

## Firewall configuration for TradeStation Global

TradeStation Global platform is not designed to have connection issues or slow data downloading. The way our platform connects to your account is by using a special program, called API (Application Protocol Interface) and it is designed to connect to TWS platform which, in turn, is connected to your Interactive Brokers' accounts and servers.

However, if you are presenting some performance issues like, for example, not connecting to your account, or experiencing slow data downloads, there may be some security protocols on your computer that could affect the correct operations and functionalities of the platform.

Please make sure to follow the steps below to double check and configure these protocols to reduce or remove the risk of conflict with TradeStation Global platform:

- Check that your TradeStation Global platform version is up to date. Go to Help in the menu bar at the top of your platform window. Then, go to Update Manager. If there is an available update, please install it.
- It is recommended to make sure Windows environment is up to date, in order to do this, go to.... Check that your Windows environment is up to date. Go to the Start Menu, then click on the Gear icon on the left (Settings). Go to Update & Security and click on Check for updates.
- Once you have followed those steps, make sure to configure your firewall settings to allow the TS files full access/permissions. Below you will see a list of different Antiviruses – Windows included – on how to set up the exceptions/rules to allow those files to work freely.

**Be advised that some settings may be managed by your organization specially if you are using a work or school computer. In the case that you cannot make modifications to the firewall, please contact your system/network administrator for additional assistance.**

### How to Add Exceptions on Firewall and Antiviruses

- AVG support - [How to use Enhanced Firewall | AVG](#)
- Comodo - [Firewall Settings, PC Firewall, Firewall Protection, Endpoint Manager \(comodo.com\)](#)
- McAfee - [How to create Endpoint Security Firewall rules to allow third-party application network traffic \(ePO managed\) \(mcafee.com\)](#)
- Norton/Symantec - [Learn more about firewall rules in Smart Firewall \(norton.com\)](#)
- NOD32 (ESET Smart Security) - [\[KB6132\] Configure firewall rules for ESET Endpoint Security to protect against ransomware](#)
- Panda - [What is the firewall protection of Panda and how do I set it up? - Technical Support - Panda Security](#)
- Trend Micro - [Configure Firewall Settings \(trendmicro.com\)](#)
- Windows - [Best practices for configuring Windows Defender Firewall - Windows security | Microsoft Docs](#)
- Zone Alarm - [Configuring Advanced Firewall Settings – ZoneAlarm Support Center](#)

**List of TS files to grant access permissions:**

- ORCAL.exe – TradeStation Client Access Layer
- ORChart.exe – TradeStation Charting
- ORCLPrxy.exe – TradeStation Client Proxy
- ORDLLHst.exe – TradeStation History
- ORPlat.exe – TradeStation Platform Executable
- PatchDownloader.exe – Patch Downloader
- PatchInstaller.exe – Patch Installer
- TSDev.exe – TradeStation Development Environment
- TSQuote.exe – Quote Analysis
- TSRPTS.exe – Reports Documents
- TSSupp.exe – TSHelp Mode
- WHServer.exe – Warehouse Server