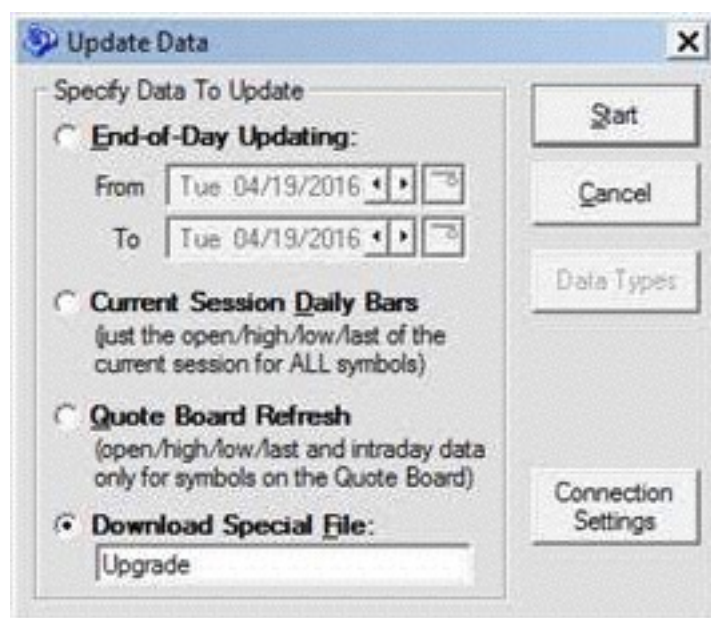


We have a new dataset that can be downloaded via FTP that fixes many of the issues with the new Forex data. First you need to make sure that you have ran the Upgrade for trade Navigator since Wednesday, April 20th. There is an updated file that eliminates freezing and crashing.

These are the instructions on how to get the daily data for many of the new Forex pairs back to the 1970's and the intra-day data back to Jan 2, 2004. After downloading the FTP data, then you need to download the EOD data up to today to get additional patches.

You can skip this part if you already downloaded the Upgrade since Wednesday.

To download the **Upgrade**, click on the Blue Telephone icon and select 'Download Special File' and then click the 'Start' button. Follow the prompts to upgrade.

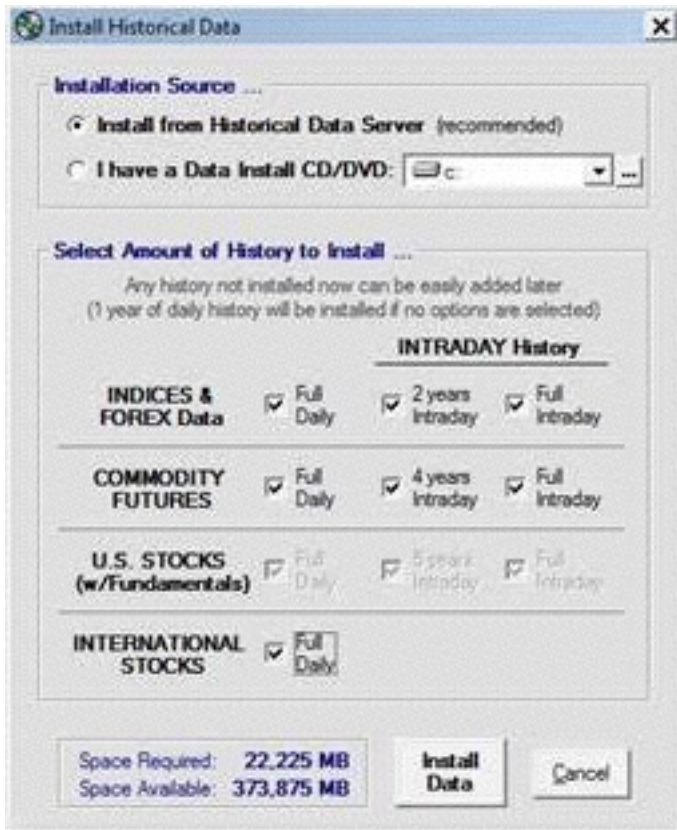


After making sure you have the newest Upgrade to eliminate freezes and crashes, then you are ready to download the FTP data for the history.

In order to get the historical data for the new Forex symbols, you will need to install a new data set. The information is too large to be downloaded via EOD.

Downloading this data will take 30 to 60 minutes based upon the speed of your internet connection.

- 1) To get a new data folder, you will first need to turn off Trade Navigator.
- 2) Then you will go to the C:\Genesis\Navigator Suite folder and rename the yellow folder named 'Data' to 'Dataold.'
- 3) Next you will need to restart Trade Navigator and allow it to install data.
- 4) When it asks for additional data, please select 'Yes' and choose all of the data available. This could take 30 to 60 minutes to complete.
- 5) Once you verify that the new data set is good, then you can delete the old data folder that you renamed in Step 2.



If you need further assistance, please contact technical support via phone ([1-719-884-0245](tel:1-719-884-0245)) or CHAT ([Click Here To Launch CHAT](#)) between 6:00am and 7:00pm US Mountain time from Monday through Friday.

Here is our current time if needed: <http://www.timeanddate.com/worldclock/usa/colorado-springs>