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CHAPTER 1 INTRODUCTION

1.1 OVERVIEW OF REUTERS CONNECT CONTENT DOWNLOADER

The Content Downloader application downloads and stores Reuters media content for customer processing. The Content Downloader has been designed to:

- provide visibility of the delivered content on the client site, using a web server delivered as part of the Local Server installation
- offer remote access to the Hosted Server configuration, allowing remote support for the client and Thomson Reuters Customer Support
- request and download content through Reuters Web Services

The Content Downloader application will be installed on the client site. The download options can be configured on the Hosted Server and based on this configuration, content will be downloaded from the Reuters Web Services onto the client machine. The downloaded files can then be parsed to process and publish the contents as per the customer's requirements.
1.2 LOCAL AND HOSTED SERVER

Note: To ensure consistency across the document, the web server installed on the client site will be referred to as the **Local Server** and the hosted Reuters Content Downloader Server will be referred to as the **Hosted Server**.

**Local Server** (http://localhost:8080/summary.do)
Here, you can view and configure download options for your client.
For details on accessing the Local Server, see section Login Options-->Logging into Local Server

**Hosted Server** (http://contentdownloader.reuters.com/cdt-server/)
Here, you can view and configure download options for all the clients associated with your web service.
For details on accessing the Hosted Server, see Login Options-->Logging into Hosted Server

By connecting to the hosted server from the local web server, you can do configuration changes only to your client. In order to be able to configure all clients connected to your web service, connect to the hosted server directly by opening the web page http://contentdownloader.reuters.com/cdt-server/

In the server screen that appears, you can choose the client you desire to configure from the drop-down menu as shown below.
1.3 HELP DOCUMENT ORGANIZATION

The various sections that are covered in this help documentation are given below.

- **Installation and Start-up Options** - This section gives you an overview of system requirements and how to install the product. It also provides information on how to start and stop the application.
- **Quick Start** - This section is a quick reference guide if you want to start using the application right away.
- **Login Options** - This section explains the steps to log into the local and hosted servers and Reuters Media Express.
- **Configuration** - This section explains in detail about the local and hosted server configuration.
- **Summary & Statistics** - This section gives you the summary of recently downloaded content and client statistics.
- **Troubleshooting** - This section helps you in troubleshooting some problems that you may encounter while using this application.
- **FAQs** – This section gives you details on how to access the list of frequently asked questions.
- **Customer Support** - This section provides you with details to contact Customer Support.
CHAPTER 2 INSTALLATION AND STARTUP OPTIONS

2.1 SYSTEM REQUIREMENTS

Supported platforms
- Linux 4.10 (Red Hat Enterprise v4.x, Red Hat Enterprise v6.x, UBUNTU v9.x, UBUNTU v12.x)
- Macintosh OSX 10.5.8 Leopard, Macintosh OSX 10.7.5 Lion, Mac OSX 10.8

Supported Browsers
- Internet Explorer versions 8, 9 and 10
- Firefox 15
- Safari 5
- Google Chrome

Export Control Classification Codes
- US ECCN = 5D992
- EU ECCN = None
- Thomson Reuters Export Code = NL (A)

Domain Names and Ports used by the Local Server

<table>
<thead>
<tr>
<th>Domain Name</th>
<th>Protocol &amp; Port</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>content.reuters.com</td>
<td>HTTP (TCP Port 80)</td>
<td>Repository Server of Reuters Media Content</td>
</tr>
<tr>
<td>videoonlinecdn.reuters.com</td>
<td>HTTP (TCP Port 80)</td>
<td>Akamai hosted Reuters Media Content</td>
</tr>
<tr>
<td>rmb.reuters.com</td>
<td>HTTP (TCP Port 80)</td>
<td>Reuters Connect Web Services</td>
</tr>
<tr>
<td>commerce.reuters.com</td>
<td>HTTP (TCP Port 80 and 443)</td>
<td>Reuters Connect Authorization Server</td>
</tr>
<tr>
<td>contentdownloader.reuters.com</td>
<td>HTTP (TCP Port 80)</td>
<td>Reuters Connect Content Downloader Hosted Server</td>
</tr>
</tbody>
</table>

The Content Downloader client site will initiate the contact for all the DNS.
2.2 INSTALLING CONTENT DOWNLOADER

2.2.1 Windows

1. Double-click the installation file to execute it.
2. The Welcome screen of the Content Downloader Setup Wizard appears. Click Next.
3. The **License Agreement** screen appears.

Scroll down the page to read the entire agreement terms and choose 'I accept the agreement'. Then click Next.
4. In the **Select Destination Directory** screen, select a location to install the application and click **Next**. By default, it will be installed in C:\Program Files\Reuters\ContentDownloader3.

![Select Destination Directory](image)

Select a location to install the application and click **Next**.

5. A local web server will be installed to allow easy access to configure the Local Content Downloader and also to prevent unauthorized access to change the local configuration.
Enter a port number to access the Local Content Downloader and click Next. You can use any port number here. Default value is 8080. If you need to change the value later, it can be edited in \(<installation\ directory>/conf/client.properties\) file.
6. In the following screen, browse and choose the output directory for downloading the content and click Next.

7. In the following screen, select a name for the Start menu folder name and click Next. By default, it will be Reuters Connect Content Downloader.
8. Once the application has been installed, you will get the below screen.
a. Check 'Start the Reuters Content Downloader Service' if you would like the service to be started right after installation. The service can be started at a later point of time by invoking Start-->All Programs-->Reuters Connect Content Downloader-->Start Reuters Connect Content Downloader Service.

b. Check 'Open browser and start configuring the client' if you would like to access the Local Content Downloader configuration page, right after installation. The Configuration page can be accessed at a later point of time by invoking Start-->All Programs-->Reuters Connect Content Downloader-->Open Configuration Page.

c. Click Finish to complete the installation process.

9. The following Installation Complete screen will be displayed if you had chosen to start the Content Downloader Service in the previous step.

Installation Complete

Please Sign in using the link above to complete your Reuters Connect Content Downloader Configuration.

CLOSE

Follow the instructions in the screen to configure the Local and Hosted servers.

2.2.2. Linux

Note:
- To install application from the Installation Wizard in a GUI-based Linux, see section Installing Application from Installation Wizard below.

- To install application in a non-GUI Linux, see section Installing in a non-GUI Linux.

Installing Application from Installation Wizard

1. Make the file executable using
   
   chmod u+x cdt-client-3.9.1-linux_x64.sh

   or

   chmod u+x cdt-client-3.9.1-linux_x32.sh

2. Execute the shell script
   
   $ sudo ./cdt-client-3.9.1-linux_x64.sh
   (or)

   $ sudo ./cdt-client-3.9.1-linux_x32.sh

   In the Welcome screen that appears, click Next.
3. The License Agreement screen appears.

License Agreement
Please read the following important information before continuing.

The above copyright notice and this permission notice shall be included in all copies or substantial portions of the Software.

THE SOFTWARE IS PROVIDED "AS IS", WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT. IN NO EVENT SHALL THE AUTHORS OR COPYRIGHT HOLDERS BE LIABLE FOR ANY CLAIM, DAMAGES OR OTHER LIABILITY, WHETHER IN AN ACTION OF CONTRACT, TORT OR OTHERWISE, ARISING FROM, OUT OF OR IN CONNECTION WITH THE SOFTWARE OR THE USE OR OTHER DEALINGS IN THE SOFTWARE.

I accept the agreement
I do not accept the agreement
Scroll down the page to read the entire agreement terms and choose 'I accept the agreement'. Then click Next.

4. In the **Select Destination Directory** screen, select a location to install the application and click Next. By default, it will be installed in /Reuters/ContentDownloader3.
5. A local web server will be installed to allow easy access to configure the Local Content Downloader and also to prevent unauthorized access to change the local configuration.

Enter a port number to access the Local Content Downloader and click Next. You can use any port number here. Default value is 8080. If you need to change the value later, it can be edited in `<installation directory>/conf/client.properties` file.

6. In the following screen, browse and choose the output directory for downloading the content and click Next.
7. Once the application has been installed, you will get the below screen.
a. Check ‘Start the Reuters Content Downloader Service’ if you would like the service to be started right after installation. The service can be started at a later point of time by invoking `AppCommand.sh` from the installation directory.

b. Check ‘Open browser and start configuring the client’ if you would like to access the local server configuration page right after installation.

   The Configuration page can also be accessed at a later point of time by invoking `open_config.sh` from the installation directory.

c. Click `Finish` to complete the installation process.

d. Execute the `setupservice.sh` located in the Content Downloader application folder as `root` to complete the installation and to ensure the application automatically starts after system reboot. Example: `sudo ./setupservice.sh`

Note: Ensure that no browser instances are open

---

**Installing in a non-GUI Linux**

Follow the steps below to install the application from command prompt in a non-GUI Linux.

1. Make the file executable using
   ```bash
   chmod u+x cdt-client-3.9.1-linux_x64.sh
   
   Or
   
   chmod u+x cdt-client-3.9.1-linux_x32.sh
   ```

2. Execute the Linux shell script as root:
   ```bash
   sudo ./ cd Client-3.9.1-linux_x64.sh -c
   
   or
   
   sudo ./ cd Client-3.9.1-linux_x32.sh -c
   ```

3. When prompted with the question for installing the application, click `0` or press `Enter`

   ![License Agreement](image)

4. The License Agreement screen appears. Read it and click 1 to accept the agreement.

5. In the next step, enter the location to install the application, for example, `Home/opt/Reuters/ContentDownloader3`

6. During installation, a local web server will be installed to allow easy access to configure and view the Local Server files. Enter an appropriate value for the port number to access the local server and press `Enter`.

   - Local Web Server Port Number - You can use any port number here. Default value is 8080. If you need to change the value later, it can be edited in `<installation directory>/conf/client.properties` file.

7. Next, choose an output directory for downloading the content and press `Enter`. Note that the directory specified here must exist.
Installation and Startup Options

8. Next, choose y to start the service after installation.

9. As a final step, execute `setupservice.sh` located in the Content Downloader application folder as root. This completes the Content Downloader Service installation.
2.2.3. Mac OS

1. Execute the installation file. In the screen that appears, enter your Mac Administrator username and password and click OK.

   ![Password Input](image1.png)

   **Note:**
   - You should have administrative privileges to perform this installation.
   - If the system you are working on does not have Java application installed, you will be prompted for installing the software update for Java OS X. Once you install it, you can proceed with the following steps.

2. The Welcome screen appears. Click Next.

   ![Welcome Screen](image2.png)

   **Welcome to the Reuters Connect Content Downloader Setup Wizard**

   This will install Reuters Connect Content Downloader on your computer. The wizard will lead you step by step through the installation.

   Click Next to continue, or Cancel to exit Setup.
3. The License Agreement screen appears.

Scroll down the page to read the entire agreement terms and choose 'I accept the agreement'. Then click Next.
4. In the Select Destination Directory screen, select a location to install the application and click Next. By default, it will be installed in `/Reuters/ContentDownloader3`. 

![Select Destination Directory Screen](image)
5. A local web server will be installed to allow easy access to configure the Local Content Downloader and also to prevent unauthorized access to change the local configuration.

Enter a port number to access the Local Content Downloader and click Next. You can use any port number here. Default value is 8080. If you need to change the value later, it can be edited in <installation directory>/conf/client.properties file.
6. In the following screen, browse and choose the output directory for downloading the content and click *Next.*
7. Once the application has been installed, you will get the below screen.

![Setup - Reuters Connect Content Downloader](image)

7. Once the application has been installed, you will get the below screen.

- Check 'Start the Reuters Content Downloader Service' if you would like the service to be started right after installation. The service can be started at a later point of time by invoking `serviceAgent` from the installation directory. Alternatively, you can also invoke the Content Downloader icon on the tool bar and then click Launch configuration page.
b. Check 'Open browser and start configuring the client' if you would like to access the Local Content Downloader configuration page, right after installation. The Configuration page can be accessed at a later point of time by invoking the Content Downloader icon on the tool bar and then clicking Launch configuration page.

c. Click Finish to complete the installation process.

8. If you had both the options checked in the previous screen, you will be taken to the Content Downloader home page to sign in and start the configuration process.
2.3 STARTING AND STOPPING THE APPLICATION

Once the application is installed, you can start, stop, check its status and open the configuration page using the following options.

2.3.1. Windows

- To start / stop the service
  Content Downloader will be started as a Windows service. Hence it will start when Windows starts. You can stop / restart the service by any of the following methods.
    - From Windows Start menu
      - To stop the service, invoke Start-->All Programs-->Reuters Connect Content Downloader-->Stop Reuters Connect Content Downloader Service.
      - To start the services, invoke Start-->All Programs-->Reuters Content Connect Downloader-->Start Reuters Connect Content Downloader Service.
    - From Services
      - Go to Start-->Control Panel-->Administrative Tools-->Services
      - Select Reuters Connect Content Downloader and choose the links 'Stop the service' or 'Restart the service' to do the desired action.

- To view the status of the service
  Invoke Start-->All Programs-->Reuters Connect Content Downloader-->Reuters Connect Content Downloader Service Status.

- To open the local configuration page
  Invoke Start-->All Programs-->Reuters Connect Content Downloader-->Open Configuration Page.

2.3.2. Linux

Open a terminal and execute the script files with appropriate parameters as shown below to do the desired action. The script files can be found in the installation directory. The default installation directory will be /usr/local/Reuters/ContentDownloader3.

- To start the service: `sh AppCommand.sh start`
- To stop the Service: `sh AppCommand.sh stop`
- To restart the service: `sh AppCommand.sh restart`
- To view the status of the service: `sh AppCommand.sh status`
- To open the local configuration page: `sh open_config.sh`
2.4 UPGRADING TO LATEST RELEASES

Whenever a newer version of Content Downloader is released, you will get a pop up screen similar to the one shown below in Windows, GUI-based Linux and Mac OS X.

If you do not choose to upgrade to the latest release now, click Cancel. You will be prompted with the upgrade message once in every six hours.

If you choose to download the latest installer, click Next. This will download the update installer to your client machine and you will finally get the below screen.

- If you do not choose to upgrade to the latest release now, click Cancel. You will be prompted with the upgrade message once in every six hours.
- If you choose to download the latest installer, click Next. This will download the update installer to your client machine and you will finally get the below screen.
If you want to upgrade to the latest release right away, click *Yes, execute the update installer now* followed by *Finish*. Follow the steps in the screen to complete the installation.

If you want to upgrade at a later point of time, click *No, I will execute the update installer later* followed by *Finish*. Whenever you are ready to upgrade, you can execute the update installer. The link *Open containing folder* will take you to the location of the update installer.

You can also manually check for updates as follows:

- **Windows**: Invoke Start-->All Programs-->Reuters Connect Content Downloader-->Check for Update
- **Linux**: Run the following scripts from the installation directory:
  - *updater_start.sh* - to run in GUI mode.
  - *updater_console_start.sh* - to run from command line.
- **Mac**: Run `cdt_updater` from the installation directory.
2.5 UNINSTALLING CONTENT DOWNLOADER

Follow the steps below for uninstalling the Content Downloader.

**Note:** This will uninstall only the Content Downloader application. The configuration and any content already downloaded will not be removed. You can manually delete the content after uninstalling.

2.5.1. Windows

1. Launch the uninstaller in one of the following ways:
   - Invoke Start-->All Programs-->Reuters Connect Content Downloader and select **Reuters Connect Content Downloader Uninstaller**
   - Go to Control Panel-->Add or Remove Programs. Select **Reuters Connect Content Downloader** and click Change/Remove button.

2. In the Uninstaller screen that appears, click **Next**.
3. In the following screen that appears, click Finish to complete the uninstallation process.

![Uninstall Screen](image)

### 2.5.2. Linux

**Note**

- To uninstall application from the Installation Wizard in a GUI-based Linux, see section [Uninstalling Application from Uninstall Wizard](#) below.

- To uninstall application in a non-GUI Linux, see section [Uninstalling in a non-GUI Linux](#).

**Uninstalling Application from Uninstall Wizard**

1. From the directory where Content Downloader is installed, locate Uninstall Content Downloader Tool and run it.
2. The Content Downloader uninstaller will be displayed. Click Next to uninstall.
3. In the following screen, click Finish to exit the setup.
Uninstalling in a non-GUI Linux

Follow the steps below to uninstall the application from command prompt in a non-GUI Linux.

1. Run `Uninstall Content Downloader Tool -c` from the installation folder as shown in the image below.

2. Enter y when prompted with the question ‘Are you sure you want to completely remove Reuters Connect Content Downloader and all components?’

3. Once uninstalled, you will get the message ‘Reuters Connect Content Downloader was successfully removed from your computer’.

2.5.3. Mac OS

1. From the directory where Content Downloader is installed, locate Reuters Connect Content Downloader Uninstaller and run it.

2. The Content Downloader uninstaller will be displayed. Click Next to uninstall.
3. In the following screen, click **Finish** to complete the uninstallation process.
CHAPTER 3 QUICK START

This section summarizes the set-up and configuration steps for Content Downloader. More detail can be found in the following chapters.

1. **Start the Content Downloader service**, if not running already.
   - **Windows**: Invoke Start-->All Programs-->Reuters Connect Content Downloader-->Start Reuters Connect Content Downloader Service
   - **Linux**: Execute `sh AppCommand.sh start`
   - **Mac OS**: Invoke ‘Start Content Downloader’ from the tool bar.

2. Open the **Local web server configuration page**.
   - **Windows**: Invoke Start-->All Programs-->Reuters Connect Content Downloader-->Open Configuration Page
   - **Linux**: Execute `sh open_config.sh`
   - **Mac OS**: Invoke ‘Launch configuration page’ from the tool bar.

3. **Sign in to the local server**
   - Click **Sign In** at the top right corner of the page. Enter the web service credentials and click **SIGN IN**.

4. **Sign in to the hosted server**.
   Once you are signed in to the local server, **Connection Details** page will appear.
   - Enter the following information to log into the hosted server:
     - Content Downloader Description
     - Web services credentials
     - Proxy details (optional)
       Proxy Server details, if any, should follow the convention 'http://<proxy server>:<proxy port>'
   - Click **SAVE**.
   - If any issues are reported in the status message, correct them and click **CLOSE**.

5. Open the **Storage** tab.
   - Configure the following as per your requirements.
     - POLLING SETTINGS
     - STORAGE PREFERENCES
     - MODIFY DEFAULT OUTPUT FOLDERS
   - Click **SAVE**.

   **Note**: Downloading of content begins in a few minutes after you select the storage directory and click **SAVE**.

6. Open **News Feeds** tab
   - Select the news feeds that should be downloaded by the client and click **SAVE**.

7. Go to **Alerts** tab
   - Configure Alerts Message details here if you want to be notified about connection status, and click **SAVE**.
8. Go to **Content Options** tab
   - Select the file types that should be downloaded for each of the news feeds selected in **step 6** and click SAVE.

   **Note:** Any changes made in the Text, Pictures, Graphics and Online Video sections will also impact the delivery of Online Reports and Multimedia, when permissioned.

You can view the downloaded content in the directory you configured in **step 5**.
CHAPTER 4 LOGIN OPTIONS

4.1 LOGGING INTO LOCAL SERVER

You can access the Local Server in one of the following ways:

- Open the web page `http://localhost:8080/summary.do` in your web browser. Use the appropriate port number if you had changed the default value during installation.
- Alternatively,
  
  For Windows, you can invoke it from Start-->All Programs-->Reuters Connect Content Downloader-->Open Configuration Page.
  For Linux, execute `sh open_config.sh`
  For Mac OS, invoke 'Launch configuration page' from the tool bar.

The following page appears.

- Click the **Sign In** link at the top right corner to log in to your account.
- Enter the web services user name and password and click the **SIGN IN** button. If you do not know your web service credentials, contact your Account Manager.
4.2 LOGGING INTO HOSTED SERVER

You can access the Hosted Server in one of the following ways:

- **Accessing the Hosted Server directly**
  - In the **Log In** screen that appears, enter your web services username and password and click **LOGIN**.

- **Accessing the Hosted Server from the Local Server**
  - Log in to local server. See [Logging into Local Server](#) for more details.
    - If you are already logged in to the client, then you already have access.
  - Click the **Connection Details** tab. You need to configure the connection settings to log in to the hosted server.
Enter the following details:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reuters Connect Content Downloader Description</td>
<td>A description to denote this particular Content Downloader client.</td>
<td>Mandatory</td>
</tr>
<tr>
<td>Login</td>
<td>Username of your web services account</td>
<td>Mandatory</td>
</tr>
<tr>
<td>Password</td>
<td>Password of your web services account</td>
<td>If you need information about your web services account, contact your Reuters Account Manager.</td>
</tr>
<tr>
<td>Proxy URL</td>
<td>If you have a proxy server in place, enter the proxy URL here. It should be entered in the following format: http://&lt;Proxy URL&gt;:&lt;Proxy port&gt;</td>
<td>The proxy details are optional. If you need any information about your proxy settings, contact your Systems Administrator.</td>
</tr>
<tr>
<td>Proxy Username</td>
<td>Username for proxy server, if applicable.</td>
<td></td>
</tr>
<tr>
<td>Proxy Password</td>
<td>Password for proxy server, if applicable.</td>
<td></td>
</tr>
</tbody>
</table>

Click TEST CONNECTION
This will verify connection to the hosted server every time you change the connection settings. You will get a status screen with the connection results similar to the one shown below. Fix any reported errors and click CLOSE.
Click SAVE
This will save the configuration details to the hosted server. In the status screen that appears, click CLOSE.

Note: You have to configure connection settings only the first time you log in to the hosted server. The configuration will be saved and used for subsequent logins. However, if you need to change the connection settings, you have to repeat the above steps and save the changes to the hosted server before proceeding.
4.3 LOGGING INTO REUTERS MEDIA EXPRESS

To assist with checking delivered content against the Reuters Connect database, access to Media Express can prove useful. To access Reuters Media Express, click the Media Express link on the top right corner. If you do not have an account, contact your Account Manager for more information.

Once logged into Media Express, you can access the latest version of Content Downloader software and documentation as follows:

- Click My Account from the top right corner of Media Express page.
- Navigate to Applications. You can view links to download the latest software and documentation.

You can also use Media Express as a backup if you lose connectivity to Content Downloader for any reason.
CHAPTER 5 CONFIGURATION

5.1 LOCAL SERVER CONFIGURATION

Configuring the Local Server connection settings is necessary to log into the Hosted Server. This has already been discussed as part of section Logging into Hosted Server. See that section for more details.
5.2 HOSTED SERVER CONFIGURATION

**Note:** For any configuration done on the Hosted Server, there might be a delay of up to 5 minutes before the changes take effect.

If the configuration change is done while a Manual Download is running there will be a delay of up to 5-10 minutes before the changes take effect.

5.2.1. Configuring Download Settings

Once you are logged in to the hosted server, click the Storage tab to configure the download options.

**Storage**

This page allows you to make changes to the folder where the Content Downloader will save files on your local or network file system. Ensure the directory exists on the target machine.

**Polling Settings**

- **Period to wait after checking:** 15 Seconds
- **Period window to search back:** 8 Hours

**Storage Preferences**

- **Root Output Directory:** \CDC\test
  
  **WARNING:** Ensure the directory exists on the target machine.

  **Sub Directories:**
  - Use News Feed Name
  - None

**Modify Default Output Folders**

This section allows you to overwrite the default download locations for each news feed. The first option in each category allows you to choose a single output folder to download all the news feeds listed below.

- **Filter by:** Text, Pictures, Graphics, Online Video, Online Reports, Multimedia

- **All Pictures News Feeds:** \CDC\test

- **Reuters Entertainment and Lifestyle Pictures:** \CDC\test\Reuters Entertainment and Lifestyle Pictures

- **TEST - September 11 Pix:** \CDC\test\TEST - September 11 Pix

- **UK Picture Service:** \CDC\test\UK Picture Service

To edit the default location tick the relevant checkbox.
**POLLING SETTINGS**

The hosted server will be polled periodically to check for new content. The following two parameters can be configured to customize the polling process.

**Period to wait after checking** - This denotes the sleeping period between every polling cycle. By default, it is set to 15 seconds. So once a polling cycle is done, the scheduler will wait for 15 seconds before resuming polling again. You can choose a different value from the drop-down menu.

Possible values are: 15 seconds, 30 seconds, 1 minute and 5 minutes.

**Period window to search back** - This denotes the window of time to consider for searching new content. By default, it is set to 8 hours. This means that the last 8 hours of data will be polled for updates.

If the Content Downloader has not been running for sometime and the outage period is greater than your search back period, increase this window by using the drop-down menu or use the Manual Download option to download the missed content.

Possible values are: 2 Hours, 3 Hours, 4 Hours, 8 Hours, 16 Hours and 1 day.

**STORAGE PREFERENCES**

**Root Output Directory** - This specifies the directory where the contents should be downloaded. By default, this will take the value given during installation. You can however edit this value and update it. Note that the absolute path of the directory should be given, for example, "C:/CD/test".

| Note: The directory you specify here must exist. |

**Sub Directories** - You can choose to categorize and organize the content from different channels by downloading them into different sub-directories.

- **Use News Feed Name** - Choose this if you want to create a sub directory in the same name as the news feed. All the content will then be downloaded to this location. Example: For UK Domestic News Service, the related content will be downloaded under `C:/CD/test/UK Domestic News Service`

- **None** - Choose this if you do not want to create a subdirectory. In this case, all the contents will be downloaded directly into the top level directory. Example: `C:/CD/test`.

| Note: If the same file is present in two different channels (for example, a picture file in 'UK Picture Service' and 'Sports Picture Service'), it will be downloaded only once if both the channels are configured to be stored in the same directory. If the configuration is set to download them in different directories (default configuration), the content will be downloaded and stored in both the directories. |

**MODIFY DEFAULT OUTPUT FOLDERS**

If you want to change the root output directory or sub-directories for any of the news feeds set in the previous step, you can do so here.

For example, for PICTURES, if you want the content belonging to 'UK Picture Service' to be stored in `C:/CD/UK-Pictures` instead of the default `C:/CD/test/UK Picture Service`, you can configure it by following the steps below.
**5.2.2 Configuring News Feeds**

You can choose the news feeds that are to be downloaded by the client using the configuration options here.

- Select the channel category, Example, Pictures.
- Select the news feed for which you want to change the output directory. This makes the text box editable.
- Rename the storage path, for example, C:/CD/UK-Pictures. If the folder name given here does not exist, it will be created.
- Click SAVE button on the bottom of the screen to save the changes. You will get an ‘Update success’ message if your configuration was successful.

All the pictures from the UK Picture Service feed will now be stored in C:/CD/UK-Pictures.

**Note:** Downloading of content begins in a few minutes after you choose a folder for storage and click the SAVE button.
5.2.3. Configuring Alerts

You can enable an alert to be sent to you if the local web server has not contacted the hosted server for a period of 30 minutes.
Go to Alerts tab and configure the Alert details as follows:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
</table>
| Send Connection Alert     | • **On** - Choose **On** if you need to be notified in case of a connection failure.  
                             | • **Off** - Choose **Off** if you do not wish to be notified.                  |
| Administrator’s Email Address | A valid email address where the notification should be sent.                 |
| Email Subject             | The default value will be *Reuters Connect Content Downloader Connection Failure for <Content Downloader Username>*. You can edit this field to give a different subject to the mail. |
| Email Body Text           | The default value will be "*The Reuters Connect Content Downloader Client <Content Downloader Username> has not contacted our servers recently. Please check that your client is functioning correctly*. You can edit this value to give a custom message. |

- Click **TEST EMAIL ALERT** button to check the validity of the email address entered.
- Click **SAVE** to save the values to the hosted server.
5.2.4. Configuring File Types to Download

If you want to download only certain types of files within a channel category, you can do so by configuring the Content Options.

- Choose the channel category: Text/ Pictures/ Graphics/ Online Video/ Online Reports/ Multimedia.
- Check the row that displays the file type you want to download.
- Repeat that for any other channel category that you may want.
- Click SAVE at the bottom of the page.

**Example:** If you want to download only thumbnails and XML for Pictures, check the appropriate rows under Pictures and click SAVE.

**Note:**
- Any changes made to the Pictures, Graphics and Online Video sections will also impact the content delivered in Online Reports and Multimedia.
- It is not possible to uncheck the XML option for Text and Online Video.
- Changes made to the content options after a Manual Download is started will take effect after 5-10 minutes of delay.
Online Reports and Multimedia

The rendition options for Pictures, Graphics and Online Video within Online Reports and Multimedia can be modified via the appropriate filter.

For Online Reports, you can choose the report types to download.

5.2.5. Downloading Older Content

If the Content Downloader has not been running for some time and the outage period is greater than your search back period (which is by default, 2 hours), you can use the Manual Download option to download the missed content.

You can also use this feature to download archived content following your first login.
You can download content as old as *four days back* by following the steps below:

1. Choose a specific channel category or ALL
2. Choose the Channel(s) you want to download
3. Choose **Start Date (UTC)** and **End Date (UTC)** with timings from the drop-down menu. You can choose up to 4 days back.
4. Choose a value for **Maximum number of items** from the drop-down menu and click **NEXT**.
   An item is a story and all its associated files. The value here denotes the maximum number of items per channel that will be downloaded. The maximum number of items allowed per channel is 1000.
5. The **Confirm Manual Download** page will appear. This will give you a summary of the options you chose in the previous step.
6. If you want to get notified when the download has completed,
   a. Check 'Send an email to the following comma separated email address(es) when the
      download has been completed: '
   b. If you checked the above step, enter valid email addresses as comma separated values.

7. Click QUEUE DOWNLOAD

8. A 'Success' message will be displayed in the local server under Summary tab indicating successful
   scheduling of the manual download.

9. After the manual download begins, you will get another message to notify you of the request for the
   manual download with details as shown below. This will take a few minutes to appear.

   This message contains a STOP MANUAL DOWNLOAD button. You can click this if you want to
   abort the manual downloading process.

10. If email notification was selected in step 6a, you will get an email from
    ContentDownloader@thomsonreuters.com with the subject 'The manual download for the Reuters
        Content Downloader Client - <Content Downloader description name> has completed.' once the
        manual download is completed.

11. You can view the downloaded content in the same location as the rest of the files. (See Storage
    Preferences for more details.)
Identify content items that are older than the current day by the date in their name rather than the received date.

**Note:** In case of manual downloading, it is assumed that the user wants all the content they requested. Hence an already available content could be downloaded a second time in the same directory.

If you try to schedule another manual download when the current one is still in progress, you will get the message 'Manual Download in Progress' as shown below.

**Manual Download in Progress**

There is already a manual download in progress. Please wait until the download is complete before requesting for a new manual download.

It is possible to cancel or view the progress of a manual download by navigating to the local webserver where the Connect Content Downloader is installed. After logging into the website using the 'Login' link on the top right navigation bar, the current progress will be shown as well as a 'Stop Manual Download' button on the summary page.

### 5.2.6. Downloading Top 10 Online Reports

You can download the top 10 Online Reports using the **Manual Download** option by following the steps below:
1. Click the **Top 10 Online Reports Only** link on the bottom of the **Manual Download** screen.

   ![Manual Download Screen]

   - **Top 10 Online Reports Only**

   - **Start Date (UTC):** 10 Dec 2012
   - **End Date (UTC):** 13 Dec 2012
   - **Maximum number of items:** 1000

2. Choose the **Online Report News Feeds** you want to download and click **NEXT**.

   ![Manual Download - Top 10 Online Reports Screen]

   - **Brazil Online Report World News**
   - **Canada Online Report Domestic News**
   - **Canada Online Report Sports News**
   - **Canada Online Report Top News**
   - **UK Online Report Top News**
   - **UK Online Report World News Basic**

   **NEXT**
3. The **Confirm Manual Download – Top 10 Online Reports** page will appear. This will give you a summary of the options you choose in the previous step.

   **Confirm Manual Download - Top 10 Online Reports**

   Following news feeds will be sent to manual download queue once you click Download button:
   It will take normally 10-15 minutes for the queue to start.
   **Selected News Feeds:** UK Online Report World News

   - Send an email to the following comma separated email address(es) when the download has completed:

   ![Email notification input field](image)

   ![Queue download button](image)

4. If you want to get notified when the download has completed,
   a. Check **Send an email to the following comma separated email address(es) when the download has been completed**.
   b. If you checked the above step, enter valid email addresses as comma separated values.

5. Click **QUEUE DOWNLOAD**

6. A 'Success' message will be displayed in the local server under **Summary** tab indicating successful scheduling of the manual download.

7. After the manual download begins, you will get another message to notify you of the request for the manual download with a summary of the requested channels. This message contains a STOP MANUAL DOWNLOAD button, which you can use if you want to abort the scheduled manual download process.

8. If email notification was selected in step 4, you will get an email from **ContentDownloader@thomsonreuters.com** with the subject "The manual download for the Reuters Content Downloader Client - <Content Downloader description name> has completed." once the manual download is completed.

9. You can view the downloaded content in the same location as the rest of the files.
CHAPTER 6 SUMMARY AND STATISTICS

6.1 VIEWING LOCAL SERVER SUMMARY

Click the **Summary** tab in the Local Server to view the summary of the recently downloaded content for your client. Clicking on the news feed name under **News Feed selector** will display the list of last thirty files received from that news feed.

**Note:** If this is the first login after installation, you may not see any details here.

**Exporting Log files**

If you are reporting a problem to Customer Support, click the **Export Logs** button (available on the top and bottom of the screen) to get the entire set of log files and audit files in a zip format to send them.
6.2 VIEWING HOSTED SERVER STATISTICS

The Statistics page of the Hosted Server gives the account statistics of all the clients associated with your web service.

Note: You need to access the Hosted Server directly via http://contentdownloader.reuters.com/ctd-server/ to view this page.

Accessing other Content Downloader Clients

If you manage multiple installations, you can navigate to and configure different clients from the same machine. A list of different clients will be displayed in a drop-down list in the top right corner, as shown in the above screen. These are separate Content Downloader installations connecting to the same web services account. To view or configure a particular client, click on the client's description or choose the account from the drop-down box. This will take you to that particular account.

Account Statistics

The following details will be displayed for all the accounts.

<table>
<thead>
<tr>
<th>Key</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CLIENT ID</td>
<td>Unique ID indicating the particular Content Downloader installation</td>
</tr>
<tr>
<td>VERSION</td>
<td>Version of the Content Downloader application.</td>
</tr>
</tbody>
</table>
Summary and Help

### Key

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACTIVE</td>
<td>The local server is able to access the Reuters Connect web services and its configuration from the hosted server.</td>
</tr>
<tr>
<td>INACTIVE</td>
<td>There is a problem with the Content Downloader connectivity. In this case, check if you can connect to the web services and the hosted server. For inactive clients, you have the option to hide it from the hosted website by clicking the 'X' button at the end of its row, as shown below.</td>
</tr>
<tr>
<td>INVALID PASSWORD</td>
<td>The Reuters web services has rejected the login and password entered on the Connection Details tab. In this case, validate and check if the credentials are correct.</td>
</tr>
<tr>
<td>INVALID CONFIGURATION</td>
<td>Your server configuration is invalid. Please update the same.</td>
</tr>
<tr>
<td>WARNING</td>
<td>The local server has not contacted the hosted server recently. This could be due to a system restart or temporary loss of connectivity between the local and hosted server.</td>
</tr>
</tbody>
</table>

### IP Address
- IP address of the client machine where the Content Downloader is running.

### Hostname
- Hostname of the client machine where the Content Downloader is running.

### Description
- Text describing the Content Downloader installation. Clicking this hyperlink will take you to the Summary Downloads page of the selected account.

### Last Access
- The time the Hosted Server was last contacted by the Local Server.

---

### History of Alert Messages

Here, you can view the history of Alert messages sent to the Local Server in case of a connection failure. For more details on Alert Messages, see Configuring Alerts section.

The following details are listed in the Alert History.

<table>
<thead>
<tr>
<th>Key</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TIME CREATED (UTC)</td>
<td>The time the Alert was generated and sent to the Local Server.</td>
</tr>
<tr>
<td>CLIENTID</td>
<td>Unique ID indicating the Content Downloader installation.</td>
</tr>
<tr>
<td>DESCRIPTION</td>
<td>Text describing the particular Content Downloader installation. This will be the value set in Connection Details tab while connecting to the Hosted Server.</td>
</tr>
</tbody>
</table>
**Summary and Help**

**Key**

| ALERT | Alert messages sent to the Local Server. This contains a link, which when clicked, pops up a message box with additional alert details as follows: |

**Recent Download Information**

The list of recently downloaded content by different clients (pertaining to different Content Downloader installations) can be viewed on the **Recent Downloads** tab. The details displayed include the news feeds, the file names and the time the request to download was received by the Hosted Server. You have the option to filter the view based on the channel category. You can switch to different accounts by choosing the appropriate account on the top right corner.
6.3 ACCESSING CONTENT DOWNLOADER HELP

Clicking **Help** at the top right corner of the web page will open the help documentation file.
6.4 ACCESSING ACCOUNT DETAILS

To access and update your account details, click the My Accounts tab as shown below. You can edit the name, email id and phone number and click the SAVE button. Note that your login information cannot be changed here.
CHAPTER 7 TROUBLESHOOTING

7.1 LOG AND AUDIT FILES

You can access all the log files and audit files from the 'logs' folder in the installation directory (Windows - C:\Program Files\Reuters\ContentDownloader3, by default). Audit files (audit.csv) will be generated in CSV format and contain information on date/time, file name and directory details of all the files downloaded.

Exporting Log and Audit Files from the local server

If you are reporting a problem to Customer Support, go to Summary tab in the local server and click the ‘Export Logs’ button on the bottom of the screen. This will give you the entire set of log files and audit files in a zip format, which you can send to the helpdesk.
7.2 EXCEPTIONS AND ERROR MESSAGES

1. 

Reason: While setting up the Hosted Server configuration, if you do not select at least one file type for each Channel category in Content Options to download, you will get the above error message.

Solution: For each of the channel categories displayed in the error message (Pictures, Graphics and Online Video), select at least one file type (XML, Thumbnail etc.) to be downloaded.

2. 

Reason: If you try to schedule a manual download without selecting any news feeds, you will get the above error message.

Solution: Select at least one news feed to schedule a manual download.
3. **Reason:** If the username or password is entered incorrectly or includes a space, you will get the above error message.

**Solution:** Enter the correct username and password. Note that passwords are case sensitive.

4. **Reason:** If you had entered the wrong credentials, for example, your Media Express or API credentials, you will get the above error message.

**Solution:** Enter your Reuters Connect credentials. Contact your Account Manager if you need further help.
Reason: If you enter different Reuters Connect credentials to a live and working installation, you will get the above error message.

Solution: Enter your Content Downloader credentials. To find the Login that is in use, search for the configuration.xml file on your machine and review <wsUsername>XXXXXXXX</wsUsername>. If you forgot the password, contact Customer Support to resend the associated password for wsUsername.
CHAPTER 8 FAQS

Log into Media Express to access the list of frequently asked questions. To access Reuters Media Express, click the Media Express link on the top right corner. If you do not have an account, contact your Account Manager for more information.

- Click My Account on the top right corner of the screen.
- Go to ‘MY ACCOUNT ➔ Applications ➔ Reuters Connect Content Downloader FAQs’ as shown in the above screenshot.
CHAPTER 9 CUSTOMER SUPPORT

To access customer support details,

- Go to Media Express by clicking the link in the top right corner of the Content Downloader screen.
- If you are not logged into Media Express, click Contact Us under CUSTOMER SUPPORT as shown below.

You can also go to https://go.mediaexpress.reuters.com/agencyaccess/go/contact-us to view the same.

- If you are already logged into Media Express, click Help in the top right corner of the Media Express page. In the Help page that opens up, click Support in the left side pane.

Note: Please send the entire set of log files when mailing for support. See Log and Audit files for more details.