

Debugging eSignal Issues

While eSignal is a stable, popular, and decent datafeed for the NeuroShell Trader, communications between the two programs is not always perfect. There may be times that the downloading hangs up at certain points, data does not update, certain bar sizes cannot be downloaded and so on. Unfortunately, there isn't always one specific solution for each problem. Based upon our knowledge and experience of using the datafeed over the years, we have compiled our list of solutions and recommendations to try to resolve your eSignal issues:

1. First and foremost, make sure you are running the latest version of both eSignal and the NeuroShell Trader.
2. Secondly, make sure you are subscribed to a product from eSignal that supports third party programs. For example, because of its affordability for the features it includes, the eSignal OnDemand product offering does not support third party programs like NeuroShell Trader. We have found the best comparison amongst their different product offerings at http://www.esignal.com/esignal/matrix/matrix_features.aspx . If you scroll down to the last line in the matrix, you will see a feature labeled "Third Party Software Compatibility". As you can see the OnDemand product indicates that there is NO compatibility with third party software. However, the other three offerings do provide support for third party software and therefore would be suitable packages to use with NeuroShell Trader.
3. Once you have determined that the eSignal product you are subscribed to is suitable for the NeuroShell Trader, make sure you are then subscribed to the markets for the symbols that you want to use in the NeuroShell Trader. Just because you are subscribed to a market, does not automatically mean that you will receive real time, streaming data either. You must also subscribe to and pay for the exchange fees for those exchanges. If you are receiving data in NST from eSignal, but the timestamps are 15-20 minutes behind the time on your computer, chances are that you have not subscribed to realtime data for that symbol.
4. There are times when data will download from eSignal and then not update or will update at first and then stop updating or no connection will be made from eSignal at all. The first step to try to resolve is to simply restart at least NST, and even better would be to restart both programs. If that does not resolve the issue, check both your Internet connection, your network

(wired and wireless) connection (if applicable) and also check to make sure eSignal is correctly connected. If the eSignal Data Manager icon in your system tray is red, then there is an issue with eSignal and NST is not going to be able to connect. Finally, if you have other programs that are connected to eSignal, you may have to shut them down, as the eSignal Data Manager only allows a limited number of connections to it.

5. If, after restarting, checking all connections and so on, you still have issues, shut down your charts, and go to the Tools menu and select Data Sources. Now click on the Server tab and press the button labeled "Manage Realtime Files". Select all files related to the symbol or symbols that you are having issues with, even if they are for a different frequency and then press the "Delete Selected Item(s)" button. Now press OK and then OK again. Reload your charts and determine if the issue still persists. Alternatively, if you do not want to just delete the stored data, use My Computer or Windows Explorer to browse to your NeuroShell Trader 5\Servers\Data folder (by default it would be C:\NeuroShell Trader 5\Servers\Data) and then cut the files in question from that folder and paste them into a new folder outside of the NeuroShell Trader 5\Servers\Data folder, then reload your charts and see if the issue persists.

6. If you have other programs installed that have the ability to use eSignal as a datafeed, even if you don't use eSignal with them, there may be a compatibility issue with the support (DLL) files that NST requires to connect to eSignal. For a while, eSignal did not use commonly accepted programming standards and did not make their DLLs backwards compatible, and also made many different versions of the same DLL for different programs to use. Unfortunately, they could not always co-exist. The easiest way to resolve this issue is to uninstall both eSignal and NST using the Windows Control Panel, Add/Remove Software dialog. Then search your ENTIRE computer for **dbcapi.dll** and **dbcctrl.dll** (it is easiest to search for dbc*.dll). Please note that by default Windows VISTA and 7 do not search your ENTIRE computer, but only INDEXED files. If you do not set up the search to look at your ENTIRE computer, these two files will NOT be found. As a side note, we feel that Windows 7 built-in search capabilities are slow and substandard, making it very difficult to find ANYTHING on your computer. You may want to consider a simple to use, quick tool such as Everything from <http://www.voidtools.com/>. Once your search results have been displayed, make note of the locations, file size and date of each instance and each file found in case we need that information later. Shut down all running programs that use eSignal. Now, delete the dbcapi.dll and dbcctrl.dll from the Windows\System32 folder (32 bit OS) or Windows\SysWOW64 folder (64 bit OS) and then rename any other dbcctrl.dll file that exists on the computer to something like dbcctrl.old. Now, in this order (**VERY IMPORTANT**) install eSignal and run it. Now install NST and load your charts to see if the issue still persists. If the problem still persists, shut down any program running that is accessing eSignal, including eSignal itself and then bring up the Windows command line,

typically found by going to the Windows Start menu and selecting Run. In the box that is displayed, enter **regsvr32 c:\windows\system32\dbcctrl.dll** (for 32 bit OS) or **regsvr32 c:\windows\sysWOW64\dbcctrl.dll** (for 64 bit OS) and press OK. You should see a dialog box indicating whether registration was successful or not. If it was not, send us a screenshot of the message that is displayed via email to support@wardsystems.com

7. If you have a slower Internet connection or one that has a high ping time or has frequent disconnects, you may need to increase the eSignal timeout. With the NST shut down, browse to your NeuroShell Trader 5 directory (by default it would be c:\NeuroShell Trader 5) and look for the file with the name nstparam.ini. Look for the line "eSignalTimeOut=#". Increase this value in a small increment such as 10 (so if the line in your file was eSignalTimeOut=30, you would change it to eSignalTimeOut=40), then save the file and restart the Trader. Once restarted, load up your charts and see if the setting made any difference. Continue incrementing up to a maximum of 90. Be sure NST is shut down each time you increment and remember to save the file after incrementing.

Two final notes – many times we hear that "I am having trouble with eSignal in NST, but eSignal works just fine" or "Program X is working just fine with eSignal but NST is not".

Our response is that we feel that eSignal gives a higher priority to connections made to its Data Manager from the eSignal Charting software over third party programs like NST. Besides that, there are also many symbols that are only available within the eSignal Charting software that are not available to third party programs. In regards to Program X working and not NST, we can only refer to an NST-invalid DLL file (dbcapi.dll or dbcctrl.dll) that is being used by Program X and is currently registered in the Registry or the possibility that there are too many connections (see #4).