Introduction

QUIK information and trading system is a software package which provides online access to exchange trading sessions through the Internet.

> **This QUIK User's Manual describes the operation rules, basic functions and installation / setup procedure for the software. Before carrying out your first trade, please read this Guide carefully to avoid errors.**

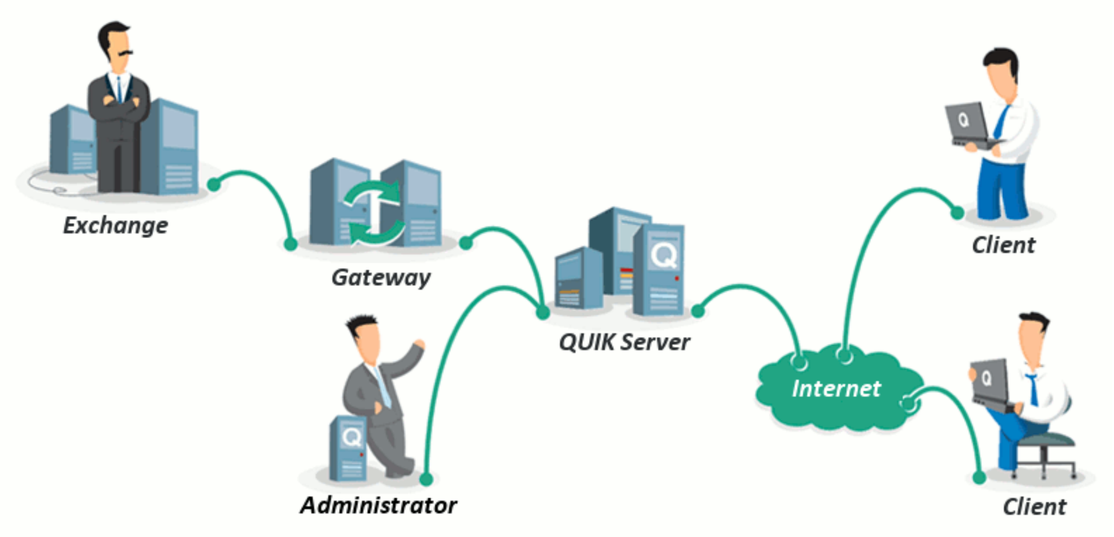
Functions of QUIK

1. Providing access to stock and derivatives markets. The list of exchanges available for QUIK users varies depending on the broker that provides clients with the system.
2. Receiving online exchange information, including quote queue data.
3. Informing traders and their clients of their orders and transactions.
4. Collecting client orders and sending them to the exchange trading system.
5. Sending blocks of stop orders and pending orders (Transaction Pocket) to the trading system.

6. Allowing brokers to grant margin loans to their clients with automatic control of preset credit limits. Monitoring margin load factors using built-in facilities and the dedicated risk manager terminal (CoLibri).
7. Automation of trading operations using import of prepared transactions from an external program.
8. Supporting OTC market transactions.
9. Ensuring authentication of QUIK users and protection of transferred data from tampering.
10. Enabling the use of FAPSI-certified cryptographic protection of digital signatures in client transactions.
11. Graphic representation of trading behaviour for any selected instrument or its parameters.
12. Dynamically exporting received data to MS Excel, arbitrary databases (using ODBC) and technical analysis systems such as Equis Metastock, Wealth-Lab Developer and Omega TradeStation / ProSuite 2000.
13. Programming calculations in QPILE, an integrated programming language.
14. Supplementary information from news agencies and financial instrument quotations in the other markets (including international ones).
15. Exchanging text messages with the system administrator and the other users.
16. Automatic updates via secure connection.

Internet Trading Structure

QUIK Server is the core unit of the system. The server is connected to trading systems of various exchanges through special gateways that transfer information about trading and broker's assets on the exchange to the server and receive orders to sell or buy. The server collects information from trading systems and transmits it to all active (connected) clients with the least possible delay.



The system administrator is authorized to register users, grant them the rights to use information, and determine limits within which the client can transact.

Connected to the system server through the Internet, the system user can receive information on exchange trading and available funds and can independently participate in trading by sending orders to the trading system directly from the QUIK workstation.

System Requirements

For detailed system and software requirements see the official website of QUIK.

Working on the Internet

The client terminal connects to the QUIK server through the internet using the TCP / IP protocol. The QUIK workstation delivered in the distribution kit usually contains all settings of server addresses and port numbers necessary for operation. To see them, click **Available connections** in the **Connection** menu.

If QUIK is installed on a local network, a proxy-server may need configuring (see sub-section 1.6, “Configuring the Connection through a Proxy Server”).

Ensuring Confidentiality

The use of the readily accessible Internet for transferring financial information imposes strict requirements to protect the data from tampering.

All information transmitted between the server and the client is encrypted; it only can be decoded with an access key individual for each system user. The access key is created individually by the user. To prevent unauthorized use, the keys are additionally password-protected.

1. Section 1. Before Starting

1.1 Program Installation

1. Get the QUIK workstation installation kit. It contains server-specific settings, so it must be obtained directly from the organization maintaining the server (Broker or Exchange).
2. Start the executable installation file and follow the program’s instructions. After the installation process is over, the **QUIK** submenu will be created in the **Start / Programs** Windows menu.
3. After the program is installed, you must create your personal access keys. Open the QUIK folder in the menu (**Start / Programs / QUIK**) and run the **key-generating program** (keygen.exe).
4. To run the QUIK workstation, use the shortcut **QUIK Information & Trading System** (info.exe).

> **1. When a QUIK Workstation is launched with the parameter –clear, it clears log files *.log and *.dat, which speeds up loading of the program.**

> **2. When a QUIK Workstation is launched with the parameter –full-dump from command line, DMP-file that is formed in error cases, contains all information on the program.**

If the program is run under Windows Vista, select the ‘Run compatible with the preceding version of Windows’ option in the client terminal shortcut properties.
If the program is run under Windows 7, select the ‘Run in the Windows XP compatibility mode’ in the shortcut properties. The user who runs the program must have the administrator authority for this computer.

1.2 Creating Access Keys

To create the access keys, follow the steps listed below. To view the detailed instruction for any step, click **Help**.

- **Creation of key - step 1.** By default, the keys are saved to a floppy disk. Insert an empty disk into drive A. Select another key storage location only if it is impossible to keep the key on a floppy disk;

  In the **Key owner's name** box, type the user’s name. The recommended format is shown below:

  ```
  Surname, First name, company or location, (login)
  ```

  The detailed information helps the Administrator to identify the user quickly should there be any problem.

  In the Password for protection the key box, type a password (at least five characters). Pay attention to the language and the case (capitals / lower case) used in the password. It is not recommended that special characters be used, since they may be placed differently on keyboards of different manufacture.

- **Creation of key – step 2.** Retype the password;
- **Creation of key – step 3.** This step is intended for confirmation of the key's parameters by the user. Clicking the **Create** button starts the process of key generation. In the **Random Bits Input** window, type some random characters; then the window closes. To quit the program, click **Finish**.

  After the keys are created, two files are saved to the floppy disk: secring.txk, the secret key file, and pubring.txk, the public key file.

> **Keep in mind and follow the Security Rules listed below:**
> **1. Keep the floppy disk with the keys in a place inaccessible to unauthorized persons. Do not share the disk or access password with other people.**

2. **Ensure that NOBODY has access to the secret file secring.txk on the floppy disk. It is recommended that the public key file pubring.txk to be passed to your broker only in person.**
3. **If you suspect that the secret access key has been compromised, inform your broker immediately and create and register a new access key.**

1.2.1 Detailed Documentation

The User's Manual to the KeyGen program is delivered as part of the distribution kit.

1.3 Connecting to the QUIK Server

To receive information from an Exchange, you must connect to the QUIK server.

1. Click on the Toolbar, or select **Connect...** from the **Connection** menu, or press CTRL+Q.
2. Insert the key floppy disk.
3. In the **User Identification** window, select the required connection type. Consult the QUIK server administrator about the preferable connection type.
4. Type your name (login) and password that were used to register the key. Pay attention to the character case and language.
5. Press ENTER. After the connection is established, you will see a “Connection established” message on the screen. For information about possible errors, see sub-section “Error Messages”.

To disconnect from the server, click or press Alt+Q.

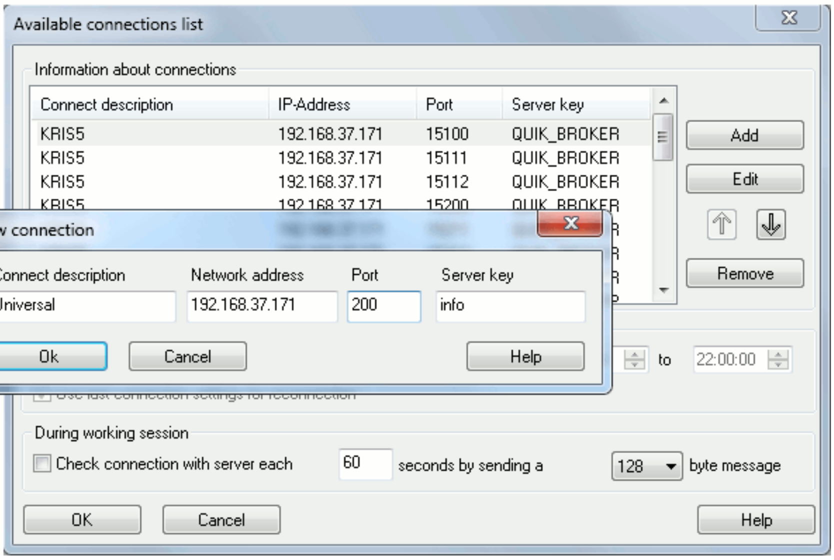
1.4 Setting up a Connection

The program configuration included in the distribution kit contains the essential list of server address settings shown in the upper box in the **User Identification** window. If required, the user can add or edit these settings.

1. Click **Available connections...** in the **Connection** menu.
2. To edit connection parameters, click the required line in the list of **Information about connections** and then click **Edit**.
3. To create a new connection, click **Add**.
4. The **Network Address** and **Port** fields must contain the server address and port (if working on a local network through a proxy server, select **Internet connection...** from the **Settings** menu to specify the proxy address and port).

   The **Server key** box contains the server key identifier provided by the QUIK server’s Administrator.

In the Network address field, you can specify either a hostname or IP-address of the QUIK server.



5. Click **OK** to save changes or **Cancel** to close the window without saving the settings.
6. To delete a connection that you don't require any longer, highlight its description in the list of **Information about connections** and then click **Remove**.

1.4.1 Setting up automatic reconnection to the server

If disconnections with the server are frequent or QUIK is run in the automatic mode (e.g., as a mechanical trading system), set up automatic reconnection to the server.

1. To enable automatic reconnection, select the **Reconnect automatically every** checkbox. If this checkbox is disabled, automatic connection is not available.
2. In the **Seconds** box, specify the timeout period in seconds. The recommended value is 15 to 60 seconds but not less than 5 seconds.
3. In the **From** and **To** boxes, specify the period (according to your computer's clock) during which the reconnection is enabled. It is recommended that this period be equal to the time of exchange trading, because the server disconnects all users automatically once the trading is over. The connection will be set automatically the next day at the specified time.
4. The checkbox **Use last connection settings for reconnection** has the following purpose:

   – If the checkbox is enabled (default setting), the next connection has the same settings as the previous one;

   – If the checkbox is not checked, the next connection will be established using the settings shown in the next line in the **Information about connections** list. For this purpose, the list of available connections should be sorted, using the up and down arrows, in conformity with the preferred order of connections. This feature is convenient in case different providers are used to establish connection with the server.

1.4.2 Monitoring channel delays

If the checkbox **Check connection with server each … seconds by sending a … byte message** is selected, the program regularly measures connection delays in the channel between the server and the client using the standard PING command. Results of the measuring are displayed in the **Information window** (see sub-section 2.17 of Section 2: Basic Operating Principles).
The function has the following parameters:

- inter-messaging interval (in seconds); the recommended value is 60;
- size of a package (in bytes); the recommended value is 128.

> 1. **By default, QUIK system connects to the sever using the settings of the previous connection. If a connection was edited or added, it would be the default for the next connection.**
> 2. **If the list of available connections contains many items, it is advisable to arrange the list in descending order relative to their use by moving the lines using the up and down arrow buttons.**

1.5 Configuring the Data Reception and Saving Data Parameters

1.5.1 Data Reception

To configure the reception of data, click **General…** in the **Settings** menu, and then click the **Program / Receiving Data** tab.

1. Settings in the **Build the list of received instruments and parameters** group box define the amount of data received from the server. They can be used to restrict the list of received data to reduce the traffic:

   – Select the **According to settings of tables opened by the user** checkbox to get new values only for those instruments and parameters that are shown in the tables opened by the user. If this option is enabled, parameters of all instruments shown in the tables and windows listed below are received from the server.

> **If the checkbox According to settings of tables opened by the user is selected Price step parameter is automatically included to the list of selected parameters.**

Tables and Windows	Tables and Windows
Quotes Table	Options board
Quotes Changes Table	Option parameters
Quotes history	Charts derived from the Quotes Table

Tables and Windows	Tables and Windows
Limits for securities	Export of data from the Quotes Table to the technical analysis systems
Client portfolio	QPILE-programmable tables
Buy / Sell	

Another way to enable this data reception mode is to click **Specify settings according to opened tables** in the **Selection of instruments and parameters** window (to open this window click **Available securities**... in the **Connection** menu).

- Select the option **Use settings selected manually from Connection / Available securities...** to get new data for those instruments and parameters which are specified explicitly in the **Selection of instruments and parameters** window (to open this window, click **Available securities...** in the **Connection** menu);
- Select the checkbox **Receive all data again after the list of received instruments and parameters is extended** to obtain data from the server again in order to avoid blanks that may occur in tables after the lists of securities and parameters (in the **Selection of instruments and parameters** window) have been modified.

> **If you change the data structure (lists of securities and parameters) frequently within a day, the traffic increases because all data for the whole period of the current trading session is resent. If at the same time the Quotes History and the Quotes Change tables are not in use, it is recommended that this checkbox be disabled to reduce traffic.**

2. The settings in the **Refresh interval for current data** group box define how frequent the Quotes Table should be updated:
   - Select the **Refresh data once in ... sec** checkbox to update data in the Quotes Table only at specified intervals (in seconds). Maximum update period is 60 seconds. This feature is enabled by default.
3. The **Upon receiving a new security** group box contains parameters for addition of new instruments to the existing tables:
   - Select the **Add to all tables** checkbox to include a new instrument of a certain class that appears in the trading system into all existing tables with instruments of the same class and into the list of instruments shown in the Quotes Table (to set up the **Securities filter**, click **Available securities...** in the **Connection** menu).

1.5.2 Saving data

To configure the settings to save data, click **General** in the **Settings** menu, and then click the **Program / Saving Data** tab.

1. The settings under **Save for received instruments and parameters** define the amount of information saved by the QUIK workstation for subsequent use.

   – Select the **Only current data** option to save only the most recent values;

   – Select the **Current and historical data** option to save all of the values captured. This feature is necessary when using the Quotes History and Quote Changes tables, plotting parameter charts based on the Quotes Table, and when exporting data (if taken from the Quotes Table) to systems for technical analysis;

   – Select the **Get missing data** checkbox to receive all data from the moment a trading session is opened. To get new data only, disable this checkbox.

   > **This feature is necessary if the Quote Changes or Quotes History table is used, or if any charts contain parameters from the Quotes History table. If these tables are not used, disable this checkbox to reduce traffic.**

2. The settings under **Clear data after date change** control the deletion of data:

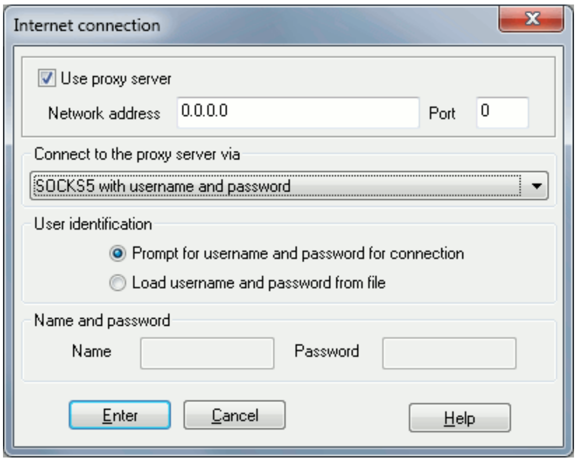
   – Select the **On local computer** option to clear data from the previous trading session upon program launch before connecting to the server. This option is recommended for use if information about the previous trading session is not needed before the current trading session begins;

   – Select the **On server (upon establishing connection)** option to clear data from the previous trading session after the next trading session's data appears on the server. This option is recommended for use if trading information is received the next morning (because of a considerable difference between time zones, for example).

1.6 Configuring the Connection through a Proxy Server

When running QUIK on a local network with restricted access to the internet, the network administrator will most likely need to set up and configure a proxy server. If it is possible to connect without using a proxy server, such configuration is not required.

1. Open the options for **Internet connection** in the **Settings** menu.
2. Select the **Use proxy server** checkbox.
3. In the **Network address** and **Port** fields, enter the address and port for the proxy server (available from the local network administrator). You may also find them in your browser settings. If you use MS Internet Explorer, for example, select **Internet Options** in the **Tools** menu and then click **LAN Settings** on the **Connections** tab. Copy the address and the port number from the **Proxy server** pane to the QUIK settings dialogue box.



In the Network Address field, you can specify the network name or computer's IP address upon which QUIK will be launched.

4. Select the connection type:

- Select **SOCKS5 with username and password** if the proxy server supports SOCKS5 and requires user authentication. In this case, if **Prompt for username and password for connection** is selected, the user will be prompted to enter their user name and password manually in order to establish an internet connection. If **Load username and password from file** is selected, the information will be stored in and retrieved from the QUIK configuration file;
- Select **SOCKS5 protocol without user identification** if the proxy server supports SOCKS5 and does not require user authentication;
- Select **Connect through HTTP port** if the proxy server does not support SOCKS5 but still allows for CONNECT command protocols. The proxy servers listed below have been tested for compatibility with QUIK (see configuration examples in the next section):
  - Squid proxy (additional configuration required);
  - MS Proxy (additional configuration required);
  - WinGate (configuration not required).

1.6.1 Information for a local network administrator for proxy server configuration

It is necessary to include the QUIK port (its number is provided by the QUIK system administrator) into the list of ports through which an SSL connection can be established.

1. Settings for Squid Proxy

The squid.conf file (usually located in the / usr / local / squid / etc / squid.conf folder) must contain the following lines:

- Enter (for example) port 200 into the list of SLL ports:

```
acl SSL_ports port 443 563 200
```

```
acl Safe_ports port 80 21 443 447 563 1025-65535 200
```

- Allow the CONNECT method to be used for the SSL ports defined above:

```
acl CONNECT method CONNECT
http_access deny CONNECT !SSL_ports
```

2. **Settings for MSProxy**

   It is necessary to change one of the keys in the Windows Registry (using the Regedit program) on the computer where the MS Proxy is installed:

```
HKEY_LOCAL_MACHINE / SYSTEM / CurrentControlSet / Services / W3Proxy / Parameters /
SSLPortListMembers
```

   The port being used (for example, 200) must be added to the list of ports. If the access control for the Web Proxy service is on, then the group EVERYONE must be added for the SECURE protocol. In the service logs, these connections will be registered as originating from an ‘anonymous user’.

1.7 Program Updates

QUIK has a built-in update procedure. After a connection to the server is established, the program compares the module versions installed on the client computer to those on the server.
If any new modules are available from the server, the program suggests downloading and installing them. Thus, to update the program, reinstallation from the distribution kit is not necessary. To download the updated modules and to let QUIK install them, just click **Receive files**. After the files are downloaded to the client computer, a prompt to restart the program appears so that the new files can replace the outdated segments. Click **OK**. When updating is complete, the program prompts the user to restore the connection to the server to continue operation.

> **After the program is updated, the computer does not need to restart.**

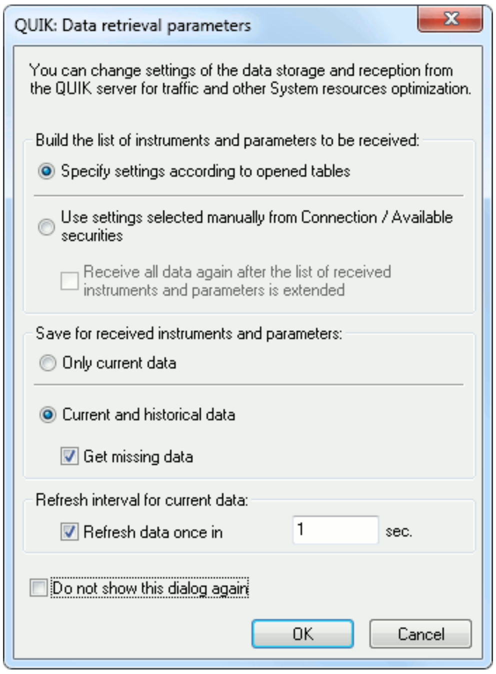
1.7.1 Configuration

To disable the automatic update, click **General…** in the **Settings** menu and then uncheck the **Update program version** checkbox under the **Program** tab.

> **To update the program manually, click Update program version in the Connection menu.**

1.7.2 Data retrieval parameters

When you launch QUIK Workstation, the window 'Data retrieval parameters' may appear.



Adjusting the settings in this window can help reduce traffic when retrieving data from the server.
For a detailed description of these settings, see sub-section 1.5.
The pre-selected settings are the default settings for the program.
To enable any new settings, click **OK**. To close the window without saving the changes, click **Cancel**.
To skip this window when the program launches, select the **Do not show this dialog again** checkbox.

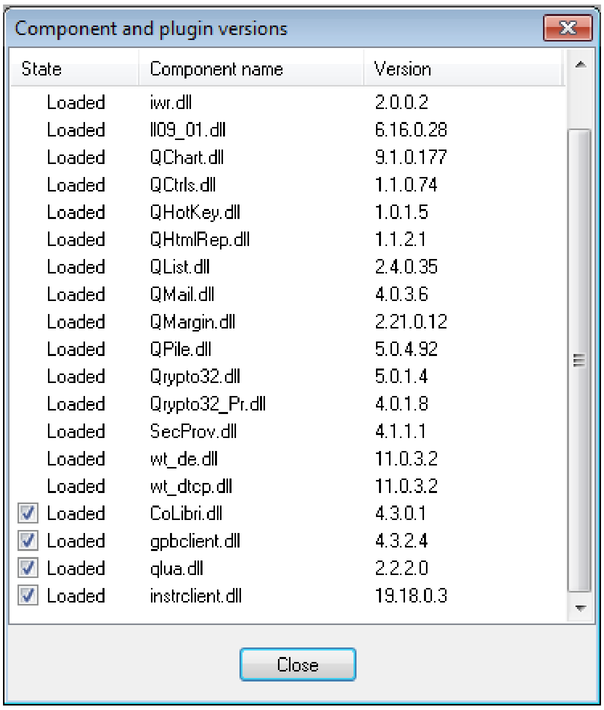
1.8 Versions of Components and Plugins

menu **Help/Versions components and plugins...**

1.8.1 Purpose

The dialog contains information about components and plugins of the used program version.

1.8.2 Table format



Component and plugin versions

State	Component name	Version
Loaded	iwr.dll	2.0.0.2
Loaded	ll09_01.dll	6.16.0.28
Loaded	QChart.dll	9.1.0.177
Loaded	QCtrls.dll	1.1.0.74
Loaded	QHotKey.dll	1.0.1.5
Loaded	QHtmlRep.dll	1.1.2.1
Loaded	QList.dll	2.4.0.35
Loaded	QMail.dll	4.0.3.6
Loaded	QMargin.dll	2.21.0.12
Loaded	QPile.dll	5.0.4.92
Loaded	Qrypto32.dll	5.0.1.4
Loaded	Qrypto32_Pr.dll	4.0.1.8
Loaded	SecProv.dll	4.1.1.1
Loaded	wt_de.dll	11.0.3.2
Loaded	wt_dtcp.dll	11.0.3.2
☑ Loaded	CoLibri.dll	4.3.0.1
☑ Loaded	gpbclient.dll	4.3.2.4
☑ Loaded	qlua.dll	2.2.2.0
☑ Loaded	instrclient.dll	19.18.0.3

Close

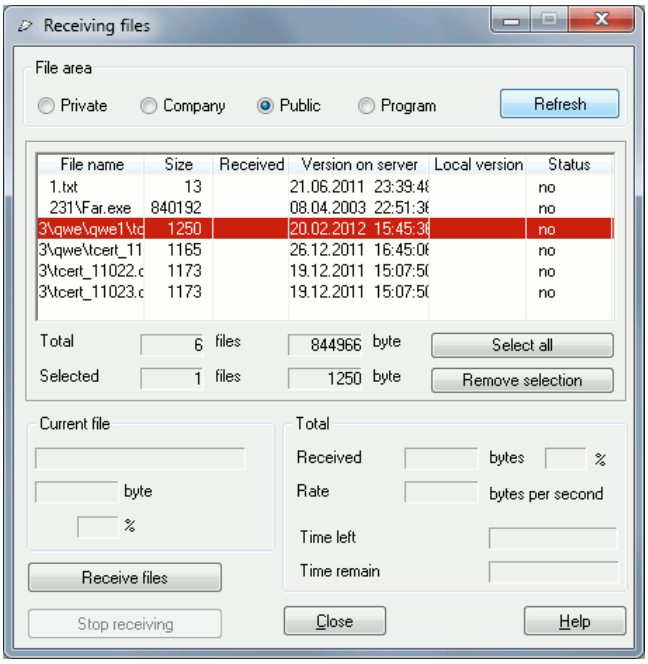
Each row of the table corresponds to a particular component/plugin. The table columns show names of the following parameters:

Field name	Description
State	State of the component/plugin. Valid values: – Loaded – enabled by user, loaded by workstation and presently working; – Offline – not loaded by workstation as it is disabled by user; – Reject – enabled by user but an error occurred when loading by workstation (for example, no licenses on server), presently does not working
Component name	Name of the component/plugin
Version	Version of the component/plugin

To enabled or disabled a particular plugin use the checkbox in 'State' column. If a plugin is disabled, its menu is removed; windows are closed and not automatically restored when enabling it next time.

1.9 Receiving Files

The **Receiving Files** window (accessible through the **Receiving files...** menu item from the **Connection** menu) allows the QUIK system administrator to use the program update mechanism to deliver various files to QUIK users.



1.9.1 Purpose of file areas

- The **Private** area is intended for documents and files addressed only to a specific user (for example, broker reports). The received files are saved to the FILES\PRIVATE folder located in the QUIK directory;
- The **Company** area is for documents and files for the company's employees. Received files are saved to the FILES\COMPANY folder located in the QUIK directory;
- The **Public** area is reserved for files and documents which are commonly shared, such as broker service regulations, rates and program documentation. Received files are saved to the FILES\PUBLIC folder located in the QUIK directory;
- The **Program** area is reserved for program updates.

To request the current status for a file area (for example, if you expect a new file to be added to the area), click **Refresh**.

1.9.2 Purpose of file area fields

- The **File name** field shows the file name;
- The **Size** field shows the file size in bytes;
- The **Received** field shows the size of the received portion of the file in bytes;
- The **Version on server** field shows the version of the file available on the server;
- The **Local version** field shows the version of the file available on the client's computer;
- The **Status** field shows the current state of reception (‘present’, ‘not received’, ‘old’, ‘in transit’, ‘received’).

1.9.3 Receiving a file

To select a file for retrieval, left-click on it. The selected files are highlighted in red. The **Total** and **Selected** fields will provide information about the number of available and ordered files selected for retrieval.

To get the files, click **Receive files**. The **Current file** and **Total** group boxes will display the status of file retrieval. The process will complete automatically; therefore, the window may be closed by clicking the **Close** button. If necessary, this window may be re-opened again from the program menu. To stop the process, click the **Stop receiving** button.

> **Files are received in background mode which does not affect the delivery time of information from an exchange during a trading session. However, when working via low-bandwidth connections, the process may take longer. In such cases, we recommend receiving files either before or after the trading session.**

> **The system administrator may restrict file receipt to a specified time period.**

1.10 Error Messages

1.10.1 Name and password entry errors

1. 'File with key not found'

- The program is unable to locate the file with the specified keys indicated in qrypto.cfg. If the keys are stored on an external storage device, check whether it has been inserted into the proper port;
- If the keys are not stored on an external device, ensure that they are available at the location specified in **Program / Encryption** under the **Settings / General** menu. In the window that follows, select **Default Settings** and find the lines '**Public key file**' and '**Secret key file**'. If these lines are empty, by default the program will search for the key files on the A: drive. The file path should not contain any spaces or Cyrillic characters. You can only change these settings when disconnected from the QUIK server;
- The disk or the file containing the keys is damaged. If damaged, it is impossible to use this key and you will need to create and register a new access key on the server.

2. 'User or server key not found'

- The public key file pubring.txk does not contain the key file for the server ID specified in the connection settings;
- The secret key file secring.txk does not contain the secret key for the user whose ID was entered.

3. 'IO error when trying to access a key file'

- Failure to access the key file. May be denied access to the file.

4. 'Incorrect key file name'

– Incorrect file name specified in the qrypto.cfg file.

5. ‘Invalid key in the key file’

   – One of the keys specified in qrypto.cfg is incorrectly formatted or damaged. You will need to create and register a new access key.

6. 'Invalid user ID or password'

   – An incorrect user ID was entered. No key corresponding to the user ID was found in the secring.txk file. The user ID is listed in square brackets in the secring.txk file;

   – An incorrect password was entered. Make sure that the password is entered using the correct capitalisation and language and then retype the password.

7. 'Encryption error N...'

   – An encryption error occurred. If this message appears, please send a screenshot to the QUIK Technical Support team (quiksupport@arqatech.com).

1.10.2 Server connection errors

1. ‘Connection failed’

   – The user’s key is not registered on the server. Please contact the QUIK system administrator to register the key.

2. ‘Connection refused’ (Connection rejected)

   – The server is not available because the trading session has been closed;

   – Server operation error. Please contact the QUIK system administrator

3. ‘No Route to Host’

   – The server’s IP address or port number is incorrect. Ensure that the connection is correctly configured;

   – The connection to the server is not available: either the internet connection is unavailable or your proxy server needs to be configured. To configure a connection to the QUIK server, please contact your network administrator

4. ‘You are already working in the system’

   – A user may log on only once or from one machine at a time. If you receive this message while reconnecting immediately after a connection has been lost (most likely when connecting via dial-up), try again a few seconds later allowing the server to stop processing your previous connection;

   – If you receive this message while connecting to the server for the first time, contact the system administrator

5. ‘License expired’

- Your license to use the QUIK terminal has expired. To renew your license, contact the QUIK system administrator

6. 'Access blocked by administrator'

   - The user's account or IP address has been blocked by the system administrator. Contact the QUIK system administrator

7. 'Protocol error', 'Out-dated protocol', 'Incorrect protocol' or 'Unsupported protocol' (Protocol mismatch)

   - The server does not support the client's workstation. Older versions of QUIK may be compatible with more recent versions of the server, while newer versions of the client's workstation may not necessarily be compatible with older versions of the server

> **To check version compatibility, update the program automatically (using the Update program version command in the Connection menu). In this way, the compatibility of versions is ensured.**

8. 'Unknown encryption provider'

   - The settings for the client program's encoding system do not suit those for the QUIK server. Modify the settings according to the system administrator's recommendations

9. 'Corrupted certificate'

   - The encryption certificate is invalid. Please contact the QUIK system administrator.

10. 'User not found'

    - The SSL authorisation could not find the user. Please contact the QUIK system administrator

11. 'Error during context creation'

    - An authorisation error occurred. Report the error to the QUIK system administrator indicating which encryption system was used.

1.10.3 Runtime errors

1. 'Connection timed out'

   - The connection to the server is lost because of a poor quality connection. Re-establish the connection. If you experience frequent connection time outs, consult the QUIK system administrator about your system settings and selecting a provider

2. 'Connection reset by peer'

   - The connection to the server is lost. Try to reconnect;
   - Users are automatically disconnected at the end of a trading session

3. 'Unable to write the connection settings to the configuration file <file path> info.ini'

- The ‘Read only’ attribute is set for the file. Remove this attribute;
- The user does not have permission to write to the directory where the program is installed. Ask the system administrator to grant you permission to write to this folder;
- The file is in use by another program. Ensure that info.ini is not opened in another application, such as Text Editor

4. Upon launch, the program reports an error and stops.

- The received data is corrupt. Delete the info.log file from the QUIK directory and restart the program;
- The program has been incorrectly updated. Restore the previous version. In the QUIK directory, find the **BACKUP** folder. This folder contains the subdirectories labelled in the format **DDMMYYYY,** where DD, MM, and YYYY are the day, month, and year of the specific updates. Select the folder with the date of the last update, and copy all of the files from that folder to the QUIK working directory. Then, relaunch the program;
- A system malfunction occurred. Please contact the QUIK system administrator.