

Settings Necessary to Access the Commands Page

The following problems may be encountered by some of the Commands page users as a result of contradiction between some browser and security system settings, on one hand, and the Commands page opening, on the other:

First Problem: The page cannot be displayed

Upon clicking on the “Commands” button found in The Group prices page, it opens a new page to download the Commands page giving the following message:

The Page can not be displayed

Problem reasons

Windows Firewall prevents opening the Commands page through the Prices page.

Problem solution:

You can solve the problem if you disable the **Windows Firewall** as follows:

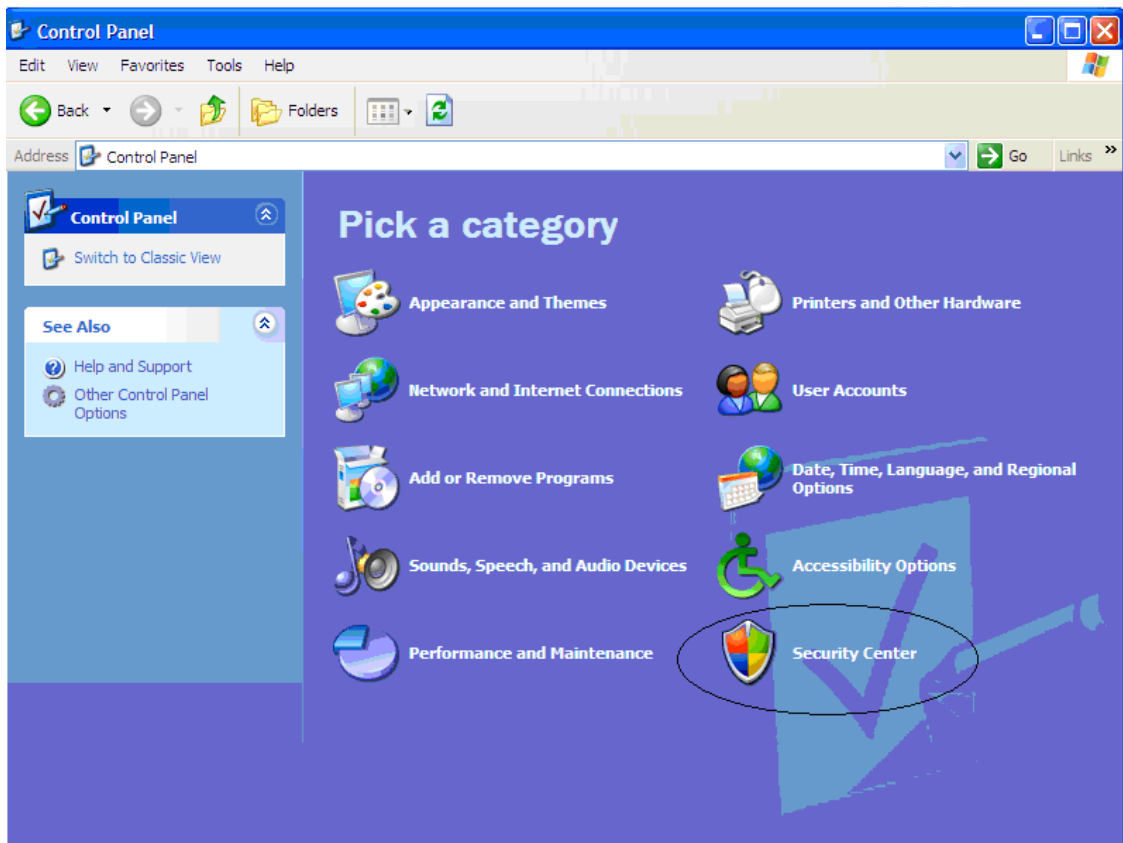
1- If you have **Windows XP Service Pack 1**, follow these steps:

- (1) Click (**Start**) at the bottom of the screen to show you the main menu of the operating system.
- (2) From the menu, choose (**Control Panel**).
- (3) When the (**Control Panel**) screen is displayed, double-click on (**Network and Internet Connections**).
- (4) Choose (**Network Connections**).
- (5) The internet connection settings will be displayed. Choose (**Local Area Connection**) by right clicking on the mouse to display the (**Local Area Connection Status**).

- (6) Choose (**Properties**) to display the properties screen.
- (7) Click on (**Advanced**) tab to display the **Windows Firewall** properties.
- (8) Click to uncheck the (**Protect my computer or network**) box.

2- If you have **Windows XP Service Pack 2**, follow these steps:

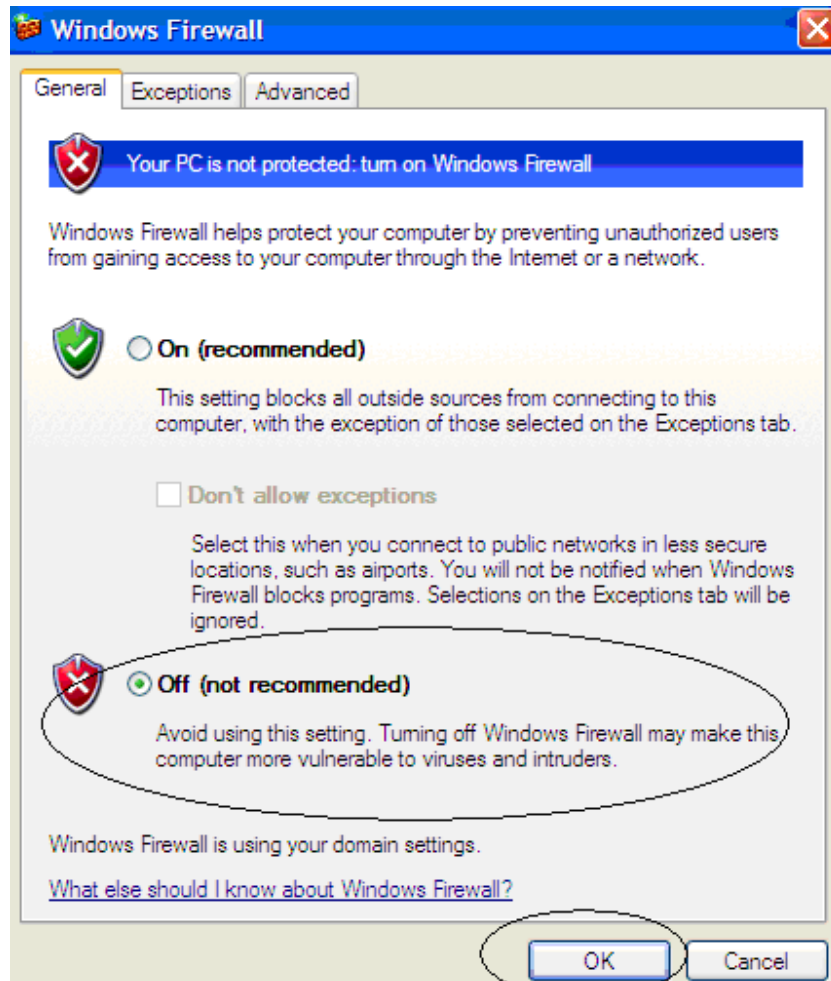
- (1) Click (**Start**) at the bottom of the screen to show you the main menu of the operating system.
- (2) Choose (**Control Panel**) from the menu and click on the (**Security Center**) icon to display the Security Center screen of the operating system.



- (3) Choose (**Windows Firewall**) to display the Windows Firewall screen.



- (4) From the Windows Firewall screen, two choices will be displayed, to turn on or off the Windows Firewall.
- (5) Click on **(Off)** (not recommended) to turn off the Windows Firewall, and then click OK.



Second Problem: Companies menu is not displayed

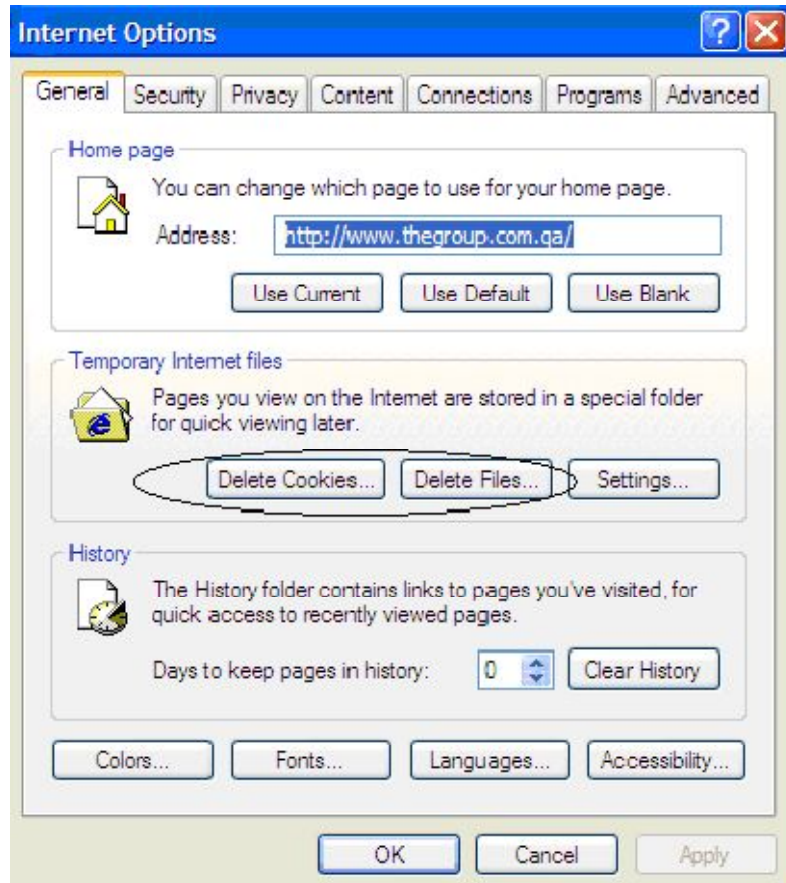
Companies listed in Doha Market are not displayed and consequently the client will not be able to enter the investor's number and password to use the commands screen.

Problem reasons

- The (**Windows Firewall**) prevents opening the Commands page through the Prices page.
- Some Internet Explorer Security options hinder the page operation.

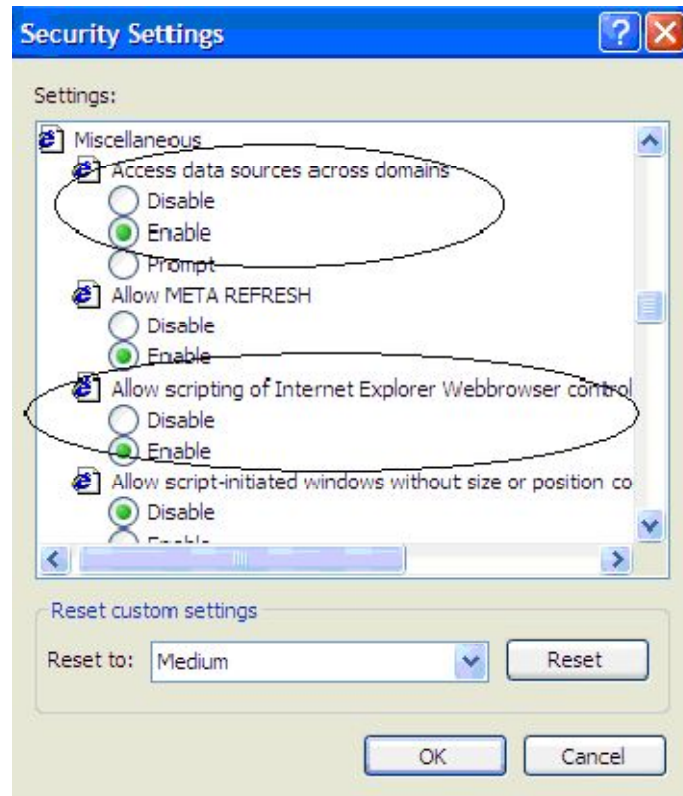
Problem solution You can solve the problem by doing the following:

- (1) Turn off the (**Windows Firewall**) as shown in the previous steps, first problem solution.
- (2) To enable the security options necessary to solve the problem, click on (**Tools**) from (**Internet Explorer**) so as to display the menu.
- (3) Choose (**Internet Options**) to display the Internet Options screen.
- (4) From (**General**) tab, press (**Delete Files**) then press (**Delete Cookies**).



- (5) Click on (**Security**) tab to display the Security options.
- (6) Ensure that the Internet icon is active then click on (**Custom Level**) to display the Internet Security settings.
- (7) (**Enable**) the following property:

Allow scripting of Internet Explorer Webbrowser control



(8) Click **OK** to emphasize the changes.

(9) Close the Internet Explorer and reopen it.

Third Problem: The commands page does not respond when entering the investor's number and password and clicking on Investor's Login

The client's data, such as name, available balance, or his orders if found, is not displayed. Also the page options are not active.

Problem reasons

In addition to the previous problem reasons, another reason is disabling the security options necessary for the page operation.

Problem solution You can solve the problem by:

- (1) Turning off the Firewall Windows as shown in the previous steps, first problem solution.

(2) To enable the security options necessary to solve the problem, click on (**Tools**) from (**Internet Explorer**) to display the menu.

(3) Choose (**Internet Options**) to display the internet options commands.

(4) From (**General**) tab, click on (**Delete Files**) then click on (**Delete Cookies**).

(5) Click on (**Security**) tab to display the security options.

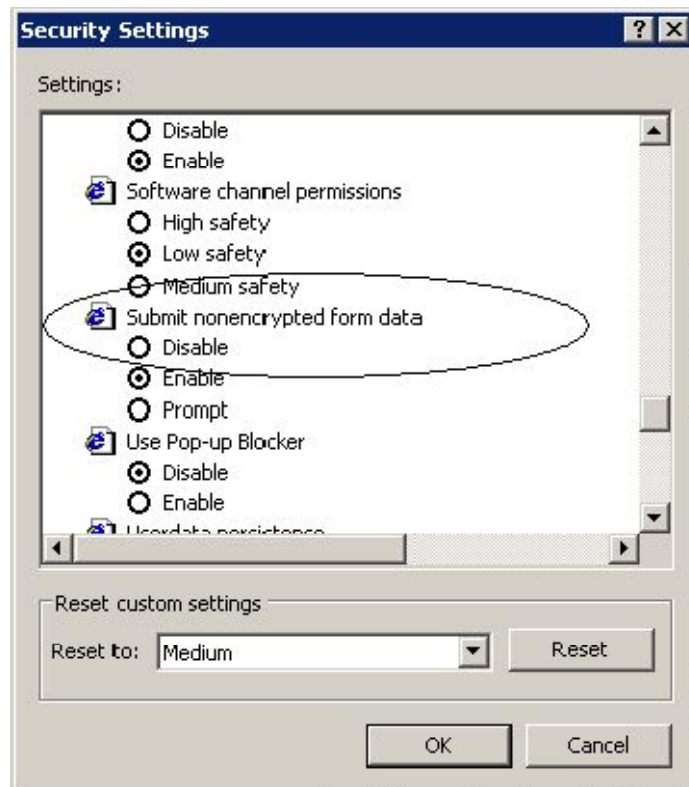
(6) Ensure that the Internet icon is active then click on (**Custom Level**) to display the internet Security Settings.

(7) (**Enable**) the following property:

Allow scripting of Internet explorer web browser control

(8) (**Enable**) the following property:

Submit nonencrypted form data



(9) Click OK to emphasize the changes.

(10) Close the Internet Explorer and reopen it.

For more information, please call the Technical Support Department on 44658452