

Merrill Edge MarketPro[®]

Installation and troubleshooting guide



Use this guide to help with installing Ice WebStart, problems launching MarketPro, or to help resolve any performance issues. If you still need help after completing the steps in this guide, please [contact us](#).

SYSTEM REQUIREMENTS

	Operating System	Browser	ICE WebStart
Recommended	Windows 7 or higher Mac OS 10.14 or higher*	Internet Explorer 11 or higher Firefox 66 or higher Chrome 73 or higher Microsoft Edge 17 or higher Safari (Mac) 10 or higher	ICE WebStart must be installed to launch MarketPro – Install steps

*The RTD Excel plugin is Microsoft compatible only, and is not supported on a Mac system.

Can I use something other than recommended level?	You may be able to use different or other versions of browsers or operating systems to access MarketPro. However, you should be aware that there may be minor problems or performance issues that we may not be able to fix should they be discovered.
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Other Requirements:

- Cookies enabled
- Pop-up blocking disabled, or pop-ups allowed for Merrill Edge and MarketPro URLs
- Internet Connection: DSL, Cable or other broadband type connection is recommended
- Memory: 2 GB RAM
- Processor: Pentium 4 2.0 GHz equivalent or greater for optimal performance
- PDF content requires Adobe Reader 6.0 or later
- Ability to connect to the internet through port 80, 443 or 2812

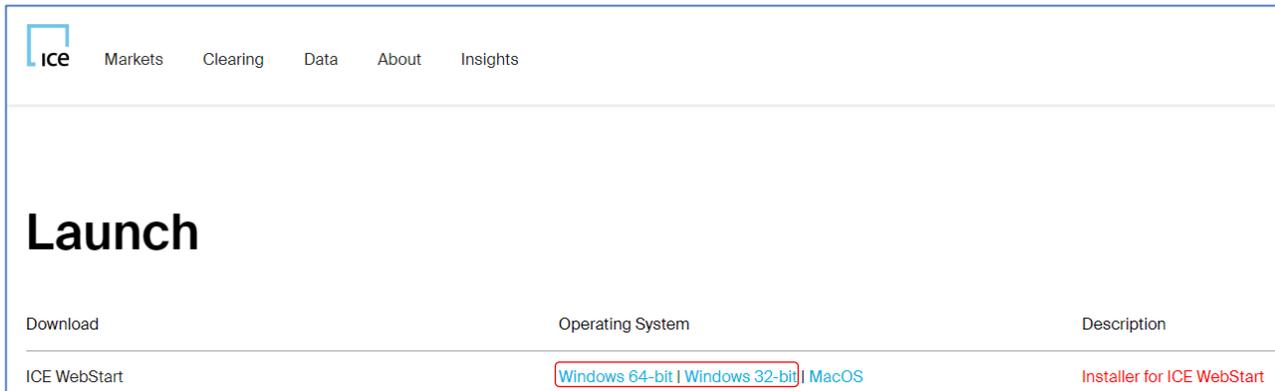
INSTALLING ICE WEB START

ICE WebStart (IWS) is a replacement technology for Oracle's Java Web Start (JWS). There is no action required if you have ICE WebStart already installed. If you are a new user, or not able to see the ICE WebStart installed on your machine, please install ICE WebStart using the following link:

<https://www.theice.com/launch>

Windows installation steps

1. Access the link above and select **Windows 64-bit** or **Windows 32-bit** next to **ICE WebStart**.
2. Open the downloaded file, and follow the installation steps on screen

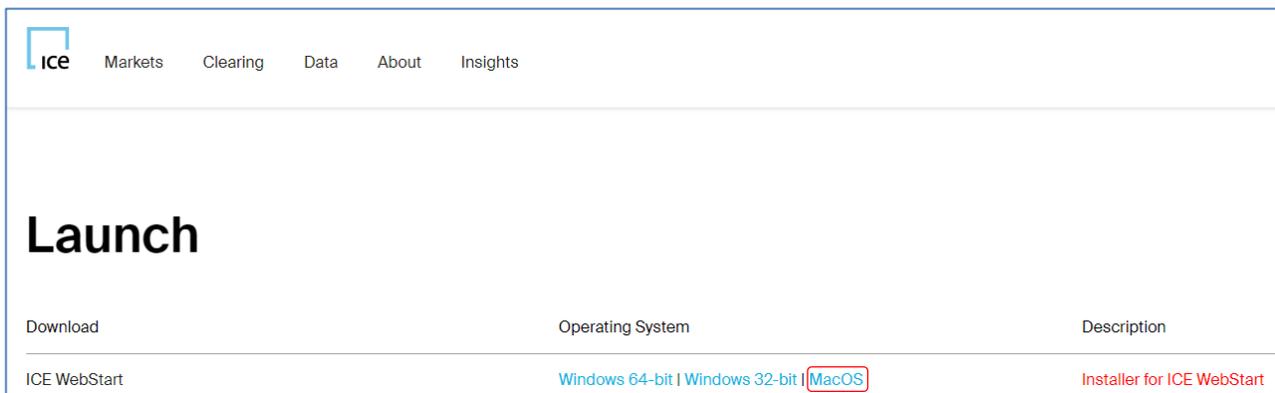


The screenshot shows the ICE website's 'Launch' page. At the top, there is a navigation bar with the ICE logo and links for Markets, Clearing, Data, About, and Insights. Below the navigation bar, the word 'Launch' is displayed in a large, bold font. Underneath, there is a table with three columns: 'Download', 'Operating System', and 'Description'. The table contains one row with the following data: 'ICE WebStart' in the 'Download' column, 'Windows 64-bit | Windows 32-bit | MacOS' in the 'Operating System' column, and 'Installer for ICE WebStart' in the 'Description' column. The 'Windows 64-bit | Windows 32-bit' text is highlighted with a red box.

Download	Operating System	Description
ICE WebStart	Windows 64-bit Windows 32-bit MacOS	Installer for ICE WebStart

Mac installation steps

1. Access the link above and select **Mac OS** next to **ICE WebStart**.
2. Open the downloaded file to unzip it if required (the Safari browser may automatically unzip the file)
3. For optimal performance, move **ICEWebStart.app** to ~/Users/<username>/Applications (create this folder if it does not exist)

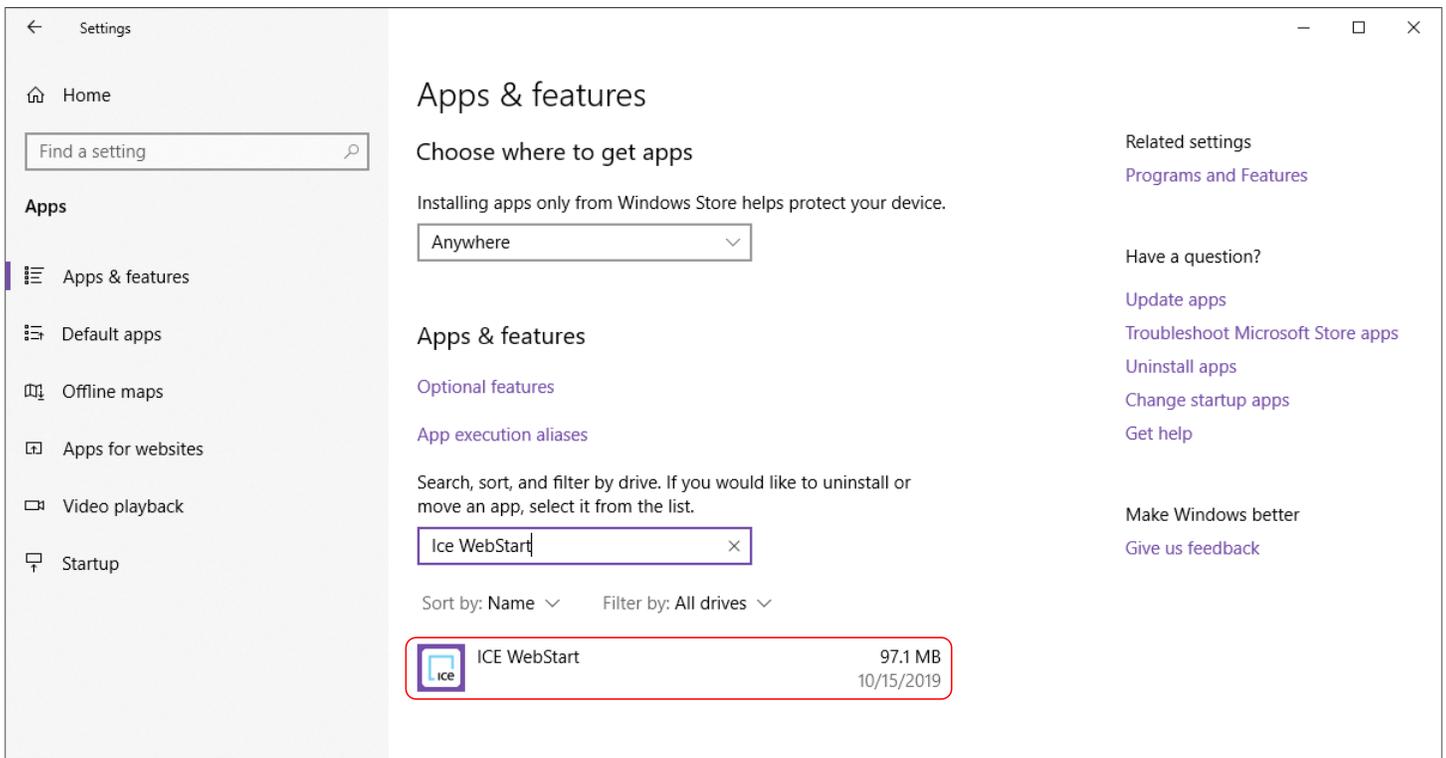
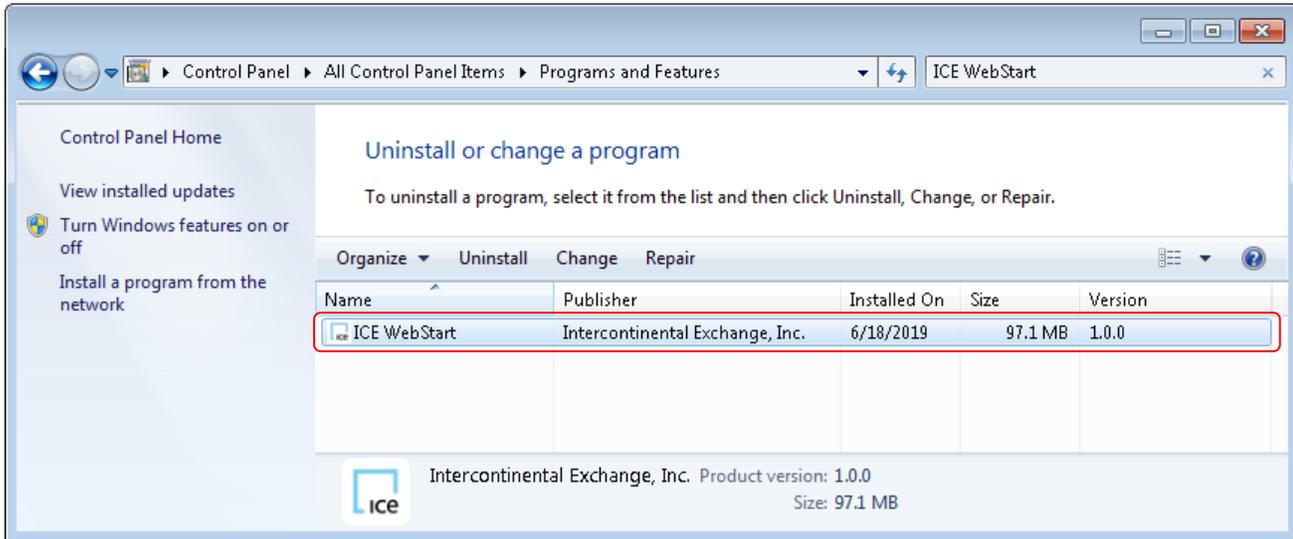


The screenshot shows the ICE website's 'Launch' page, similar to the one above. The table in this screenshot has the 'MacOS' option highlighted with a red box in the 'Operating System' column.

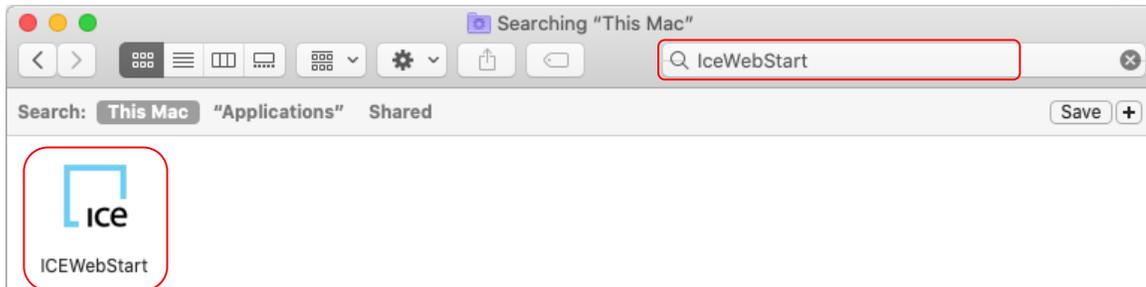
Download	Operating System	Description
ICE WebStart	Windows 64-bit Windows 32-bit MacOS	Installer for ICE WebStart

VERIFYING AND TESTING INSTALLATION

You can confirm you have IWS installed by checking **Programs and Features** from the **Control Panel** (Windows 7) or **Apps & Features** from **Settings** (Windows 10)



On macOS, open a new Finder window and search for **ICEWebStart** (select “This Mac” if needed) and ICEWebStart should appear in the results:

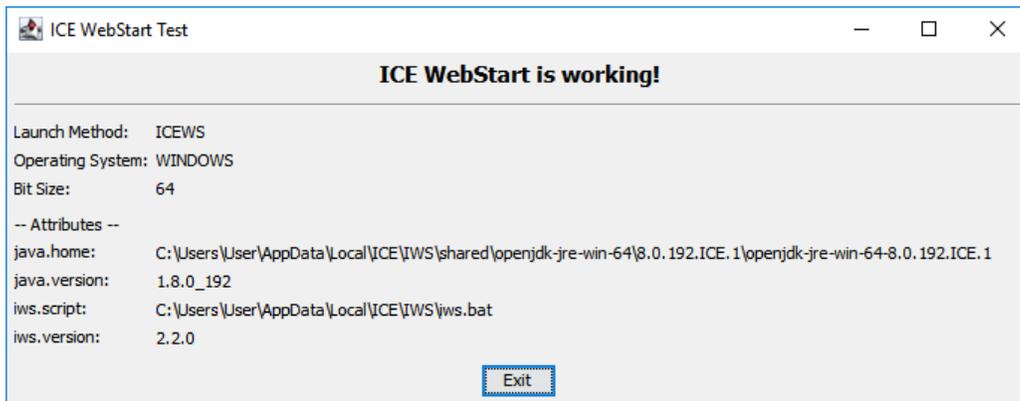


Testing IWS installation

Go to <https://www.theice.com/launch> and click on Launch next to ICE WebStart Test to verify if your IWS installation is working properly.

Download	Type	Description
ICE WebStart Test	Launch	Default test

You should see this screen:



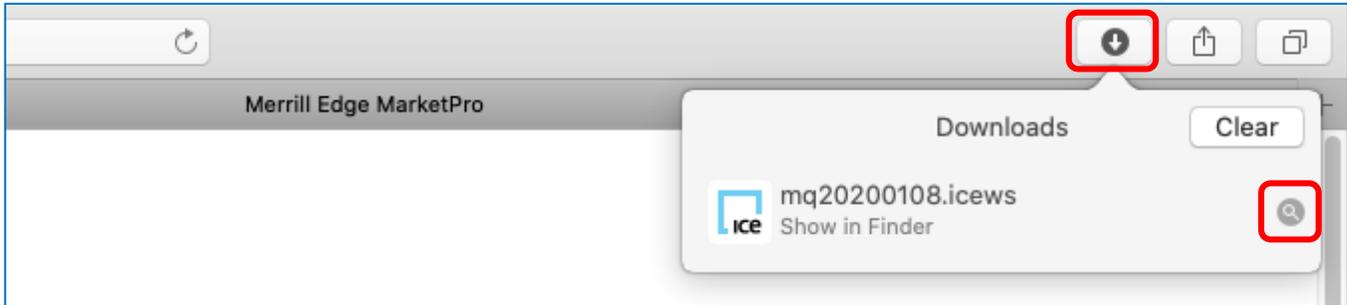
You are now ready to launch MarketPro

LAUNCHING ON A MAC

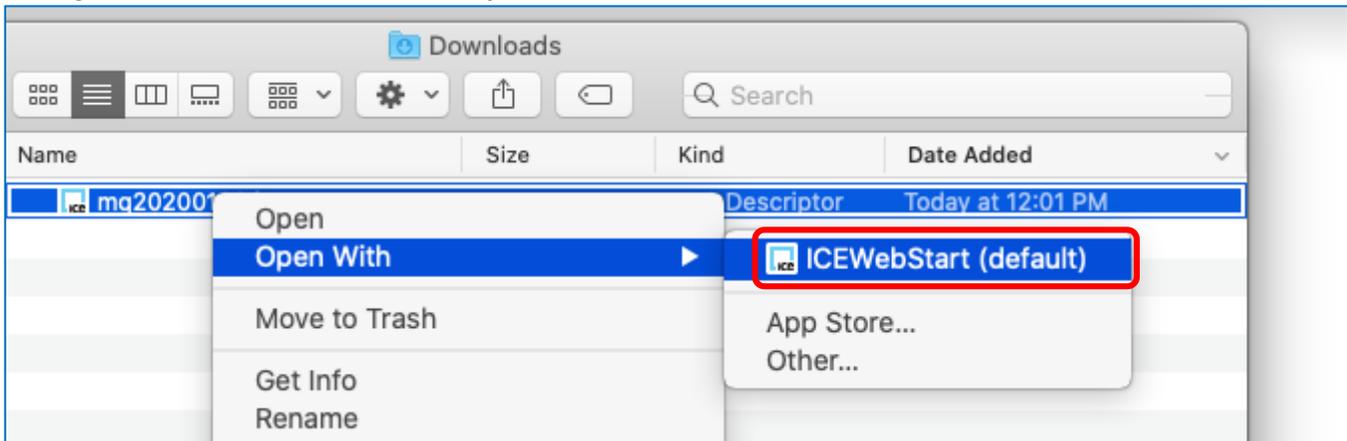
Depending on your security settings, mac OS may block icews files when opening for the first time. Follow the steps below to allow .icews to launch on your mac.

Safari

1. Click on the downloads icon, then click the magnifying glass to show the .icews file in Finder



2. Right click on the .icews file, select **Open With**, and select **ICEWebStart (default)**

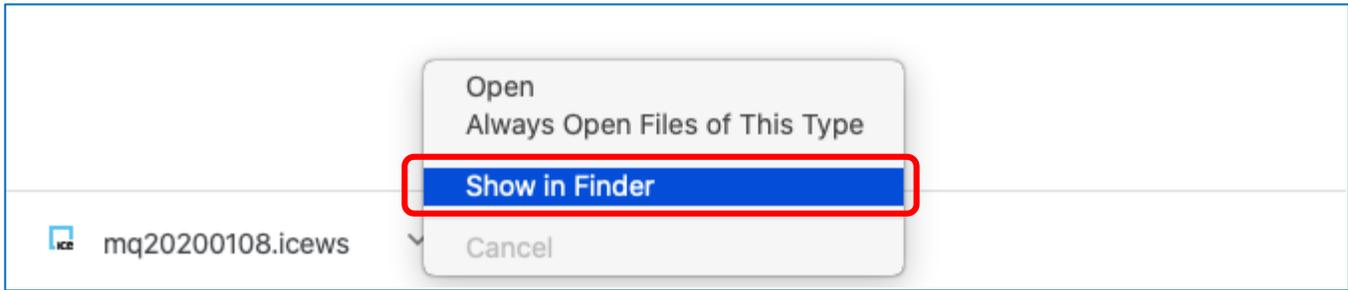


3. Click on **Open**

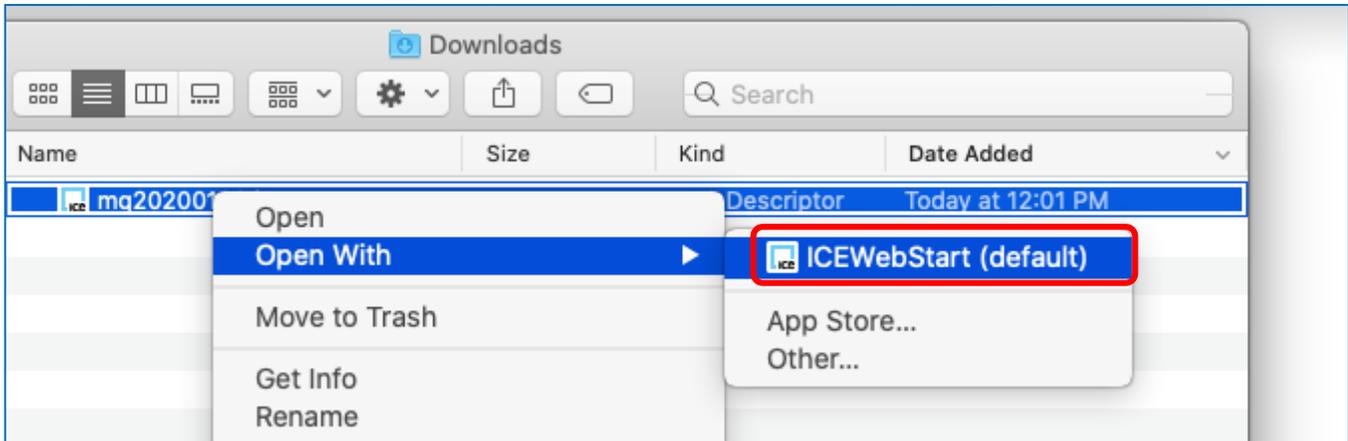


Chrome

1. Click the arrow in the downloads bar and select **Show in Finder**



2. Right click on the .icews file, select **Open With**, and select **ICEWebStart (default)**

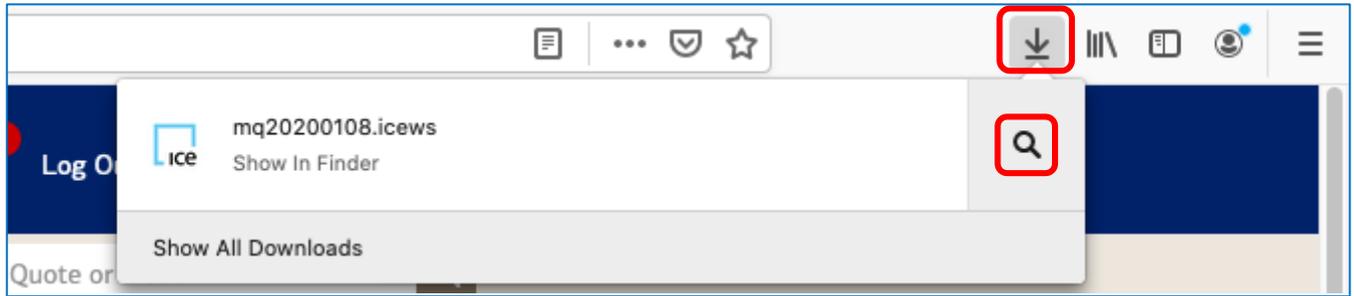


3. Click on **Open**

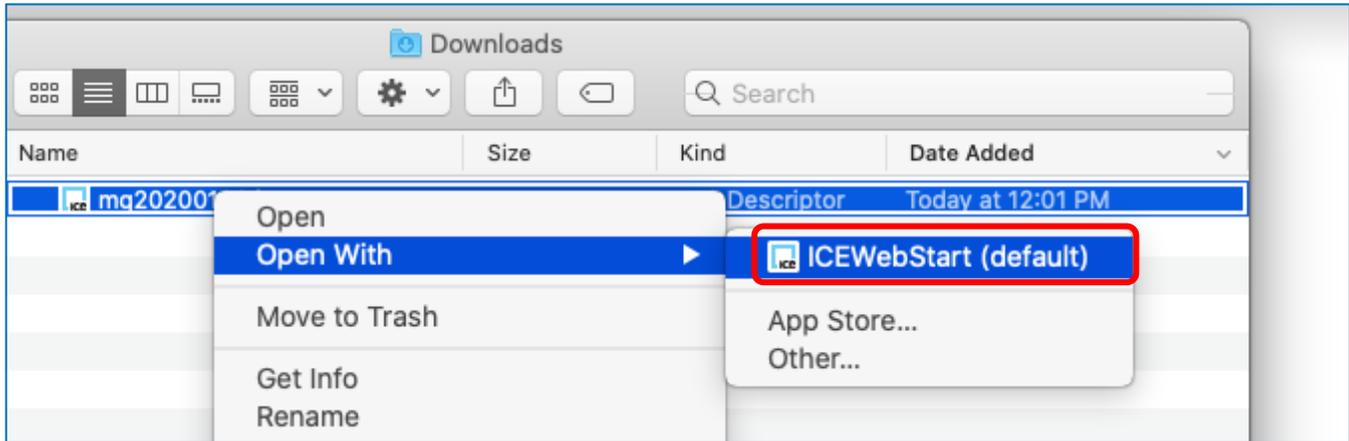


Firefox

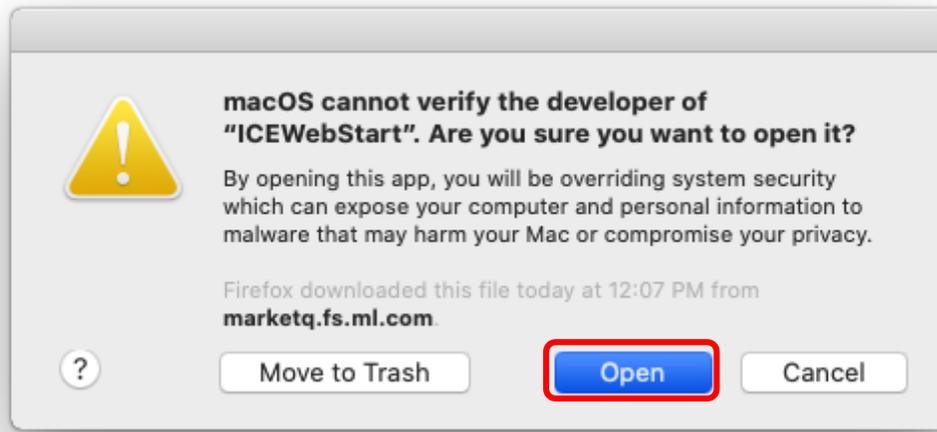
1. Click on the downloads icon, then click the magnifying glass to show the .icews file in Finder



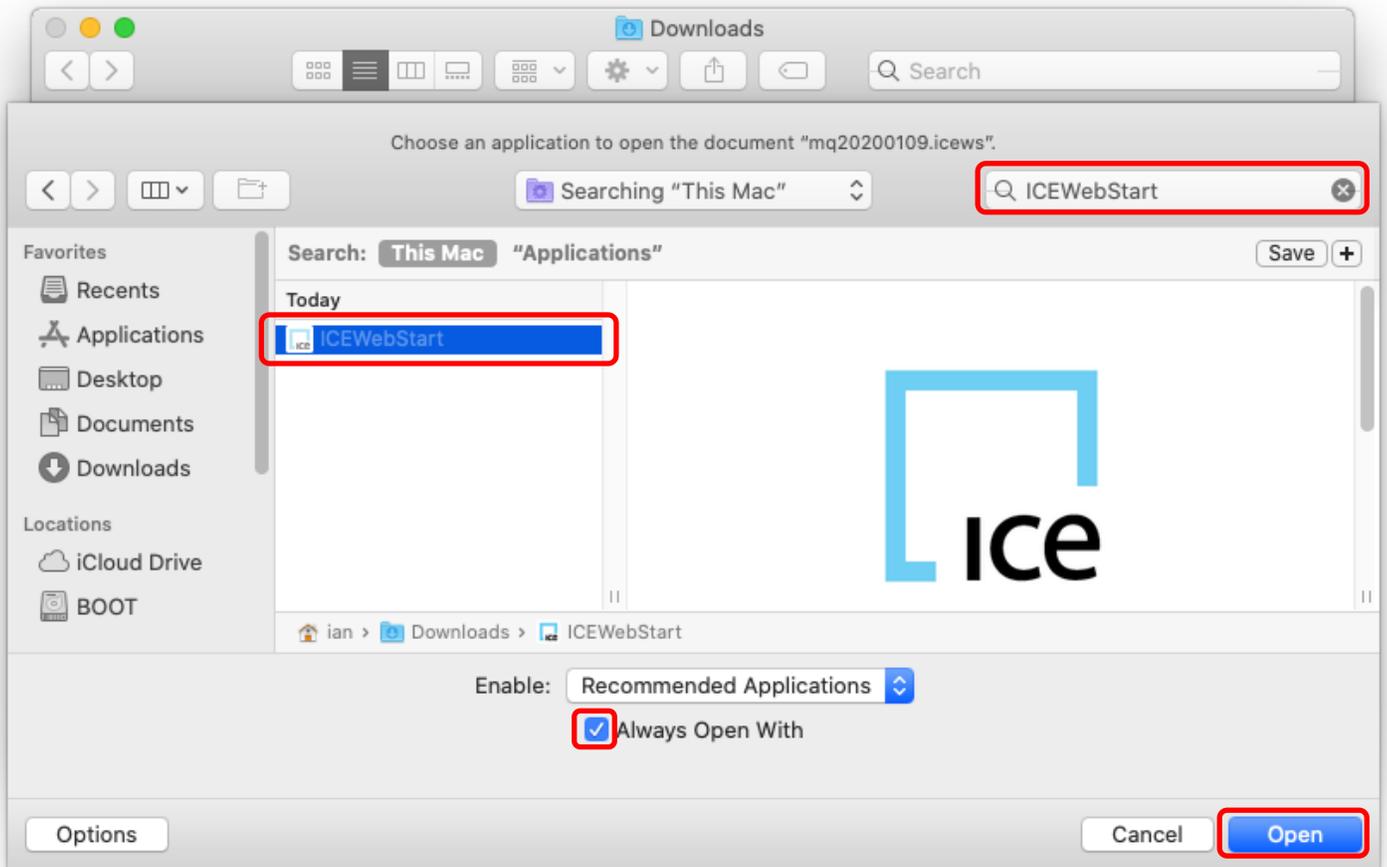
2. Right click on the .icews file, select **Open With**, and select **ICEWebStart (default)**



3. Click on **Open**



If ICEWebStart does not show as an option to Open With, select **Other**, type **ICEWebStart** into the search box at the top left, select **ICEWebStart** from the results pane, check **“Always Open With”** and click **Open**

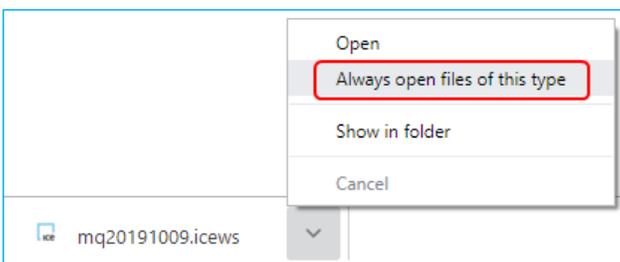


FILE ASSOCIATION

Most browsers allow capability to open “.icews” launch file automatically, but it requires an initial setup. This one time setup will expedite future launches of MarketPro. Before following the steps please ensure that you have installed ICE WebStart successfully on your machine.

Chrome – Windows

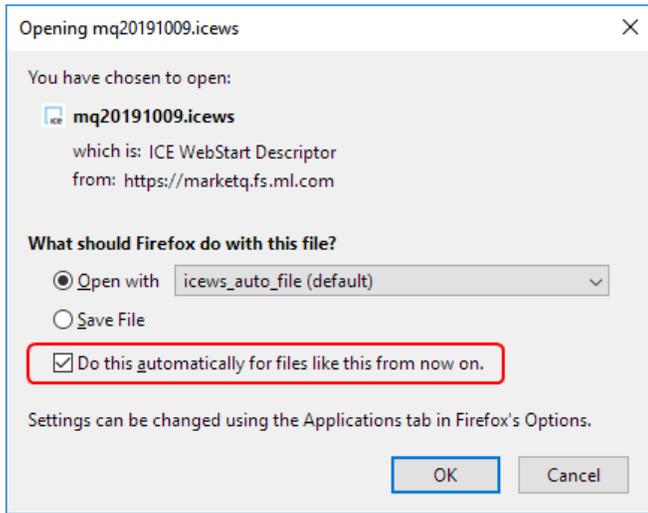
Step 1: Once the application is downloaded and visible in the bottom left, select the arrow pointing up, and select **“Always open files of this type”** and then click on the file name to launch



Step 2: After this setup, the Chrome browser will auto-launch “.icews” files and open the application without requiring any additional clicks.

Firefox – Windows

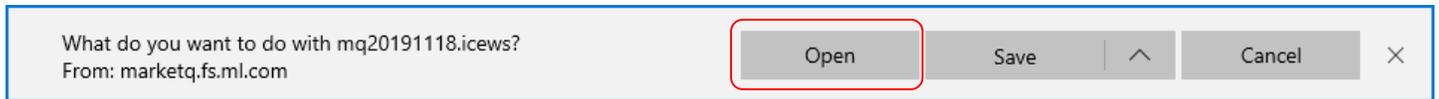
Step 1: When downloading the file the below box will appear. Check the box that says “Do this automatically for files like this from now on”



Step 2: After this setup, Firefox browser will auto-launch “.icews” files and open application without requiring any additional clicks.

Edge – Windows

Step 1: Click Open when prompted. The Edge browser currently does not have an option to skip this step.



Internet Explorer – Windows

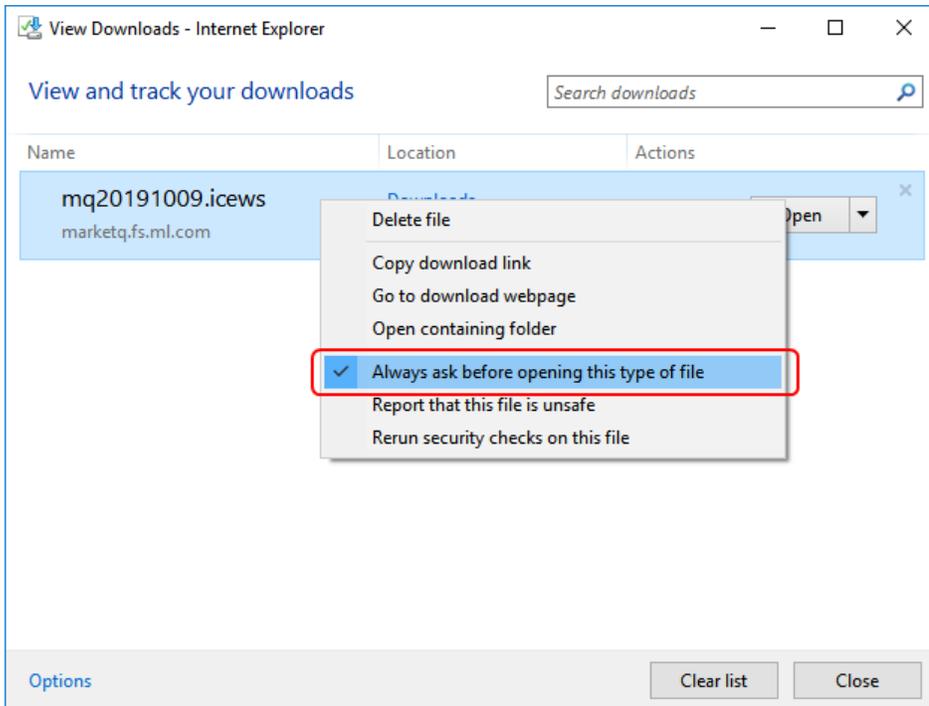
Step 1: Click “Save”



Step 2: Click “View Downloads”



Step 3: Right click on file: Uncheck “Always ask before opening this type of file”.



Step 4: After this setup, IE browser will auto-launch “.icews” files and open application without requiring any additional clicks.

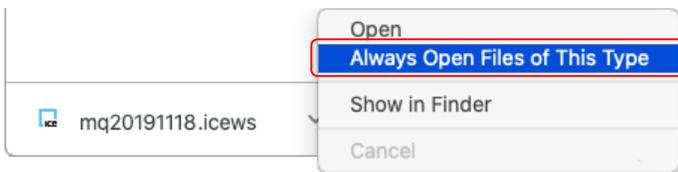
Safari - macOS

Click on the downloads icon, (you might need to switch back to Merrill Edge website to view the icon), and then click the magnifier icon. Safari security settings do not allow the .icews to be opened automatically.



Chrome - macOS

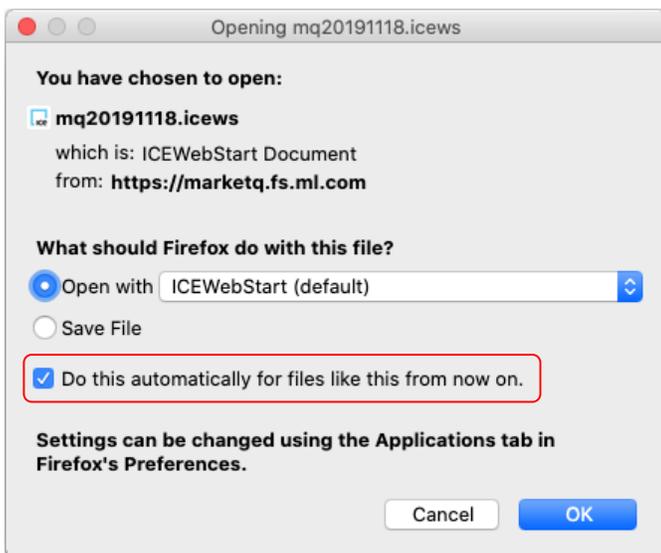
Step 1: Once the application is downloaded and visible in the bottom left, select the arrow pointing up, and select **“Always open files of this type”** and then click on the file name to launch



Step 2: After this setup, the Chrome browser will auto-launch “.icews” files and open the application without requiring any additional clicks.

Firefox - macOS

Step 1: When downloading the file the below box will appear. Check the box that says “Do this automatically for files like this from now on”

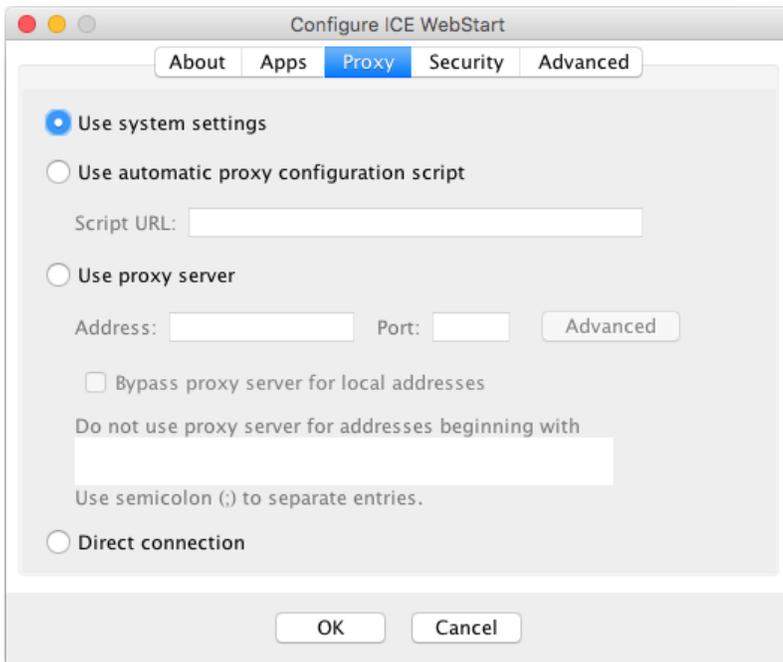


Step 2: After this setup, Firefox browser will auto-launch “.icews” files and open application without requiring any additional clicks.

Proxy settings

Proxy Connection configuration setting can be set by finding the “**Configure ICE WebStart**” button from the start menu or searching for **ICEWebStart** in a mac finder window (select **This Mac** if the application is not found). The dialog box gives identical options to set proxy settings as found in the Java control panel.

The most common setting is “Use system settings”. Contact your network administrator for server/port information if you need to use a proxy server.



Application Whitelisting

If your anti-virus software implements application whitelisting, the following applications, running from the IWS directories noted above, will need permission to execute:

Windows

- o Java.exe
- o Javaw.exe

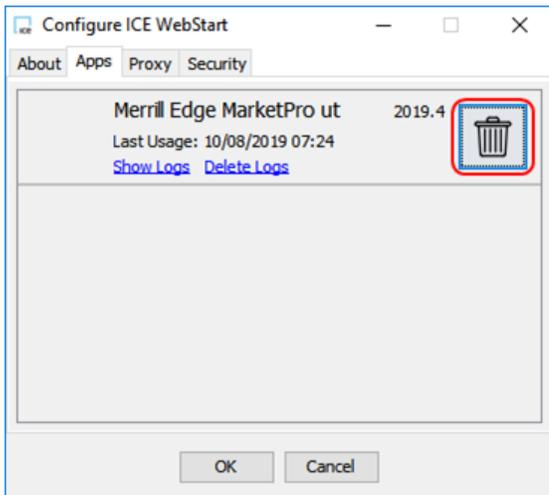
MacOS

- o Java

Clear IWS Cache

Clearing the cache may help resolve technical issues

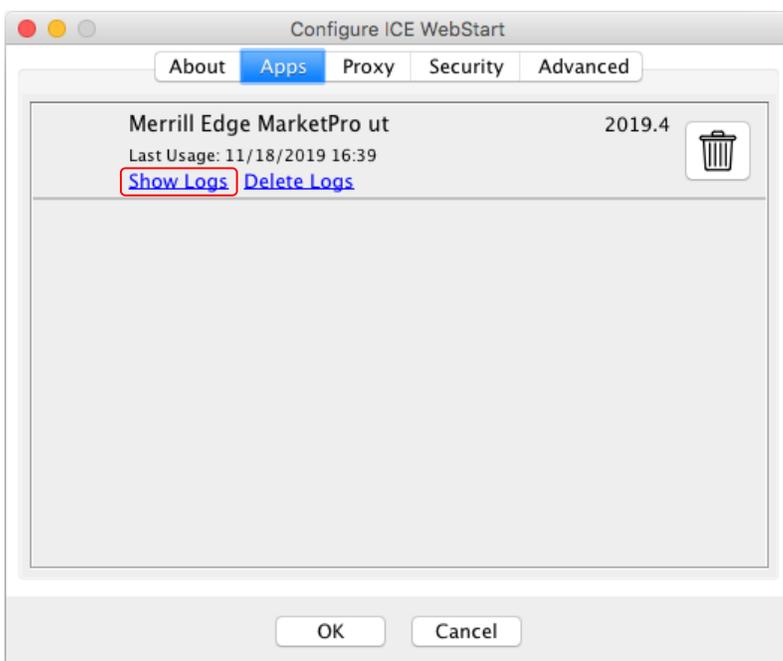
- Open ICE WebStart
 - Windows: Open **Configure ICE WebStart** from the start menu
 - Mac: Open a new finder window and search for **ICEWebStart** (select **This Mac** if icon does not appear)
- Click on **Apps**
- Click the trash can icon next to **Merrill Edge MarketPro**



Logs

If you need to send us log files for any reason, these steps will allow you to obtain them.

- Open ICE WebStart
 - Windows: Open **Configure ICE WebStart** from the start menu
 - Mac: Open a new finder window and search for **ICEWebStart** (select **This Mac** if icon does not appear)
- Click on **Apps**
- Click **Show Logs** and the folder containing log files will be opened.

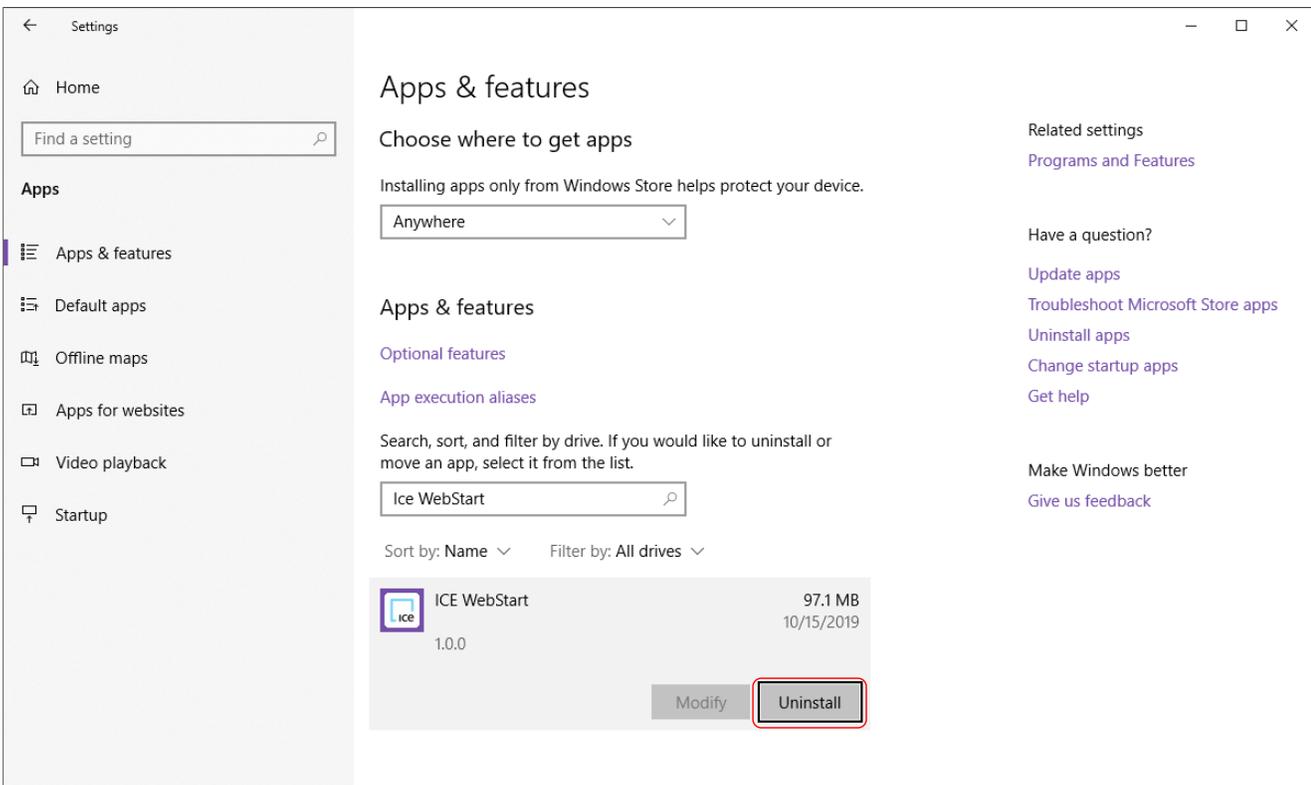
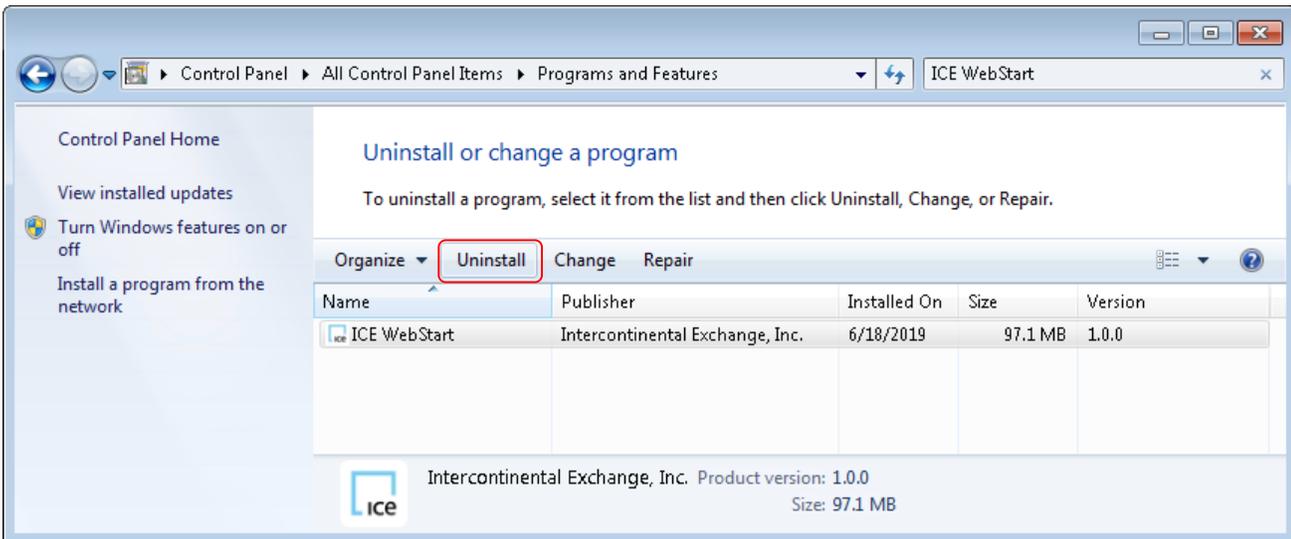


Uninstall / Reinstall IWS

Reinstalling IWS may also help resolve technical issues

Windows

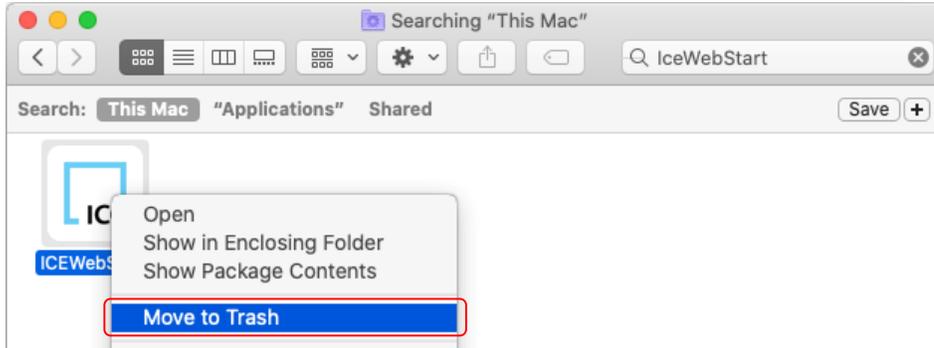
- Close all browser windows
- Windows 7: Open the **Control Panel** and Select or search for **Programs and Features**
- Windows 10: Open **Settings** and select **Apps**
- Select **Ice WebStart** from the list and click **Uninstall**
- If multiple versions of Ice WebStart are present, repeat until all have been uninstalled



If Ice WebStart will not uninstall, it may be due to a corrupted registry. This can usually be resolved using the following [Microsoft Support Action](#)

Mac

- Close all browser windows
- Open a new Finder window
- Search for **ICEWebStart** (select This Mac if the application does not appear)
- Right click on any files named ICEWebStart and select **Move to trash**



After uninstalling, follow the [installation steps](#) to reinstall

FAQ

Q. I get an error message "Failed to validate one or more resources"

A. This is most commonly caused by invalid proxy settings. Please review [proxy settings](#) and check with your network administrator or ISP for further assistance.

Q. Does IWS require special permissions to install or run (i.e. administrator)?

A. No special permissions are required.

Q. Are there any requirements IT should be made aware of (i.e. additional ports on firewall)?

A. Concurrent instances of IWS on the same machine will attempt to coordinate with one another via ports in the range of 6700 to 6800. These are only used to communicate with localhost, so these do not need to be open beyond the single machine. If they are not open on the single machine then IWS will still run, but there is a possibility of data corruption if the instances are not able to properly coordinate.

Q. What version of Java is being used by IWS?

A. IWS is currently running on OpenJDK 8u192.

Q. Will the Java version used by IWS get updated with security patches?

A. Yes, IWS will automatically check for updates upon each launch.

Q. Will the IWS application get downloaded every time user invokes it?

A. No.

Q. Will the client application launched by IWS get downloaded every time user invokes it?

A. No, only when changes to the application are detected.

Q. How big is the download?

A. 40mb for Windows and Linux, 70mb for MacOS

Q. How do I know if the IWS is correctly installed and working on my machine?

A. Go to <https://www.theice.com/launch> site and click **Launch** next to "ICE WebStart Test".

Q. Where is IWS installed?

Windows: C:\Users\\AppData\Local\ICE\IWS\

MacOS: \$HOME/Library/Application Support/ICE/IWS

Q. Where can I find log files?

Windows: C:\Users\\AppData\Local\ICE\IWS\logs

MacOS: \$HOME/Library/Application Support/ICE/IWS/logs

STILL NEED HELP?

You can reach us any time by calling **877.653.4732**.

Investment Center representatives are available 24 hours a day, 7 days a week.

[More contact information](#)

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