



# **ICE Connect, Instant Messaging, Data & Analytics, Cscreen System Requirements**

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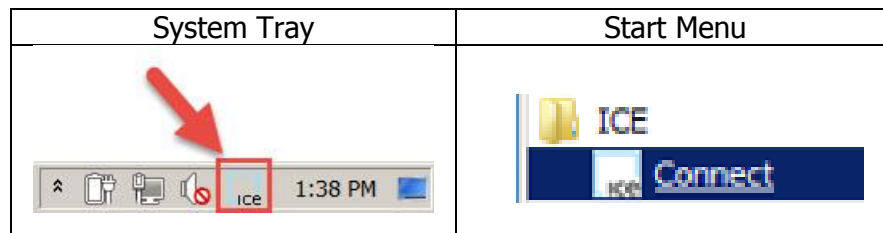


## 1 Introduction

### 1.1 ICE Connect

ICE Connect is a “single-click logon” desktop application for the PC which streamlines the process of starting applications of our platform without having to navigate to the website.

No action is required to install the client. Once the user account is enabled for ICE Connect Launcher, the app will passively install in the background upon a subsequent login. The next session it will appear in the System Tray or the Start Menu:



Once the application is running, users will be prompted to enter their credentials and then may subsequently “single-click” logon to any of our applications such as WebICE, ICE IM, or ICE Data.

### 1.2 ICE Instant Messaging

ICE Instant Messaging, when run on a Windows PC, is launched using the ICE Connect application or by visiting our website ([www.theice.com](http://www.theice.com)) and clicking on the “Login” button in the top left hand corner of the screen, then selecting ICE Instant Messaging from the dropdown menu and clicking on “Go.” This will trigger the download of “ice\_connect.jnlp” which when run will download and start the application.

For Mac users, the application runs inside the Google Chrome browser from <https://iceim.theice.com>.

For a complete review of the ICE IM user interface and its functionality, please visit: <https://www.theice.com> and select Trader Dashboard from the login menu. There you will find a link to our Knowledge Center where you may access the full ICE IM User Guide.

### 1.3 ICE Data & Analytics

ICE Data & Analytics utilizes Java to operate. Launching includes a download and execution of a file named “MarketData.jnlp”.

If using a leased line and using ICE Data & Analytics, please be aware that this application has special considerations for routing. Please reference the “Network Information” later in this document.



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## 1.4 Cscreen

Cscreen is launched via the ICE Connect application and utilizes Java and Microsoft .NET to run.

## 2 System Requirements

### 2.1 ICE Connect

ICE Connect is available only to PC users with a minimum of **Microsoft .NET 4.5.2** installed.

The following Windows Operating Systems are supported:

- Windows 7 32/64-bit
- Windows 8 32/64-bit
- Windows 8.1 32/64-bit
- Windows 10 64-bit

### 2.2 ICE Instant Messaging

PC users must have a minimum of **Microsoft .NET 4.5.2** and **Java 1.8.0\_151** or another approved version as published at

[https://www.theice.com/publicdocs/technology/WebICE\\_System\\_Specifications\\_Guide.pdf](https://www.theice.com/publicdocs/technology/WebICE_System_Specifications_Guide.pdf).

Java can be downloaded at <https://www.theice.com/launch> or <https://www.java.com>.

For a **Mac** user to access ICE Instant Messaging, Google Chrome v42 or later must be used. From the Google Chrome browser, navigate to <https://iceim.theice.com>.

### 2.3 ICE Data & Analytics

ICE Data & Analytics requires **Java 1.8.0\_151** or an approved version as published at [https://www.theice.com/publicdocs/technology/WebICE\\_System\\_Specifications\\_Guide.pdf](https://www.theice.com/publicdocs/technology/WebICE_System_Specifications_Guide.pdf).

Java can be downloaded at <https://www.theice.com/launch> or <https://www.java.com>.

### 2.4 Cscreen

Cscreen requires a minimum of **Microsoft .NET 4.5.2** and **Java 1.8.0\_151** or an approved version as published at

[https://www.theice.com/publicdocs/technology/WebICE\\_System\\_Specifications\\_Guide.pdf](https://www.theice.com/publicdocs/technology/WebICE_System_Specifications_Guide.pdf).

Java can be downloaded at <https://www.theice.com/launch> or <https://www.java.com>.



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## 3 Network Information

### 3.1 IP addressing

IP addresses and ports that must be accessible may be found in the ICE Firewall and Proxy Requirements document (<https://community.theice.com/docs/DOC-20002>) found on the ICE Community site. If you do not have an existing login to ICE Community, please use the "Don't have an account?" section on [ICE Community](#) to request one.

### 3.2 Network Connectivity Options

ICE Connect and ICE IM are available via the internet and leased line connections. The ICE Data & Analytics application is primarily available via the internet, contact our network team to explore other connectivity solutions: <https://www.theice.com/contact-us/connectivity>

### 3.3 Proxy Servers

Some customers may need to update their proxy configuration/rules for \*.theice.com and add additional logic for \*.dataservices.theice.com. Please refer to the ICE Firewall and Proxy Requirements document for specific DNS and IP address information for each application.

## 4 Anti-Virus Considerations

### 4.1 Installation locations

Installation files are created locally on the PC in the following locations:

- %USERPROFILE%\AppData\Local\Apps\..
- %USERPROFILE%\AppData\Local\ICE\..
- %USERPROFILE%\AppData\Roaming\IceDesktopPlatform\..
- %USERPROFILE%\data\..
- %LocalAppData%\ICE\..

### 4.2 Executables

The following executables must be whitelisted:

- ICE.Launcher.Client.ChromiumBrowser.exe
- ICE.Launcher.Client.exe
- ICE.Launcher.Client.IEBrowser.exe
- ICE.Launcher.Client.LogMoverAgent.exe
- ICE.Launcher.Client.RestartUtility.exe
- CefSharp.BrowserSubprocess.exe
- IceDesktopPlatformDC.exe
- IdpCefSharp.exe
- IDP.Starter.Host.exe



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## **5 Logging**

### **5.1 ICE Connect**

- %USERPROFILE%\AppData\Local\ICE\Connect\Logs

### **5.2 ICE Instant Messaging**

- %USERPROFILE%\AppData\Roaming\IceDesktopPlatform\logs

### **5.3 ICE Data & Analytics**

- %USERPROFILE%\AppData\Local\Temp\MarketQ\_(#).log

### **5.4 Cscreen**

- %USERPROFILE%\data