



# Installation Instruction

## RunningBall Trader Client



Version: > V4.3.2

Support: > [support@rball.com](mailto:support@rball.com)

Release Date: > 13.10.2011



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# 1 Installation

## Step by step

- > Open a web browser and enter the URL: <http://download.rball.com>
- > Download the Trader Client setup file by clicking on the link “**Runningball Trader Client 4.3.2**”.
- > After the download has been finished start the setup by “**Trader Client.msi**”

# 2 Update

## Step by step

- > Click on Start > Program files > Runningball Sports Information > Trader Client > Check for updates
- > Enter the username and password which was provided by the customer support
- > Attention: Please make sure that you closed the Trader client before you start the update.

# 3 Uninstall

## Step by step

- > Click on Start > Program files > Runningball Sports Information > Trader Client > Uninstall
- > Once the uninstall is under way, accept the suggested default options



## 4 Troubleshooting

**Q:** The setup stops when the first page of the installation wizard is shown.

**S:** Most probably you have to confirm that you want to execute the setup as “Administrator” → the dialog might be hidden

**Q:** In the installation process the installation wizard informs you that the software is already installed on your PC

**S1:** Stop the installation as the software is already installed

**S2:** Stop the installation and uninstall the current Trader Client (see Uninstall). After that start the setup again.