

## Ninja Trader 8 Computer Prep & Trouble Shooting Guide

1. Ninja Trader 8 is sensitive to many things. Setting up your computer properly before you waste time chasing “spontaneous shutdowns” please follow these steps.
2. If you run a laptop- **you must alter your power settings**, so your CPU does not run at less than 100% by changing your power plan. Search power plan <https://www.screencast.com/t/1sEziUW02zMo> select change advanced and activate high performance plan <https://www.screencast.com/t/1gSCHmaUz9y> failure to do this in a laptop will result in your CPU using only 5% of its power making Ninja 8 unusable. If you do not need full power you can easily switch it back <https://www.screencast.com/t/no2ExPxR>
3. NT8 graphics relies heavily on Windows Direct X and .Net framework. Graphics and faulty drivers appear to cause most “spontaneous shutdowns” and to circumvent this you must clean up your copy of Windows.
  - a. This is the page to follow. NOTICE “RUN AS ADMIN” for command prompt by right clicking on it. <https://www.screencast.com/t/Va92QCYReZ> If you fail to run as admin this will not work. Follow this page <https://support.microsoft.com/en-us/help/929833/use-the-system-file-checker-tool-to-repair-missing-or-corrupted-system>
  - b. John Novak CEO of Nexgen’s main computer had issues and this is what it looks like at completion <https://www.screencast.com/t/4PV8DCqJW>
  - c. **REBOOT YOUR COMPUTER NOW! Before Step 3**
4. Outdated Drivers on your computer will also be a challenge for Ninja Trader 8. Visit <https://en.softonic.com/download/driver-booster-free/windows/redirect-post-download> And download driver Booster. Run program and check reboot PC option <https://www.screencast.com/t/M1O4dowo4d> **YOUR COMPUTER WILL REBOOT.**
5. Then you must do is check and apply any Windows Updates to make sure you are on correct revisions- download install updates and then reboot the computer when updates are complete <https://www.screencast.com/t/qARTL3Qq>
6. **OPTIONAL** <https://bitsum.com/> this program allows you to control your CPU and Prioritize Ninja Trader 8 you can add this in later if you wish <https://www.screencast.com/t/yYBninahkSp>
7. **Norton Utilities optional but very highly recommended. This program will clean up your old internet trash files and registry and will help keep your computer running clean** <https://us.norton.com/norton-utilities>
8. **NOW FINALLY TO NINJA 8 - DATA IS VERY (VERY) IMPORTANT PART OF NINJA 8 SUCCESSFULLY RUNNING.** The data or missing data will cause 99% of your issues if you do not have it loaded correctly prior to your indicators running.
  - a. ALWAYS MAKE A BACKUP WORKSPACE ONCE YOU HAVE YOUR SPACE THE WAY YOU LIKE IT- YOU WILL NEED IT. To make it <https://www.screencast.com/t/DJJKSqa>
  - b. SETUP PROPERLY : Make sure the tools options market data tab has “do not merge” and show tick replay checked or you will not get any SYNTHETIC FIBS OR TRIGGERS to plot <https://www.screencast.com/t/TfHSp5tg5hNP>
  - c. YOU MUST “correctly” download more historical data days than you are going to chart, or your software will give you errors. Download 12 days if you
  - d. To download data properly <https://www.screencast.com/t/RIBOR76ziX>
  - e. If you forget or data missing it will look like this DO NOT PANIC, many times you can recover by right clicking on the chart and reloading historical data <https://www.screencast.com/t/GtP8mkfnS>
  - f. If a chart comes up but is not plotting all indicators correctly, right click reload all historical data.
9. **WHEN NINJA TRADER 8 has a “spontaneous shutdown” closing itself unexpectedly:**
  - a. If you are in a trade with ninja trader as your broker, your stops and targets remain active at the exchange. Call your trade desk and manage your trade first.
  - b. Relax, explore to Documents Ninja Trader 8 workspace folder. DELETE these two files. <https://www.screencast.com/t/M6G1o0Y5u> then reopen your ninja8

1. If for some reason there is a workspace that opens immediately, VERY QUICKLY AND IMMEDIATELY close that workspace before it populates  
<https://www.screencast.com/t/8LKAAGgJkBec>
  2. OPEN YOUR BACKUP WORKSPACE THAT YOU HAVE SAVED FOR YOURSELF>  
<https://www.screencast.com/t/DJkkSgpa> now ninja 8 will be stable again.
  3. FILE SAVE AS your workspace back to original name so you can run the original and retain your backup. <https://www.screencast.com/t/IsJn2znUgiaq>
10. IF nothing goes right and you are unable to open the platform successfully and want to have a cleaner data and workspace install.
- a. WITH NINJA CLOSED- delete all your existing data by exploring to the documents, ninja trader 8, DB folder. Delete all files except Ninja Trader SQL file.  
<https://www.screencast.com/t/aM5UUbECLIKL>
  - b. DELETE ALL WORKSPACE FILES - <https://www.screencast.com/t/o2esfh1ivS> yes all of them we will replace it by downloading the file from the Nexgen Website to repopulate those files.  
<https://nexgent3.com/resources/> make sure you unblock and run file as admin.
  - c. Once you have re-installed workspaces. You must then open ninja without a workspace running and pre-download the tick bid ask data for your markets prior to opening workspaces. Please download properly <https://www.screencast.com/t/RIBOR76ziX>
11. Ninja trader should be very solid with these protocols and fixes until any current NT8 bugs have been fixed by Ninja Trader platform support.