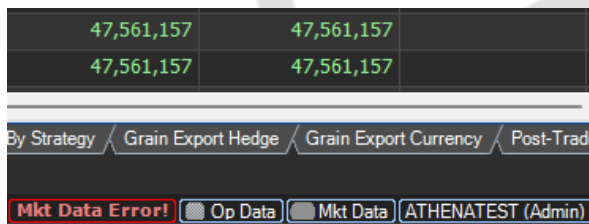


My view not ticking

1. Check if Real-Time is correctly working. If so, "Mkt Data Error!" should not appear at the bottom of your screen:



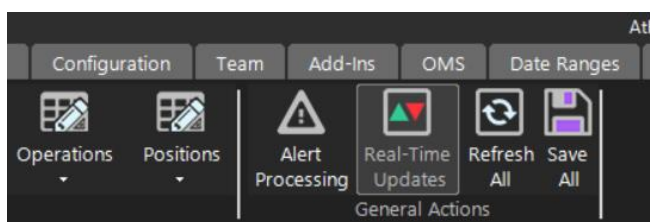
2. Ensure that your (Bloomberg or Factset) is up and running. If it is not, you will also see the "Mkt Data Error!" signal. If needed, close Spark, restart Source terminal application, and reopen Spark.

If you are using Bloomberg SAPI, make sure SAPI server is running.

3. Ensure **Real-Time Updates** is selected

3.1. Open **Main** tab.

3.2. Click on "Real Time Updates" icon (if not already selected) in order to select it.



4. Try to close Spark and BBterminal (or Factset Terminal) and restart them in order: Launch BBterminal first and then Spark.

Market Data error should be green and "up and running."



CONTACT US

Email: support@athenasystems.com

Website: www.athenasystems.com

AMERICAS:

1411 Broadway, 16th Floor
New York, New York 10018, USA

UK, EUROPE & MIDDLE EAST:

Carrera de San Jerónimo, 17
28014 Madrid, SPAIN

APAC:

11 Doan Van Bo, 23rd Floor
Ward 12, District 4, 700000, Ho Chi Minh City, VIETNAM



[Visit the Spark Help Portal](#)