REUTERS CONTENT DOWNLOADER

INSTALLATION AND USER GUIDE

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REUTERS

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Chapter 1 INTRODUCTION

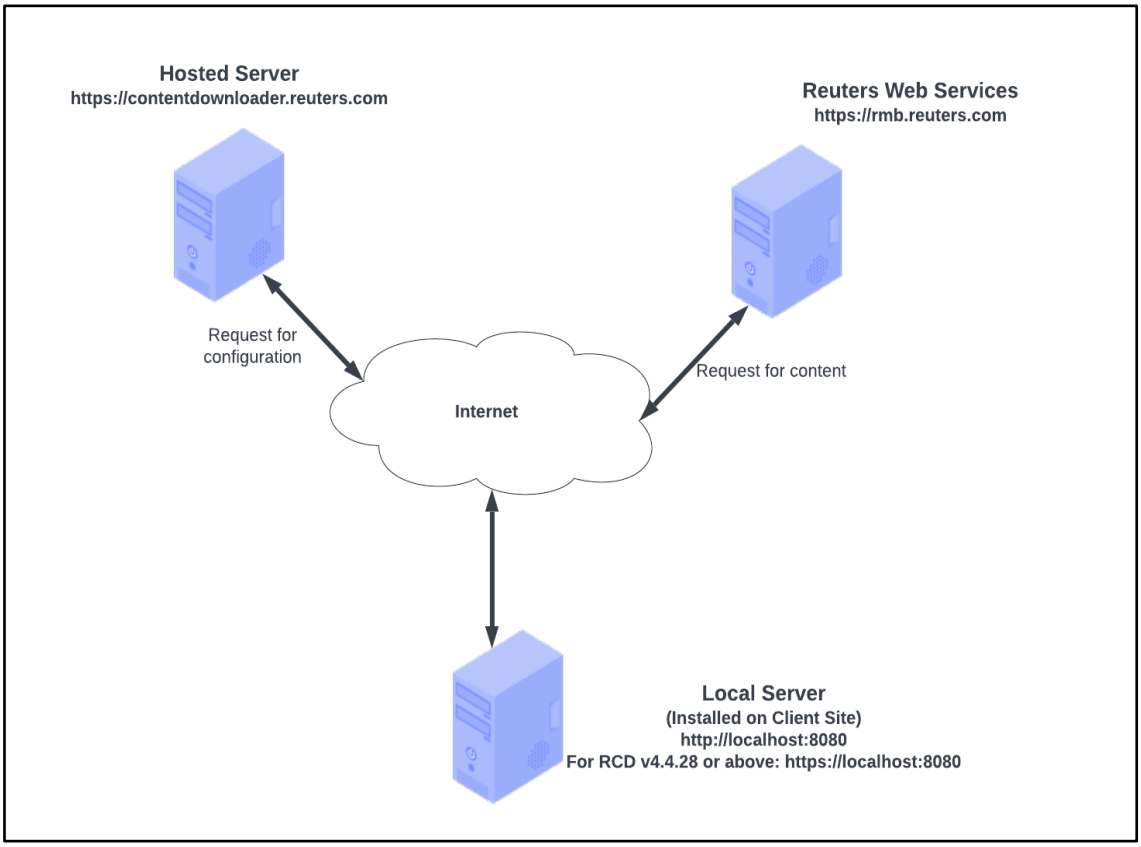
1.1 OVERVIEW OF REUTERS CONTENT DOWNLOADER

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
- designed as an easy-to-use frontend user interface which requests and downloads content using Reuters Connect Web Services as a backend data source.

> Note: To ensure consistency across the document, the web server installed on the client site will be referred to as the Local Server (http://localhost:8080/summary.do) and the hosted Reuters Content Downloader Server (https://contentdownloader.reuters.com/cdt-server/) will be referred to as the Hosted Server.
> ** For **RCD v4.4.28** or higher, the Local Server will only be accessible by **https** (https://localhost:8080/summary.do)



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 HELP DOCUMENT ORGANIZATION

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

- INSTALLATION AND STARTUP 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.
- CONFIGURATION GUIDELINES - This section is a quick reference guide if you want to start using the application right away.
- 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

- Windows 7, Windows 8, Windows 10, Windows Server 2012 R2, Windows Server 2016, Windows Server 2019, Windows Server 2022
- Linux 4.14 (Red Hat 7.2.1), Linux 3.6 (Red Hat 4.7.2, UBUNTU v12.x)
- Macintosh OS X 10.13 or later version

Supported Browsers

- Microsoft Edge version 100.0.1185.44 or later versions.
- Firefox 98.0.2 or later versions.
- Safari 10 or later versions.
- Google Chrome version 100.0.4896.127 or later versions.

Domain Names and Ports used by the Local Server

- **PLEASE READ!!** If your computer or server is protected by a firewall/proxy, please request your company IT department open the following ports or add DNS names to your proxy server to permit full functionality to the Reuters Content Downloader application:

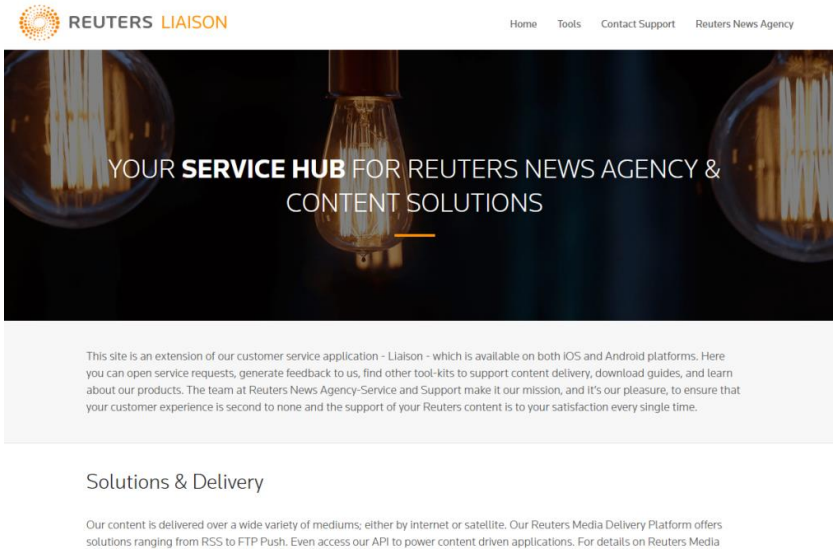
Domain Name	Protocol & Port	Description
content.reuters.com secure.content.reuters.com	HTTP (TCP port 80) HTTPS (TCP port 443)	Repository Server of Reuters Media Content
Videobroadcast.cdn.reuters.com Videobroadcast.cdns.reuters.com	HTTP (TCP port 80)	AWS CloudFront
rmb.reuters.com	HTTP (TCP port 80) HTTPS (TCP port 443)	Reuters Web Services
commerce.reuters.com	HTTP (TCP port 80) HTTPS (TCP port 443)	Reuters Authorization Server
contentdownloader.reuters.com cdn1.agency.thomsonreuters.com cdn2.agency.thomsonreuters.com	HTTP (TCP port 80) HTTPS (TCP port 443)	Reuters Content Downloader Hosted Server

The Content Downloader client site will initiate the contact for all the DNS.

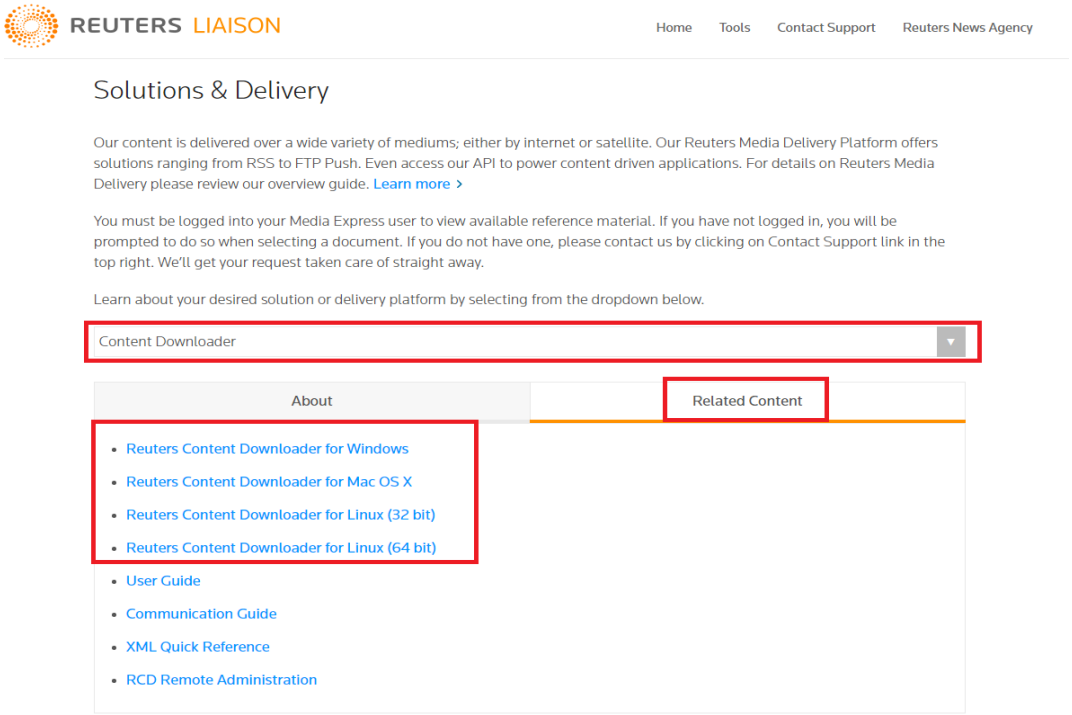
2.2 INSTALLING CONTENT DOWNLOADER

2.2.1. Download Reuters Content Downloader for all platforms

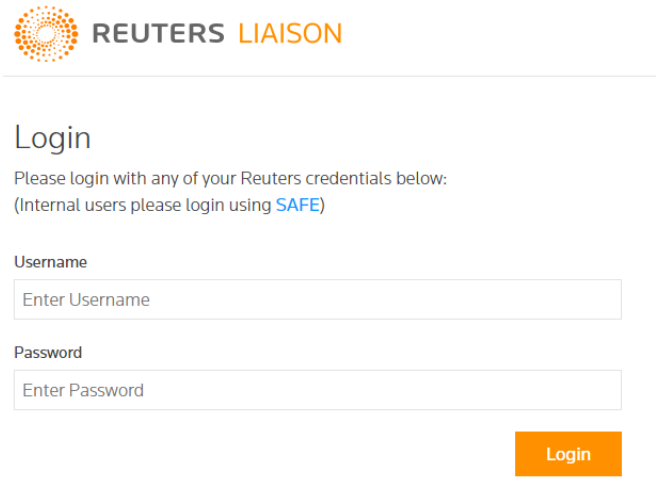
1. The first step consists of download Content Downloader application from Reuters Liaison web site: http://liaison.reuters.com/



2. Scroll down in the page and click over the dropdown menu and search for Content Downloader; then click over Related Content tab and select your desired installer.



3. To download Content Downloader application, it's necessary to login with your Reuters Connect username and password.



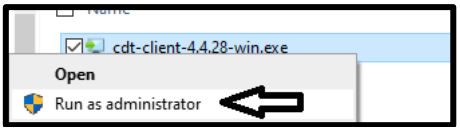
4. After login, download Content Downloader installer based in your platform.

   a. Select your platform: Windows, MAC OS, Linux 32 bit or Linux 64 bit

   b. Download and save the application into your server/PC; after the application has been downloaded then unpack or uncompress the package into your desired location.

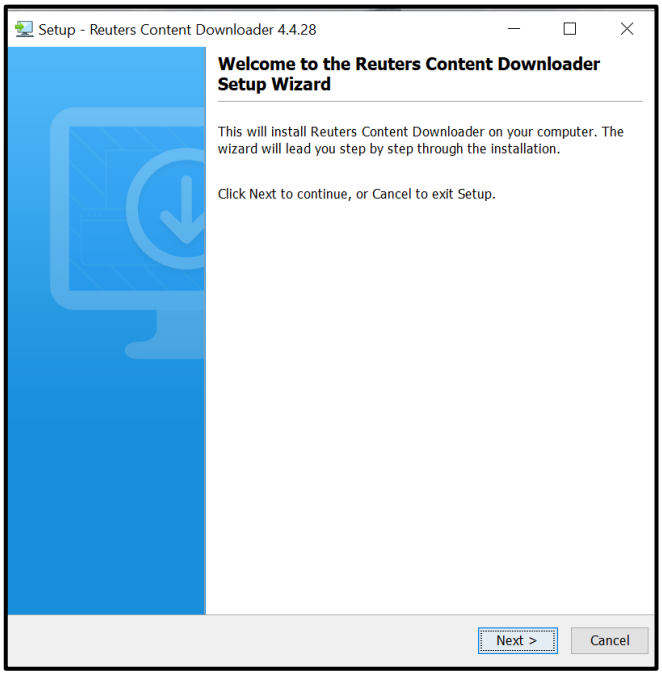
   c. Open the unpack/uncompress folder and execute the file cdt-client-x.x.x-win.exe (for Windows); cdt-client.x.x.x-macos.dmg (for MacOS); cdt-client-x.x.x-linux.sh (for Linux 32 bit) and cdt-client-x.x.x-linux_x64.sh (for Linux 64bits) and follow the wizard to begin the installation.

   d. For Windows, open the installer and run it as Administrator as shown below:

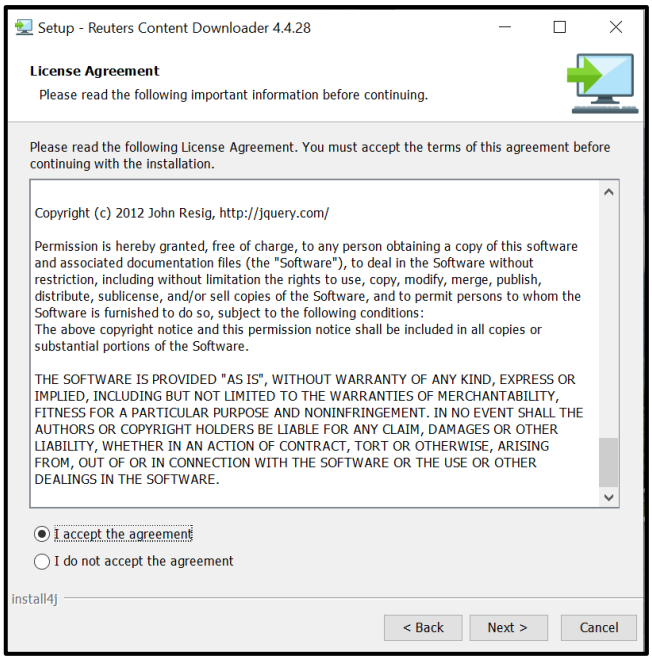


2.2.2. Windows

1. The Welcome screen of the Content Downloader Setup Wizard appears. Click Next.



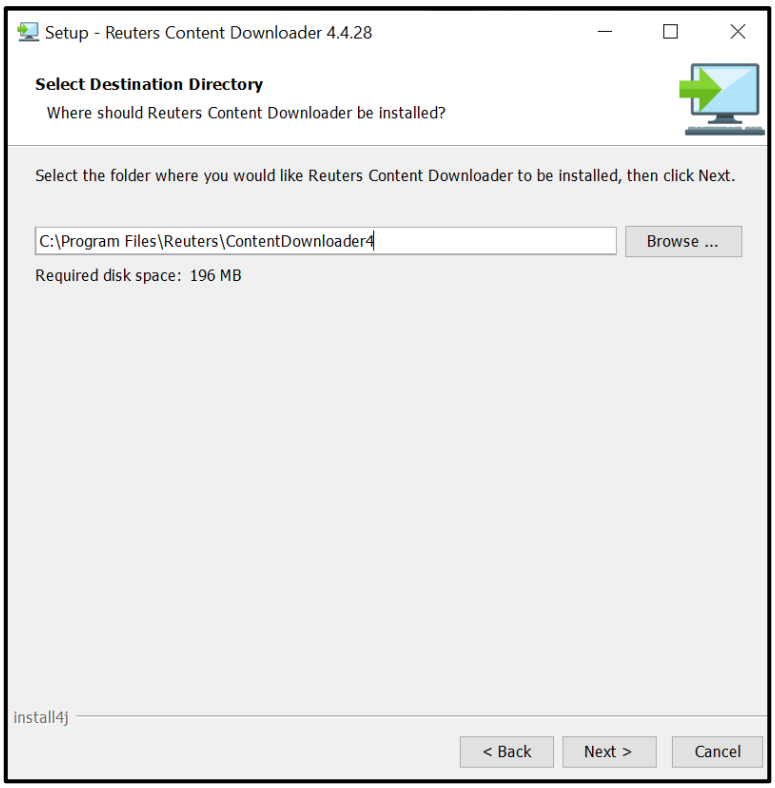
2. The License Agreement screen appears.



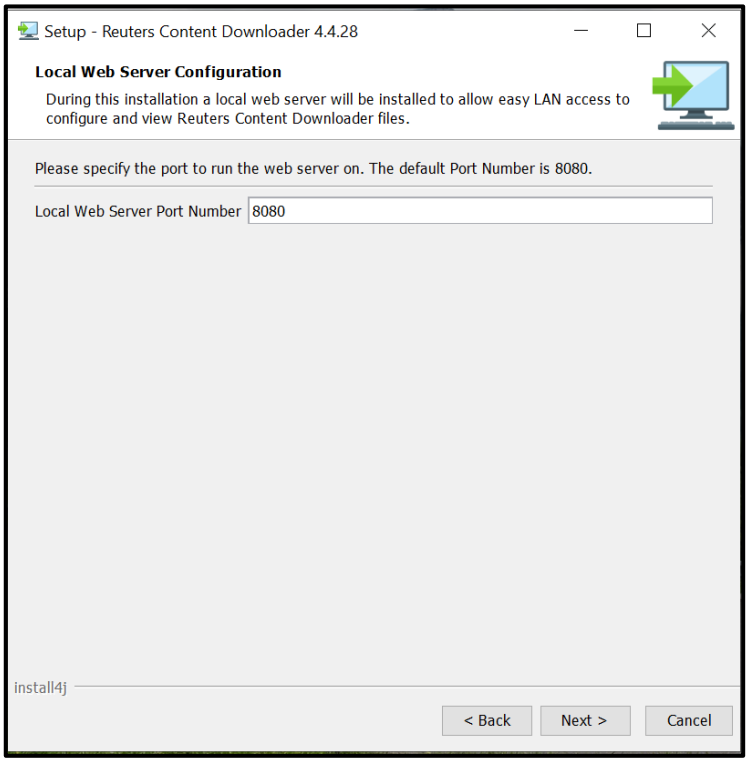
Scroll down the page to read the entire agreement terms and choose 'I accept the agreement'. Then click Next.

3. 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\ContentDownloader4**

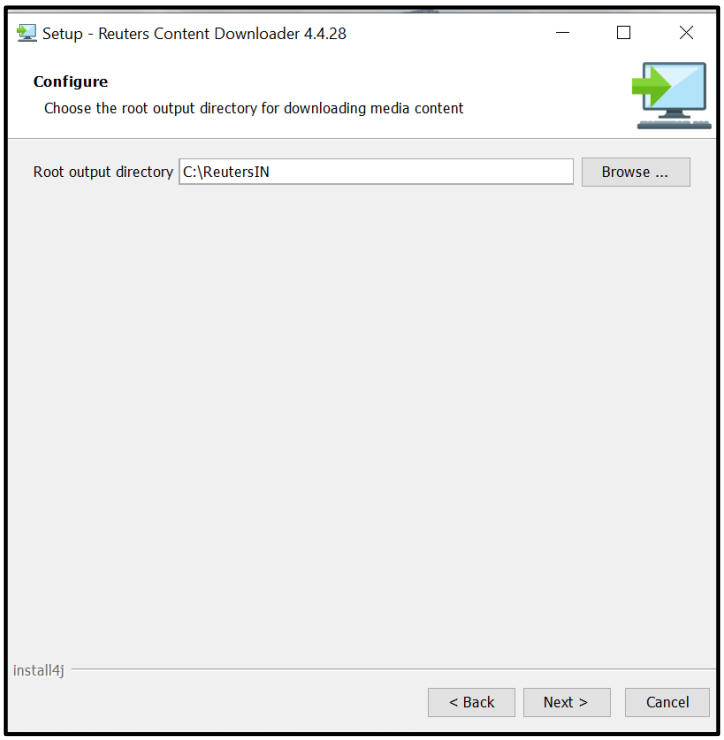
   Select a location to install the application and click Next.



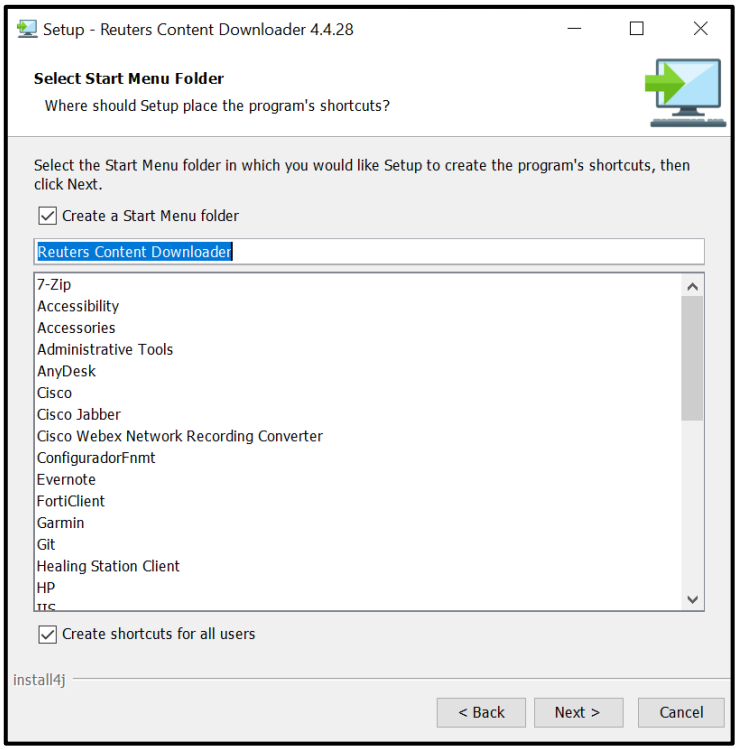
5. Enter a port number to access the Local Content Downloader and click Next. You can use any free port number here. Default value is 8080. If you need to change the value later, it can be edited in **<installation directory>/conf/client.properties file**



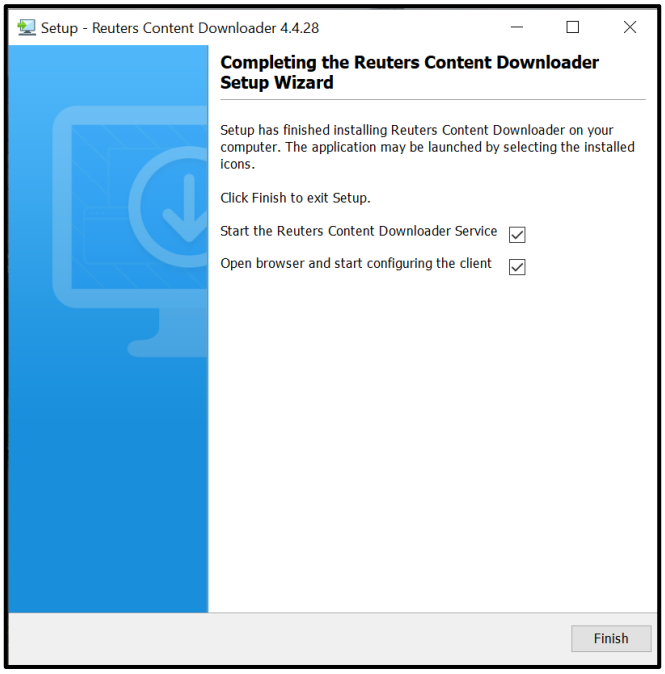
6. In the following screen, browse and choose the output directory for downloading the content and click Next.



7. In the following screen, select a name for the Start menu folder name and click Next. By default, it will be Reuters Content Downloader.

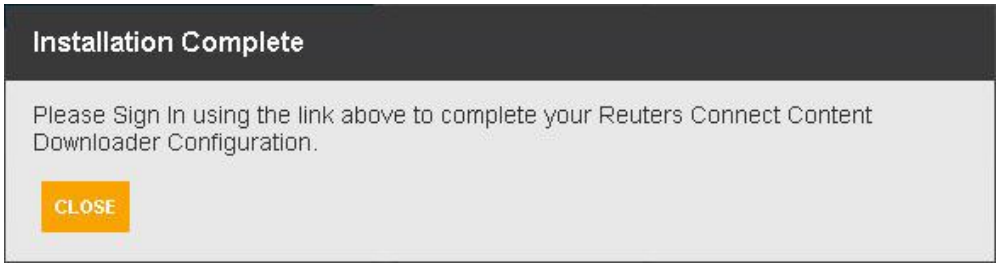


8. Once the application has been installed, you will get the below screen, ensure that **Start the Content Downloader service** and **Open browser and start configuring client** are selected, then click on FINISH.



9. After installation is complete Reuters Content Downloader service and Configuration page starts up automatically.
    a. If Content Downloader service doesn't start up automatically, please start up the service as follows: *Start-->All Programs-->Reuters Content Downloader-->Start Reuters Content Downloader Service*.
    b. The Configuration page can be accessed at a later point of time by invoking *Start-->All Programs-->Reuters Content Downloader-->Open Configuration Page*.
    c. Click Finish to complete the installation process.

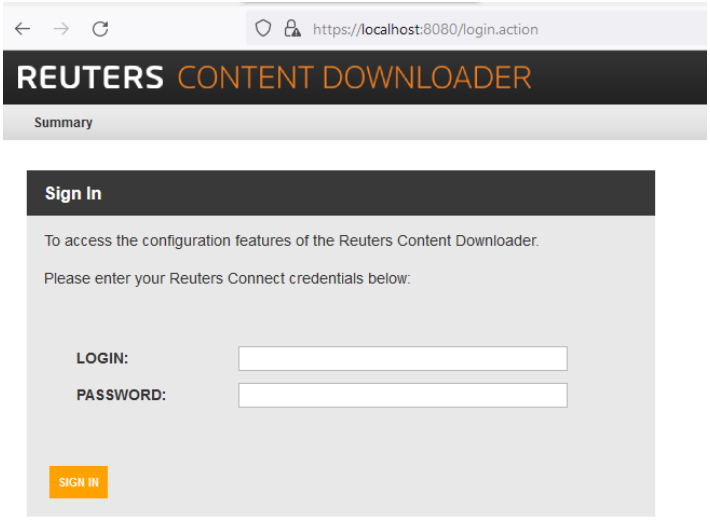
10. The following Installation Complete screen will be displayed if you had chosen to start the Content Downloader Service in the previous step.



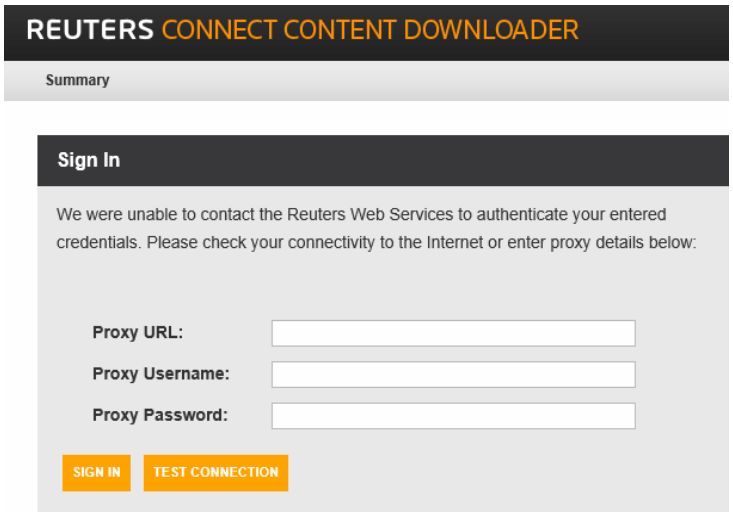
11. If Content Downloader has been installed correctly; you will be redirected to Local Server URL login page: http://localhost:8080/summary.do and for RCD 4.4.48 or above the local server is https://localhost:8080/summary.do and the following page appears:

Click on **SIGN IN** as shown below:

And enter Reuters Content Downloader credentials:

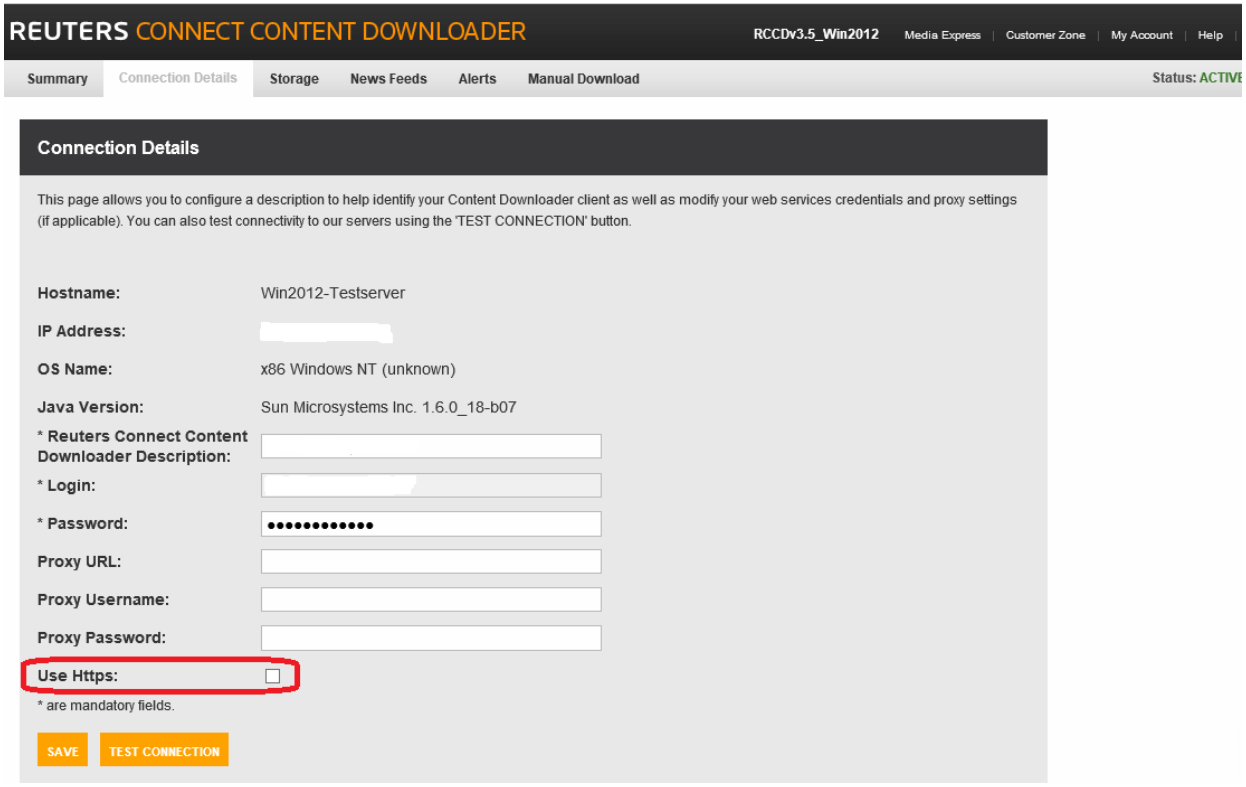


12. After login the application will ask for your Proxy information (if the application detected it), fill out with your Proxy information: URL, username and password and click on Test Connection. If you don't use a Proxy, click on SIGN IN.

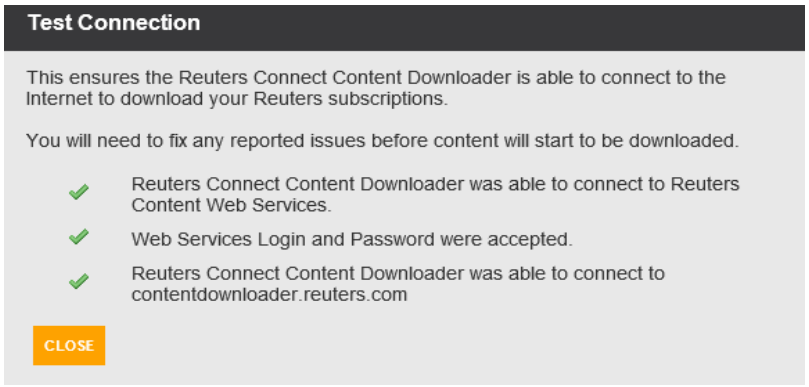


13. **IMPORTANT!!** After Proxy connection has been tested; the Local Server will be redirected automatically to the Hosted Server to configure Connection Details. Please enter a description name

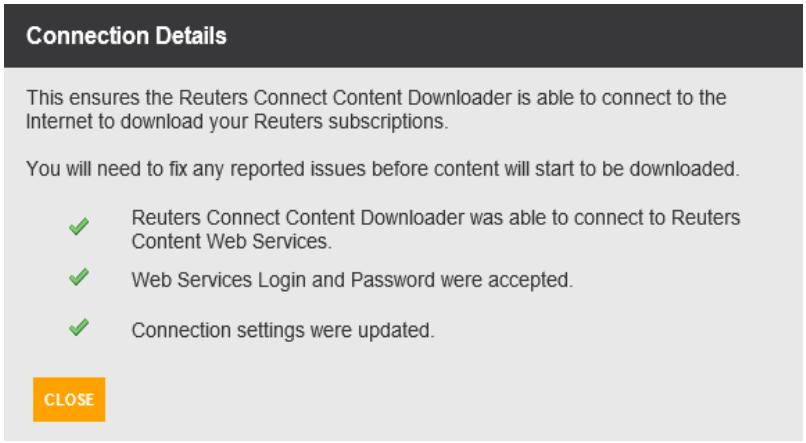
for your Content Downloader installation and SAVE it. You can use Https for secure file transmissions.



14. **OPTIONAL**: After the connection details information has been saved click on **TEST CONNECTION** button to verify that Content Downloader is able to connect to Reuters Content servers. The following information should show up:



15. If the Test Connection results into green check marks, then click on CLOSE and SAVE again. Your Connection Details and the following confirmation will show up:



16. Your Content Downloader is now set and ready to be used.
17. Go to Chapter 4 to continue configuring your Reuters Content Downloader installation.

2.2.3. Linux

Note:

- To install application from the Installation Wizard in a GUI-based Linux, refer to the section Installing Application from Installation Wizard.
- To install application in a non-GUI Linux, refer to the section Installing in a non-GUI Linux.

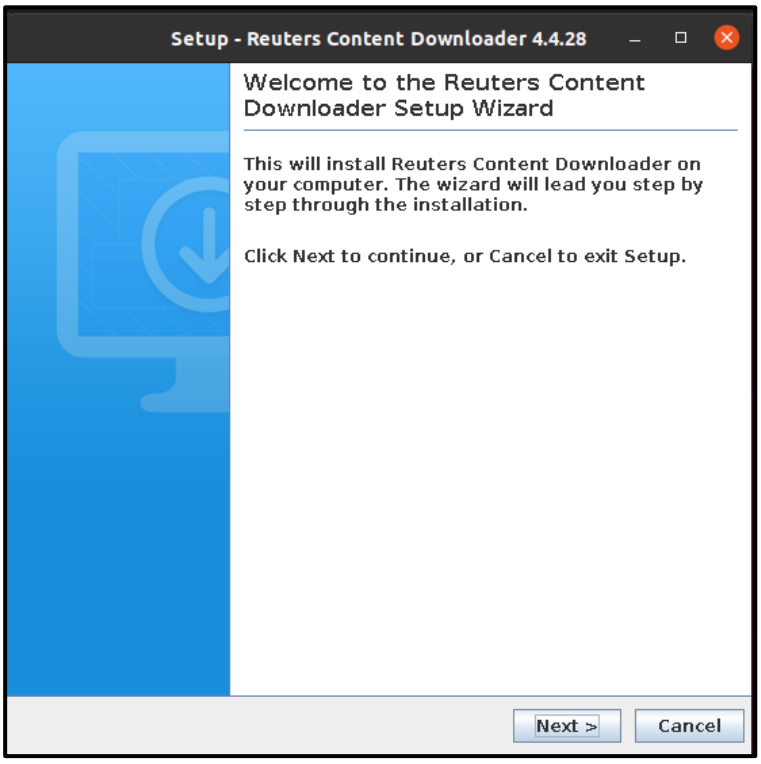
Installing Application from Installation Wizard

1. Download the installer as explained in the **section 2.2.1**

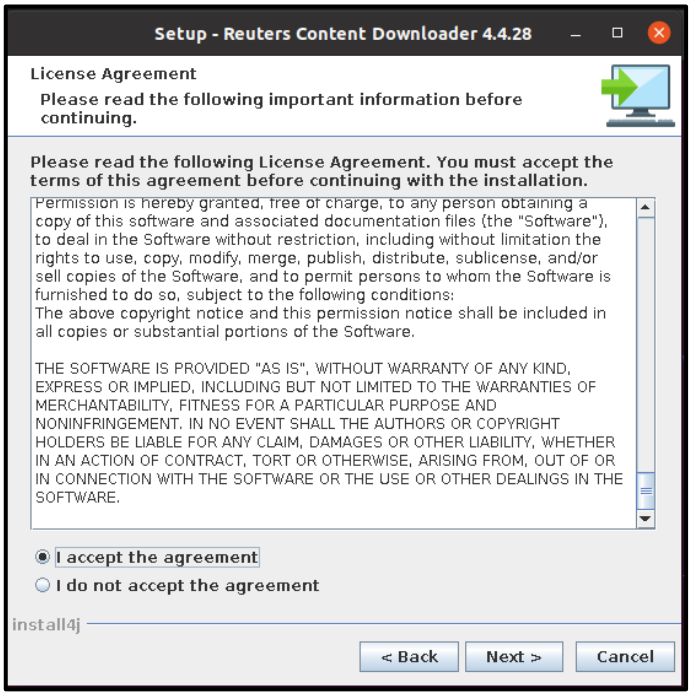
2. To install the application from Installation Wizard:

    a) Make the file executable using:
    chmod u+x cdt-client-*.*.*-linux_x64.sh
    or
    chmod u+x cdt-client-*.*.*-linux_x32.sh
    b) Execute the shell script:
    sudo ./cdt-client-*.*.*-linux_x64.sh
    or
    sudo ./cdt-client-*.*.*-linux_x32.sh

3. On the Welcome screen that appears, click *Next*



The License Agreement screen appears.

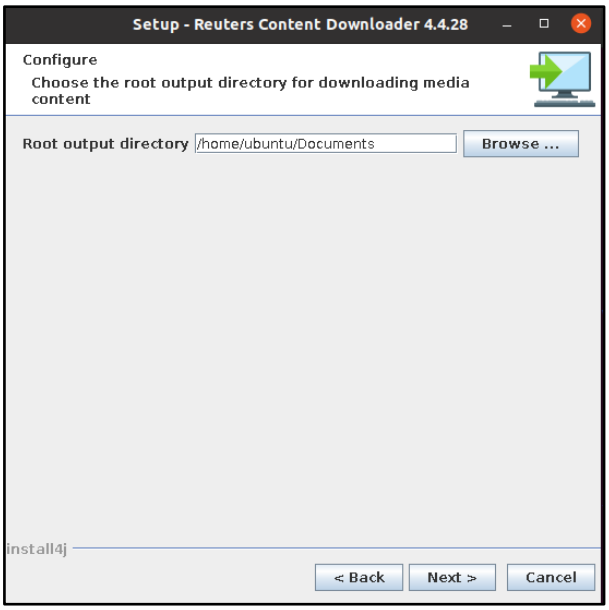


Scroll down the page to read the entire agreement terms and choose 'I accept the agreement'. Then click Next.

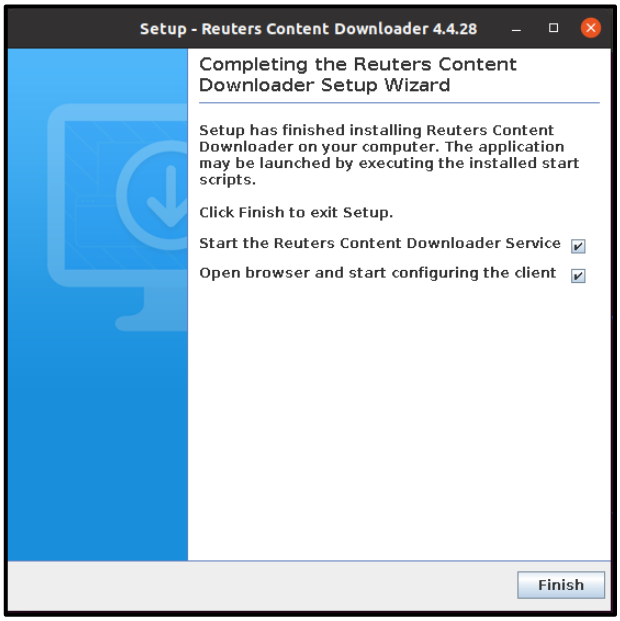
4. On the Select Destination Directory screen, select a location to install the application and click Next. By default, it will be installed in /usr/local/Reuters/ContentDownloader4.

5. Enter a port number to access the Local Content Downloader and click Next. You can use any free 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. On the following screen, browse and choose the output directory for downloading the content and click Next.

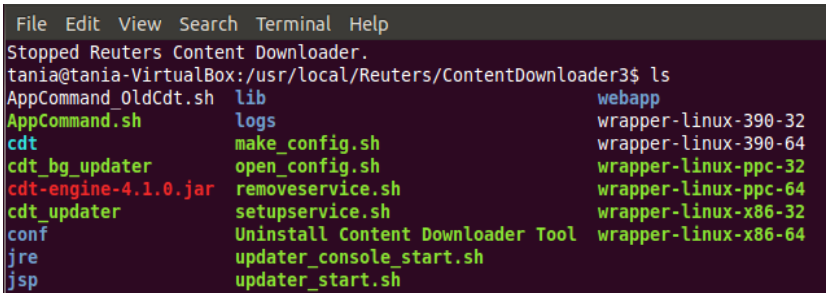


7. Once the application has been installed, you will bet the below screen. Click on Finish.



After completing previous step, Reuters Content Downloader service will start automatically by default and Configuration Page will start up (jump to step 8 if configuration page starts up properly). If the Configuration Page won't start up; then an alternative way to start up Content Downloader configuration page is running the command **sh open_config.sh** as shown in the following steps:

a. Open GUI-based Linux Terminal and go to the location where the Content Downloader has been installed and check if files exist:



b. To start/stop/restart Reuters Content Downloader Service type:
   - sh AppCommand.sh start (to start the service)
   - sh AppCommand.sh stop (to stop the service)
   - sh AppCommand.sh restart (to restart the service)

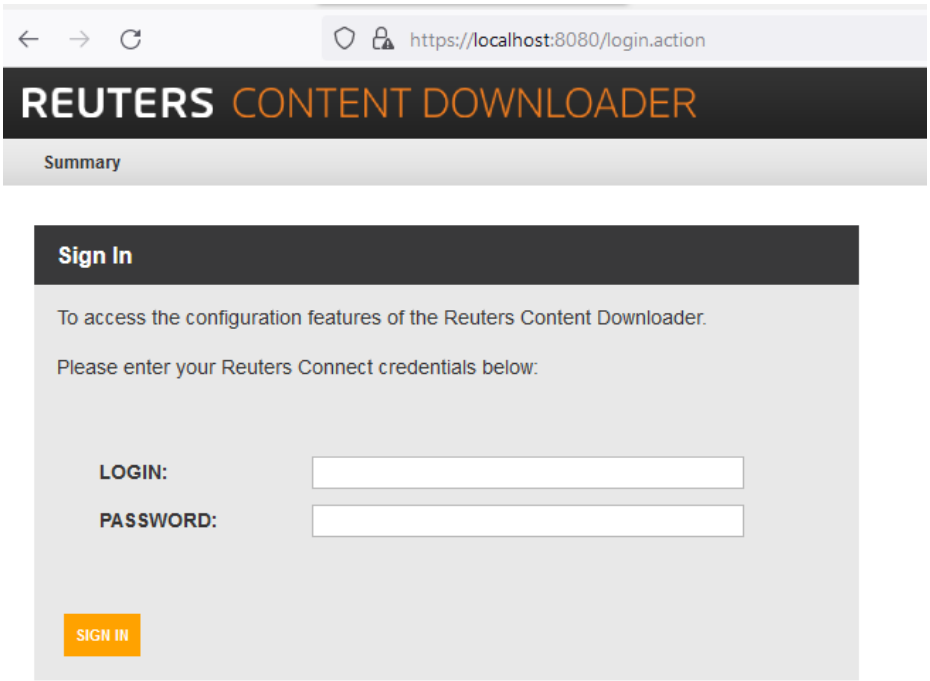
c. Once the service has been started open the configuration page and type:
   - **sh open_config.sh**

d. After entering all details in the configuration page, click Finish to complete the installation process.
e. 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

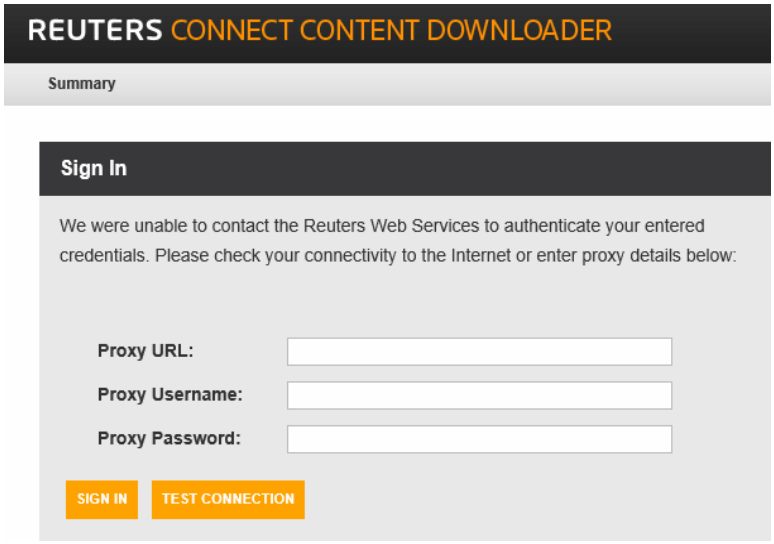
If Content Downloader has been installed correctly; you will be redirected to Local Server URL login page: http://localhost:8080/summary.do and for RCD 4.4.48 or above the local server is https://localhost:8080/summary.do and the following page appears:

Click on **Sign In** as shown below:

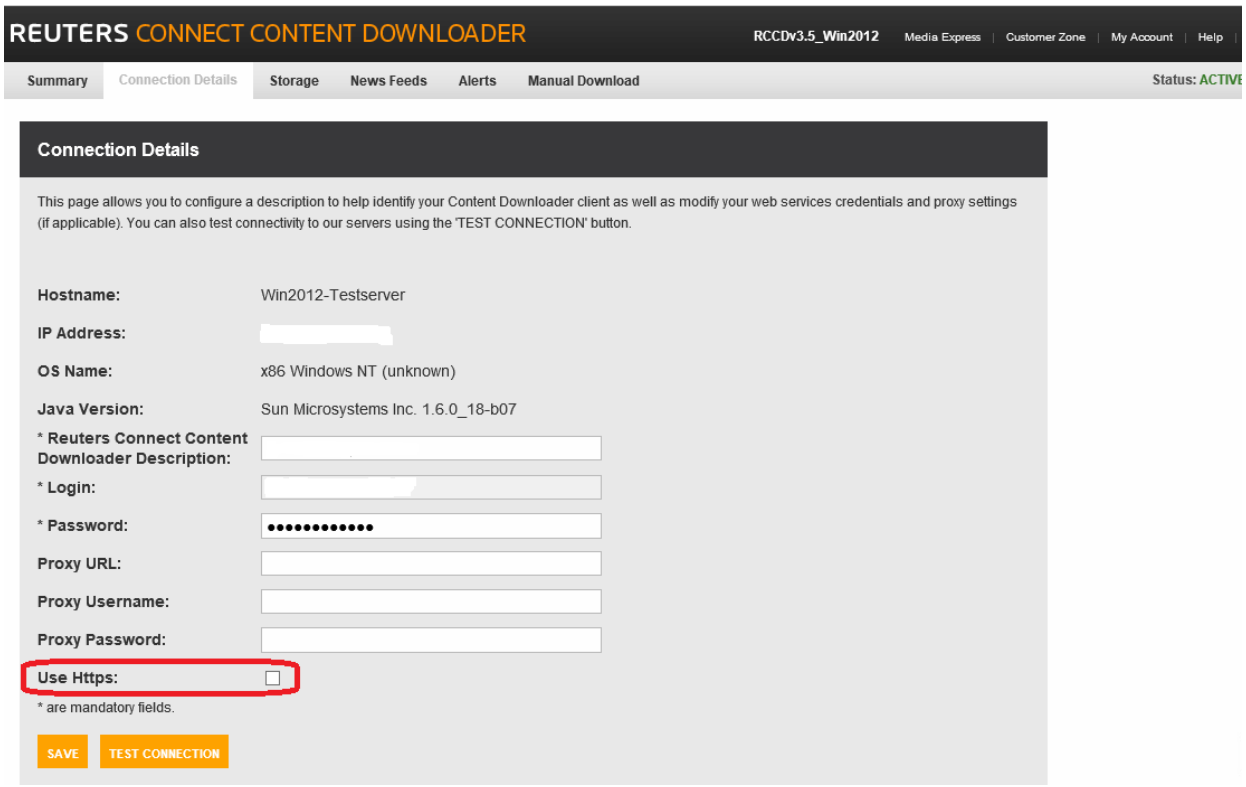
8. And login with your Reuters Content Downloader credentials:



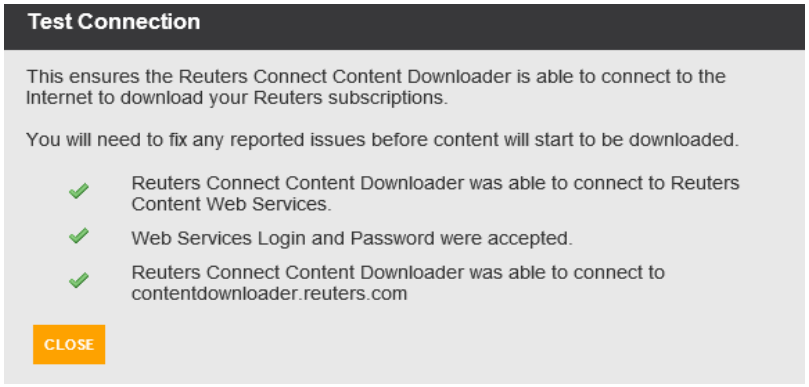
9. After login the application will ask for your Proxy information (if the application detected it), fill out with your Proxy information: URL, username and password and click on Test Connection. If you don't use a Proxy, click on SIGN IN.



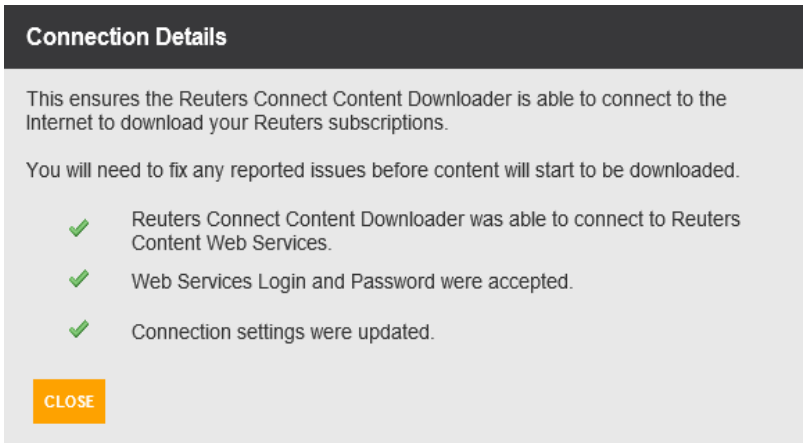
10. After Proxy connection has been tested; the Local Server will redirect you to Connection Details configuration page. Please enter a description name for your Content Downloader installation and SAVE it. You can use Https for secure file transmissions.



11. **OPTIONAL!!** After the connection details information has been saved click on TEST CONNECTION button to verify that Content Downloader is able to connect with Reuters Content servers. The following information should show up:



12. If the Test Connection results display green check marks then click on CLOSE and SAVE again your Connection Details and the following confirmation will show up:



Your Content Downloader is now set and ready to be used.

13. Go to chapter 4 to continue configuring your Content Downloader installation.

Installing in a non-GUI Linux

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

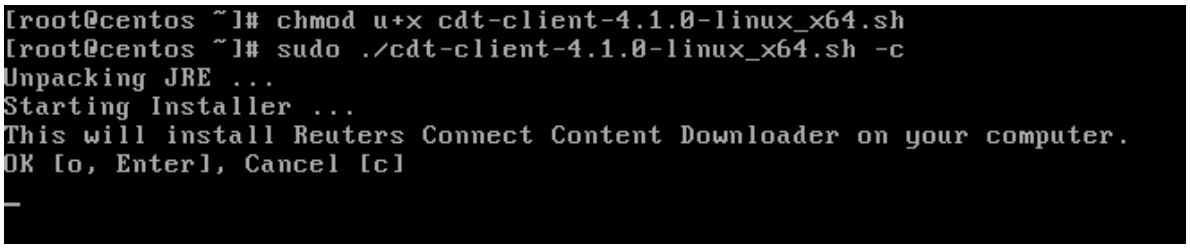
1. Make the file executable using

```
chmod u+x cdt-client-x.x.x-linux_x64.sh
Or
chmod u+x cdt-client-x.x.x-linux_x32.sh
```

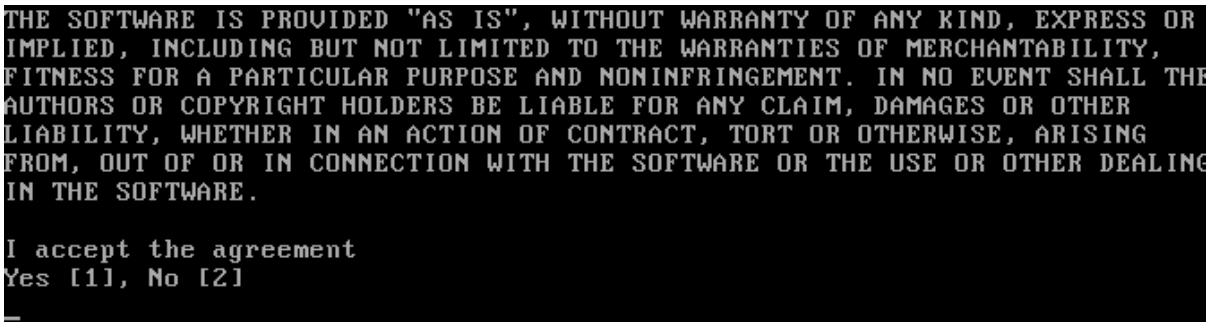
2. Execute the Linux shell script as root:

```
sudo ./cdt-client-x.x.x-linux_x64.sh -c
or
sudo ./cdt-client-x.x.x-linux_x32.sh -c
```

When prompted with the question for installing the application, click o or press Enter



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



4. Enter the location to install the application, for example, **Home/opt/Reuters/ContentDownloader3**

5. 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. For example, if the local server port number is 8082; then within the file client.properties, modified as local.jetty.port=8082
     - Go to the <installation directory>/open_config file and change it there too (considering that you want to change the local port number to 8082. start https://localhost:8082/summary.action

6. Choose an output directory for downloading the content and press Enter. Note that the directory specified here must exist.

```
furnished to do so, subject to the following conditions:
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
Yes [1], No [2]
1
Where should Reuters Connect Content Downloader be installed?
[/opt/Reuters/ContentDownloader3]

During this installation a local web server will be installed to allow easy LAN
access to configure and view Reuters Connect Content Downloader files.
Please specify the port to run the web server on. The default Port Number is
8080.
Local Web Server Port Number
[8080]
_
```

7. Choose y to start the service after installation.

```
Root output directory
[]
/temp
Extracting files ...

Setup has finished installing Reuters Connect Content Downloader on your compute
r.
Start the Reuters Content Downloader Service :
Yes [y, Enter], No [n]
_
```

8. To complete the installation and to ensure the application automatically starts after system reboot: its necessary to execute the following commands:

    a. Locate where the Content Downloader has been installed and check if files exist:

```
File  Edit  View  Search  Terminal  Help
Stopped Reuters Content Downloader.
tania@tania-VirtualBox:/usr/local/Reuters/ContentDownloader3$ ls
AppCommand_OldCdt.sh  lib                              webapp
AppCommand.sh         logs                             wrapper-linux-390-32
cdt                   make_config.sh                   wrapper-linux-390-64
cdt_bg_updater        open_config.sh                   wrapper-linux-ppc-32
cdt-engine-4.1.0.jar  removeservice.sh                 wrapper-linux-ppc-64
cdt_updater           setupservice.sh                  wrapper-linux-x86-32
conf                  Uninstall Content Downloader Tool  wrapper-linux-x86-64
jre                   updater_console_start.sh
jsp                   updater_start.sh
```

- sh setupservice.sh (to ensure the application starts after system reboot)
- sh make_config.sh (to finish the installation)

b. If Reuters Content Downloader service won't start, execute below commands:
   - sh AppCommand.sh start (to start the service)
   - sh AppCommand.sh stop (to stop the service)
   - sh AppCommand.sh restart (to restart the service)

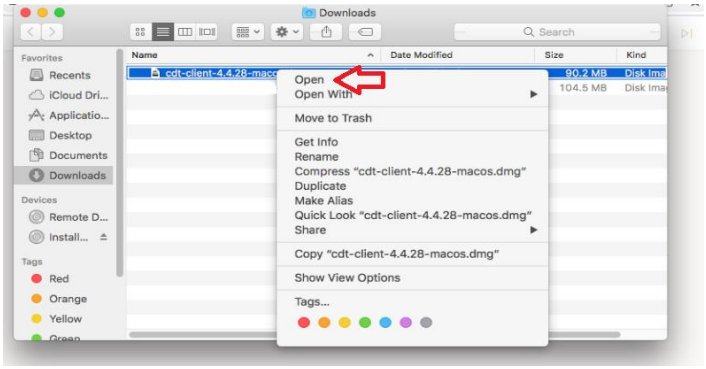
This completes the Content Downloader Service installation.

2.2.4. Mac OS

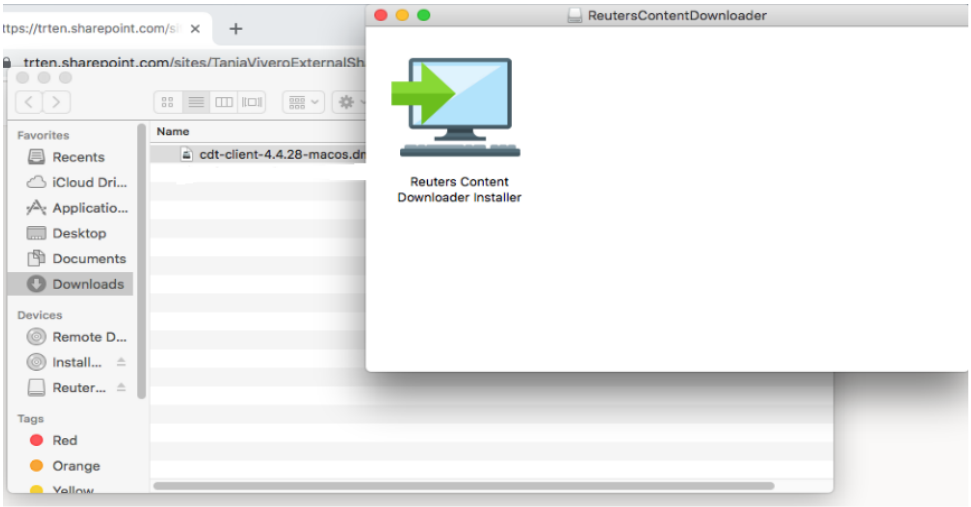
1. Download the installation file as explained in section 2.2.1.

> Note:
>
> - You should have administrative privileges to perform this installation.
> - If the system you are working on does not have Java application installed, please install the Legacy Java SE 6 runtime: http://download.info.apple.com/Mac_OS_X/031-03190.20140529.Pp3r4/JavaForOSX2014-001.dmg
> - Once you install it, you can proceed with the following steps.

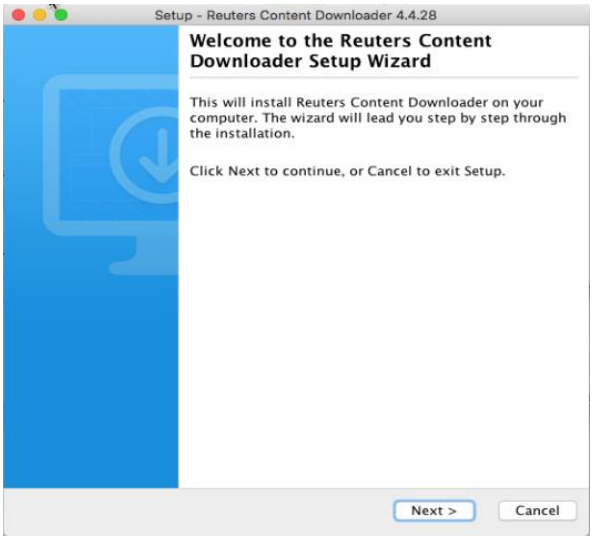
2. Open the installer as shown below:



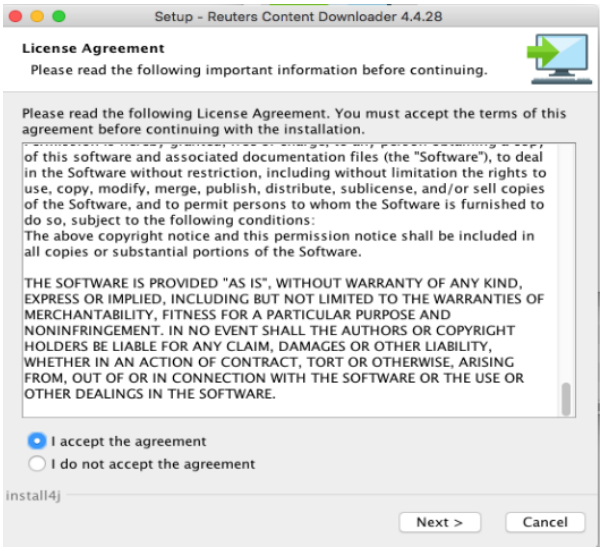
3. And double click over the Reuters Content Downloader installer as shown below:



4. The Welcome screen appears. Click Next.

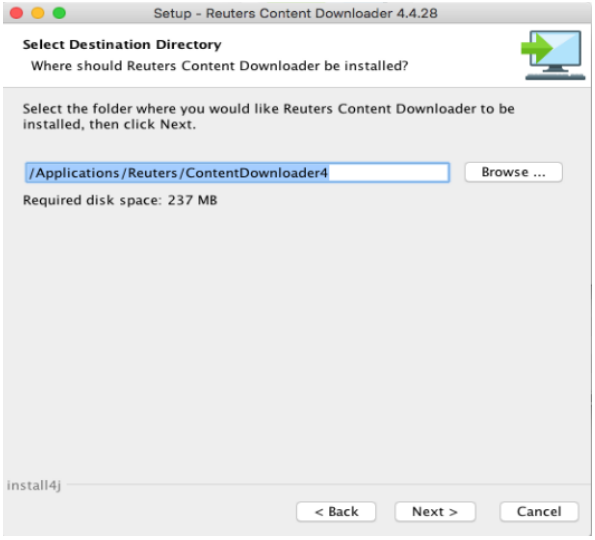


5. The License Agreement screen appears.

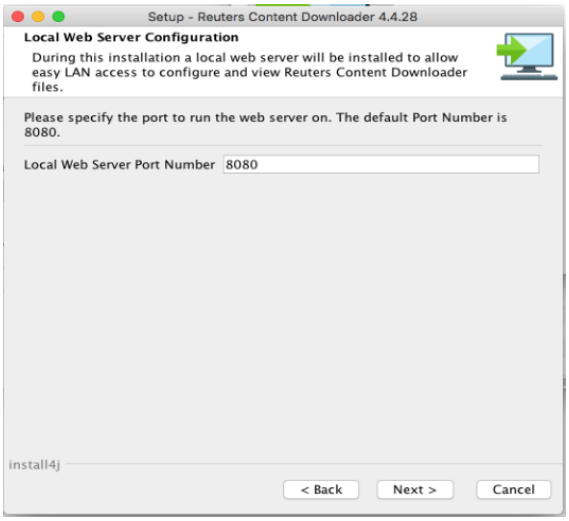


Scroll down the page to read the entire agreement terms and choose 'I accept the agreement'. Then click Next.

6. On the Select Destination Directory screen, select a location to install the application and click Next. By default, it will be installed in /Reuters/ContentDownloader4.

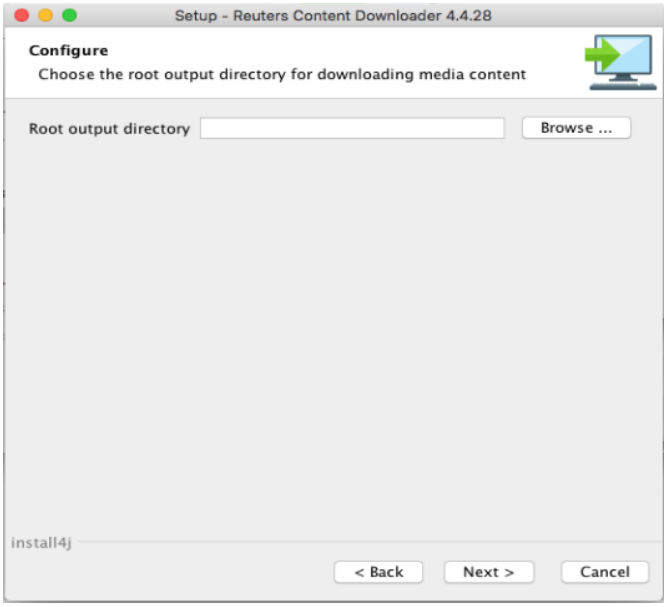


7. A local web server will be installed to allow easy access to configure the Local Content Downloader and also to prevent unauthorized access to change the local configuration.

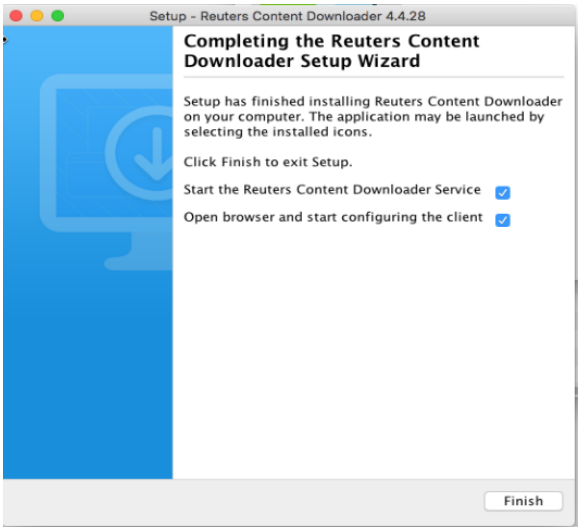


Enter a port number to access the Local Content Downloader and click Next. You can use any port number here. Default value is 8080. If you need to change the value later, it can be edited in **<installation directory>/conf/client.properties** file.

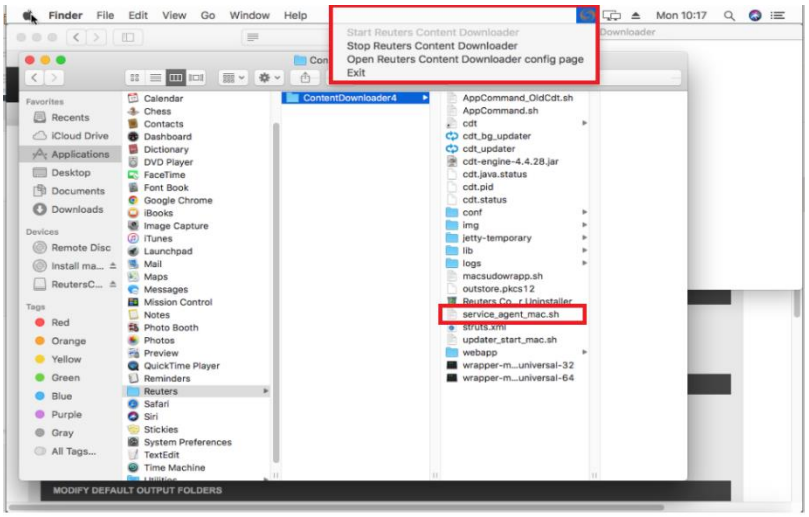
8. On the following screen, browse and choose the output directory for downloading the content and click Next.



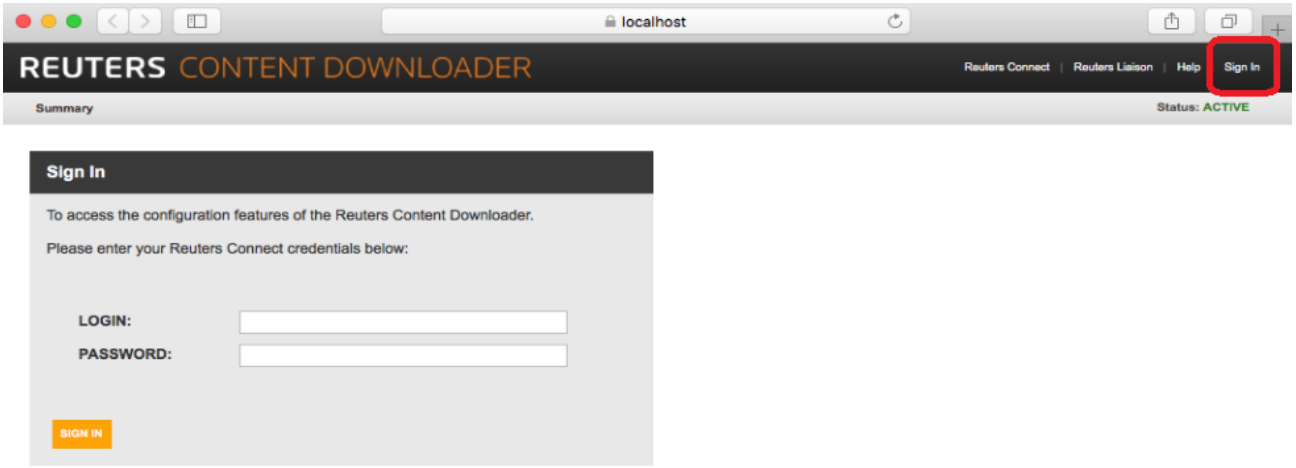
9. Once the application has been installed, you will get the below screen, make your selections, and click FINISH.



10. 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.



11. 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.
12. Click Finish to complete the installation process.
13. If you selected both the options in the previous screen, you will be directed to the Content Downloader home page to sign in and start the configuration process.



14. Go to Chapter 4 to continue configuring your Reuters Content Downloader installation.

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

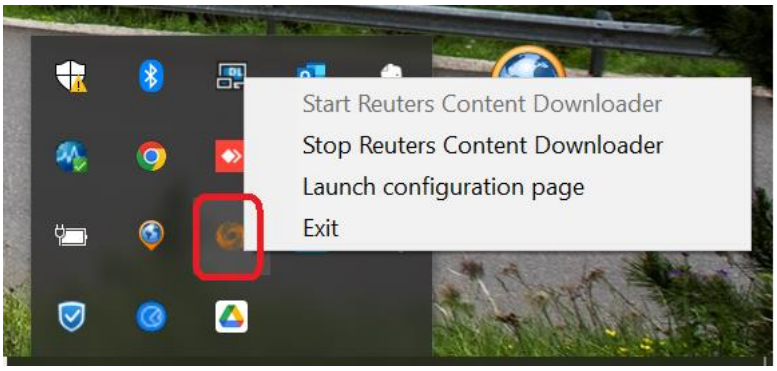
- **To start / stop the service**

  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.

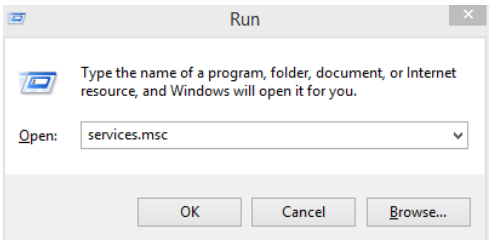
  - **From Windows Start menu**
    - To stop the service, invoke *Start-->All Programs-->Reuters Content Downloader-->Stop Reuters Content Downloader Service*.
    - To start the services, invoke *Start-->All Programs-->Reuters Content Downloader-->Start Reuters Content Downloader Service*.
  - **From Services**
    - Go to *Start-->Control Panel-->Administrative Tools-->Services*
    - Select Reuters Content Downloader and choose the links 'Stop the service' or 'Restart the service' to do the desired action.

    Note: The default settings of User Access Control (UAC) in Windows 7 prevents making system-level changes without administrator privileges. Hence to stop the service in Windows 7, log in as an administrator.

  - **From Taskbar**
    - Right-click the Content Downloader icon on the Windows taskbar.
    - Click Start Content Downloader / Stop Content Downloader / Launch Configuration Page to do the desired action.

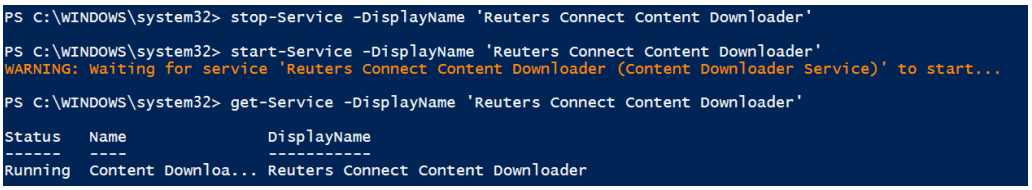
  - **From Run Window**
    - Start > Run
    - Type – services.msc
    - Enter



Look for Reuters Content Downloader service and start it.

- **From Command Line**
  - **Command Prompt (Administrator)**

  - **PowerShell (Adminstrator)**



2.3.2. Linux and Mac OS

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/ContentDownloader4.

- 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
- To complete the installation and to ensure the application automatically starts after system reboot: sh setupservice.sh and sh make_config.sh

2.4 UPGRADING TO LATEST RELEASES

2.4.1. Upgrading using installer from Reuters Liaison

The latest Reuters Content Downloader installer could be found on http://liaison.reuters.com/ or send an email to ReutersMediaSupport@thomsonreuters.com

Follow section steps provided in section 2.2.1 to download Reuters Content Downloader latest version.

Note: It is not necessary to uninstall an outdated Reuters Content Downloader version; you can simply update to the latest version. Existing settings will be adopted.

2.5 UNINSTALLING CONTENT DOWNLOADER

Follow the steps below for uninstalling the Content Downloader.

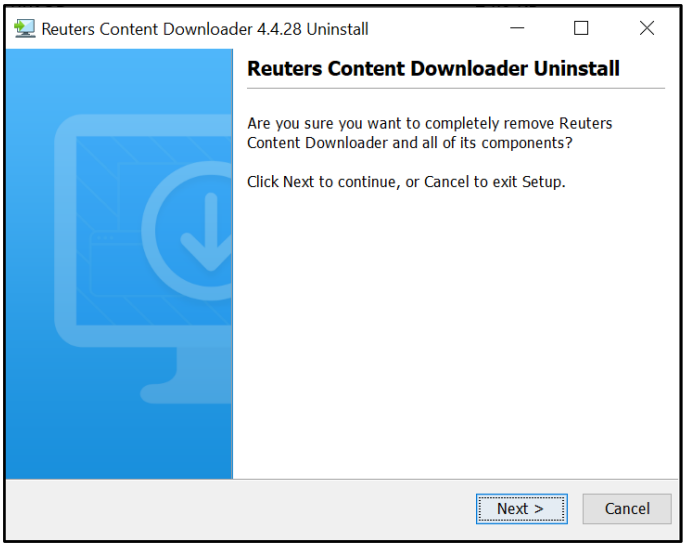
Note:

1) 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.

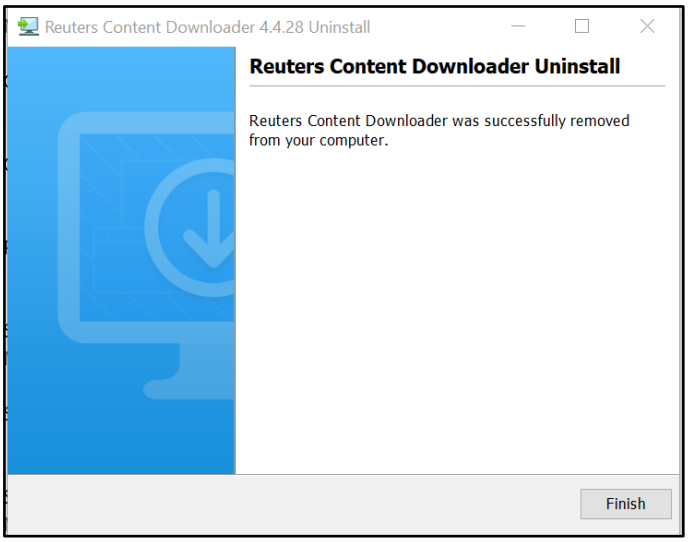
2) Before uninstalling Content Downloader remember to disable all Alert Messages that have been set previously, see section Configuring Alerts .

2.5.1. Windows

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



IMPORTANT!! After performing previous steps, Content Downloader application has been removed from your PC, but all media content (text/pictures/graphics/video) will remain; if you want to ELIMINATE all files delete folder C:\Program Files\Reuters; and all files and Content Downloader configuration/details will be removed from your PC.

2.5.2. Reinstalling Reuters Content Downloader

If you need to reinstall Reuters Content Downloader and \Reuters folder still exists under C:\Program Files or installation folder; the new version will keep your latest connection details and configuration.

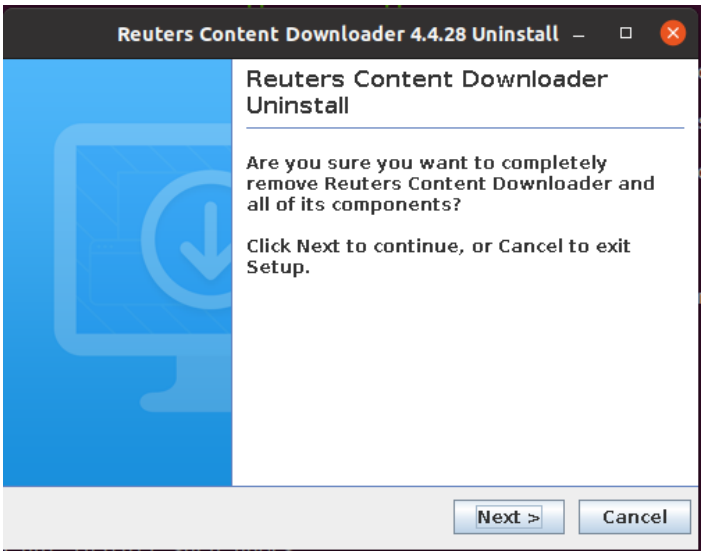
2.5.3. Linux

Note

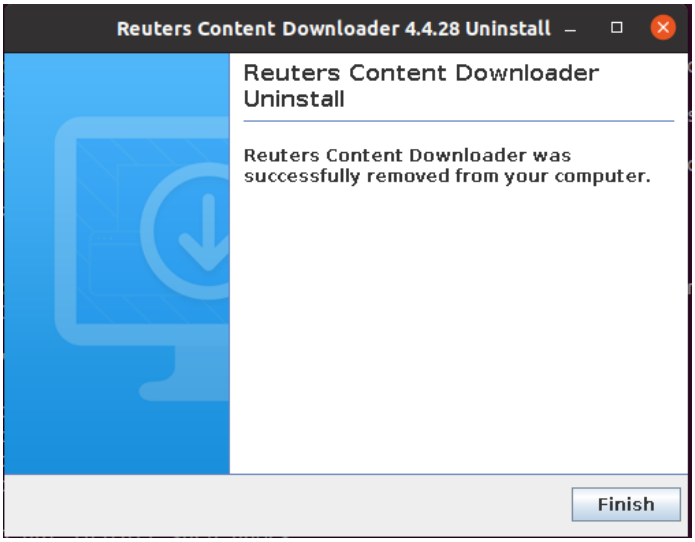
- To uninstall application from the Installation Wizard in a GUI-based Linux, see section Uninstalling Application from Uninstall Wizard below.
- To uninstall application in a non-GUI Linux, see section Uninstalling in a non-GUI Linux.

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.



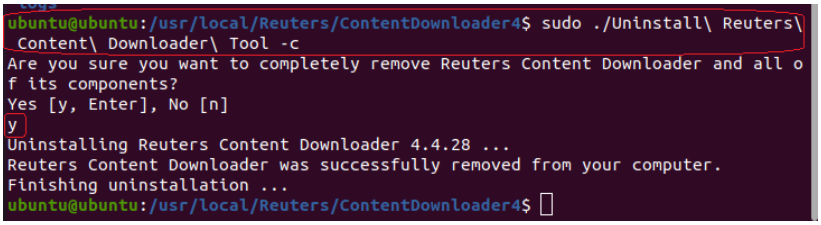
3. On the following screen, click Finish to exit the setup.



Uninstalling in a non-GUI Linux

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

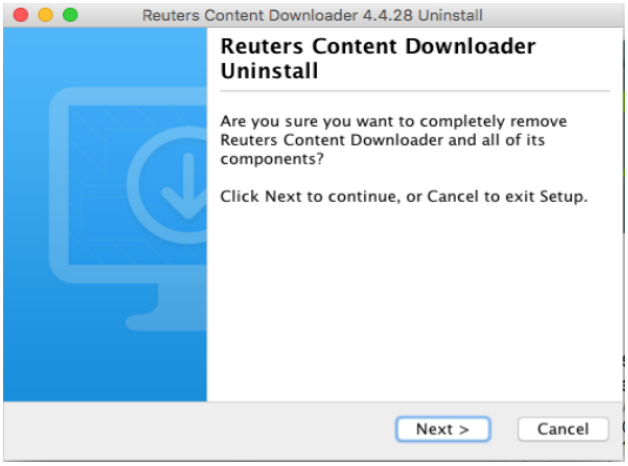
1. Run 'Uninstall Content Downloader Tool -c' from the installation folder as shown in the image below: **sudo ./Uninstall\ Reuters\ Content\ Downloader\ Tool -c**
2. Enter y when prompted with the question 'Are you sure you want to completely remove Reuters Content Downloader and all components?' type y and hit ENTER to procced.



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

2.5.4. Mac OS

1. From the directory where Content Downloader is installed, locate Reuters Content Downloader Uninstaller, and run it.
2. The Content Downloader uninstaller will be displayed. Click Next to uninstall.



3. On the following screen, click Finish to complete the uninstall process.

Chapter 3 CONFIGURATION GUIDELINES

3.1 QUICK START

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

1. Start the Content Downloader service:
   - Windows: Invoke *Start-->All Programs-->Reuters Content Downloader-->Start Reuters 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 Content Downloader-->Open Configuration Page*
   - Linux: Execute *sh open_config.sh*
   - Mac OS: Invoke '*Launch configuration page'* from the MAC menu bar.
   - Click Sign In at the top right corner of the page. Enter the Content Downloader credentials and click SIGN IN.
   - Enter the following information in Connection Details:
     - Reuters Content Downloader Description
     - Proxy details (optional)
       Proxy Server details, if any, should follow the convention 'http://<proxy server>:<proxy port>'
   - Use HTTPS if required.
   - Click SAVE.

     If any issues are reported in the status message, correct them and click CLOSE.
3. 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 selected the storage directory and click SAVE.
4. Open News Feeds tab
   - Select the news feeds that should be downloaded by the client and click SAVE.
5. Go to Alerts tab
   - Configure Alerts Message details here if you want to be notified about connection status, and click SAVE.
6. Go to Content Options tab

- Select the file types that should be downloaded for each of the news feeds selected in step 4 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.

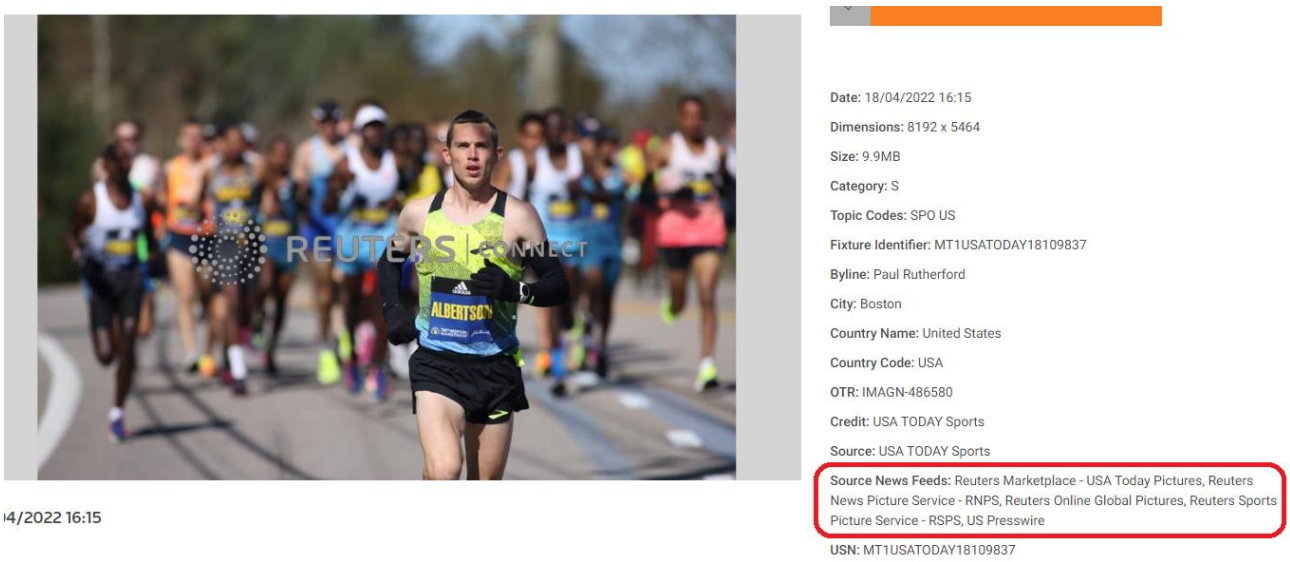
3.2 LOGGING INTO REUTERS CONNECT AND VALIDATING CONTENT DELIVERY

In order to validate you are receiving all of your subscribed content, accessing Reuters Connect to compare downloaded content against our Reuters Connect platform database can be useful.

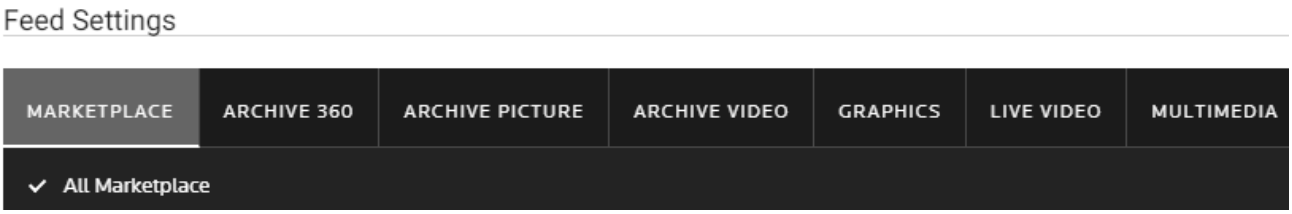
Once logged into Reuters Connect, all the content you subscribe to is displayed. In order to validate content against Content Downloader, select a Source News Feed you would like to compare by:

a) Selecting the link within a story.

For example, select a story and look into **Source News Feeds** line which contains the name of the feeds that your account is permissioned for:



b) Then click over your username in Reuters Connect web site, then click over Settings, scroll down, and look for Feed Settings. **Note**: Reuters Connect will show up the list of all the news received in selected channel for the last 30 days.

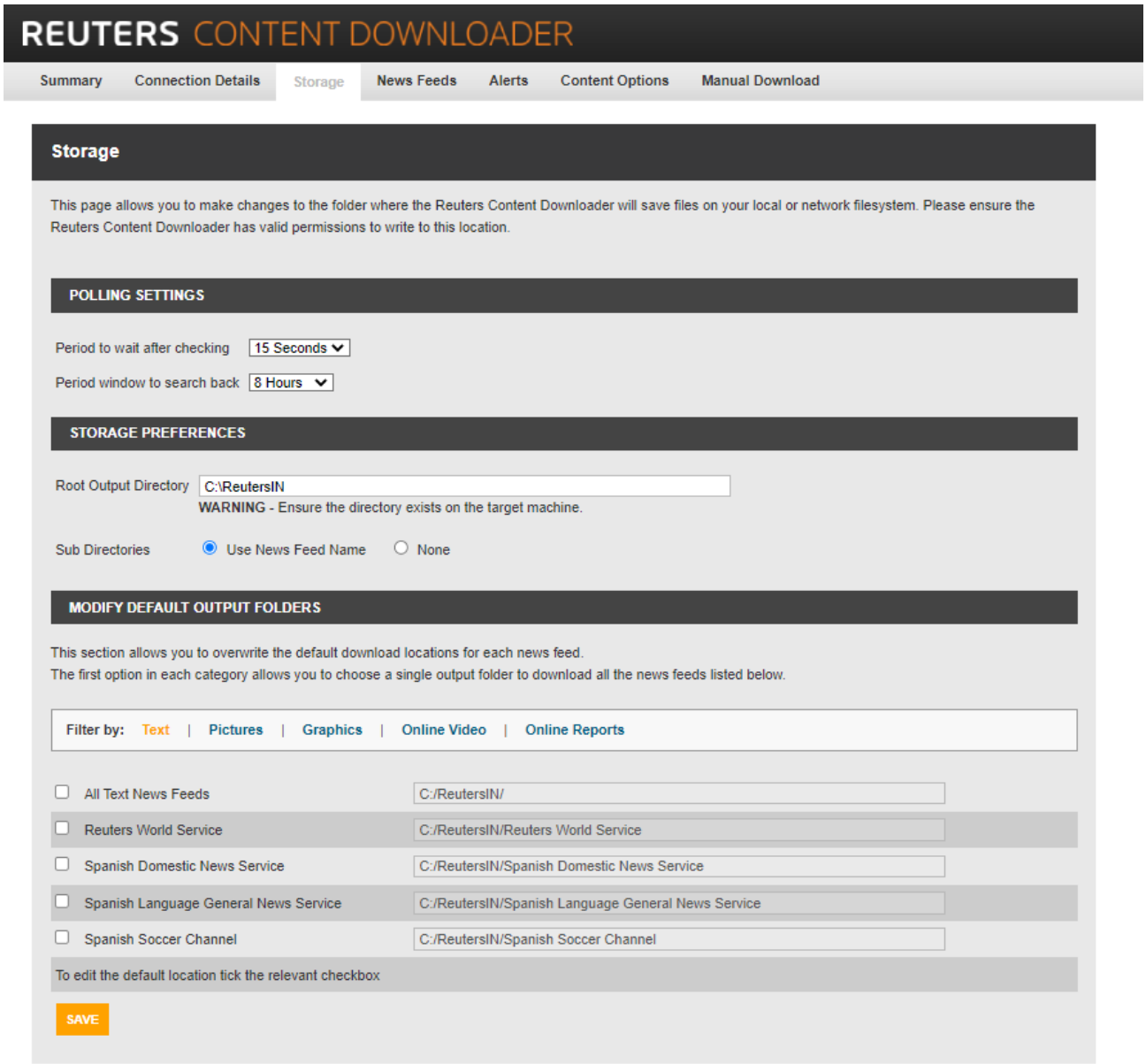


c) Filter your channels selecting which News Feeds you want to validate and deselect all others. This will give you a selection of desired channels.

Chapter 4 CONFIGURATION

4.1.1. Configuring Download Settings

Once you are logged in to Reuters Content Downloader configuration page, click the Storage tab to configure the download options.



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 some time 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. Default value is 8 hours.

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:/ReutersIN”.

> 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 with the same name as the news feed. All the content will then be downloaded to this location. Example: For Reuters World Service, the related content will be downloaded under C:/ReutersIN/Reuters World Service

- **None** - Choose this if don’t wish to create a subdirectory. All the content will be downloaded directly into the top-level directory. Example, C:/ReutersIN.

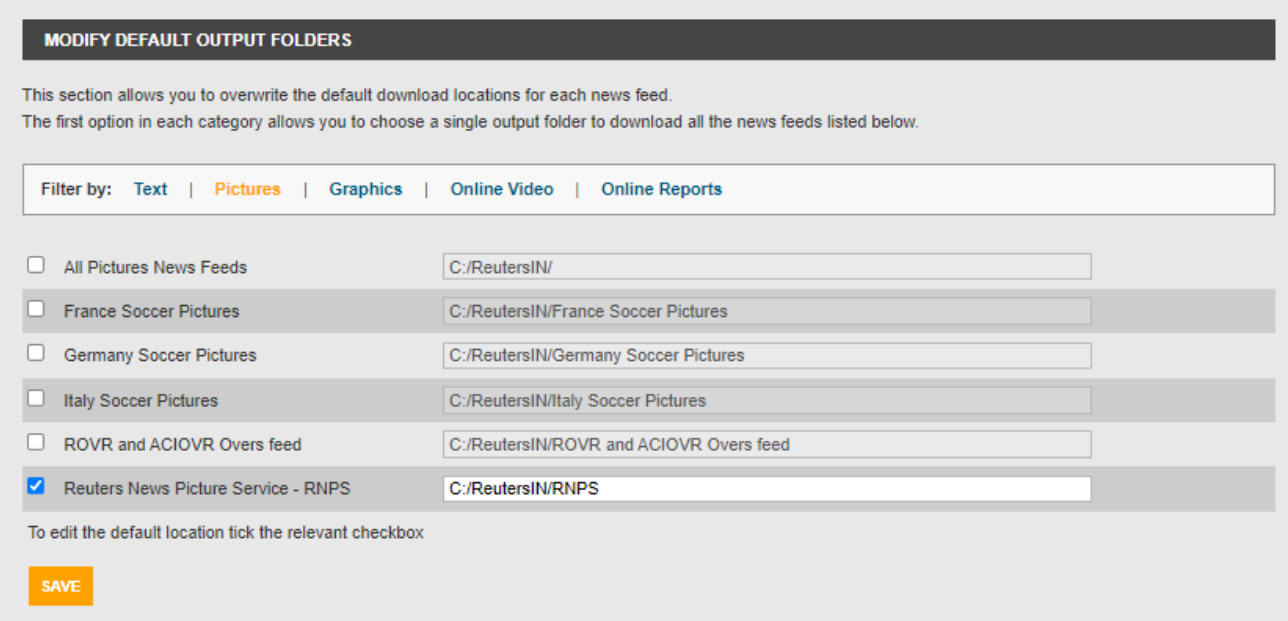
> Note: If the same file is present in two different channels (for example, a picture file in 'UK Picture Service' and 'Sports Picture Service'), it will be downloaded only once if both the channels are configured to be stored in the same directory.
>
> If the configuration is set to download them in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

- If you need to store data on a network drive; map the network path as follow: \\servername\sharefolder

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 “Reuters News Picture Service” to be stored in **C:/ReutersIN/RNPS** instead of the default **C:/ReutersIN/Reuters News Picture Service - RNPS**, you can configure it by following the steps below.



- Select the channel category. E.g. Pictures.
- Select the news feed for which you want to change the output directory. This allows editing the text box.
- Rename the storage path, e.g. C:/ReutersIN/RNPS. If this folder name 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 "Reuters News Picture Service – RNPS" feed will now be stored in **C:/ReutersIN/RNPS**

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

4.1.2. Configuring News Feeds

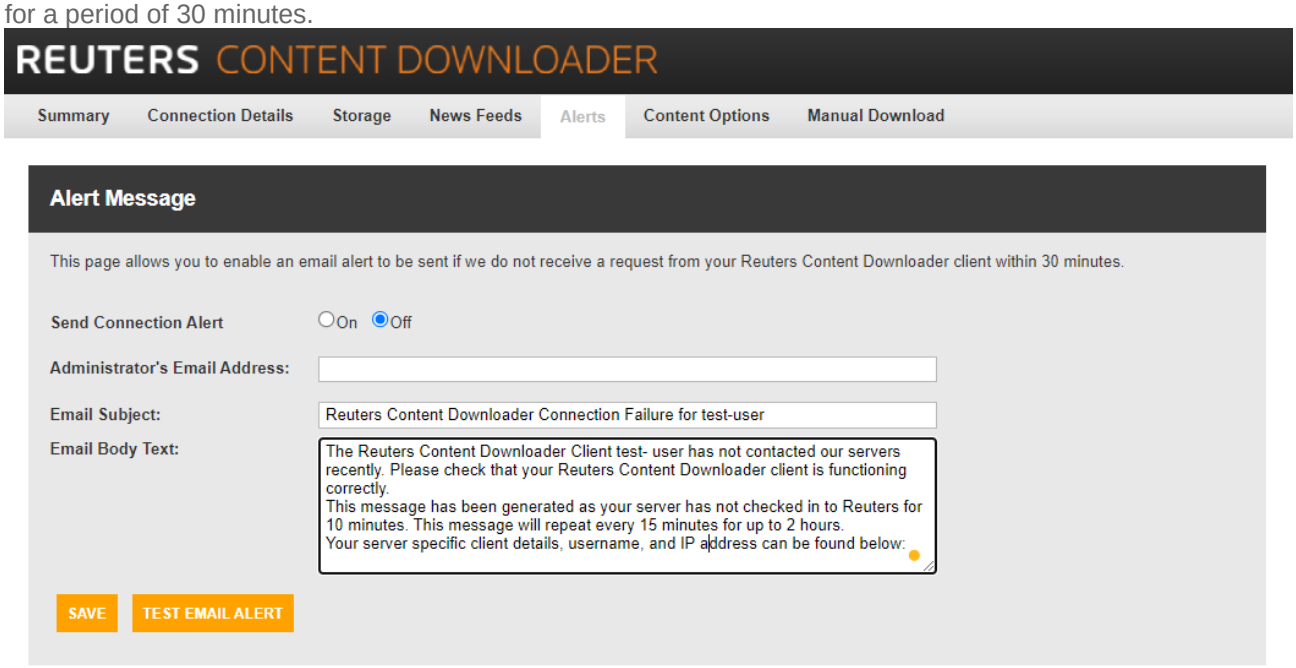
You can choose the news feeds to be downloaded.

- Select a channel category.
- Check the news feeds that you would like to download.
- Click SAVE.

This will download the news feeds from the channels that you have selected. Choosing 'All Feeds' option will download all news feeds across all channels. You will get an ‘Update success’ message if your configuration was successful.

4.1.3. Configuring Alerts

You can enable an email 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:

Field	Description
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 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 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

Note:

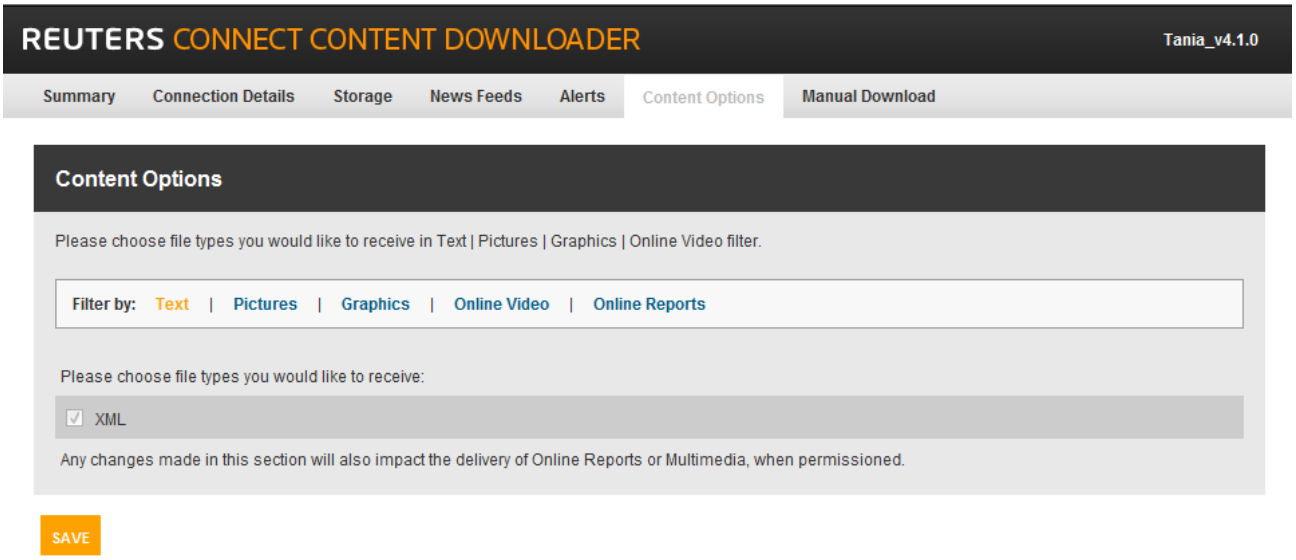
- If you are getting Alert Notification emails for inactive Content Downloader clients, you can disable them as follows:
  - Log in to the hosted server: https://contentdownloader.reuters.com/cdt-server/ and from the top right corner drop-down list, choose the account that should be turned off for notifications.
  - Go to Alerts page and choose 'Off' for Send Connection Alert. Click SAVE.
- If you are getting Alert Notification emails for clients whose installations have been deleted, contact the Help Desk for support.

4.1.4. 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.

4.1.4.1. For text

The only option available for text files is XML:

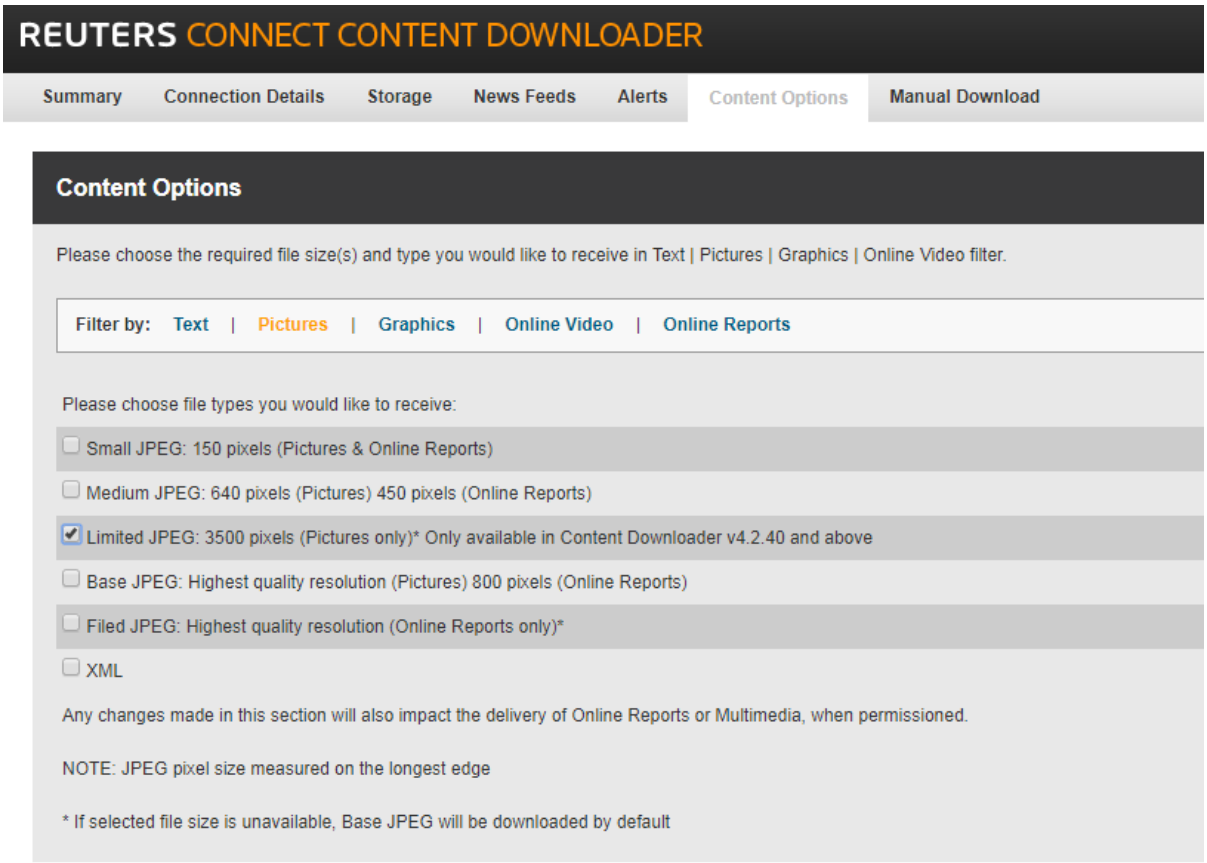


4.1.4.2. For Pictures

For Pictures, you can choose different types of resolutions; check desired formats and click on SAVE.

Resolutions:

- Small JPEG: 150 pixels (Pictures & Online Reports)
- Medium JPEG: 640 pixels (Pictures) and 450 pixels (Online Reports)
- Limited JPEG: 3500 pixels* (Pictures Only) * Only available in Content Downloader v4.2.40 and above
- Base JPEG: Highest quality resolution (Pictures) 800 pixels (Online Reports)
- Filed JPEG: Highest quality resolution (Online Reports only) *
- XML



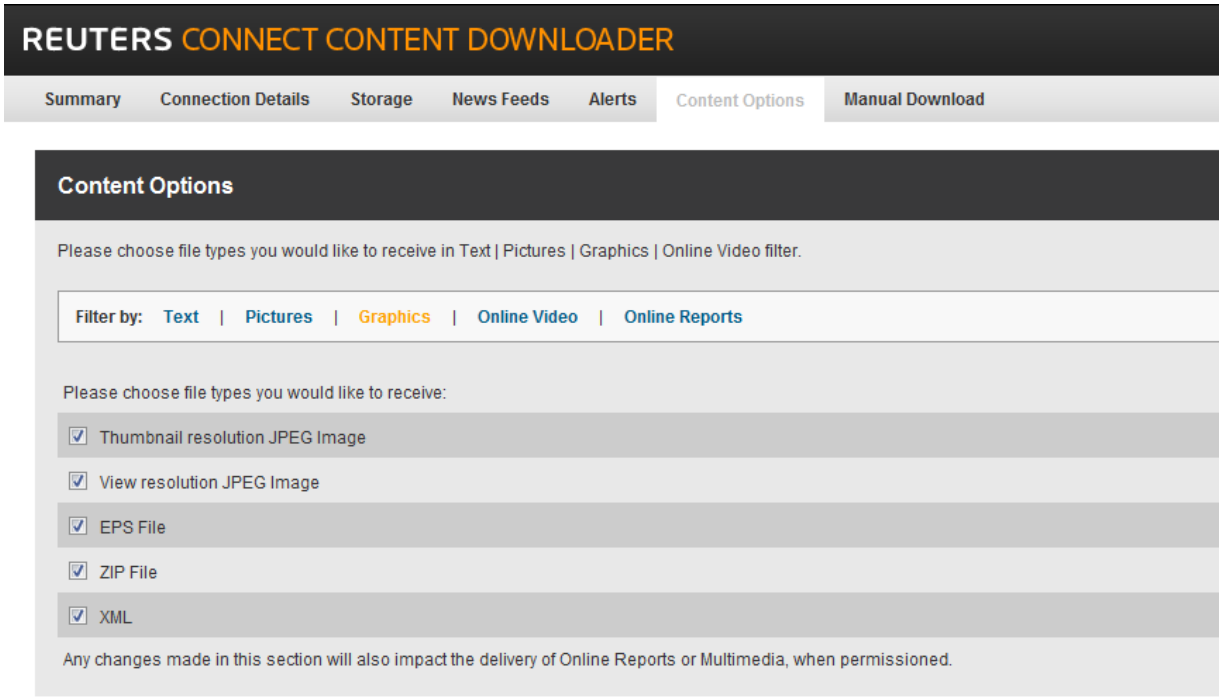
NOTE: **** If selected file size is unavailable, Base JPEG will be downloaded by default.***

Above statement refers in the cases in which some of our third-party images provides doesn't provide content resized to the Limited rendition. Additionally, Online Reports do not always offer the highest quality resolution too, therefore, in those cases the default picture - Base JPEG – will be downloaded.

4.1.4.3. For Graphics

For Graphics, you can choose:

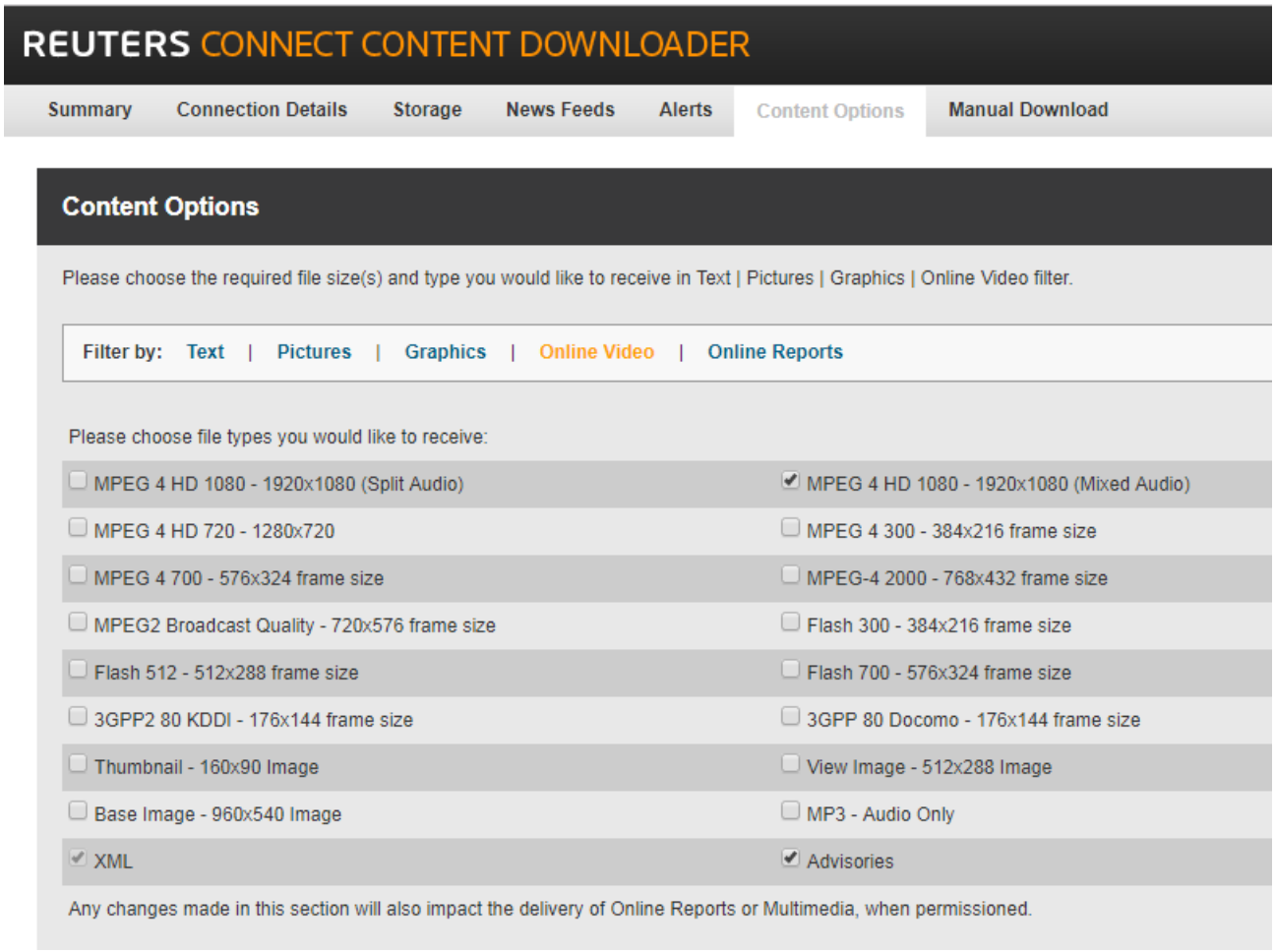
- Thumbnail resolution JPEG Image
- View resolution JPEG Image
- EPS File
- ZIP File
- XML



4.1.4.4. For Online Video

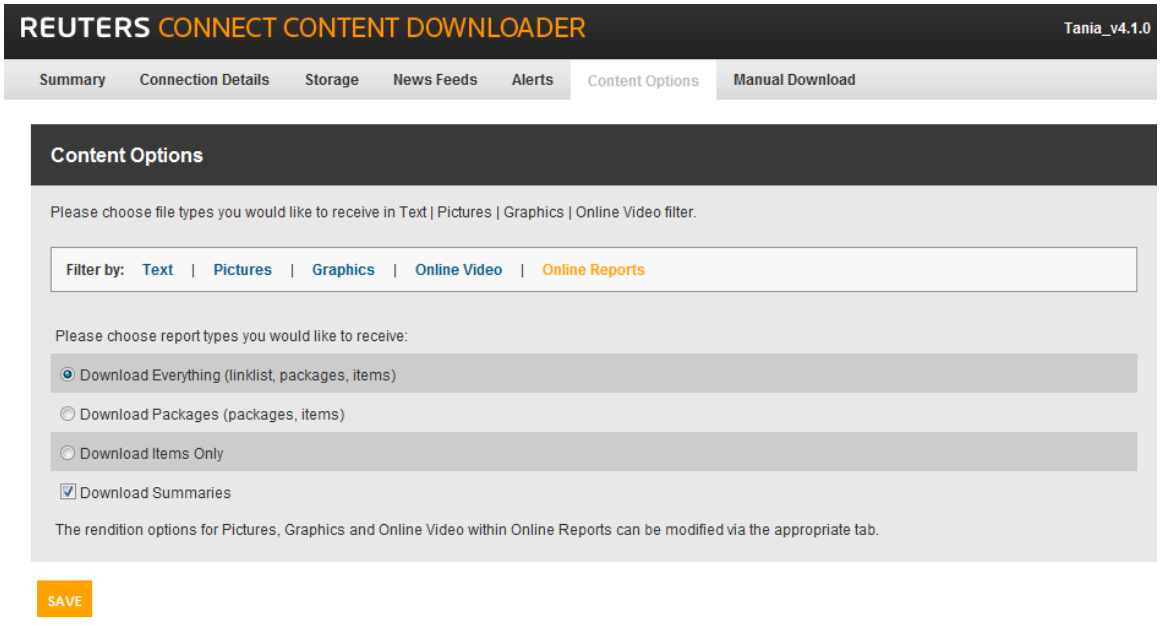
For Online video, choose the file types you would like to receive and then click on SAVE

MPEG 4 HD 1080 - 1920x1080 (Split Audio)	MPEG 4 HD 1080 - 1920x1080 (Mixed Audio)
MPEG 4 HD 720 - 1280x720	MPEG 4 300 - 384x216 frame size
MPEG 4 700 - 576x324 frame size	MPEG-4 2000 - 768x432 frame size
MPEG2 Broadcast Quality - 720x576 frame size	Flash 300 - 384x216 frame size
Flash 512 - 512x288 frame size	Flash 700 - 576x324 frame size
3GPP2 80 KDDI - 176x144 frame size	3GPP 80 Docomo - 176x144 frame size
Thumbnail - 160x90 Image	View Image - 512x288 Image
Base Image - 960x540 Image	MP3 - Audio Only
XML	Advisories



4.1.4.5. For Online Reports

For Online Reports, choose the report type you want to receive and then click on SAVE.



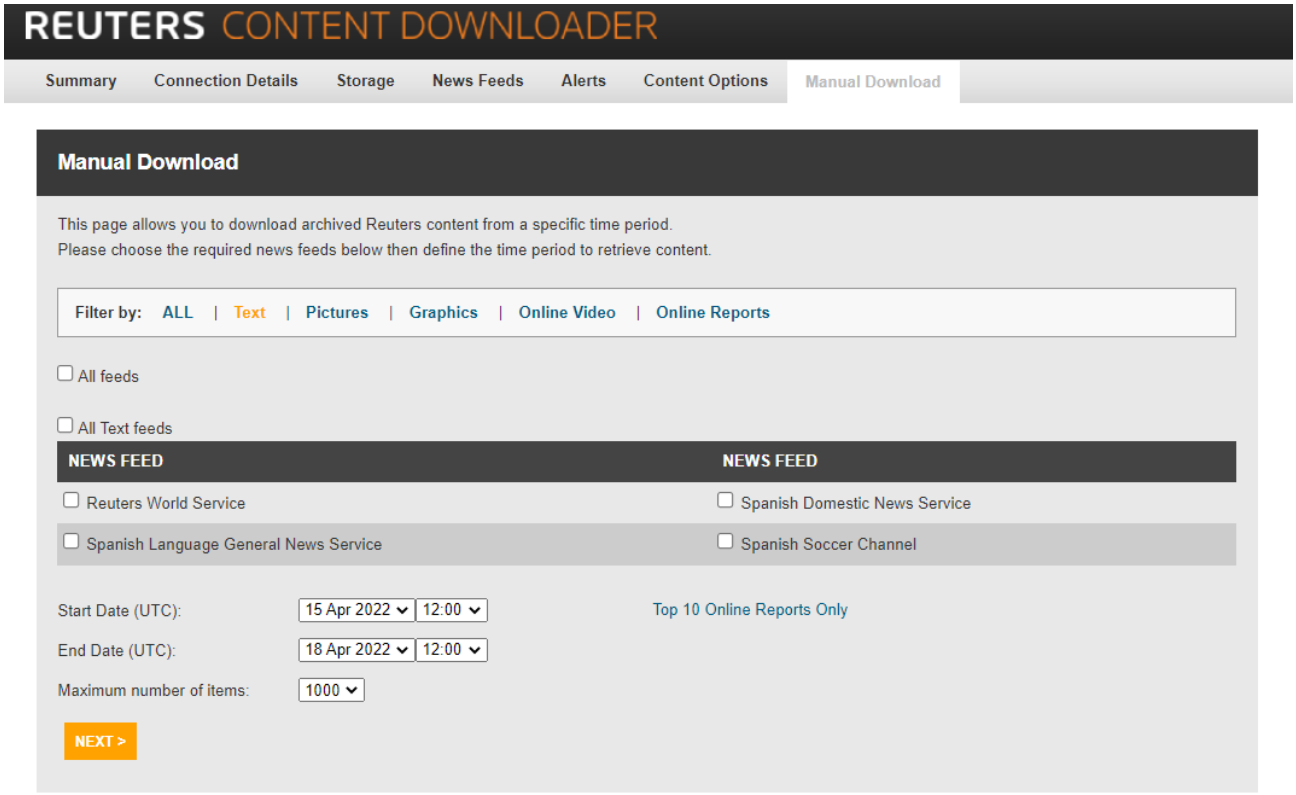
Note:

- Any changes made to the Pictures, Graphics and Online Video sections will also impact the content delivered in Online Reports.
- For example, if the user wants to get only XMLs in their Online Reports packages, it should be selected in the “Pictures” tab.
- 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.

4.1.5. 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, 8 hours), you can use the Manual Download option to download the missed content.

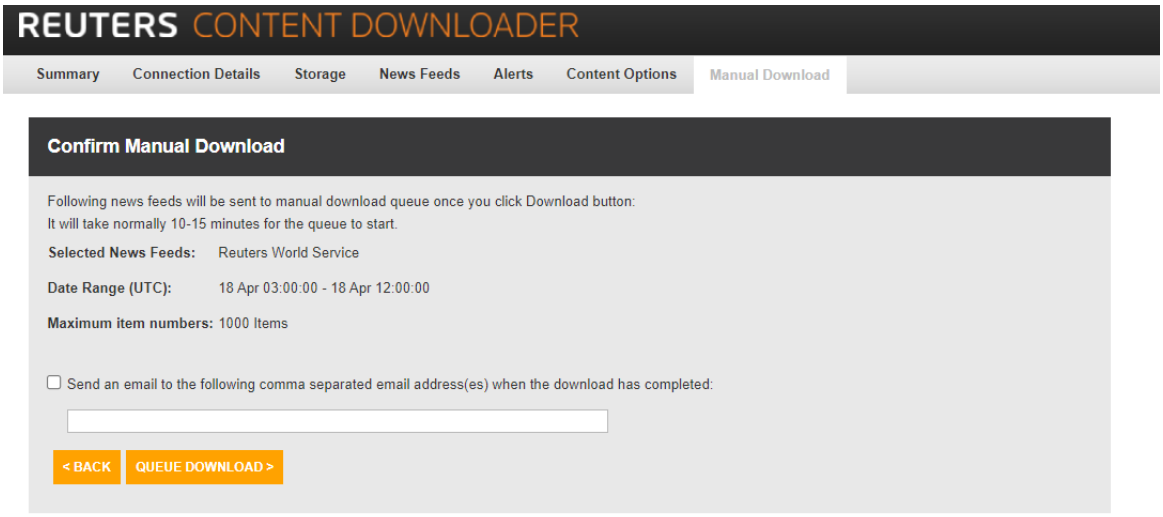
You can also use this feature to download archived content following your first login.



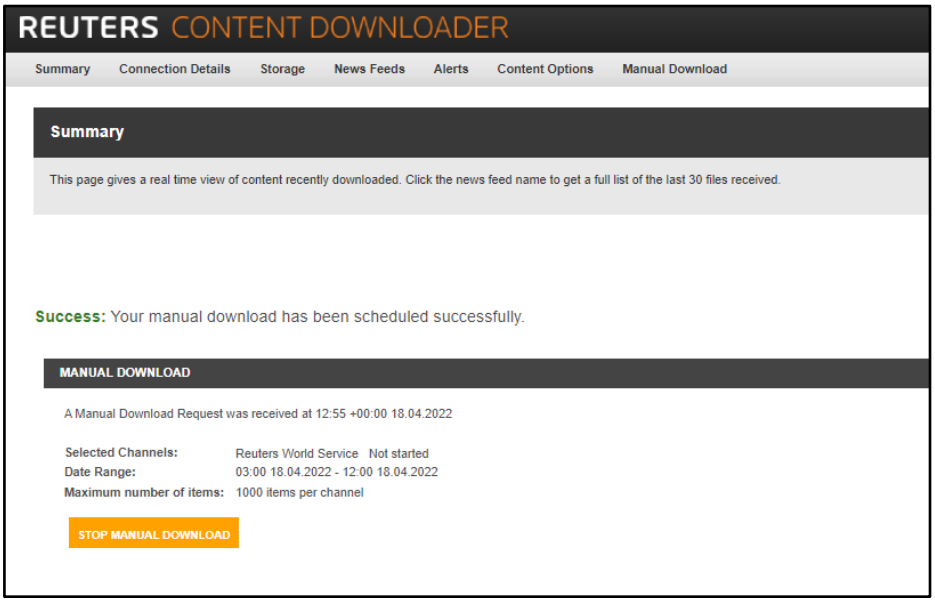
You can download content as old as four days back by following the steps below:

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.



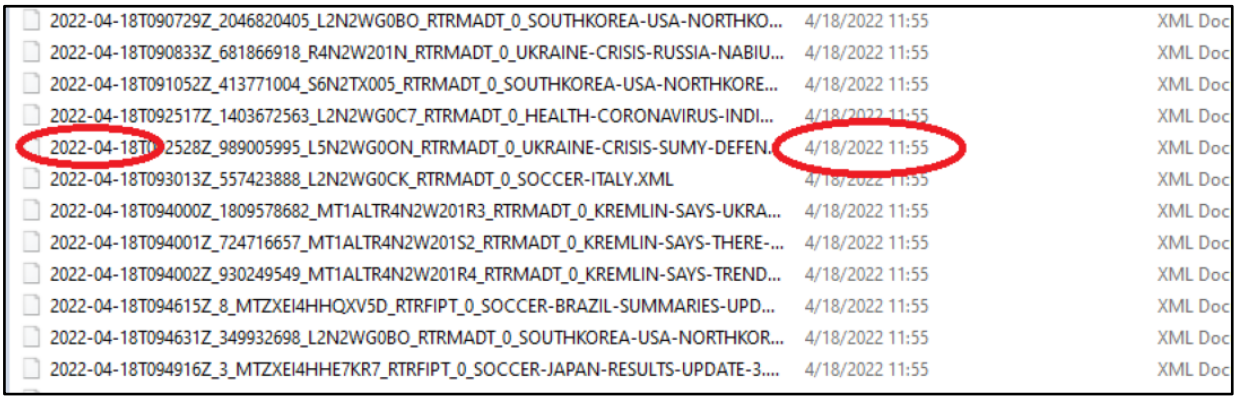
6. If you want to get notified when the download has completed,
    a. Check 'Send an email to the following comma separated email address(es) when the download has been completed:'
    b. If you checked the above step, enter valid email addresses as comma separated values.
7. Click QUEUE DOWNLOAD
8. A 'Success' message will be displayed in the local server under Summary tab indicating successful scheduling of the manual download.
9. **Important!!** The Manual Download might take some minutes to register and download desired content.
10. 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.

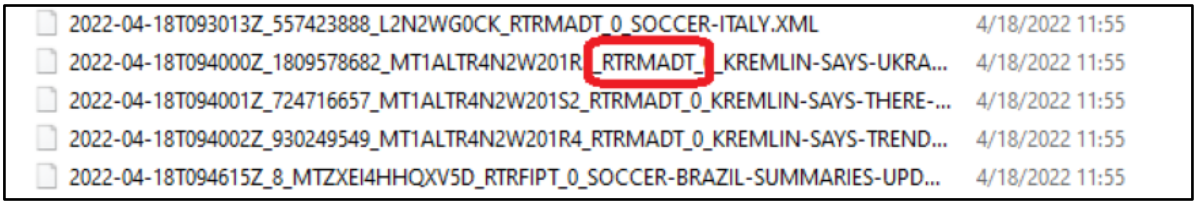
11. If email notification was selected in step 6a, you will get an email from *ContentDownloader@thomsonreuters.com with the subject 'The manual download for the Reuters Content Downloader Client* - <Content Downloader description name> has completed.' once the manual download is completed.
12. You can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



13. Depending on the subscriptions, different types of content are available, the file name has identifiers for each type of content as shown below:

    For text files the identifier is T; for pictures is P, for graphics is G, for Audio files is A, for video is V, for Linked list is C.



Category	Identification
RTRMADT	Text
RTRMADP	Picture
RTRMADG	Graphics
RTRMADA	Audio
RTRMADV	Online Video
RTRMADC	Composite - Linked List

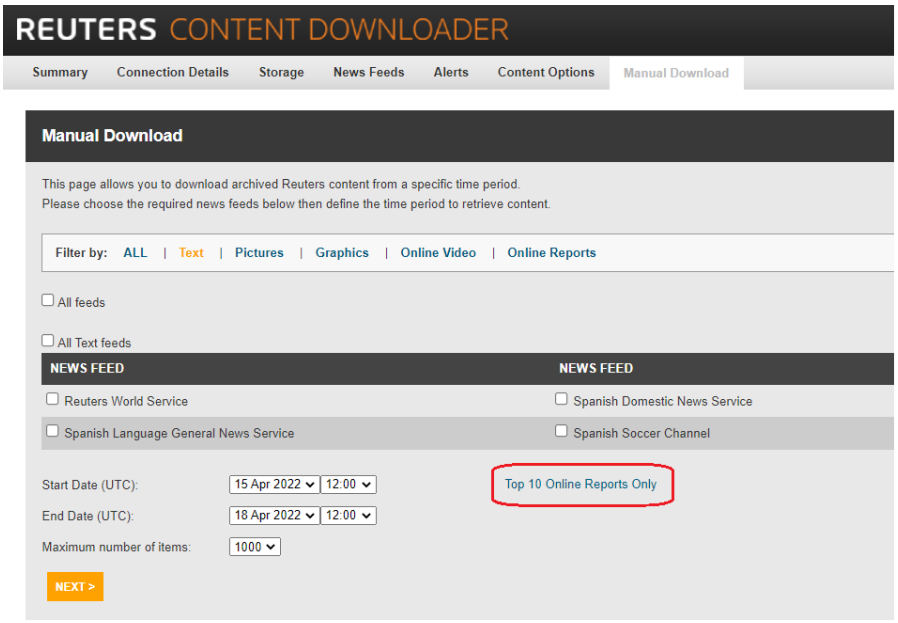
> Note: In case of manual downloading, it is assumed that the user wants all the content they requested. Hence an already available content could be downloaded a second time in the same directory.

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.

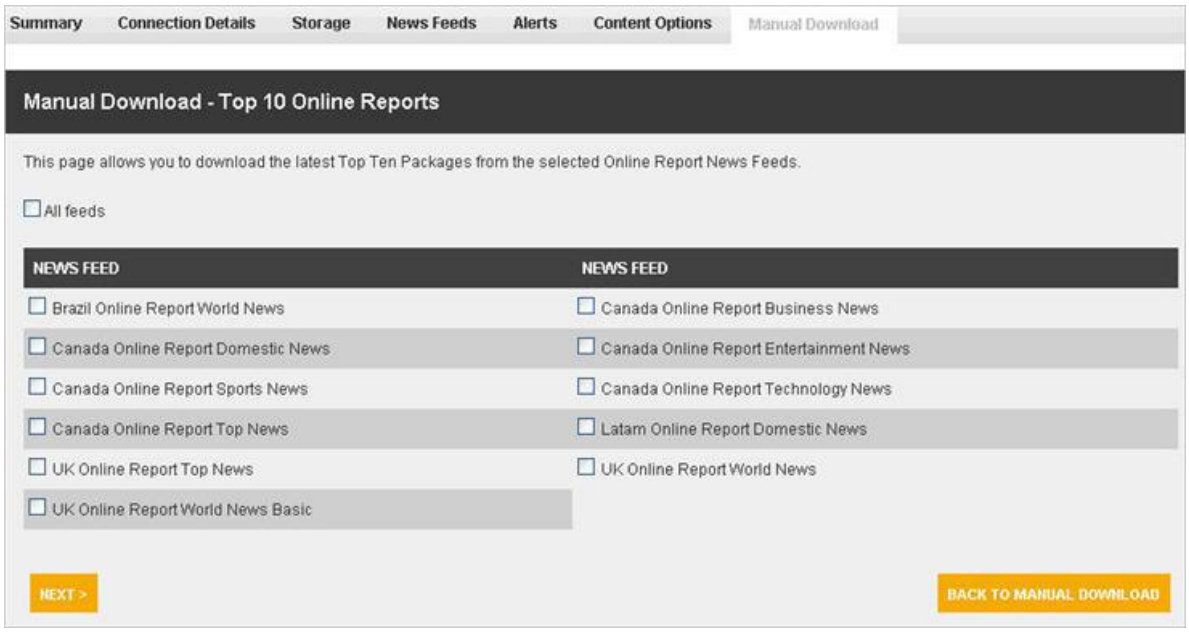
4.1.6. Downloading Top 10 Online Reports

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.



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

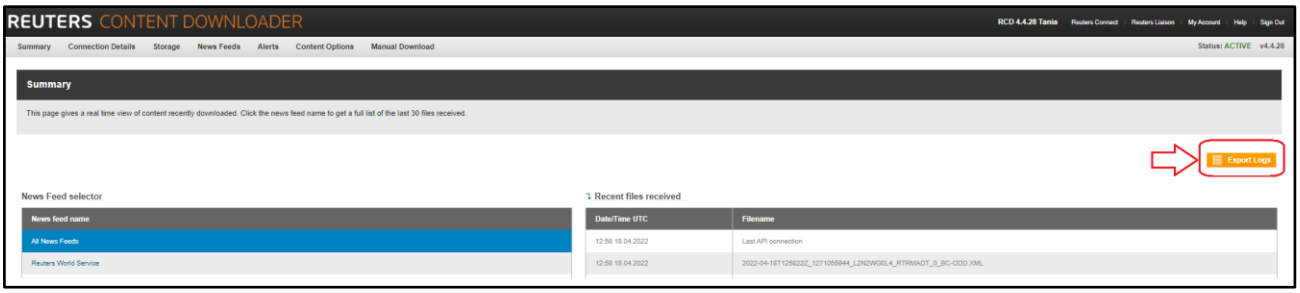
4. If you want to get notified when the download has completed,
    a. Check 'Send an email to the following comma separated email address(es) when the download has been completed'.
    b. If you checked the above step, enter valid email addresses as comma separated values.
5. Click QUEUE DOWNLOAD
6. 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 5 SERVER SUMMARY & STATISTICS

5.1 VIEWING LOCAL SERVER SUMMARY

For RCC v4.4.28 or above, to access the Local Server is only accessible by HTTPS as https://localhost:8080

After accessing on the Local server web page, 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.

5.2 HOW TO CUSTOMIZE THE LOCAL SERVER ACCESS

It is possible to customize the access to the local server, in other words, if the local server needs to be changed to something different from localhost.

To change it, it is necessary to manually update the file “client.properties” located on C:\Program Files\Reuters\ContentDownloader4\conf after the installation is completed.

The following line should be added to the “client.properties” file, for example:

ip.patterns=127.0.0.1,10.127.0.121

Where 127.0.0.1 is the default localhost, in other words, the IP address where the RCD has been installed.
Where 10.127.0.121 is the IP address of the remote PC where you would like to access the RCD User Interface.
After adding this line, restart the RCD application as shown in section 2.3, then the local website will be accessible by:

https://127.0.0.1
https://10.127.0.121/

Also, is possible to assign a range of IPs to the ip.patterns as follow.
ip.patterns=192.168.178.0/8
ip.patterns=10.127.0.25-10.127.0.210

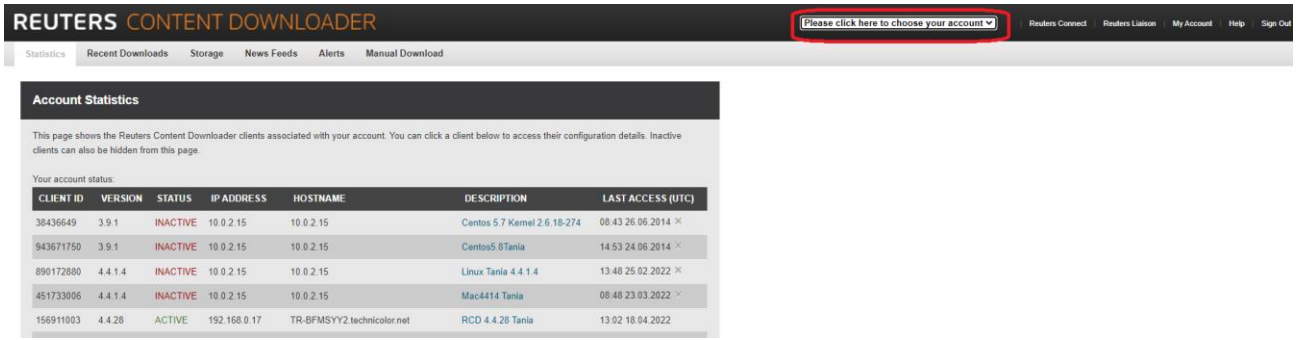
ip.patterns will not allow server naming; it only allows IPs address.

5.3 VIEWING HOSTED SERVER STATISTICS

The Statistics page of the Hosted Server gives the account statistics of all the clients associated with your Content Downloader credentials.

Note: You need to access the Hosted Server directly via Hosted Server https://contentdownloader.reuters.com to view this page the following page.

Select your desired RCD installation name, look at the drop down list as shown in the red rectangle in the following image:



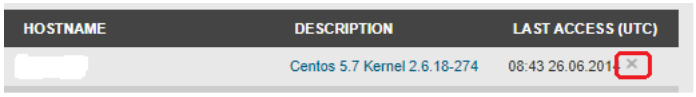
Accessing other Content Downloader Clients

If you manage multiple installs ,you can navigate to and configure them directly from any browser. Once signed into your Hosted Server a list of different installations/instances/clients will be displayed in a drop-down list in the top right corner identified by their given description entered upon install, as shown in the above screen. These are separate Content Downloader installations connected to the same Content Downloader user. To view or configure a particular installation/instance/client, click on it's description from the drop-down box. This will take you to that particular installation/instance/client.

Account Statistics

The following details will be displayed for all the accounts.

Key	Description
CLIENT ID	Unique ID indicating the particular Content Downloader installation
VERSION	Version of the Content Downloader application.

Key	Description
STATUS	Status of the account, which can be one of the following: • ACTIVE - The local server is able to access the Reuters Connect web services and its configuration from the hosted server. • INACTIVE - 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  Note: This will hide its corresponding Alert history as well. • INVALID PASSWORD - 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. • INVALID CONFIGURATION – Your server configuration is invalid. Please update the same. • WARNING - 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.
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.

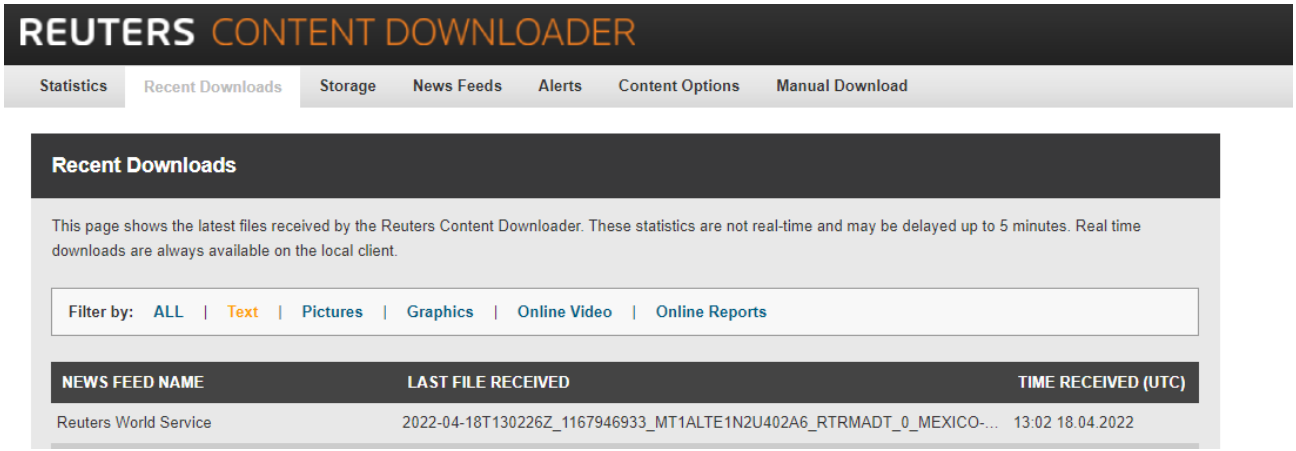
The following details are listed in the Alert History.

Key	Description
TIME CREATED (UTC)	The time the Alert was generated and sent to the Local Server.
CLIENTID	Unique ID indicating the Content Downloader installation
DESCRIPTION	Text describing the particular Content Downloader installation. This will be the value set in Connection Details tab while connecting to the Hosted Server.

Key	Description
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:

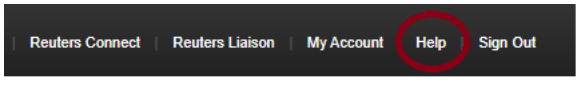
Recent Download Information

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.



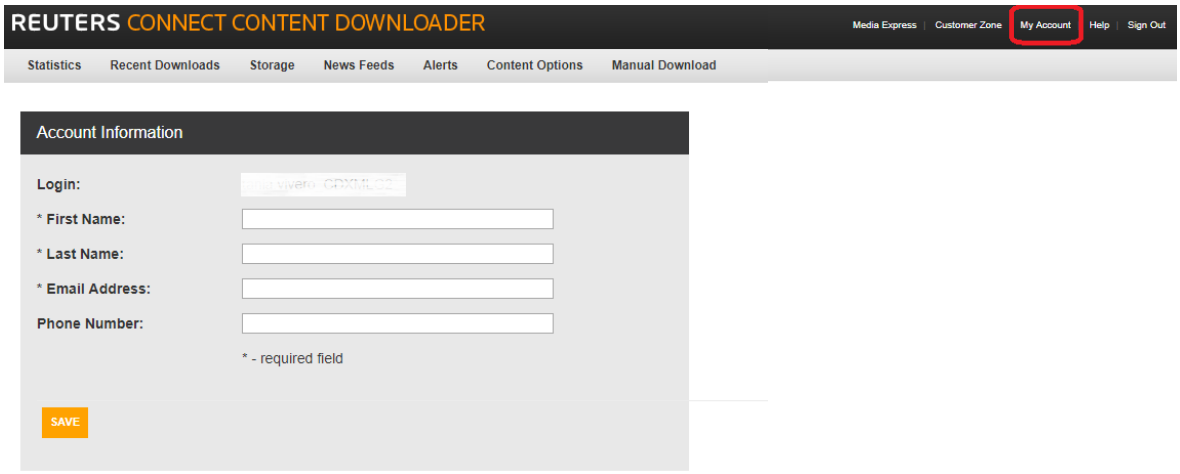
5.4 ACCESSING CONTENT DOWNLOADER HELP

Clicking Help at the top right corner of the web page will open the help documentation file.



5.5 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.


REUTERS CONNECT CONTENT DOWNLOADER
Media Express | Customer Zone | My Account | Help | Sign Out
Statistics
Recent Downloads
Storage
News Feeds
Alerts
Content Options
Manual Download
Account Information
Login:
* First Name:
* Last Name:
* Email Address:
Phone Number:
* - required field
SAVE

Chapter 6 TROUBLESHOOTING

6.1 LOG AND AUDIT FILES

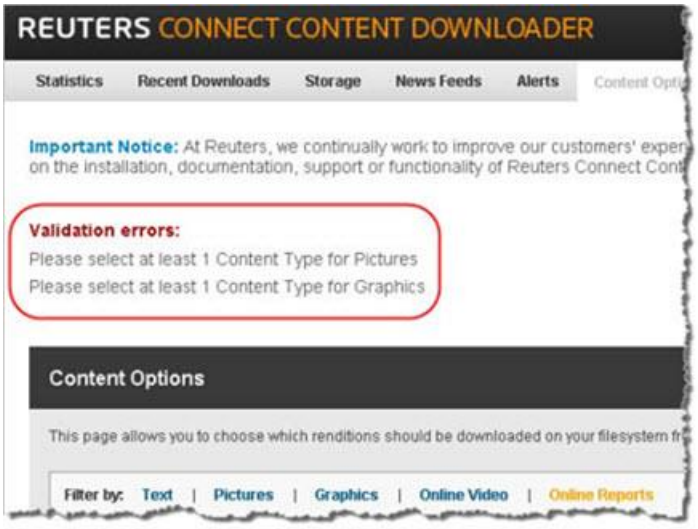
You can access all the log files and audit files from the 'logs' folder in the installation directory (Windows - C:\Program Files\Reuters\ContentDownloader3, by default). Audit files (audit.csv) will be generated in CSV format and contain information on date/time, file name and directory details of all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

6.2 EXCEPTIONS AND ERROR MESSAGES

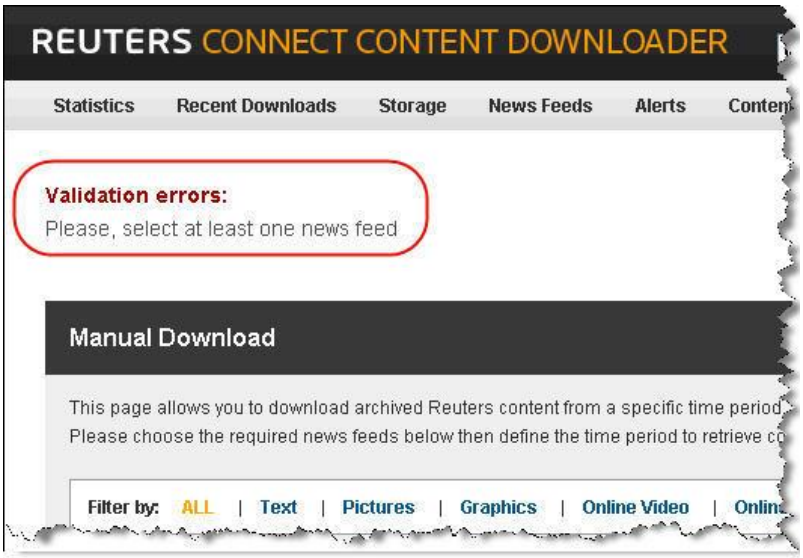
1.



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.

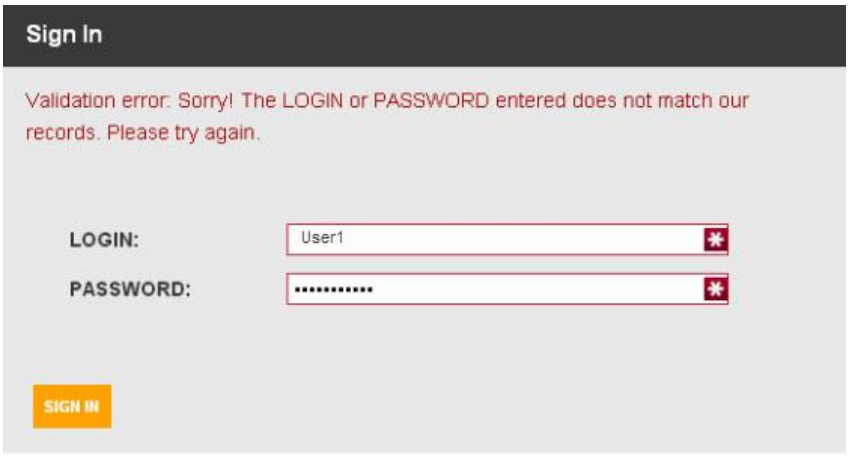
2.



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.

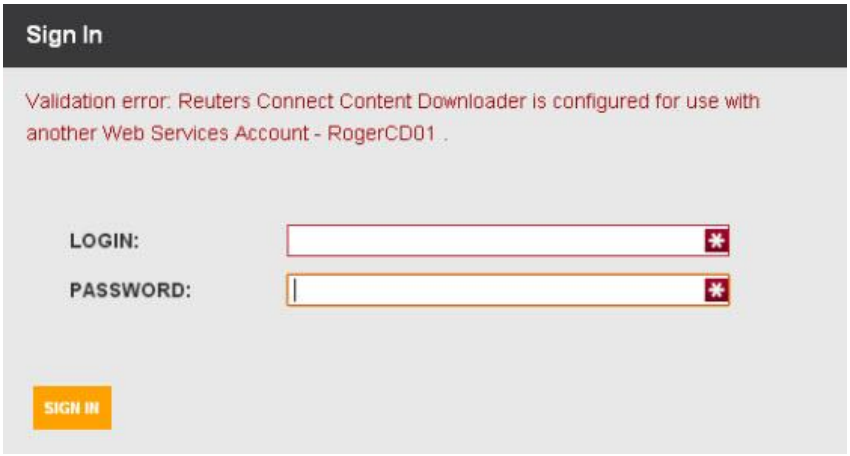
3.



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 enter different Reuters Content Downnloader credentials to a live and working installation, you will get the above error message.

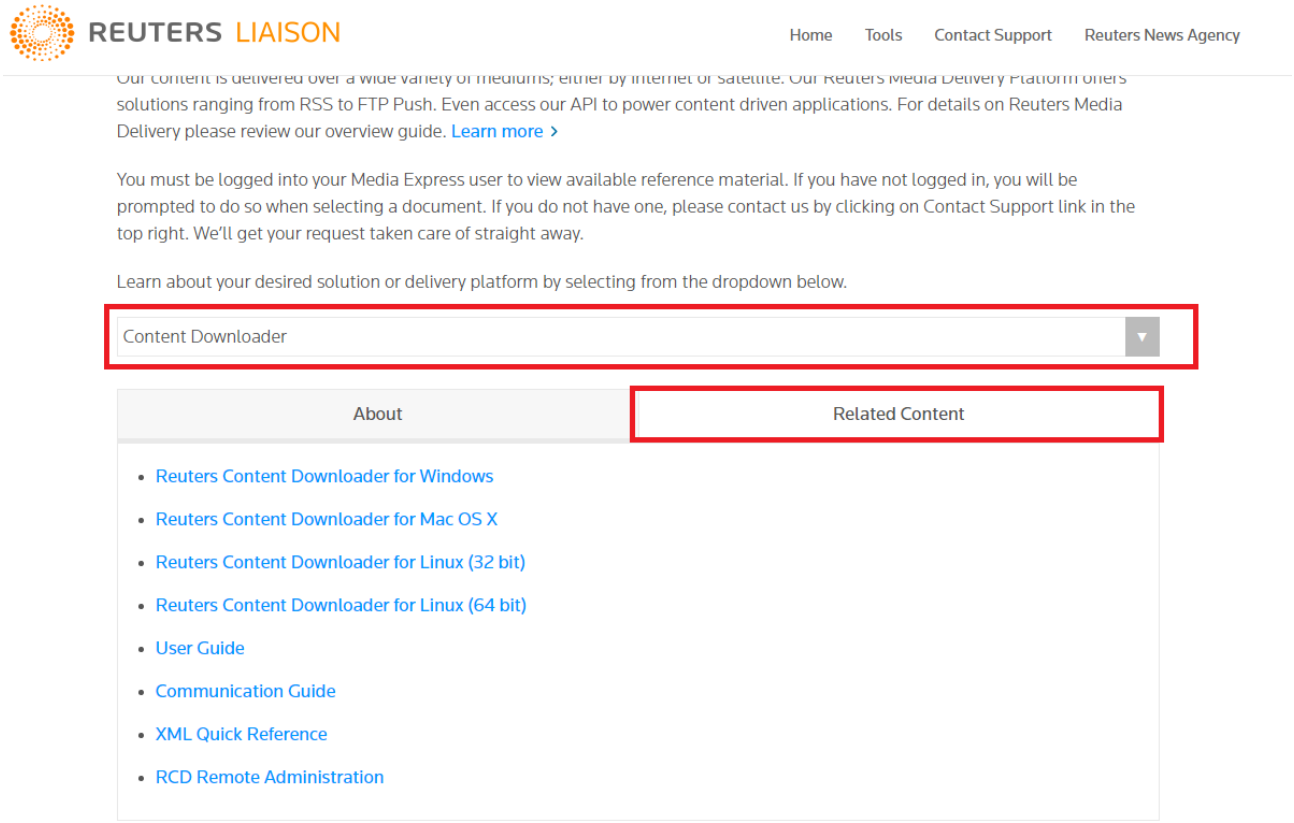
Solution: Enter your Content Downloader credentials. To find the Login that is in use, search for the configuration.xml file (C:\Program Files\Reuters\ContentDownloader3\conf) on your machine and review <wsUsername>XXXXXXXX</wsUsername>. If you forgot the password, contact Customer Support to resend the associated password for wsUsername.

Chapter 7 FAQS

REUTERS CONNECT

Log into [Reuters Liaison] web site to access the list of frequently asked questions.

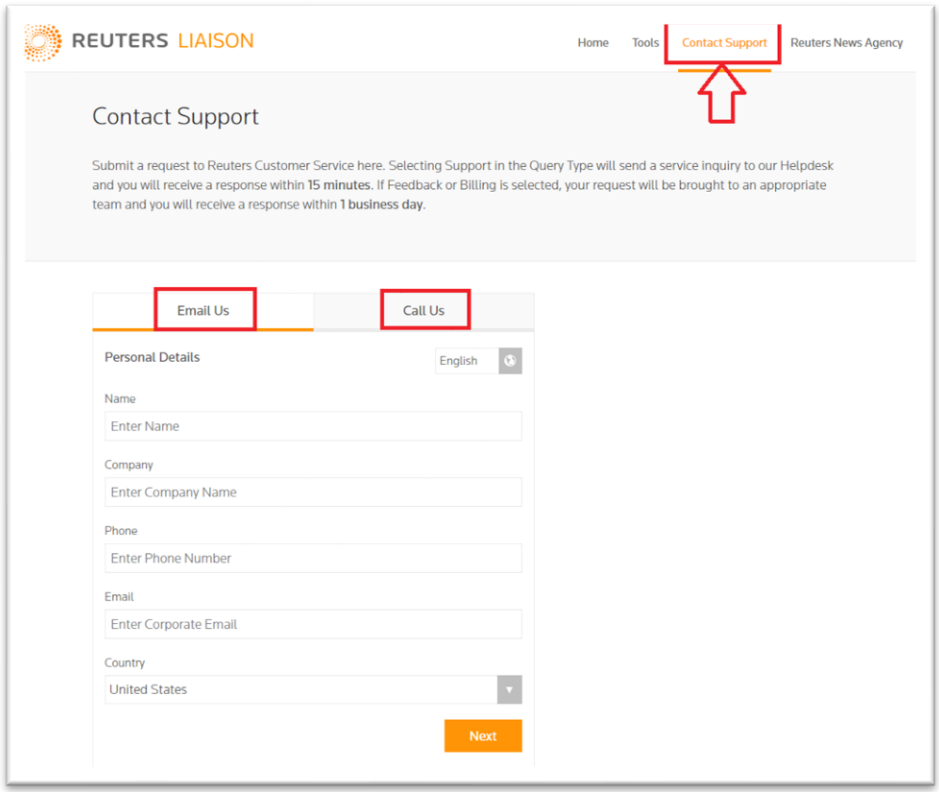
- Scroll down in the page and click over the dropdown menu and search for Content Downloader; then click over Related Content tab and select Content Downloader FAQs



Chapter 8 CUSTOMER SUPPORT

To access customer support details,

- Go to Reuters Liaison web site
- There are two options to contact us: via Email or Phone call
- Or send an email to ReutersMediaSupport@thomsonreuters.com



- If you select Email Us option, fill out the form and you will receive a response within 15 minutes.

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

Chapter 9 CLASSIFICATION

Classification

US ECCN : 5D992

EU ECCN : None

Thomson Reuters Export Code : NL (MM)

Export Note: This export code applies to third party software and Thomson Reuters software where the product does not need a license to be exported as it has already been self approved as a Mass market product. Mass Market means that the product meets the requirements of the Cryptography Note under the US and EU regulations. The product can be exported without restriction to all countries except embargoed destinations (Cuba, Iran, Sudan, Syria and North Korea) (Crimea) and France, where the key length of any symmetric algorithms exceeds 40bits. Dependent upon the length of the encryption algorithm, a declaration or authorization may be needed for import into, use in, supply in or export from France. The product must be reviewed by Trade control staff to determine export legibility.