

**Problem:** Sterling DDE Link Does Not Install Correctly - Even When Selected (Checked-off) in the Components Screen of the InstallShield Wizard

**Error Message/  
Description:**

In certain instances, the Sterling DDE Link installation option (which is found in the “Components” screen of the InstallShield Wizard of Sterling Trader™ Pro and Sterling Trader™ Manager) *does not appear to work*. Even though the DDE Link option has been selected in the InstallShield wizard, yet after the installation is completed, the user is unable to activate the “DDE Server” option – *it is greyed out*. After the installation, this option is reached by selecting **Actions → DDE Server** from the Main Menu bar of Sterling Trader™ Pro or Sterling Trader™ Manager. It is then *activated* by checking-off the “DDE Server” option. As long as the checkmark remains in place alongside “DDE Server”, the DDE Link remains activated; once the option is unchecked, it becomes deactivated.

**Solution:**

This problem is caused by users “Changing the Name” of the Desktop Icon which they use as a shortcut for logging into Sterling Trader™ Pro or Manager. If the name of this Desktop shortcut has been changed, then the DDE Link will not be installed properly on that user’s computer. Although the necessary DDE executable files will have been added to their system, yet the program has no way to access them. In particular, what happens is that when the shortcut’s name is changed, the **/DDE** switch or parameter is not automatically placed onto the end of the Target Line which is found in the “Properties” page of the Sterling Trader™ Pro or Manager shortcut. Without this **/DDE** parameter, the Sterling Trader™ System application has no way of *locating* the DDE Link executable that needs to be run in order for the DDE Server to be enabled. Hence when the user checks-off **Actions → DDE Server** from the Main Menu bar of Sterling Trader™ Pro or Manager, the “DDE Server” option is greyed-out - and they cannot activate it.

The solution to this problem is to manually add the **/DDE** switch to the Target Line of the shortcut’s Properties Sheet. That will enable the **/DDE** switch, thereby activating the “DDE Server” option reached by clicking on **Actions → DDE Server** from the Main Menu bar of Sterling Trader™ Pro or Sterling Trader™ Manager.

In addition, it would be a good practice to rename the Sterling Trader™ Pro or Manager Icon back to its default name – to prevent this from happening again in the future.