----- Forwarded Message ----
From: Fanus <@yahoo.com>
To: Stefan Knittel <sknittel@tssupport.com>
Sent: Saturday, June 14, 2008 3:40:09 AM
Subject: Re: Quotemanager setting to collect R/T data

Hi Stefan

If you read my instructions below, you would see that you should not simply restart MC after connecting the symbols. You should connect the symbols, close MC and QM, restart MC in **OFFLINE** mode, open QM and you will see the status for the connected symbols change to "not supported". Close both again and then restart in **ONLINE** mode. Now the symbols status are set to OFF.

- Fanus
----- Original Message ----
From: Stefan Knittel <sknittel@tssupport.com>
To: Fanus <@yahoo.com>
Sent: Saturday, June 14, 2008 2:54:47 AM
Subject: RE: Quotemanager setting to collect R/T data

Dear Fanus,

We take every inquiry of our customers very serious. All request we try first on our end. We are using the latest available version of MultiCharts and try to reproduce the issue, which our customers have, to 100%. If we fail to reproduce the issue, we need to have a look directly on the issue on your system.

In your case I connected the symbols w/o plotting and close the program, as you did. After I started MultiCharts and QuoteManager all symbols were still connected ('on'). This was the reason why I invited you to our LiveChat in order to connect to your system. This is for us only an emergency opportunity, but not the regular practice. We know how valuable your time is and that it requires for you more time. Also we like to answer your questions as soon as possible, in order to satisfy your needs as soon as possible.

When we invite you to our Help Desk, it has always the reason that we need to understand on your end what the issue is.

Sincerely

Stefan Knittel
TS Support
_____

LiveChat http://messenger.providesupport.com/messenger/tssupport.html from
6:30 am to 4 pm EST
_____

From: Fanus [mailto:@yahoo.com]
Sent: Saturday, June 14, 2008 01:58
To: Stefan Knittel
Subject: Re: Quotemanager setting to collect R/T data

Stefan

Have you tried it on your side first?   This is very easy to reproduce and by duplicating this on your side first without asking for a live session, will save your and my time. I noticed lately that TSSupport standard reply become more and more that you want to see a live session. I suspect this is because many people don't bother doing the live session and then you are off the hook to fix the issue. As I said, this is easy to reproduce on your side. Please try the steps below first before asking for a live session.

Open MC and QM in Online mode.
Connect symbols in QM to receive Quotes.
Close MC and QM.
Open MC in offline mode.
Open QM and you will see the status for the connected symbols change to "Not Supported".
Close MC and QM
Open MC and QM in online mode and you will see all symbols are turned off.

- Fanus

----- Original Message ----
From: Stefan Knittel <sknittel@tssupport.com>
To: @yahoo.com
Sent: Friday, June 13, 2008 11:44:53 AM
Subject: RE: Quotemanager setting to collect R/T data

Dear Mr ,

The status should remain on. Please contact us on Monday via LiveChat and
our engineers would like to have a look at this issue.

Sincerely

Stefan Knittel
TS Support
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LiveChat http://messenger.providesupport.com/messenger/tssupport.html from 6:30 am to 4 pm EST

----- Original Message -----
From: Fanus
Sent: Thursday, June 12, 2008 7:08 PM
Subject: Quotemanager setting to collect R/T data

When the flag for "Collect RT Data w/o Plotting" is turned on in Quote Manager and you start MC in offline mode, over weekends for example, then next time you start it up in online mode, the "Collect RT Data w/o Plotting"

flag is turned off and you have to turn them all on again one by one.

I understand that there is no data to collect when in offline mode and doesn't make sense to have it on, but when starting MC again in online mode,

MC should remember that the flag was turned on before.

- Fanus