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## PortfolioStream 6

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### ***Troubleshooting Common Issues***

If a user is having difficulty working with PortfolioStream, the following information covering common mistakes should be reviewed.

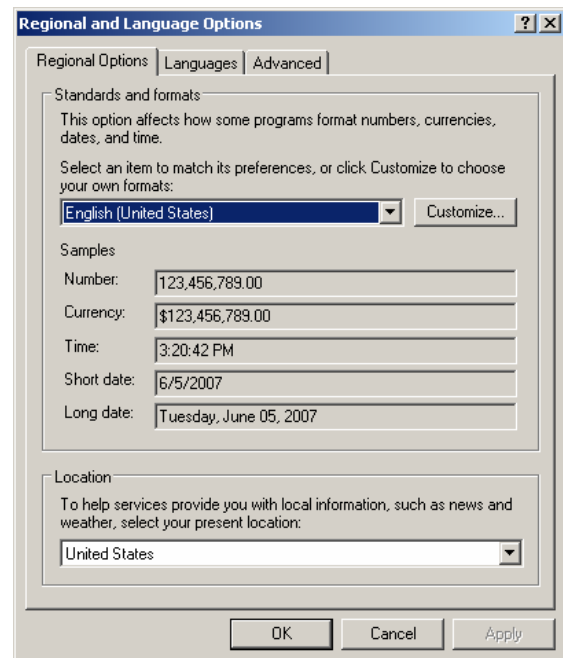
#### **Multi-monitor configuration**

The unique environment of PortfolioStream 6 favors all activity on one monitor. If two or more monitors are part of the desktop configuration, ensure that TradeStation and PortfolioStream 6 are running on the same (primary) monitor.

#### **International Usage**

PortfolioStream 6 works with International versions of Windows operating systems. Regional settings may need to be applied to avoid errors.

1. In Control Panel, open Regional and Language Options
2. Set Regional and Language Options for English (United States)



3. Click **OK**, and return to PortfolioStream 6

## Speed Issues

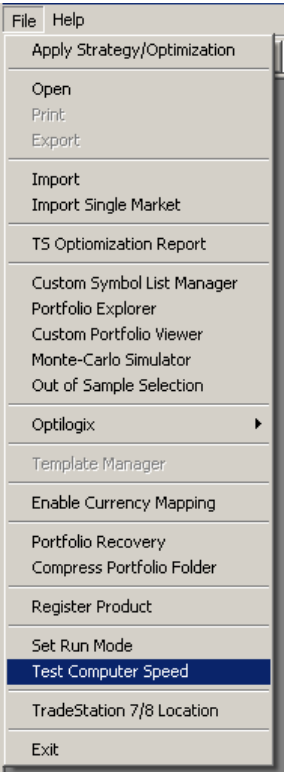
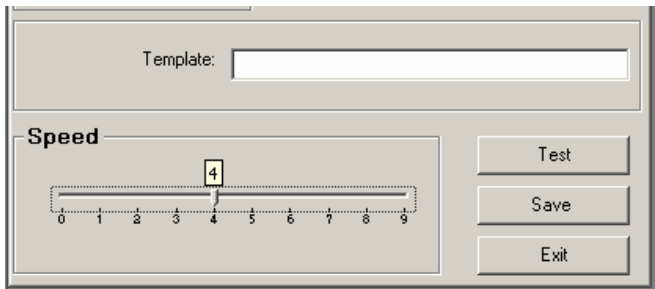
Although it is rare, occasionally speed issues may occur in PortfolioStream.

Key strokes are sent into the application to collect the requested data from TradeStation, which will then be compiled into PortfolioStream reports. If a PC is performing faster than TradeStation can react to the sent key strokes, then the study will not process correctly. This can be evidenced by PortfolioStream opening windows other than Format Strategy or the Performance Report.

Use the following steps to change the program speed by incrementally moving the computer speed (one step at a time) until the test completes successfully. The successful Test speed can be saved as the Program running speed.

NOTE: Typically, the optimal running speed is found between 6 (default) and 4.

1. In PortfolioStream 6, check the computer speed.
2. Next, test a different speed by dragging the slide to one notch to the left or right.



3. Click Test. Do not touch the keyboard while the computer is processing.
4. If the test completes successfully, click **Save**, then **Exit**.
5. If the test does not complete successfully, or returns an error, try a different speed to the opposite direction. Again, click **Test**. Then **Save** and **Exit** when the test completes.



## Database Size Limitations

ECD databases can store up to 2GB of data. To avoid processing delays and issues around database (ECD) size limitations, it is recommended that studies are run individually in a different ECD file, then, as desired, studies can be combined into other ECDs.