



Installation Instruction

RunningBall Trader Client

Version: > **V5.1.2**
Support: > **support@rball.com**
Release Date: > **16.03.2020**

Table of Contents

1	Installation	2
2	Update	2
3	Uninstall	2
4	Troubleshooting	2

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 5.1.2".
- > 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.