



# Frequently Asked Questions

## For Traders – Using the F5 Remote Connection Software

### What is SSL?

SSL is an abbreviation for secure socket layer, which is a protocol commonly used to securely send traffic over the internet.

### What is F5?

F5 is one of the vendors that provide SSL Servers and software (along with other network products). Assent established a relationship with F5 in 2007 in part, because we were not fully satisfied with the field performance of other SSL connection software that we were using,

### What is Nortel?

Nortel is another communications solutions provider that provides SSL Servers and remote connection software, in addition to other networking products and services.

### What is Cisco VPN?

It's another way of remotely connecting to us. Prior to Assent's deployment of the SSL solution in 2004, VPN was the primary means for remote traders to establish a remote connection with us. Instead of SSL it uses IPSec (another protocol). With the exception of special circumstances, usually associated with a certain 3<sup>rd</sup> party application being used by a trader, typically Assent traders do not need Cisco VPN connection to connect to us.

### Which remote package should I be concerned with going forward? F5 or Nortel?

For various reasons, after an extensive product comparison, Assent has adopted the F5 solution. This means that we are actively (as of February 2008) migrating remote traders away from Nortel and adopting F5. Going forward we'll be only supporting remote traders using the F5 software. Accordingly, over the course of 2008, we will be converting existing remote traders to F5 and discontinue support for the Nortel application.

### Why has Assent chosen to use and adopt F5?

Our review process determined that F5 software proved to be most compatible with commonly used operating systems, including Windows Vista and more legacy type operating systems such as XP and 2000. As well, Assent favorably concluded that F5's SSL servers performed better than those provided by other vendors.

### What is ANVIL?

[ANVIL](#) is Assent's premier front end trading software, which establishes a connection to ANVIL Servers within Assent. Before ANVIL can complete the log on attempt, our systems must detect the presence of a "secure connection". That's where the SSL F5 software becomes applicable, to secure the connection, remote traders have to run SSL F5 software.

### What do I need to start remote trading?

The details are outlined on various pages within our firm's web site ([www.assent.com](http://www.assent.com)), specifically within the pages devoted to "[Remote Trading – Getting Started](#)". After you have successfully met the account opening requirements, including funding your account, you'll need to install Anvil and F5 SSL software. You can get these from <http://sslsoftware.assent.com>

### How do I install and start using the F5 software to establish the connection to ANVIL?

- 1) Go to <http://sslsoftware.assent.com>  
Click on link "F5 SSL Setup Instruction"
- 2) Double click the F5 (F5 Networks VPN client) icon
- 3) In the "Select Firepass controller" prompt, type in "sslvpn.assent.com" and click connect
- 4) Click "Yes" when prompted on the Security Alert
- 5) Type in the SSL username and password that Assent supplied to you, then click Login.  
(please remember that the SSL log in is NOT the same as the ANVIL PW/ID)
- 6) If successful to this point, you should notice that you'll see a "Logged In" status at the bottom of the client window. Another security alert should appear. Click "Yes" to accept it
- 7) Then, you should see three display prompts. You don't have to do anything when these appear. The prompts you'll see are: Opening, Authenticating and Connected.
- 8) If these prompts do not appear, the attempt to connect will not be successful and some troubleshooting (see below) will be required.

## Troubleshooting the F5 SSL Software

1. Log into your computer as administrator before installing the F5 software
2. If you are running Windows Vista, go to Control Panel -> User Accounts and turn off "User account controls" or UAC. Install the F5 software ONLY after you turn user account controls off. If the user controls were NOT turned off, as an example, you might see an error message pop up such as "Error Downloading Required Files. Access is denied".
3. Next, be sure to install the latest Microsoft updates for your computer. Specifically for Windows XP users running service pack 2, you must make sure that Microsoft update KB884020 is reflected on your computer.
4. After installing F5, Restart your computer.
5. If the F5 installation did not go smoothly, uninstall and reinstall F5 SSL Client software.
6. Disable any personal Firewalls and any non-essential processes running on your machine. You should also check your computer for viruses, spyware programs and other malware.
7. Review your computer to determine if there is any security software running on your computer. It's possible that if you have such, it might be blocking F5 from running.

{View MS Windows event viewer for any messages related to the connection attempt. Such related messages are likely to be found in the Security or System logs.}

8. Some users might see an error message such as "Network access connection device not found", or "modem not configured properly" and such. Should you encounter such error messages, then some additional troubleshooting measures we would recommend include to Click "Run" -> Type "msconfig" -> Click "ok" -> Goto "Services" tab -> Scroll to make sure you have "Telephony" and "Remote Access Connection Manager" checked. If not, check them and then restart your computer and try again to connect using F5.

9. We'd recommend that you check the Windows Task Manager by right clicking on task bar and selecting task manager to make sure you are not running anything that could change your system time, cookies and Active-X.
  
10. Check your router/switch/cable/dsl modem to make sure there aren't settings or configurable features that could be causing the issue.
  
11. If you're still encountering problems with successfully using the F5 software to establish the secure connection, and you're confident that you have pursued all other potential remedies, we would also recommend that you consider reinstalling your Windows operating system. Doing so may re-set certain settings that may have been changed by other (non F5 applications) software you had previously installed.

If you're still encountering difficulties, please contact our Remote Trader Support Group, which you can reach by phone at (201) 356 – 1423.