

REUTERS CONNECT CONTENT DOWNLOADER

FREQUENTLY ASKED QUESTIONS FOR REUTERS CONNECT CONTENT DOWNLOADER



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INTRODUCTION

Reuters Connect Content Downloader collects Reuters newswires, pictures, graphics, Online Reports and Online Videos from Reuters Connect Web services. The Reuters Connect Content Downloader application runs as a background task within the operating system. Configuration changes and status checks can be made through a qualified browser.

FREQUENTLY ASKED QUESTIONS

Where can I gain access to the Reuters Connect Content Downloader software?

The latest release version of the software is available for download via the Reuters Media Express web site.

To access the Media Express web site click: <http://mediaexpress.reuters.com> then enter your Media Express Login and Password

- If you are a new Media Express user we will have sent you a separate email with instructions for accessing the web site.
- If you are an existing Media Express user but have forgotten your password click the "Forgot your password?" link on the Media Express Login screen and follow the instructions.

Downloading the Content Downloader software

- After you have logged in to Media Express:
 - Click "My Account" in the top navigation bar of the screen.
 - Click "Applications" tab.
 - Select the operating platform you require from the "Chose a platform" drop down and then click "Download Now". (You may need to allow "Pop-Ups" in your browser.)
 - Also download the "Installation and Configuration Guide" by clicking on the "Documentation" drop down.
 - Additional documentation is also available to help you integrate your Content Downloader software.

Are there any online tutorials available for Reuters Connect Content Downloader software?

Online Help is available from the configuration page. Installation and configuration documentation can also be found at <http://mediaexpress.reuters.com> (My Account/Applications). If you require further assistance please contact your account manager.

Summary

This page gives a real time view of content recently downloaded. Click the news feed name to get a full list of the last 30 files received.

[Export Logs](#)

News feed name	Date/Time UTC	Filename
All News Feeds	14:42 12.08.2015	Last API connection
Arabic Language News Graphics Service		No files received since the Content Downloader was last started
English Language News Graphics Service		No files received since the Content Downloader was last started
French Language News Graphics Service		No files received since the Content Downloader was last started
German Economic News Service	14:43 12.08.2015	2015-08-12T143900Z_1950540349_LSN10N33U_RTRMADT_0_USA-FED-YUAN-ZINSERH-HUNG...
German General News Service		No files received since the Content Downloader was last started
Germany Picture Service	14:43 12.08.2015	2015-08-12T103955Z_519819912_GF10000171475_RTRMADP_0_INDONESIA-CABINETXML
GNVO		No files received since the Content Downloader was last started
Reuters World Service	14:43 12.08.2015	2015-08-12T144153Z_1286123223_LSN10N396_RTRMADT_0_EUROZONE-GREECE-BAILOUT-W...
Spanish Language News Graphics Service		No files received since the Content Downloader was last started

How do I add extra content products to the Reuters Connect Content Downloader?

Please contact your account manager. If you do not know their name please call Thomson Reuters Customer Support (TRCS). For full details of regional toll-free numbers go to:

<https://liaison.reuters.com/contact-us/>

What version of the Reuters Connect Content Downloader am I using?

To find the version of the software a client is using click <https://commerce.reuters.com/agencycdt/signIn.do> and enter the Login and Password for the users account, then click **Statistics**. The VERSION number will be displayed under Account Statistics.

Do I have access to historical feeds?

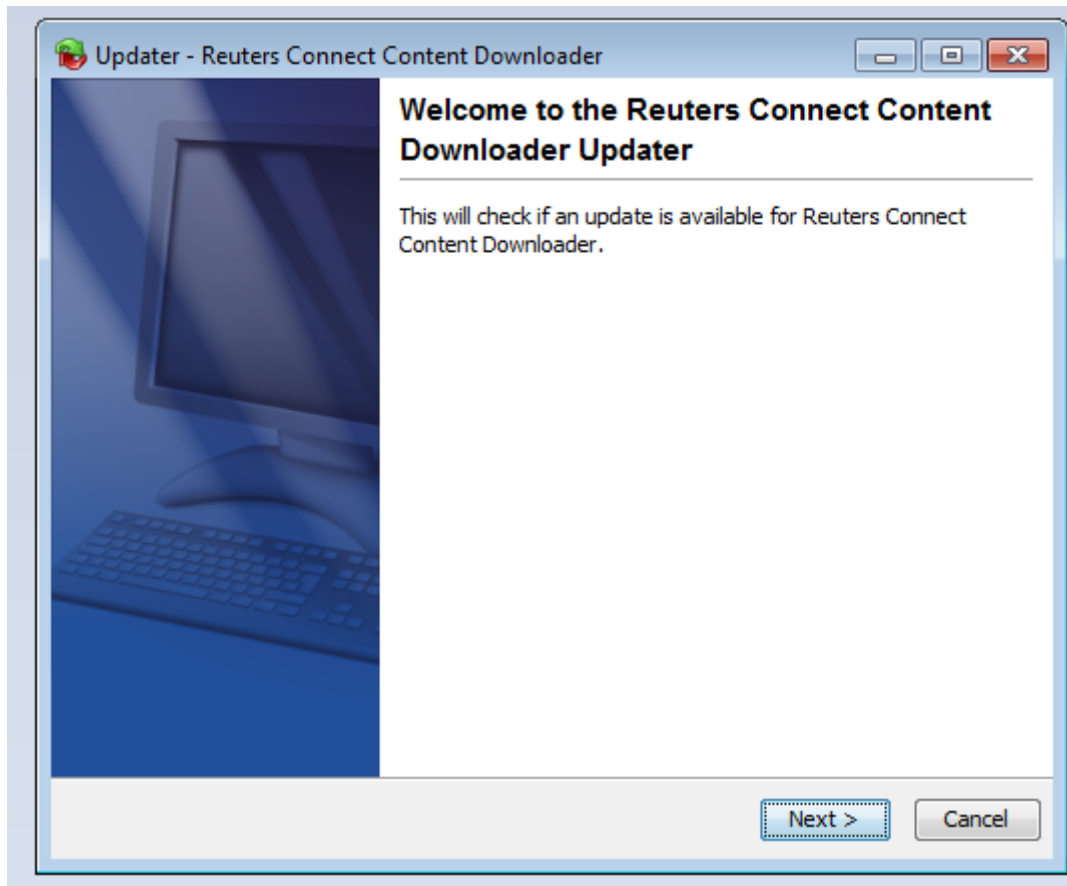
There are no historical feeds available, but Reuters Connect Content Downloader offers the ability to manually download any permissioned files from the last four days. Sign in after launching the server by clicking on <http://localhost:8080/summary.do> click **Manual Download** and select the channel, Start Date (UTC) and time. Then select the End Date and time, followed by the NEXT > button. Confirm the Manual Download by clicking the SCHEDULE DOWNLOAD > button.

How do I cancel a manual download?

Go to the **Summary** tab. After approximately 5 minutes, the SCHEDULE DOWNLOAD > STOP button will be displayed. Click to cancel.

How can I check that I have the latest version of the Reuters Connect Content Downloader?

Whenever a newer version of Reuters Connect Content Downloader is released, you will get a pop up screen informing you of the new release. Windows users can also select Check for Update within the program group.



Alternatively visit <http://mediaexpress.reuters.com> (My Account/Applications).

Which operating systems are required to run Reuters Connect Content Downloader?

Supported platforms

- Windows XP, SP3, Windows 7, Windows 8, Windows Server 2003, Windows Server 2008, Windows Server 2008 r2 and Windows Server 2012.
- Linux 4.10 (Red Hat Enterprise v4.x, Red Hat Enterprise v6.x, UBUNTU v9.x, UBUNTU v12.x)
- Macintosh OSX 10.6, 10.7, 10.8, 10.9 and 10.10

NOTE: Linux and Mac OSX have been qualified, but support can only be offered on a “best efforts” bases.

Does Reuters Connect Content Downloader require any special communications port settings?

No, only 80 and 443 are needed. By default the local server is installed on 8080.

Can Reuters Connect Content Downloader be delivered over http: and https?

Yes. Please see the table below for full details.

Which internet ports need to be opened to access the Reuters content?

If an Internet server is protected by a firewall, receiving content and requesting files by HTTP or HTTPS from Reuters servers may require explicit permit access through the following ports and Domain Names:

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
Videoonlinecdn.reuters.com Videobroadcastcdn.reuters.com Videobroadcast.cdn.reuters.com Videobroadcast.cdns.reuters.com Videobroadcast.cdns2.reuters.com	HTTP (TCP Port 80)	Akamai hosted Reuters Content
rmb.reuters.com	HTTP (TCP Port 80) HTTPS (TCP port 443)	Reuters Connect Web Services
commerce.reuters.com	HTTP (TCP Port 80 and 443)	Reuters Connect Authorization Server
contentdownloader.reuters.com	HTTP (TCP Port 80) HTTPS (TCP port 443)	Reuters Connect Content Downloader Hosted Server

How do I find which Java virtual machine is used by Reuters Connect Content Downloader?

Reuters Connect Content Downloader installer is packaged with the appropriate Java VM and must be used. To check the virtual machine version, login to the local server and go to the **Connection Details** tab and review Java Version entry.

How do I activate my Reuters Connect Content Downloader account?

Your welcome email containing your user details comes ready to use.

How do I change my Reuters Connect Content Downloader password?

Reuters will need to change your password on your behalf. Please contact your account manager. If you do not know their name please call Thomson Reuters Customer Support (TRCS). For full details of regional toll-free numbers go to:

<https://liaison.reuters.com/contact-us/>

I have forgotten the login and password to access my Configuration window. Can you please supply them to me?

Yes, Thomson Reuters Customer Support (TRCS) can resend the password to the original user. However, if that contact is no longer appropriate TRCS will need to update your records. For full details of regional toll-free numbers go to:

<https://liaison.reuters.com/contact-us/>

Can a single user account be shared with multiple users?

Yes. A shared account would typically be used as a backup. Each installed shared account can be viewed and monitored on the Host Configuration **Statistics** tab.

How do I access the Hosted Server remotely?

Go to <http://contentdownloader.reuters.com/cdt-server> and enter your Web Services Login and Web Services Password.

I do not need three resolutions of the same picture or the XML file. Can I download just the original JPEG?

Settings are adjustable for all media files, except text. Go to **Content Options>Pictures** and uncheck all formats except Base Resolution. Then click the SAVE button.

What is CLIENT ID on the Statistics page?

The Reuters Connect Content Downloader can be installed on multiple machines using the same login and password. The CLIENT ID is generated for each installation and is only used for troubleshooting purposes.

Why and how frequently are Alerts sent?

Reuters Connect Content Downloader offers users the option to configure the delivery of email **Alerts** to an email address of their choice. The **Alerts** are sent if the host server has not received a request from the local installation for 30 minutes. **NOTE:** The **Alerts** monitors connection activity, not the frequency of delivered content.

When are the Status messages; ACTIVE, WARNING and INACTIVE displayed?

ACTIVE denoted a recent connection has been made between the installed Agent and the Configuration Server. **WARNING** is displayed if no connection has been made between the installed Agent and the Configuration Server within the last 15 – 30 minutes. **INACTIVE** mean no connection has been made between the installed Agent and the Configuration Server for over 30 minutes.

Why can't I access Reuters MEDIA EXPRESS with the same login and password I use for Reuters Connect Content Downloader?

Reuters Media Express is a different delivery method for Reuters content, which requires a separate account and unique login. Please contact your account manager for assistance.

What's the difference between; Download Everything, Download Packages and Download Items Only for Online Reports?

The contents of Online Reports can be delivered in three different ways. To receive the full Online Reports package, containing the top ten most important stories and associated pictures, videos and graphics (the Super News Event Package [SNEPs]), select Download Everything. To retrieve individual stories and associated pictures, videos and graphics (the News Event Packages [NEPs]), select Download Packages. If you want all content but without the linking XML files, select Download Items Only. Note: It's not possible to download only XML-files.

The video format I need is not listed. What are my options?

If your required format is not available, you can create your own transcoded format with the MPEG 4 HD or the MPEG 2 file.

MPEG 4 HD 1080 – 1920 x 1080	MPEG 4 HD 720 - 1280 x 720
MPEG 4 300 – 384 x 216 frame size	MPEG 4 700 - 576 x 324 frame size
MPEG 4 2000 – 768 x 216 frame size	MPEG2 Broadcast Quality - 720 x 576 frame size
Flash 300 - 384 x 216 frame size	Flash 512 - 512 x 288 frame size
Flash 700 – 576 x 324 frame size	3GPP2 80KDDI - 176 x 144 frame size
3GPP 80 Docomo – 176 x 144 frame size	Thumbnail – 160 x 90 Image
View Image – 512 x 288 Image	Base Images – 960 x 540 Image
MP3 – Audio Only	
XML	Advisories

The screenshot shows the 'Content Options' page in the Reuters Connect Content Downloader. The page title is 'Content Options' and it includes a sub-header 'Please choose file types you would like to receive in Text | Pictures | Graphics | Online Video filter.' Below this is a filter bar with options: Text, Pictures, Graphics, Online Video, and Online Reports. A second section, 'Please choose file types you would like to receive:', contains a grid of checkboxes for various file formats. The 'XML' checkbox is checked, while others are unchecked. A note at the bottom states: 'Any changes made in this section will also impact the delivery of Online Reports or Multimedia, when permissioned.' A 'SAVE' button is located at the bottom left of the content area.

Why is there a text summary (slate) of the video content at the start of the MPEG2?

The Online Video products contain the original, broadcast-quality MPEG2 files, which are distributed to Reuters World News Express (WNE) clients. Broadcasters use the text summary (slate) when reviewing the video before publishing. The text summary (slate) is stripped from all other Online Video formats and should be removed from the MPEG 2 before transcoding.

How can I check what has been delivered by Reuters Connect Content Downloader?

Start the Reuters Connect Content Downloader application and view the **Summary** tab. If more detailed information is needed, click the EXPORT LOGS button (bottom right of **Summary** tab). Extract the log files and view the audit.csv file.

Are there delivery alternatives to Reuters Connect Content Downloader?

Yes. Reuters provides additional delivery methods: Reuters Media Express, Reuters Connect Web Services, Reuters Connect RSS and FTP Push (FTP Push is not available for Broadcast Video Services).

- Reuters Media Express is a hosted website providing password protected access to content subscriptions. Media Express provides access to Reuters text newswires, pictures, graphics, Online Video and Online Reports. No software installation is required.

- Reuters Connect Web Services provides publishers with seamless access to Reuters and select third-party content. Newswires, pictures, graphics and online video are delivered on demand through an API, integrating with existing content management systems as part of the editorial workflow. Web Services taps into rich media content, powering editorial environments, websites and applications.

- RSS

- A passive FTP connection can be used to deliver NewsML-G2 XML and/or object files to a FTP server. The FTP Push service delivers selected file types, you have requested. Please note that only XML files are pushed for Online video services (video files will NOT be transferred). For download of video files the customer parses and extracts the URLs within the XML

Please contact your account manager for further details.

What is the Export Control Classification Number for the Reuters Connect Content Downloader?

The Reuters Connect Content Downloader has been classified as (Mass Market) 5D992. To see the full details review the EXP-ICOSxxxx.txt file that was delivered within the installation zip file.

Which browsers have the Reuters Connect Content Downloader been qualified against?

- Internet Explorer 9 or later versions.
- Firefox 15 or later versions.
- Safari 5 or later versions.
- Google Chrome version 38.0.2125 or later versions.

Can I edit the Reuters Connect Content Downloader configuration manually?

No. Reuters customers must not edit this file. Reuters reserves the right to change how it works without notice.

How frequently does the Reuters Connect Content Downloader check to see if a new version is available?

Approximately every 6 hours.

My content fails to deliver between certain hours. What is happening?

This problem has been observed when a proxy server has been configured. If you are using older versions, Reuters recommends you upgrade to version 4.1.5.

We are using a third party hosting facility; do I need an IP address?

Yes. The Content Download requires an IP address to complete the installation. Please contact your hosting company to request the addition of an IP address.

Does the ALERT option support Japanese characters?

Yes.

My old Linux distro doesn't like your directory names. How can I remove the blanks?

Sign in after launching the server by clicking on <http://localhost:8080/summary.do> click **Storage** and select **Use Channel Name**. Tick the channel name you wish to remove the blanks from, edit manually and click the **SAVE** button.

I am migrating to Content Downloader. Does facility exist to stop duplicates being delivered?

Yes. The Content Downloader only delivers files that have not been previously delivered. Content Downloader de-dupes stories and pictures IF all content types are delivered into a single directory of the same type. For example: If you are permissioned to receive Reuters World Service and the Business Report the default setup is to deliver into named directories. However, if you create a text directory and deliver all text channels to a single directory, you will only download de-duped text files.

I do not have a GUI interface on my Linux box. Can I perform a command line installation?

Yes. Please follow the steps in the Reuters Connect Content Downloader Installation & User Guide.

Does the Content Downloader install on Windows XP only allows the output folders on the local "c" drive as valid directories? I'm trying to download content to mapped network drives and it doesn't seem to work.

Yes we do support network drives with the Content Downloader. You need to supply the full UNC path rather than just a mapped network drive.

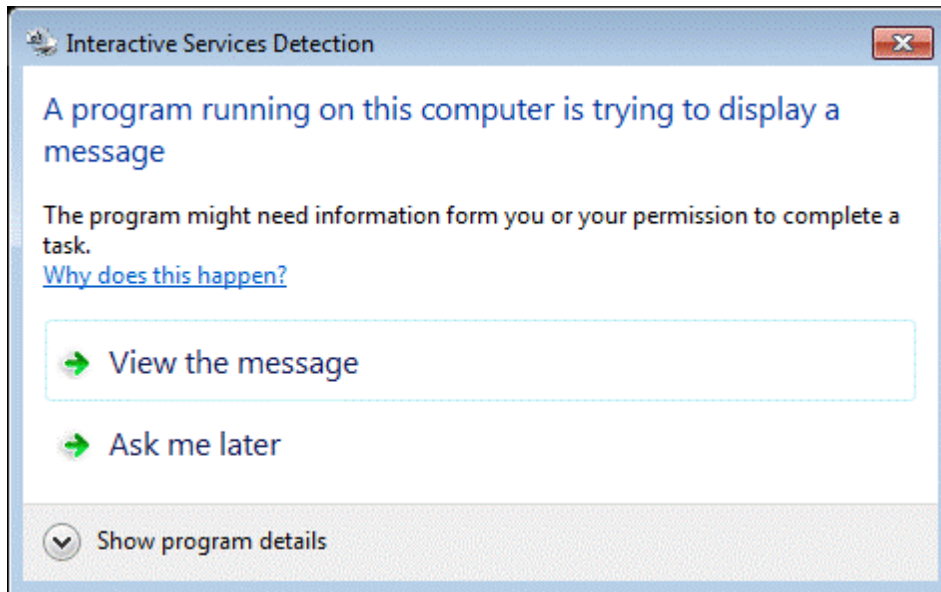
Try the following steps for Windows XP and Windows Server 2003:

1. Log in to the remote box as administrator
 2. For Windows XP disable using simple file sharing in Windows Explorer Tools/Folder options/View
 3. Add "Anonymous logon" to group or user names for the sharing folder in the Properties/Security tab
 4. Go to the Control Panel/Administrative Tools/Local Security Policy
 5. Navigate to the Local Policy/Security Options
 6. Change policy "Network access: Let Everyone permissions apply to anonymous users" to enabled
 7. Change policy "Network access: Shares that can be accessed anonymously" to include the shared folder
 8. Click on the top menu item with name "Security Settings" with the right mouse button and choose "Reload"
 9. Make sure Everyone user has "Full access" to the shared folder you would like access remotely.
- Please check with your network security owner first.

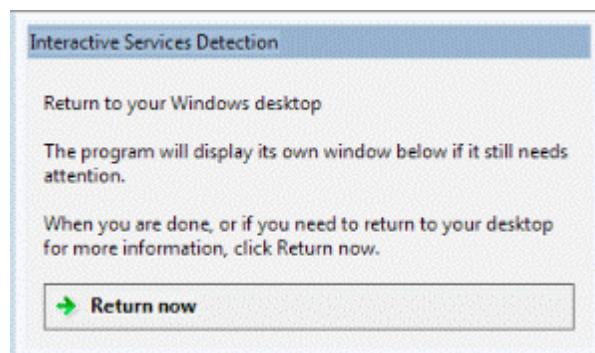
How do I upgrade my Windows 7 installation to the latest version of Reuters Connect Content Downloader?

Whenever a new version of Reuters Connect Content Downloader is released, an updater window will pop once in every 6 hours to notify you.

- If you are connected to a Windows 7 machine using Remote Desktop Connection, you will get the following **Interactive Services Detection screen** whenever there is an updater popup message.



- Click **View the message**. You will now be able to view the updater popup message.
- In the Updater - Reuters Connect Content Downloader popup screen, click **Next**
- In the following screen, click '**Yes, execute the update installer now**' followed by **Finish**.
- Follow the installation steps in the screen to complete installation. Close the browser which opens up after installation.
- In the Interactive Services Detection screen, click „**Return now**’. This will take you back to your logged in session.



When I login to the Host Configuration from a direct Internet connection on behalf of a user an ERROR PAGE is returned. Message: Account not found at DB. What is happening?

This page is returned because the client has yet to install Reuters Connect Content Downloader. You will not be able to access their Host Configuration page until the installation has been completed.

Is it possible to install the Content Downloader on a Virtual Machine?

Yes.

APPENDIX A – GLOSSARY

Abbreviation/Term	Description
EVO	Entertainment Video Online – video stories focused on television, movies, music and the arts
FTP	File Transfer Protocol – an Internet protocol that uses TCP to transfer files
GMT	Greenwich Mean Time – same as the Coordinated Universal Time time-zone
HTTP	HyperText Transfer Protocol – the protocol or rules for the exchange files on the Web
IIS	Internet Information Service – Microsoft's web application and services platform
JPEG	Joint Photographic Experts Group – a common image compression format
J2SE	Java™ 2 Platform Standard Edition – the components needed to create and run Java applications
JRE	Java SE Runtime Environment – the virtual machine and components to run a Java application
WNE	World News Express – Reuters broadcast delivery system
MPEG	Motion Pictures Experts Group – a set of standards for digital video compression
SSH	Secure Socket Shell – a protocol for remote login and transferring encrypted files
SSL	Secure Sockets Layer – a protocol for managing the security of message transmission
TCP	Transmission Control Protocol – an Internet protocol to move data from one device to another
URL	Uniform Resource Locator (previously Universal Resource Locator) – the unique address for a file accessible on the Internet
XML	Extensible Markup Language – a markup language to structure data and documents
XPath	XML Path language – a language for selecting data from an XML document

APPENDIX B – ONLINE VIDEO SERVICE CODES

Service Code	Name Description
AO	ANVO – Arabic News Video Online
BO	BVO – Business Video Online
GO	Business News from GNVO
EN	EVO – Entertainment Video Online
EZ	Eyewitness Video Online
FO	FNVO – French News Video Online
GO	GNVO – German News Video Online
OH	HTVO – Health Video Online
IO	IVO – Innovations Video Online
ZB	Japanese Video Report Online
LO	LNVO – Light Video News Online
EN	MSN - Rough Cuts
IO	MSN - Sports-Innovations and Lifestyle Video
OO	Next Media French Online
MO	Next Media Online
NO	NVO – News Video Online
HO	Olympics Online Video
QO	Online Video Advisories
RN	Rumble Online
RO	Russian Video Report Online
EO	Spanish Video Report Online SVRO
HO	SVO
BO	Target US Business Videos
TO	Tourism Queensland Online
UO	US Online Video
SO	Video News Release Online
VJ	Viral Video Online

APPENDIX C – ONLINE VIDEO CATEGORY CODES

tvsc Code	Description – Content type
TOP	Top story (i.e., General News) – All services in appendix C
BIZ	Business Story News – All services in appendix C except GNVO
N/F	News Feature News – All services in appendix C except GNVO
S/L	Sports and Leisure News – All services in appendix C except GNVO
A/E	Arts and Entertainment News – All services in appendix C except GNVO
ODD	„Oddly Enough“ Stories – All services in appendix C except GNVO
wi	Wirtschaft – GNVO
pl	Politik – GNVO
vm	Vermischtes – GNVO
sp	Sport – GNVO
ku	Kultur – GNVO
rs	Redaktioneller Service – GNVO