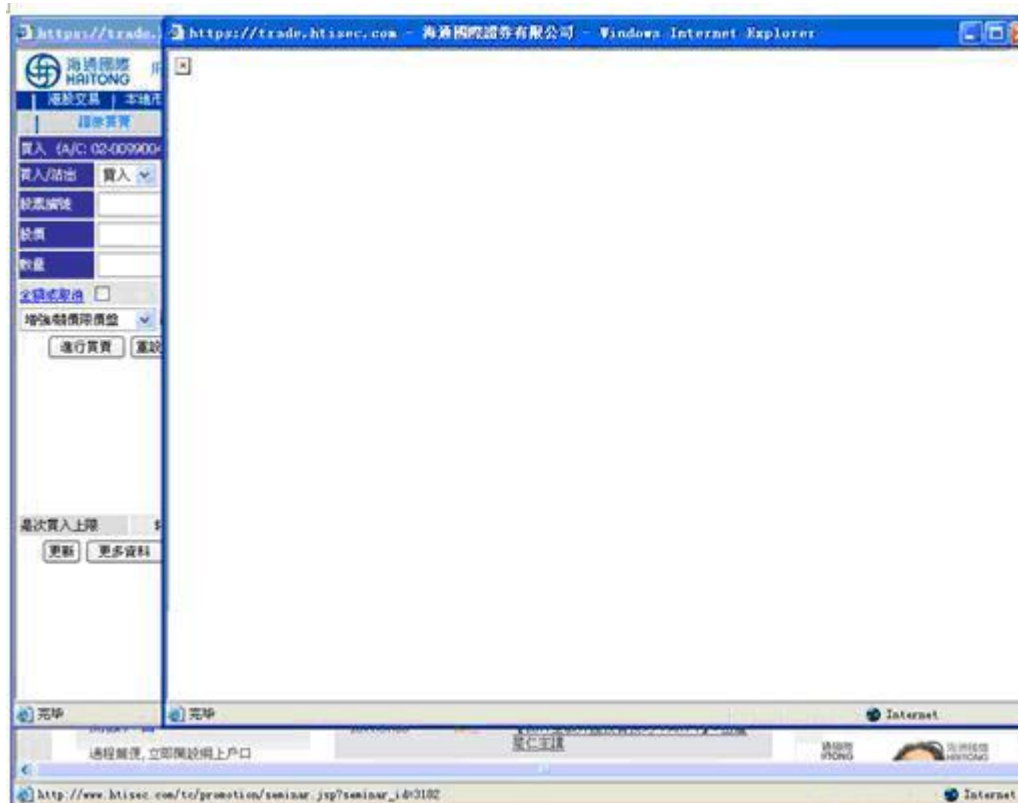
**Method 3:** Use “SSL/TSL” and “Enable memory protection to help mitigate online attacks\*” .

Step 1: Open “Internet Options” . Select “Advanced” tab, check the boxes “Use SSL 2.0; Use SSL 3.0; Use TLS 1.0” and “Enable memory protection to help mitigate online attacks\*” , and then press “OK” button.



Step 2: Close all Internet Explorer browser and re-open it.

4. Display a red "X" after login process



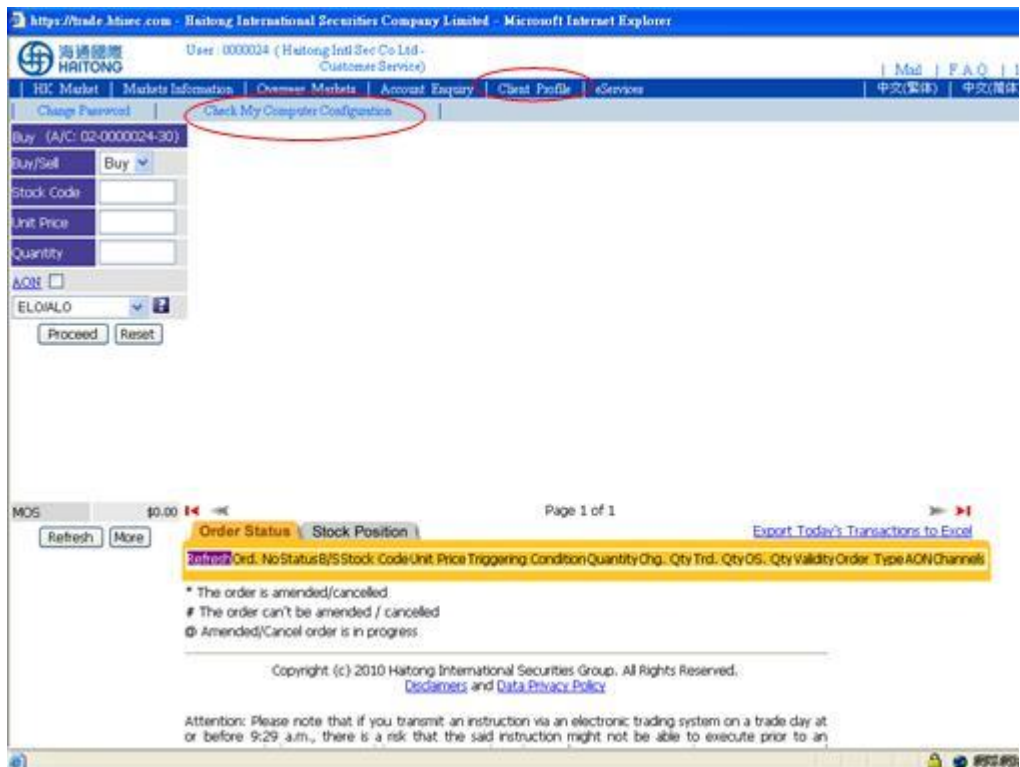
**Reason:** Does not install JAVA or it has been damaged.

**Solution:** Install JAVA (If JAVA has been damaged, it needs to be uninstalled before installation). Please reboot the computer after installation.

Step 1: If you want to know whether JAVA is installed on your computer or not, please visit our website [www.htisec.com](http://www.htisec.com) and login to our security online trading platform.



Step 2: Select “Client Profile” and then click “Check My Computer Configuration”



Step 3: Check whether “Sun Java VM” is installed on your computer or not.



Step 4: If there is no JAVA installed on your computer, please visit [www.java.com](http://www.java.com) to download and install. Please reboot the computer after installation.

5. Real Time Quotation or eStatement window does not pop up

https://trade.htsec.com - Haitong International Securities Company Limited - Microsoft Internet Explorer

海通國際 HAITONG User: 0000025 (Haitong Intl Sec Co Ltd - Customer Service)

HK Market | Markets Information | Overseas Markets | Account Enquiry | Client Profile | eServices

Trade and Quote of HK Stock | IPO Subscribe | Margin Financing Ratios

Buy (A/C: 02-0000025-30)

Buy/Sell Buy

Stock Code

Unit Price

Quantity

AON

ELO/ALO

Proceed Reset

ET Net(IQ version) has been opened.If you could not see the popup window for th may block by your browser setting.

MOS \$0.00 Page 1 of 1

Refresh More

Order Status Stock Position

Refresh	Ord. No	Status	B/S	Stock Code	Unit Price	Triggering Condition	Quantity	Chg. Qty	Trd. Qty	OS	Qt
* The order is amended/cancelled # The order can't be amended / cancelled @ Amended/Cancel order is in progress											

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[Disclaimers](#) and [Data Privacy Policy](#)

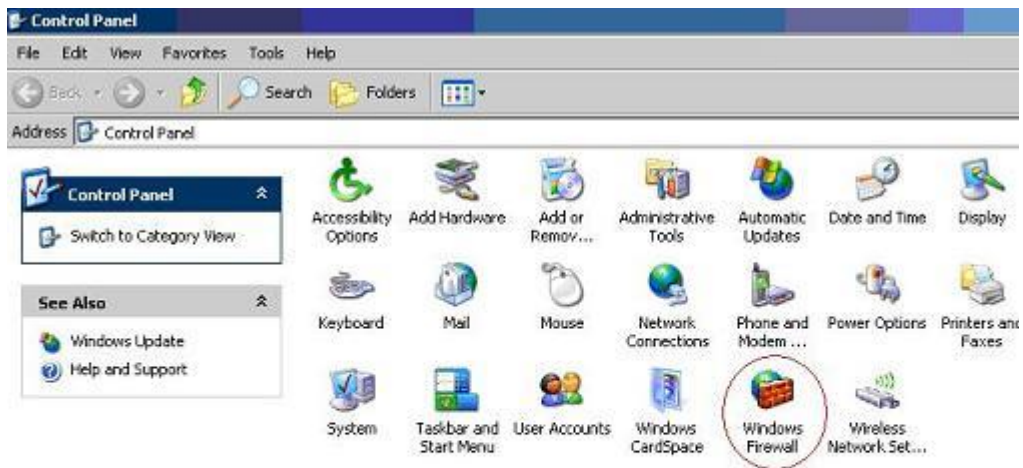
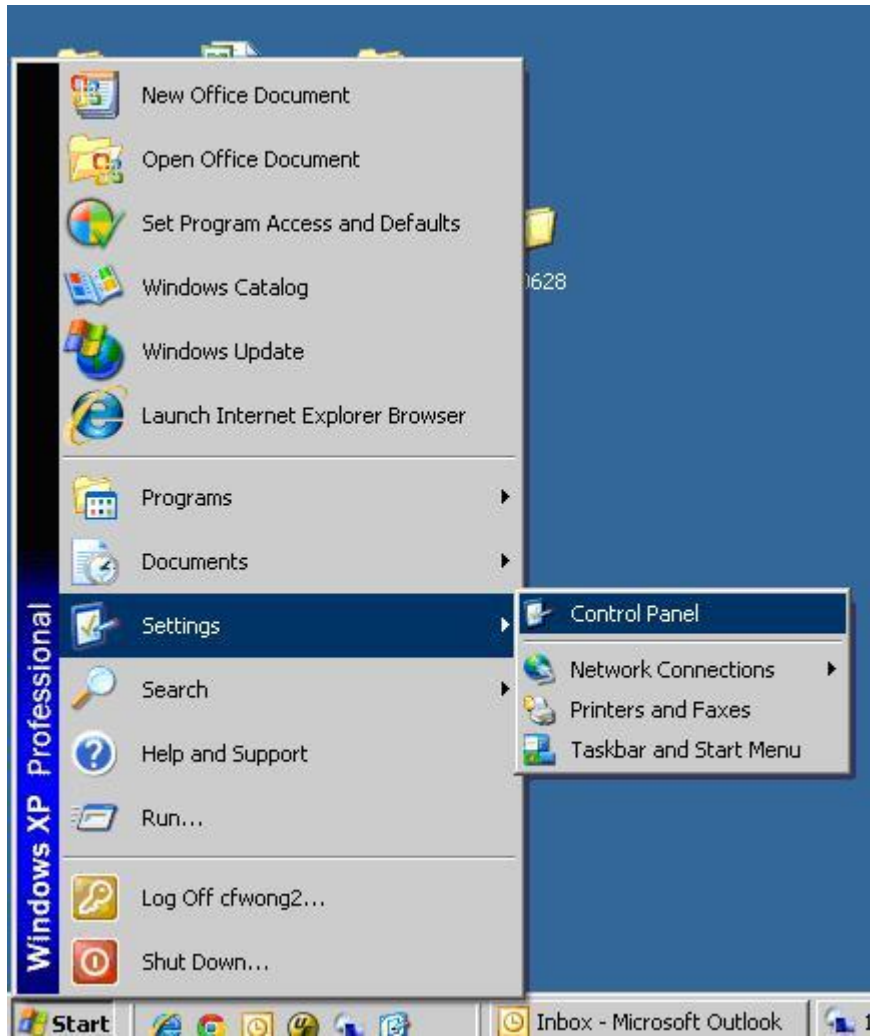
Attention: Please note that if you transmit an instruction via an electronic trading system on a trade or before 9:29 a.m., there is a risk that the said instruction might not be able to execute prior

完成

**Reason:** Firewall or ad-blocking problem

**Solution:** Turn off the firewall and the ad-blocking function.

Step 1: Press "Start" . Select "Control Panel" and double click "Windows Firewall" . Turn off "Windows Firewall" under the "Windows Firewall Setting" and then press "OK" button.



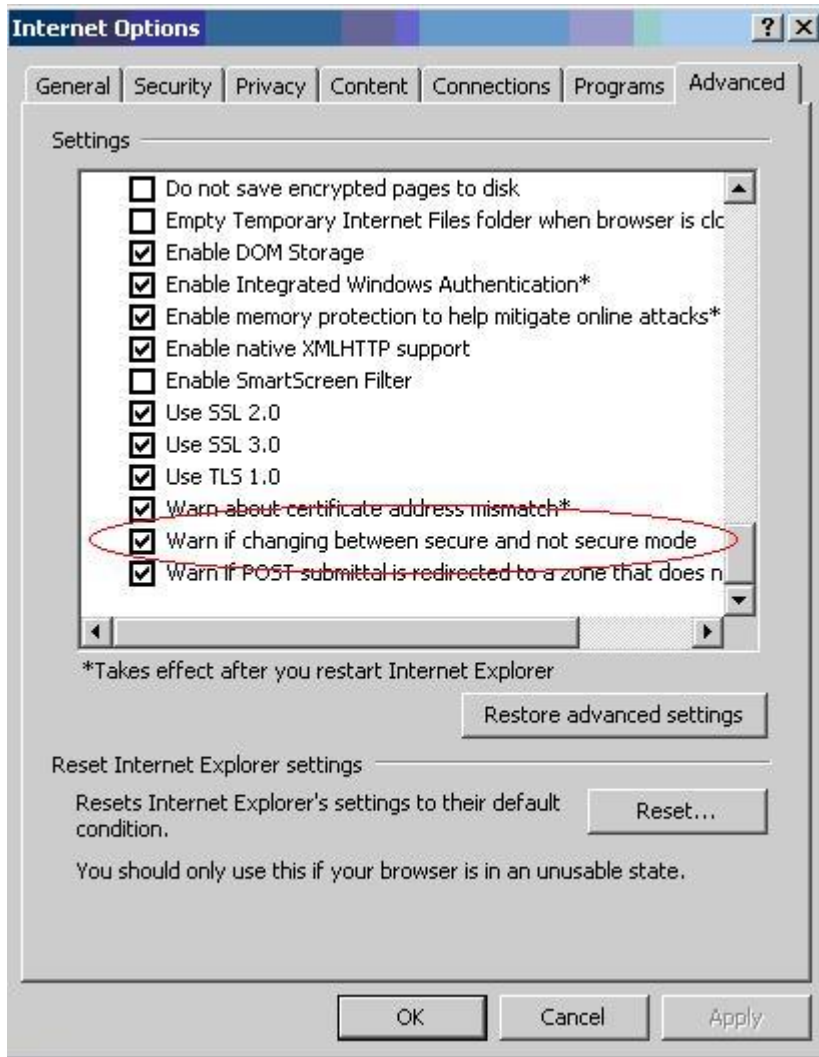


Step 2: Right click “Tools” and do not select “Yahoo Toolbars” or “Google Toolbars” .

Step 3: Open Internet Explorer. Select “Tools” on the menu bar at the top of the browser window. Select “Internet Options” . Under “Privacy” tab, change the security default setting as “Medium” and do not check the box “Turn on Pop-up Blocker” .



Step 4: Select “Advanced” tab. Under “Security” menu, click “Warn if changing between secure and not secure mode” and then press “OK” button.



Step 5: Close all Internet Explorer browser and re-open it.

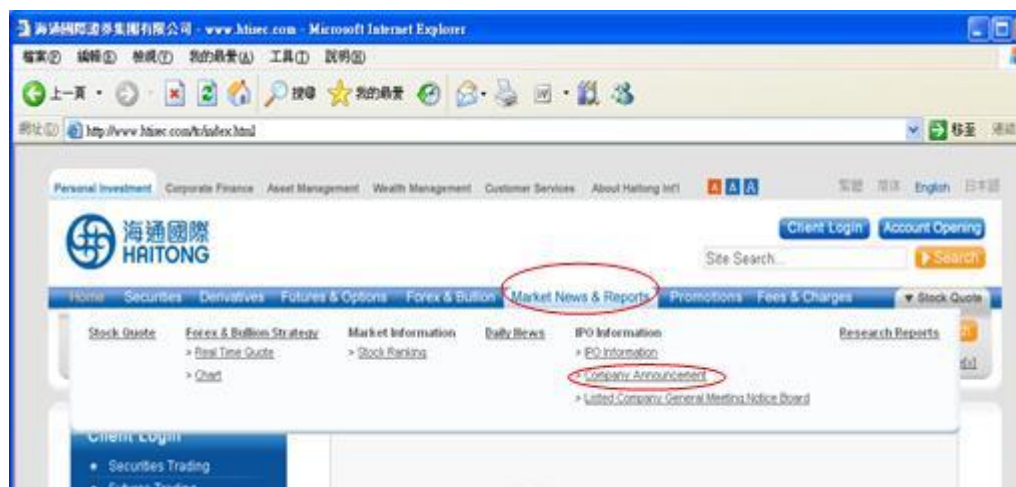
## Online Trading System FAQ

### 1. Cannot open eStatement

**Reason:** Adobe reader is not installed.

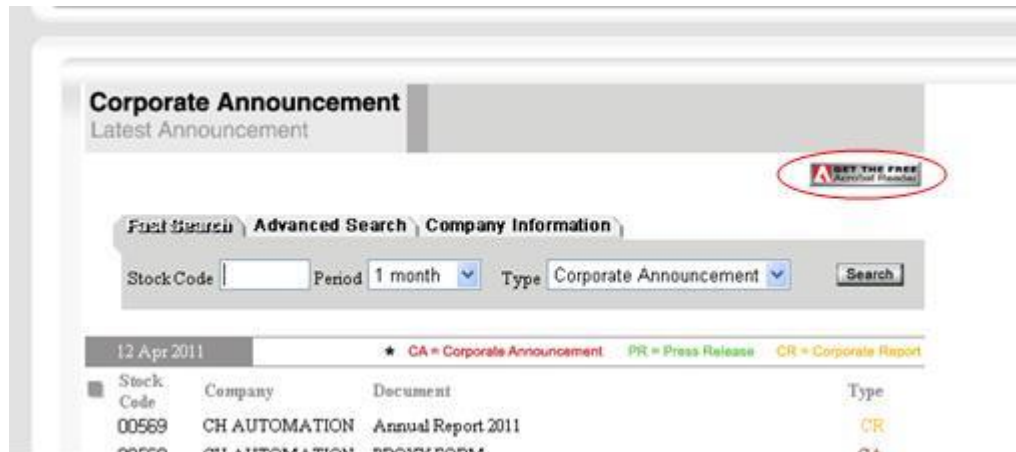
**Solution:** Install Adobe reader.

Step 1: Please visit [www.htisec.com](http://www.htisec.com). Select “Market News & Reports” and click “Company Announcement”. If you can open documents under Company Announcement, that means Adobe reader is installed, otherwise please install it on your computer.



Step 2: Install Adobe Reader

Please visit [www.htisec.com](http://www.htisec.com) and select “Personal Investment”. Click “Company Announcement” under “Market News & Reports” menu. Please download Adobe reader through the link which is at the top right corner. Please reboot the computer after installation.



2. Cannot open “Activation Code” login interface

**Method 1:** Please use Internet Explorer to open the “Activation Code” login interface if you are using other browsers.

**Method 2:** If you are browsing our website at office, your company firewall may have blocked Port 18443. Please consult the technical officer of your company to open the corresponding port.

3. Transaction error occurs when using eTransfer Service to deposit fund: Message displayed “Your session has been timed out. Please close this browser and logon again” or “System busy. Please try again later.”

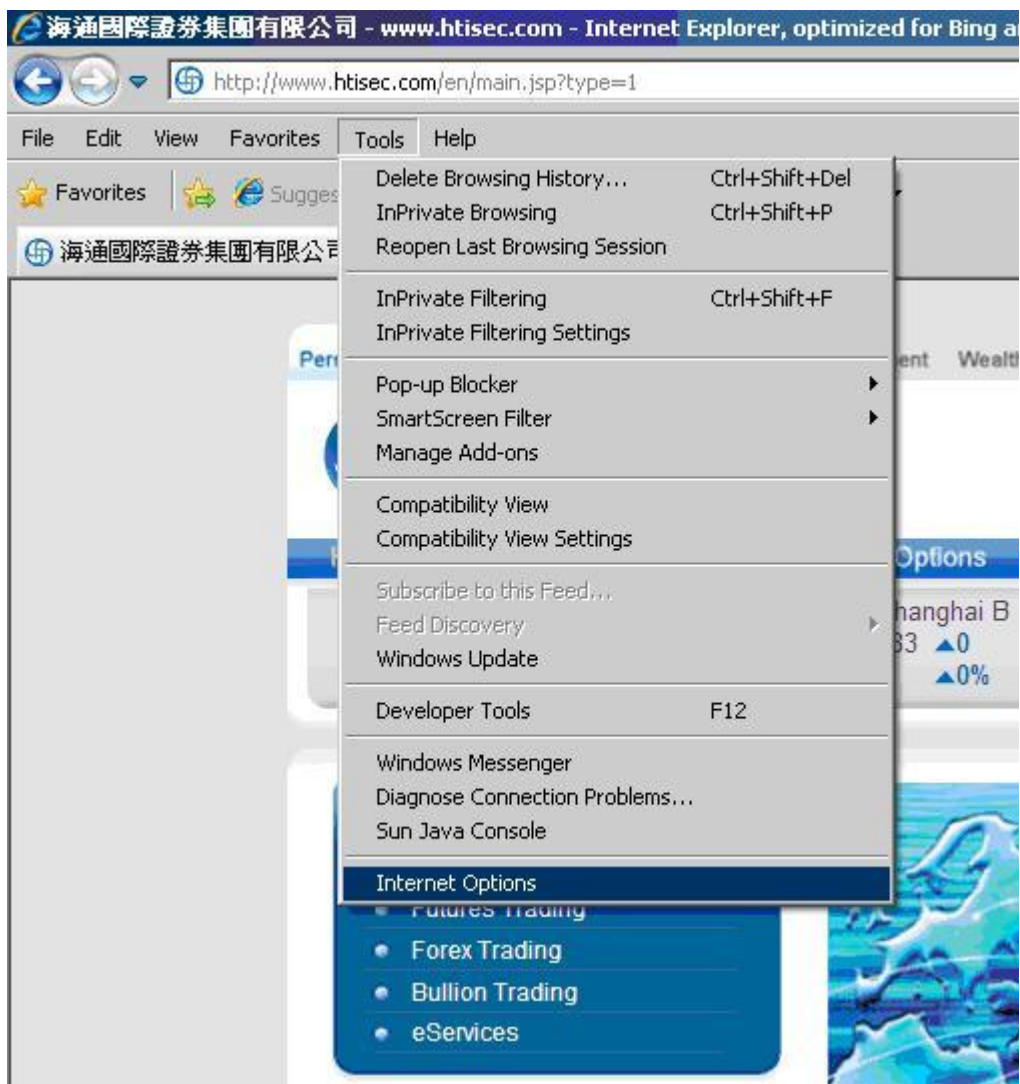


**Reason:** Privacy Settings is set to block cookies.

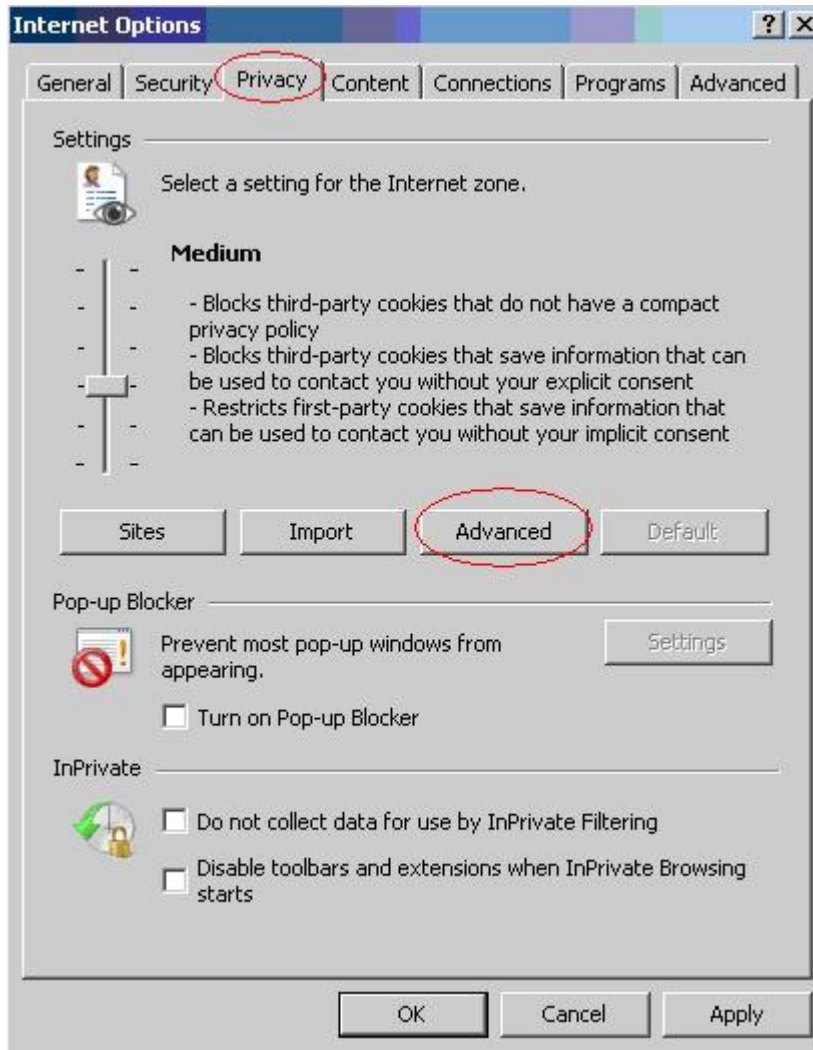
**Solution:** Accept Cookie under Privacy Settings.

Step 1: Open Internet Explorer. Select “Tools” on the menu bar at the top of the

browser window. Select “Internet Options” .



Step 2: Select “Privacy” and press “Advanced” button.



Step 3: Check the box “Override automatic cookie handling” , change the setting of “First-party Cookies” and “Third-party Cookies” to “Accept” , and then press “OK” button.



Step 4: Close all Internet Explorer browser and re-open it.

## Power Securities FAQ

1. When login the system, there is a pop up warning “Network timeout or some errors occurred, the system cannot ensure the accuracy of your operating results and data. [COMM0037]” (or [COMM0038])

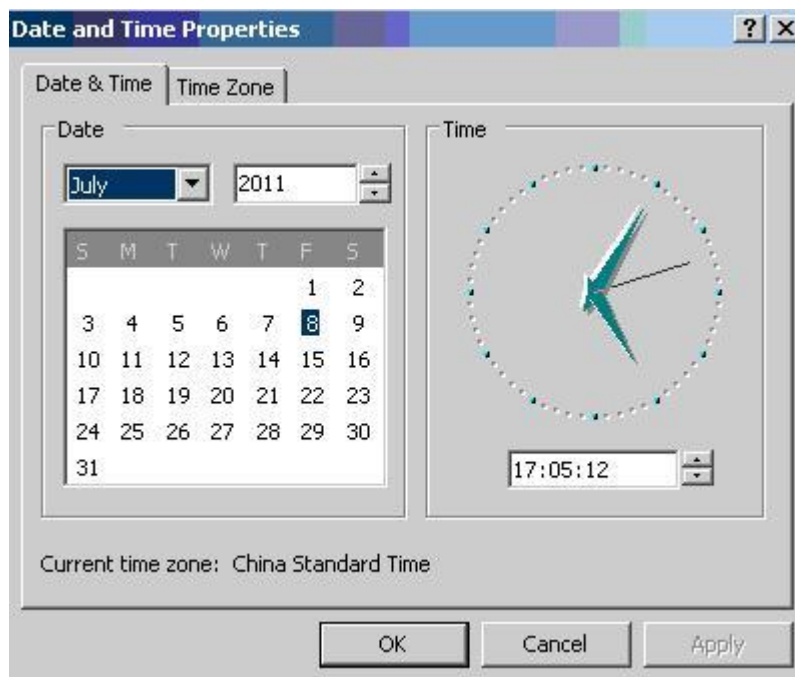
**Reason:** Wrong computer date and time.

**Solution:** Check and correct computer’ s date and time.

Step 1: Double click the time which is at the bottom right corner of your computer screen.



Step 2: Change to the correct time.

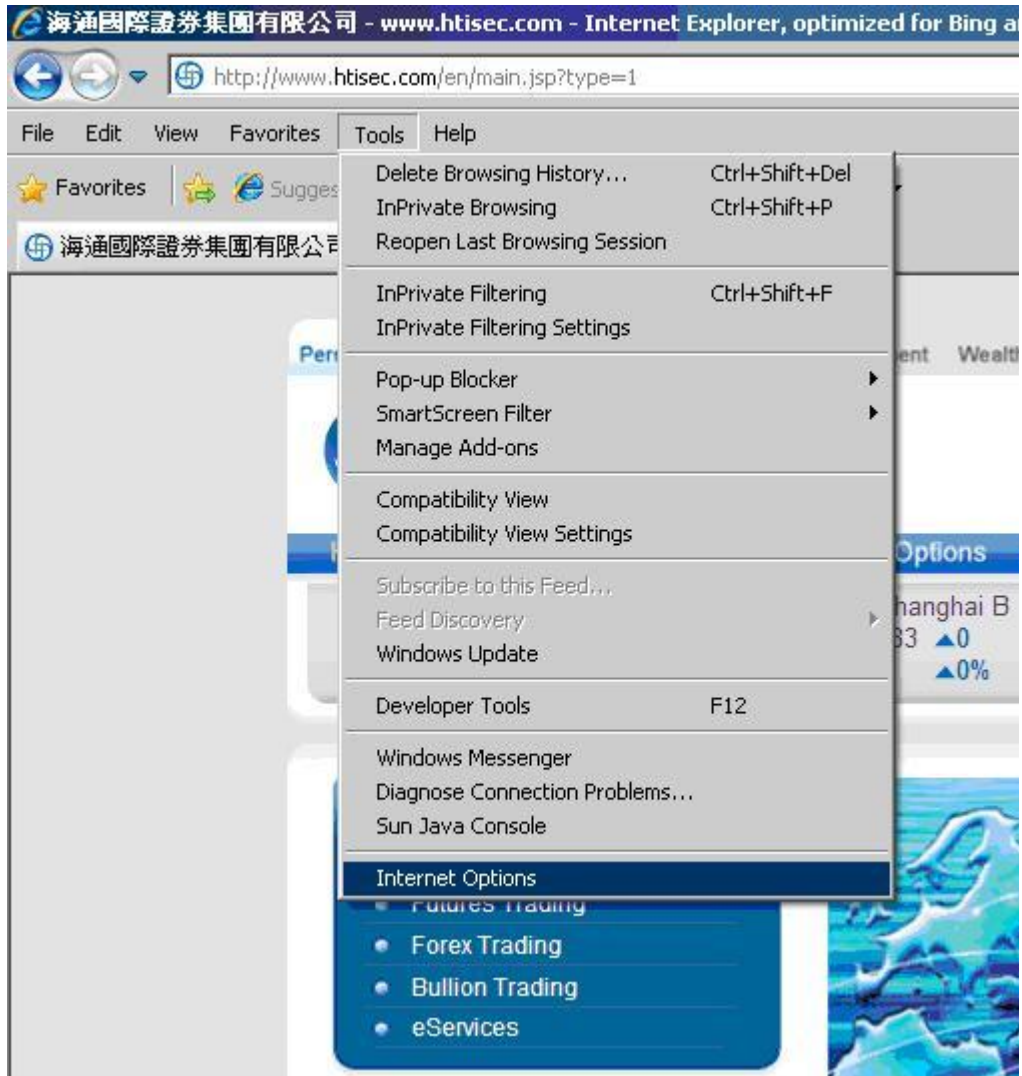


2. When login the system, there is a pop up warning “Network timeout or some errors occurred, the system cannot ensure the accuracy of your operating results and data. [COMM0045]”

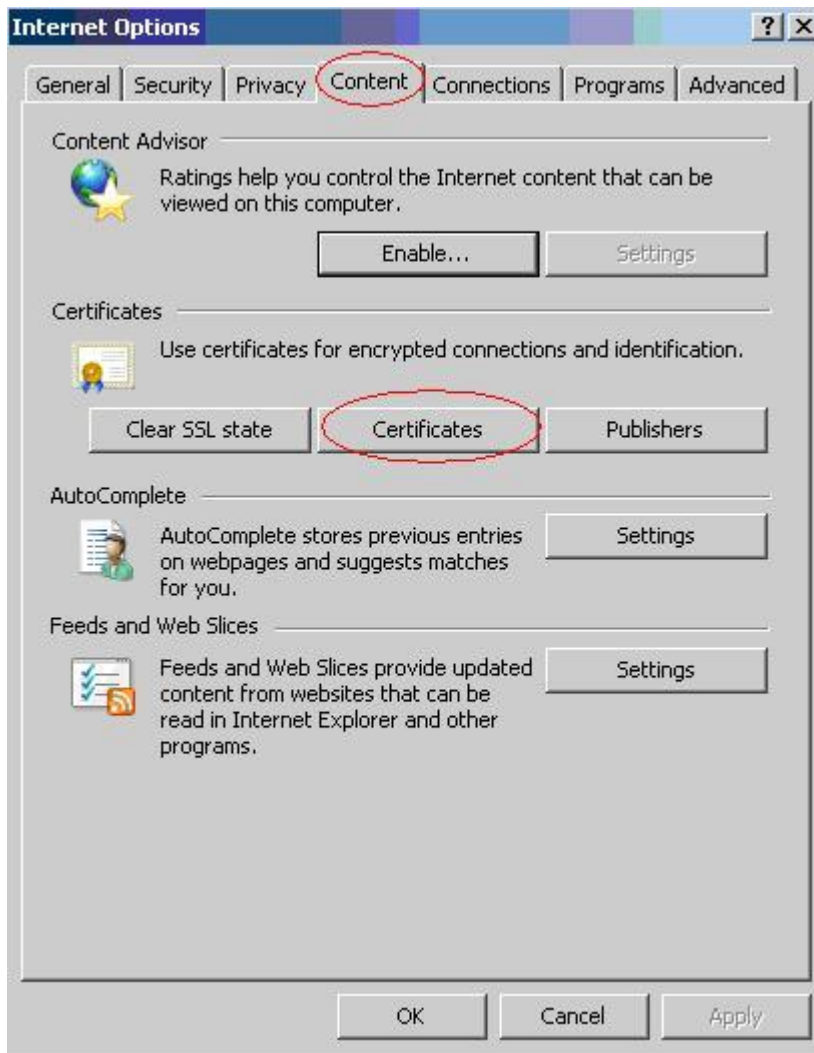
**Reason:** Security certificate error.

**Solution:** Remove expired certificates.

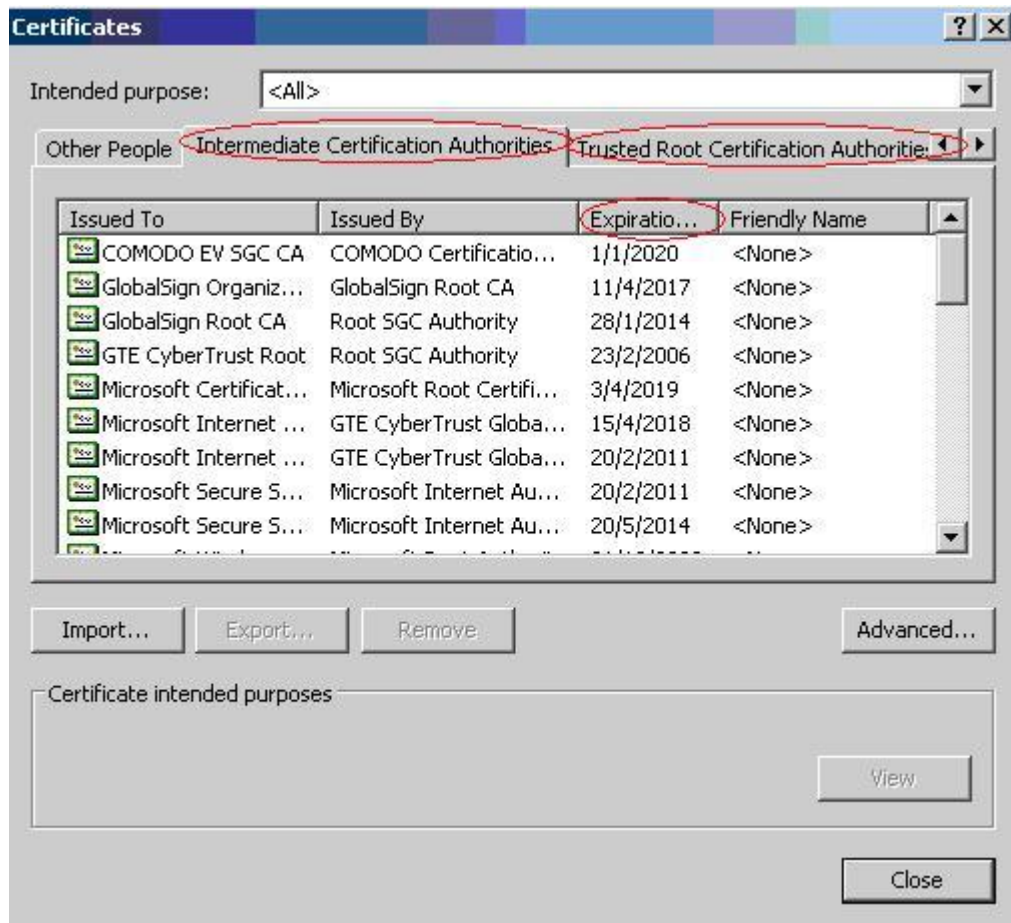
Step 1: Open Internet Explorer. Select “Tools” on the menu bar at the top of the browser window. Select “Internet Options” .



Step 2: Select “Content” tab and then press “Certificates” button.



Step 3: Under “Intermediate Certification Authorities” tab, remove expired certificates and then reboot your computer.



3. When login the system, there is a pop up warning “Network timeout or some errors occurred, the system cannot ensure the accuracy of your operating results and data.[COMM0002]”

**Reason:** The network connection timed out.

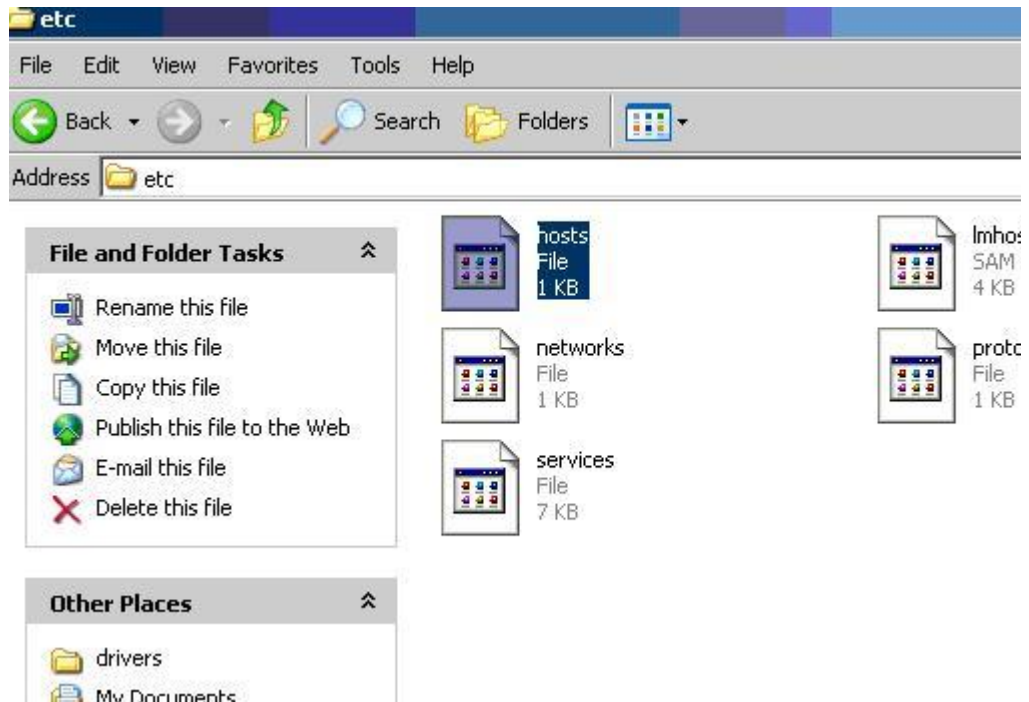
**Solution:** Please check whether your network connection is normal or not.

4. When login the system, there is a pop up warning “Network timeout or some errors occurred, the system cannot ensure the accuracy of your operating results and data. [COMM0007]”

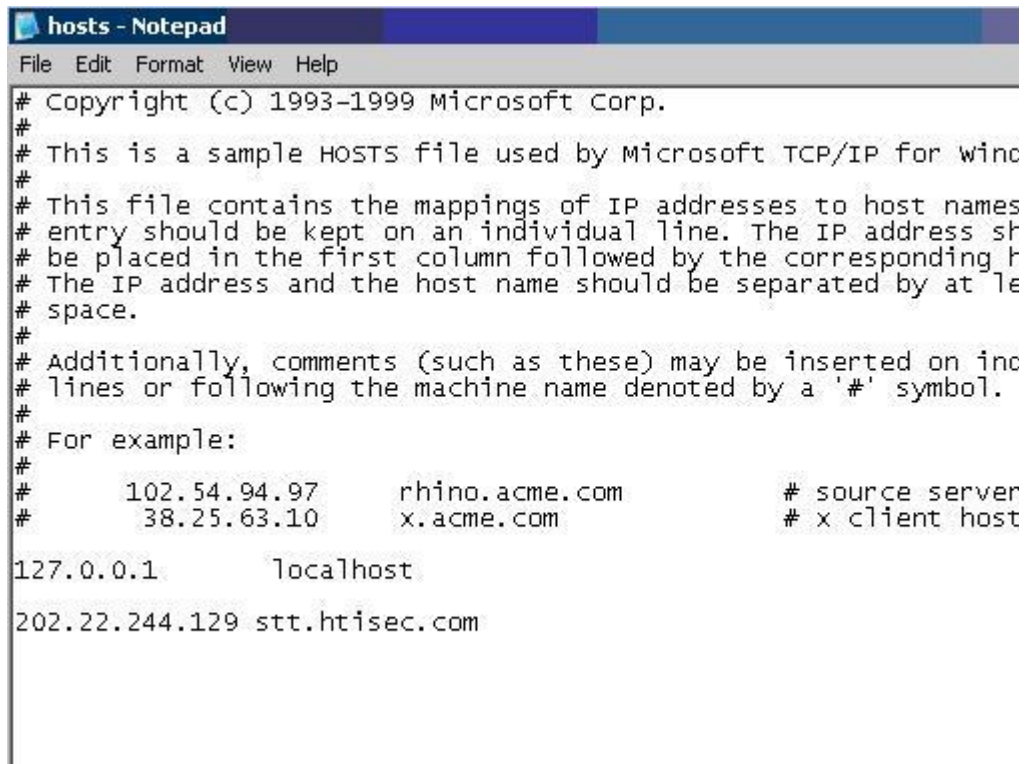
**Reason:** Network problem, cannot resolve domain name.

**Solution:** Please add “202.22.244.129 stt.htisec.com” to the last line of “hosts” file.

Step 1: Open c:\Windows\System32\drivers\etc\hosts, right click the “hosts” file and use notepad to open it.



Step 2: Add “202.22.244.129 stt.htisec.com” to the last line of “hosts” file and save. Then, please relogin again.



```
hosts - Notepad
File Edit Format View Help
# Copyright (c) 1993-1999 Microsoft Corp.
#
# This is a sample HOSTS file used by Microsoft TCP/IP for Windows.
#
# This file contains the mappings of IP addresses to host names. Each
# entry should be kept on an individual line. The IP address should
# be placed in the first column followed by the corresponding machine
# name. The IP address and the machine name should be separated by at least
# one space.
#
# Additionally, comments (such as these) may be inserted on individual
# lines or following the machine name denoted by a '#' symbol.
#
# For example:
#
#       102.54.94.97       rhino.acme.com          # source server
#       38.25.63.10      x.acme.com            # x client host
127.0.0.1      localhost
202.22.244.129 stt.htisec.com
```