



NYSE Arca Auctions – Troubleshooting

Auctions Tool Issues and Solutions

This page contains solutions to problems that may arise when viewing the NYSE Arca Auctions tool.

Specifications Table	Java	HTML Static
Browser	Any popular browser	IE 3.1 or higher Netscape Navigator
Internet Access Port	Port 80	Port 80

FAQ's

I am on the correct browser but I still cannot access any ArcaAuctions Tools.

Clearing out your cache or resetting security may solve the problem you are experiencing with any of the ArcaAuctions Tools.

To clear out the cache on your computer:

- In your browser window, click on Tools/Internet Options
- On the General tab, in the Temporary Internet Files section, click on Delete Files
- When the Delete Files dialog displays, click OK
- Back in the General tab, click Settings
- When the Settings dialog displays, make sure that under "Check for newer versions of stored pages", "Every visit to the page" is checked. Click OK when finished.

Make sure the security setting in your browser is set to the following setting.

- In your browser window, click on Tools/Internet Options.
- On the Security tab, click Custom Level.
- When the Security Settings displays, under "Reset custom settings," make sure the setting is Medium.
- Click OK.

OK, I've tried everything. Now what?

If you have further questions email webadmins@nyse.com to report your problem. It may be difficult to diagnose every problem but we'll give it our best shot. Providing us with as much information as possible is always appreciated.