Chapter 2 – Installing ShareScope

What you will learn in this chapter:

- ➢ Minimum hardware requirements.
- ➢ How to run ShareScope on a Mac.
- ➢ Where to find your account number & password.
- ➢ How to download the ShareScope software.
- ➢ How to install ShareScope on your PC.
- ➢ How to uninstall ShareScope.
- ➢ How to re-install ShareScope.

Overview

ShareScope is a software package which you will need to install on your PC. Installation shouldn't take long and is relatively straight-forward. All the steps are described in this chapter. However, please feel free to call our Customer Support team if you would like help.

ShareScope system requirements

ShareScope supports Windows XP, Windows Vista and Windows 7. The requirements below serve as guidelines only. ShareScope will run on many systems that fall short of the stated minimum requirements but your software experience may suffer. If you want to run ShareScope on an Apple Mac computer see the next section.

ShareScope Gold

	Minimum System	Recommended
Operating System	Windows XP	Windows 7
CPU	AMD Athlon 64 X2 Dual Core 3600+ Intel Core2 Duo T5600 @ 1.83GHz Intel Pentium Dual E2160 @ 1.80GHz AMD Turion 64 X2 Mobile TL-62	Intel Core i5-2400S @ 2.50GHz AMD Phenom II X6 1055T
RAM	1 GB	2 GB
Free Disk Space	2 GB	3 GB
Video	1024 x 768 (16 bit)	1280 x 1024 or above
Communications	Broadband	Broadband

ShareScope Plus & Pro

	Minimum System	Recommended
Operating System	Windows XP	Windows 7
CPU	AMD Athlon 64 X2 Dual Core 3600+ Intel Core2 Duo T5600 @ 1.83GHz Intel Pentium Dual E2160 @ 1.80GHz AMD Turion 64 X2 Mobile TL-62	Intel Core i5-2400S @ 2.50GHz AMD Phenom II X6 1055T
RAM	2 GB	4 GB
Free Disk Space	3 GB	5 GB
Video	1024 x 768 (16 bit)	1280 x 1024 or above
Communications	Broadband	Broadband

Notes:
- A broadband connection is required in order to use real-time subscriptions such as Level 1 and 2 intraday data.
- The amount of hard disk space required will vary depending on your ShareScope settings.
- ShareScope Plus average monthly download size: 2GBs – 3.5GBs*
- ShareScope Pro average monthly download size: 2GBs - 12GBs*

* depending on data requirements.

While this manual was correct at the time of publication, new features and data may have been added to ShareScope since resulting in an increase in the minimum system requirements. We therefore recommend that when purchasing a new computer it meets or exceeds the recommended specification stated here. If in doubt please contact ShareScope support.

Running ShareScope on a Mac

All versions of ShareScope can be used successfully on Apple Macs (with Intel Processors). The most reliable method requires a copy of Microsoft Windows and an additional software package which enables you to run Windows on your Mac.

Apple Macs include a utility called Bootcamp which enables you to install Windows and boot your Mac up in either Windows or MacOS. One of our senior developers runs ShareScope Pro on a MacBook in this way and reports that it is 100% reliable. The disadvantage to Bootcamp is that you can't use your MacOS applications whilst running Windows.

The alternative is to run Windows within MacOS using an emulation package. There are three main ones: VirtualBox (which is free), VMWare Fusion and Parallels Desktop. Using these utilities, you are running MacOS and Windows at the same time and will therefore require more memory – at least an extra GB for Windows.

We recommend that you use Windows 7 or XP (instead of Vista which is more resource-hungry).

If you really don't want to use Microsoft Windows, there is an alternative. A product called Crossover is a commercial packaging of the open-source WINE project that has rewritten the essential parts of Windows. It can also be used with the LINUX operating system. Although a number of customers use Crossover it is not as reliable as using Windows. If you are interested to explore this route, why not ask for advice from other users on our discussion forums. Perhaps, if you are a Crossover user, you could post your thoughts on the forum.

Each solution has its advantages and disadvantages, as illustrated in the table below.

Option	Dual-Booting	Virtual Machine Solutions	Wine/ CrossOver
Can run Windows applications without rebooting?	No.	Yes	Yes.
Can run Windows applications without requiring a Windows OS licence.	No.	No.	Yes.
Can run all Windows applications	Yes.	No, there may be some graphical or other driver issues	No. Wine runs some Windows applications well, some so-so, and some not at all.
Runs Windows Applications without performance issues?	Yes.	No, there will be some noticeable performance issues when running certain software	No. There may be some performance issues depending on the application.
Recommended for ShareScope:	Gold, Plus & Pro	Gold, Plus & Pro	Gold

For more information on the software packages discussed in this article, try the following links:

> http://www.virtualbox.org/
> http://www.parallels.com/uk/
> http://www.vmware.com/products/fusion/overview.html
> http://www.codeweavers.com/products/crossover/

Note: ShareScope is not compatible with tablet PCs running Android or Apple operating systems.

Account Number and Password

Your account number and password are required when you install ShareScope. They will have been emailed to you immediately after you ordered ShareScope. If you requested a DVD, your account number and password will also be found on a label on the front of the DVD booklet. If you have mislaid them, please call the Customer Support team who can provide them.

Once you have installed Sharescope, your account number can be found by clicking on the **Comms** menu and then **Comms setting**. You will only need your password again if you re-install Sharescope.

How to download the ShareScope software from our website

If you do not have an installation DVD, you will need to download ShareScope from our website. Follow these instructions:

> **Note:** To install ShareScope you must have *administrator* rights. For home users who use a single account to login to their PC, you can skip this note. If you are at work or on a shared network, please contact your network administrator.

1. Go to www.sharescope.co.uk/downloads.php.
2. Click on **Download Full Version**. The following page will be displayed:

3. Click on the version of ShareScope you have subscribed to – Gold, Plus or Pro.
4. The download process varies depending on which internet browser you are using:

Internet Explorer

When you click on **Click here** to download ShareScope, the following message will appear at the foot of the browser. Click on **Save**.
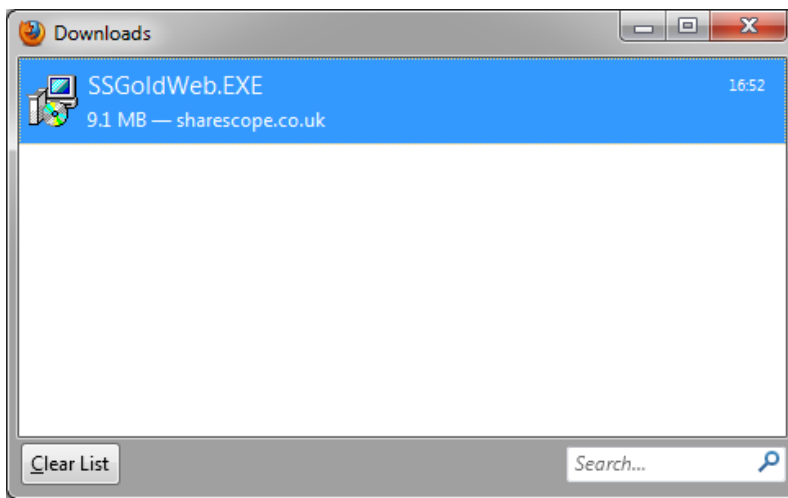
Do you want to run or save SSGoldWeb.EXE (9.06 MB) from **download.sharescope.co.uk**?   Run   Save ▾ Cancel   ✕

Once it has downloaded, the following message will be displayed.

The SSGoldWeb.EXE download has completed.   Run   Open folder   View downloads   ✕
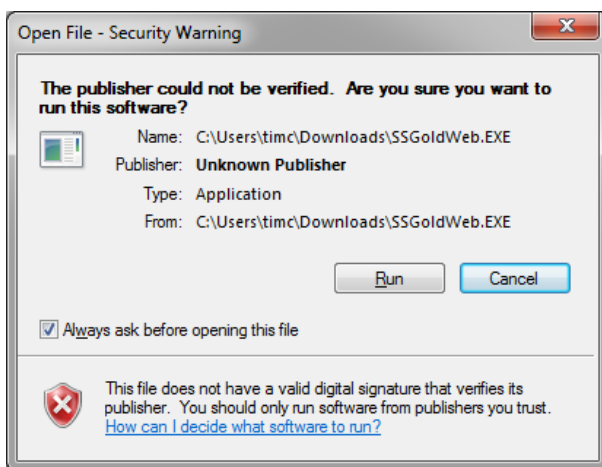
Click on **Run**. Now go to the next section: **Installing ShareScope**.

Mozilla Firefox

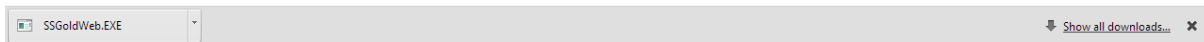When you click on **Click here** to download ShareScope, the following dialog should be displayed:

When the download has completed, right-click on the file (e.g. SSGoldWeb.EXE) and select **Open**. If the following dialog is displayed, click on **Run**.
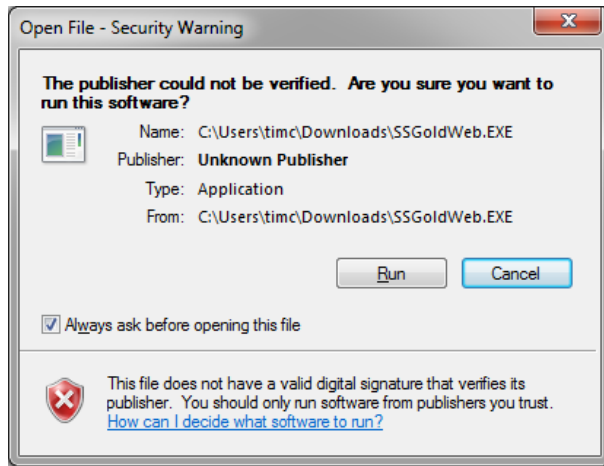
Now go to the next section: **Installing ShareScope**.

Google Chrome

If you are using Chrome then when you click on the link the download will start immediately and show at the bottom left of the screen.

Once the download has completed you can left click on the button this will run the installer. If the following dialog is displayed, click on **Run**.

Installing ShareScope

Note: To install ShareScope you must have *administrator* rights. For home users who use a single account to login to their PC, you can skip this note. If you are at work or on a shared network, please contact your network administrator.

If you have followed the instructions above for downloading ShareScope from our website, go straight to step 7.
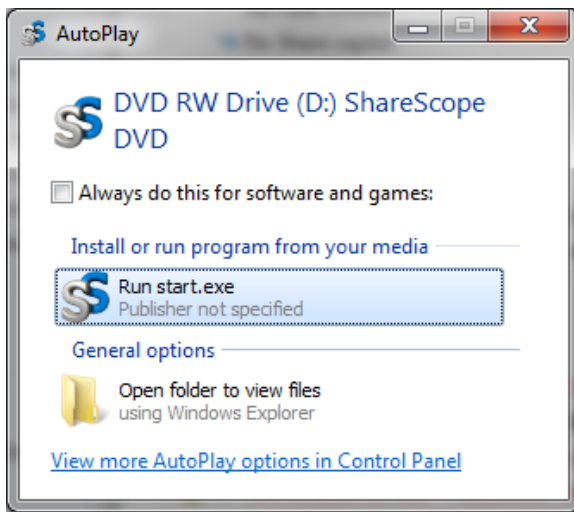
If you have an installation DVD, insert into your DVD drive. Depending on your version of Windows or your auto-play settings, one of three things will happen:

1. If the ShareScope Installer appears on your screen:

Click on the version of ShareScope you have subscribed to. Now go to step 4.

2. If the following dialog box appears, click on **Run start.exe**. This will start the ShareScope installer. Go to step 1.
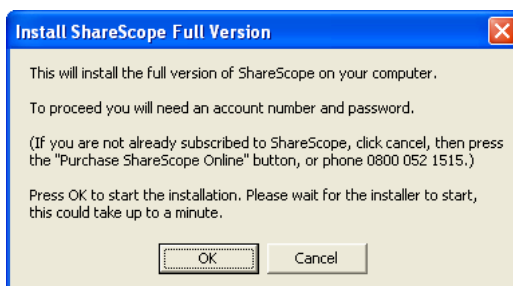

3.   If the Installer does not appear, you will need to use the Windows file management tools to locate your DVD drive and run the installer. Go to **My Computer** and double-click on your DVD drive. Look for the file **Start.exe** and double-click on it. The ShareScope installer will appear on your screen. Go to step 1.

4. From the following menu, click on the **Full Version**.

5. From the following menu, click on **Install ShareScope from DVD**.

6. ShareScope will remind you to have your account number and password to hand. Click **OK** to continue.

7. The Installation wizard will then launch and your screen will turn bright blue. The first step of the wizard recommends you close any other programs before proceeding. When ready, click on **Next**.

8. The next step asks you to read and agree to the terms of the ShareScope User License. Click on **I Agree** to continue.

9. If you are happy for ShareScope to be installed in **c:/sharescope** click on **Next**. If not, click on **Browse** and choose an alternative folder. Then click on **Next**.

10. Next, enter your account number and password then click on **Next**.

11. Click **Next** to begin the installation or **Back** to review the installation directory or your account number or password.

12. Once the installation process is complete you can launch ShareScope immediately by clicking **Finish** or un-tick the option to **Run ShareScope now** and click **Finish**, to close the installation wizard without running ShareScope.

13. Now that you have installed ShareScope you need to understand how to make sure that your price, news and results data is up-to-date and, if you have subscribed to ShareScope Plus or Pro, how to connect to the intraday data feed. Go to Chapter 3 – Receiving Data.

Installing the Demonstration version of ShareScope

If you want to try ShareScope before committing to a subscription you may have chosen to install the demonstration version of ShareScope. The only practical difference between this and the full version is that you can't update the data or connect to the intraday data. It does contain historical data however so it enables you to try out the features and get a feel for how fast ShareScope is. Please feel free to call our Customer Support team for help whilst you evaluate ShareScope.

You can install the demonstration version of ShareScope from the installation DVD or you can download it from www.sharescope.co.uk/downloads.php.

Installation is the same as for the full version (see next section) except that you won't be prompted for an account number or password.

Uninstalling ShareScope

Note: If you think that you might to re-install ShareScope at a later date, you want to make a backup of your personal settings. Click on the **File** menu and select **Backup**.

If you wish to remove ShareScope from your computer, click on the **Start** menu on your windows task bar and then **Control Panel**. Make sure you have **Classic View** selected.

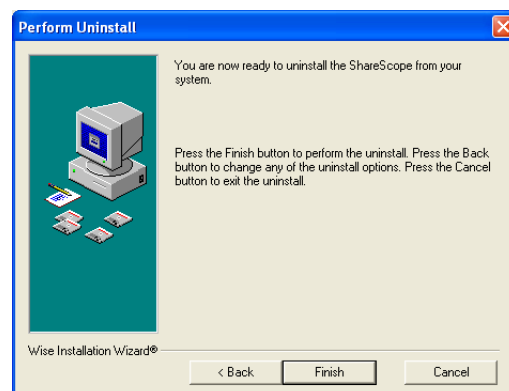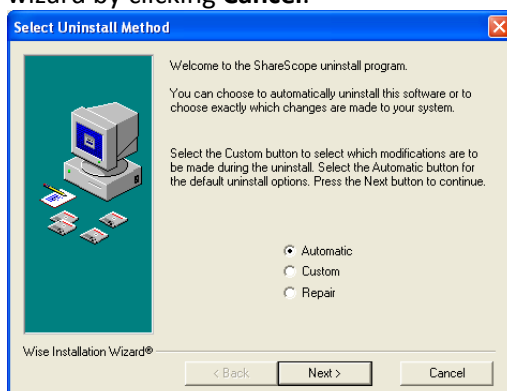The next step depends on which version of Windows you are running.

Windows XP: In the Control Panel window choose **Add/Remove Programs**. Scroll through the list of installed programs, click on **ShareScope** and then **Change/Remove**.

Windows 7, Vista: In the Control Panel window choose **Programs & Features**. Scroll through the list of installed programs, click on **ShareScope** and then **Uninstall**.

The ShareScope uninstall wizard will appear. Follow the steps below to remove ShareScope.

Select the option **Automatic** and click **Next**. You can stop the uninstall process at any time in the wizard by clicking **Cancel**.

To confirm that you wish to uninstall ShareScope from your computer, click **Finish**.

Uninstall screens in ShareScope

Reinstalling the Program

If you need to reinstall ShareScope on the same computer then it will overwrite your existing copy but preserve your customised settings, portfolios, data mining filters and any imported data.

If you need to reinstall ShareScope on a new computer, we recommend that you first perform a backup of ShareScope on your old computer. This will save all your customised settings, portfolios, etc, which you can then copy to the new computer. We suggest you save the backup to a memory stick because this is the easiest way to transfer the files from one computer to another.

To perform a Backup, go to ShareScope's **File** menu and select **Backup**. To copy the backed up files, open ShareScope on your new computer, go to the **File** menu and select **Restore**. If you need any help with this, please don't hesitate to call our Customer Support team.

Rather than reinstalling from an old DVD (i.e. one that is several months old), we recommend that you download an up-to-date version of the program from http://www.sharescope.co.uk/downloads.

Alternatively, you can contact ShareScope Support for a new DVD to avoid the download.

If you are installing on a new computer, you will also need your account number and password. Call us if you have mislaid these.