CHECKLIST FOR TROUBLE SHOOTING

R. K. STOCKHOLDING PVT. LTD. @ DIET

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Q.1: Check connection busy error (Check Connection Integrity).
Solution:

1) Check Network link, for that click on Start, then click on Run.

2) Type the Broadcast Server IP such as ping xxx.xxx.xx.xxx -t

3) Click on ok.

4) If reply comes then 'Request Time Out', after that check whether internet browsing is possible on internet explorer or not.

5) If not, then check the following:
   - Check Modem or LAN Card settings in control panel => System => Device Manager & check the Driver of Modem & LAN card. If it's unavailable, then install the modem or LAN Card Drivers. After Installation starts Odin and check for the error.

   - If the error still Persists, Please Check whether Firewall or Proxy server is installed in the system or Windows Firewall is on. Incase if you need Firewall please bypass Odin in the Exception List.

   - Incase Proxy server or Client is installed on your system, Odin will not run. For running the Odin properly, you require normal internet connection.

Q.2: Login incorrect- No corresponding Entry found (logon to Server).
Solution:

1) Check the user code & password in Logon.

Or

2) Contact Admin to check your Username & Password.

Q.3: If in Odin Diet version 7, number of failed login attempts exceed maximum allowed then contact administrator (logon to Server).
Solution:

1) This message comes due to invalid password entered in the Password Field. Odin allows you 5 times usage of wrong password. In case you exceed the maximum limit; it locks your user ID for security reasons.

2) To overcome this issue contact Admin to unlock your password.

Q.4: User already connected (logon to server).
Solution:

1) Check if you have properly logged off from the previous session or not. If not, then log off properly.

2) Check if any another user is using your user code.

3) Contact Admin to Suspend & Active your account for Re-logon.

Q.5: Invalid password (logon to server).
Solution:

1) Type the correct password.

2) If you have forgotten the password, contact Admin to reset your password.

Q.6: When user is able to Connect but rates are not being displayed on the page.
Solution:
1) Click on My Computer => C:\drive => Odin => Diet => Masters. In that please check whether all master files are present or not, if not then download it through Tools => Downloads Master, check in the appropriate Master file.

2) If the same problem continues, please check the speed of your internet connection.

Q.7: Unable to add Sauda.
Solution:
This problem comes due to Junk Profile. The only solution to this Error is to Re-logon.

Q.8: Invalid Parameter (Open Connection).
Solution:
1) Go to Start => Run, type Regedit click on Ok, a window will open. In that Double Click on HKEY_LOCAL_MACHINE => Software => ODIN => ODIN6 => ODIN Manager => Client Tcp-Ip => Broadcast TCP-IP address, set the IP Address to your prescribed Broadcast Server IP.

2) After that click on View & Exit.

3) Re-logon to Odin Diet.

4) If the same problem persists then reinstall Odin.

Q.9: Rates are not refreshing.
Solution:
1) Check whether internet browsing is possible on internet explorer or not.

2) If not then check the following:

- Check Modem or LAN Card settings in Control Panel => System => Device Manager & check the driver of Modem & LAN Card. If it's unavailable, then install the modem or LAN Card drivers & connect to the Odin Manager.

- Click on Start then click on Run, type .telnet 221.134.70.83 7013, please check if any junk data is coming in a small window or not, download master files if Junk data is not coming,

please call your ISP (Internet Service provider) & ask him to open the equired port for telnet.

Q.10: Script Not available.
Solution:
1) Click on My Computer => C drive => Odin => Diet => Masters. In that Please check whether all master files are present or not, if not then download it through Tools => Downloads Master, check in the appropriate Master file.

2) If the same problem continues then please check the speed of your internet connection.

Q.11: Failed to Load Odin6bcastdll.dll
Solution:
1) Click on Start => Run. Type Regedit and then press ok.

2) Double click on HKEY_LOCAL_MACHINE => Software => Odin => Odin6 => Odin Manager => Client TCP-IP => Broadcast server, in the Properties of Broadcast server click on Bcastudpaddress, and set it as per the prescribed Broadcast Server IP.

3) Click on File and Exit.

4) Re-logon to Odin Diet.

Q.12: Script Mass Error.
Solution:
Go to C:\Odin, go to Diet then go to Masters, Checkout weather all masters files are available or not. If not then download Masters from Tools => Download masters and check in the appropriate master file.

Q.13: Message: Client is required.
Solution:
To resolve this problem delete Odin folder from C:\, and then also delete the Odin folder from Registry then reinstalls R K Stockholding Pvt. Ltd. Diet.

Q.14: Market Type Not Known
Solution:
To Resolve This Problem Please Click on Start => Run, Type Regedit. In that Go to HKEY_LOCAL_MACHINE => Software => ODIN => ODIN6 => Odin Diet Client => Configuration; Right click on it, now change the Name to Configurationold, click on 'ok' & Exit from Registry & Re-logon to Odin.

Q.15: Message: Path Variable not set in Registry.
Solution:
1) To Solve this problem go to www.rkfml.com, click on Download. After that click on the respective Broadcast Server Registry & Run it.

2) After that it will ask ‘Save’, Click On ‘Yes’.

3) Please Re-login to R K Stockholding Pvt. Ltd. Diet.

Q.16: A particular month does not come on NSE future / MCX Future or NCDEX Future.
Solution:
To solve this problem please check the Date / Time / Time Zone option in the Taskbar or in Control Panel. Please configure the proper Date / Time / Time Zone in it.

Q.17: Automatically Logs Off when you click on Market Watch.
Solution:
To solve this problem please check the Date / Time / Time Zone Option in the Taskbar or in Control Panel. Please configure proper Date / Time / Time Zone in it.

Q.18: Automatically Logs Off when you click on Nifty or Sensex Graph.
Solution:
1) To solve this problem, please click on My Computer, in that click on Odin-Diet-Workspace.

2) Please delete the .CRP file in it.

3) Re-login to Odin.

Q.19: If there is an error which says; ‘Odin 95 had encountered an error and will be closed down’.
Solution:
1) Please delete R K Stockholding Pvt. Ltd. Diet from Desktop, C:\Odin Folder.

2) Go to registry HKEY_LOCAL_MACHINE \ software, delete the Odin folder.

3) Go to control panel & stop this service; Administrator tools \ service \ Routing and Remote Access.

4) Kindly install the current R K Stockholding Pvt. Ltd. Diet set-up (Which is there on our website www.rkfml.com).

Q.20: When NSE and Nifty do not refresh as well as NSE Future scripts are not accessible.
Solution:
1) Go to Start => Run. Type Regedit & Click on ‘ok’. In Registry Editor, click on HKEY_LOCAL_MACHINE \ software \ Odin \ Diet Client \ Defaults, and Double click on AllowDervBcast. Put the Value ‘1’ instead of ‘0’, click on ‘ok’. In case you are using Odin diet version 7, you might have 2 options. Please put ‘1’ value in both of them.

2) Log on to R K Stockholding Pvt. Ltd. Diet. Now click on Tools & click on Download Masters. Click on NSE Equity & NSE Derivates & click on Download. Now Log off from Odin & Re-logon.