RLS & WNE 6.0

HP DL180 APPLIANCE GUIDE



REUTERS



Date of Issue : 30 June 2014 Document Version : 1.1

© Thomson Reuters 2014. All Rights Reserved.

Thomson Reuters, by publishing this document, does not guarantee that any information contained herein is and will remain accurate or that use of the information will ensure correct and faultless operation of the relevant service or equipment. Thomson Reuters, its agents and employees, shall not be held liable to or through any user for any loss or damage whatsoever resulting from reliance on the information contained herein.

This document contains information proprietary to Thomson Reuters and may not be reproduced, disclosed, or used in whole or part without the express written permission of Thomson Reuters.

Any Software, including but not limited to, the code, screen, structure, sequence, and organization thereof, and Documentation are protected by national copyright laws and international treaty provisions. This manual is subject to U.S. and other national export regulations.

Nothing in this document is intended, nor does it, alter the legal obligations, responsibilities or relationship between yourself and Thomson Reuters as set out in the contract existing between us.

CONTENTS

Chapter	1 Introduction
Chapter	2 Getting Started
2.1	Powering up the Appliance
2.2	Accessing WNE Website Remotely
2.3	Accessing WNE Website Locally
Chapter	3 Accessing Windows for Administration7
3.1	Local Access
3.2	Remote Access
Chapter	4 Administrative Tasks
4.1	Logging Out from a Host Account
4.2	Starting / Stopping / Restarting Windows
4.3	Setting Up Network Configuration
4.4	Changing the Keyboard Language
4.5	Accessing RX8200
4.6	Shutting Down / Rebooting the WNE Appliance
4.7	Backing Up Log Files
Chapter	5 Customer Support

ABOUT THIS DOCUMENT

INTENDED READERSHIP

This document is targeted at technical administrators who have a HP DL-180 WNE Appliance and RX8200 Satellite Receiver installed on site.

IN THIS GUIDE

This document describes the new HP DL-180 WNE appliance and the steps to get it started. It also describes how to perform common administration activities.

CHAPTER 1 INTRODUCTION

The HP DL-180 WNE appliance is an enterprise-class rack mountable server for professional broadcast environments. It comes with redundant power supplies and redundant hard disc drive storage.

The front and backside views of the WNE appliance are shown below:





Figure 1 - HP DL 180 Front Panel

Figure 2 - HP DL 180 Backside View

In addition to providing SD file access and video playout functions, the WNE appliance includes all hardware necessary to enable HD file access and video playout (software dependent). It is paired with the Ericsson RX8200 satellite receiver to provide future-proofed delivery access to WNE and RLS video content.

To complement the increased robustness of the HP DL-180 hardware, a Linux operating system has been installed as a supervisory layer. Below the control of this supervisory layer is Windows Server 2008, which runs all the WNE software.

Note As part of our continuing product improvements, the Windows OS will be retired in the near future and replaced with a full Linux OS.

If you are familiar with previous WNE hardware setups based on IBM or Dell hardware, you may see some differences in how you access administration features such as networking setup. All changes are detailed in this user-guide.

Installing your own software on the HP DL-180 hardware is not supported. Antivirus software is the exception to this. Reuters does not provide anti-virus software, but McAfee version 8.7.0i has been tested with no detrimental effect on performance.

CHAPTER 2 GETTING STARTED

A typical hardware setup for direct receiver connection is shown below. This will have been installed on your site by a Reuters engineer. This setup is based on a typical use-case of the WNE website being accessed from a web browser on another PC on the LAN, allowing control of the file delivery and video playout of news content from the HP DL-180 WNE appliance.

For more information on the usage of WNE, see <u>WNE User Guide</u> or click 'Online Help' within the WNE website.



Figure 3 - Typical Hardware Setup for Direct Network Receiver Connection

This setup also provides RLS video output from the RX8200. Mains power cables are also required (one for RX8200, and two for HP DL-180) – they have been omitted from the above diagram for clarity.

2.1 POWERING UP THE APPLIANCE

To start the WNE appliance, press the power button on the front panel once. The Power button LED will be steady green indicating the system is turned on.



Figure 4 - Powering up the Appliance

2.2 ACCESSING WNE WEBSITE REMOTELY

WNE is designed to be primarily operated remotely over a network using the WNE website that is served from the WNE Appliance.

To access the WNE website remotely, open a browser and type in http://<IP Address of eth0>/reuters

where, eth0 is the public internet port

Example: http://10.90.1.1/reuters

An example of a WNE website as accessed from a remote machine is shown below:

s REUTER	RS WORLD NE	(+								
0.1.1/reut	ers/					∞ C'	8 - Google		P 1	Ê
REUTER	S WORLD NEWS	EXPRESS						About Online	e Help Conta	icts Loj
STORES	ADVISORIES PLAY	DUT HISTO	RY SUPPORT			م	Search Storie	s Se	ARCH Advar	nced Sear
		PLAYO	JT READY	1	1 2 3 5 1	LATEST NEWS				
	LOOP AUTO	Add vide	os to Playout and/o	or press Start b	utton 00:00	AUSTRALIA-WH	ALE/NO COMMEN	VT (O) - Австралий	ские (Rev. 2)
				Aflag	Hallawood	ITV				
All Stor All Af Dail Hollywood NVO R R SVO SVR	ies Reuters Iv Af Jour America TV HTVO Innovation ep Reuters Live Ser 00 Test USVO Viol	Next Med ANVO Ar ons IVO I vice RTB deo News R	abic Rep Asia .atin Life! Live Russian Video I elease World	Business F es and Flash Report Rus	Report Busin nes LNVO M ssian Video Re	ess Video BVO CCTV N Market Access Market Acc aport Online Showbiz Sp	lews CEEF E ess Online Mid anish Video Rep	urope Eurovision East Next Media ort Sports Subo	EVO Gen Next Media con Subcon	nany Online Extra
All Stor All Af Dail Hollywood NVO R R SVO SVR « Prev ALL SERV	Reuters IV Af Jour America TV HTVO Innovation pp Reuters Live Ser IO Test USVO Vinita 1 of 142 ICES - Show Advisories	Next Med ANVO Ar ons IVO I vice RTB feo News R xc a Show Early	abic Rep Asia abic Rep Asia atin Life! Live Russian Video f elease World Access Scripts	Business F es and Flash Report Rus	Report Busin hes LNVO M ssian Video Re	ess Video BVO CCTV N ess Video BVO CCTV N farket Access Market Acc sport Online Showbiz Sp	lews CEEF E ess Online Mid anish Video Rep	urope Eurovision East Next Media Ioort Sports Subo	EVO Geri Next Media con Subcon	nany Online Extra
All Stor All Af Dail Hollywood NVO R R SVO SVR « Prev ALL SERV	Reuters iy Af Jour America TV HTVO Innovation ep Reuters Live Ser e0 Test USVO Vin 1 Imode of 142 Net ICES - Show Advisories	Next Med ANVO Ar nns IVO I vice RTB deo News R	abic Rep Asia abic Rep Asia atin Life Live Russian Video f elease World Access Scripts	Business F es and Flash Report Rus	Report Busin nes LIVVO M ssian Video Re	ess Video BVO CCTV N ess Video BVO CCTV N darket Access Market Acc sport Online Showbiz Sp service	ews CEEF E ass Online Mid anish Video Rep DURATION	urope Eurovision East Next Media ort Sports Subo	I EVO Geri Next Media con Subcon	nany Online Extra
All Stor All Al Dail Hollywood. NVO R R SVO SVR « Prev ALL SERV 10 1065RO	Reuters Af Jour America TV HTVO Innovatio pp Reuters Live Ser O Test USVO Vir I	Next Med ANVO Ar Nons IVO I Vice RTB Jeo News R Rts Store R Store Store St	на CCIV abic Rep Asia .atin Life! Live Russian Video elease World Access Scripts TITLE OMMENT (0)- навали в опасно	Business F es and Flash Report Rus	Report Busin nes LNVO M ssian Video Re	ess Video BVO CCTV N darket Access Market Access Market Access Market Access Market Access Market Access Second Contine Second Contine Second Contine Reuters	lews CEEF El ess Online Mid anish Video Rep DURATION 00:30	urope Eurovision East Next Media ort Sports Subv ARRIVED Jun 30 15:25	EVO Gerr Next Media con Subcon TYP Video and	nany Online Extra E
All Stor All Al Dail Hollywood. NVO R R SVO SVR « Prev ALL SERV 1065RO 1065RU	Reuters iy) Af Jour America TV HTVO Innovation Innovation ep Reuters Ive Series io) Test USVO Vin 1 of 142 MD AUSTRALIA-W Ascrpanničokne ce китом (Rev. 2) InD AUSTRALIA-W Австралийские се скитом (Rev. 2)	Next Med ANVO Ar Ins IVO I vice RTB deo News R Ma I Show Early HALE/NO C phepia nonr HALE/NO C	abic Rep Asia abic Rep Asia Latin Life! Live Russian Video f elease World Access Scripts TITLE DMMENT (O) - Iabaanu в опасно OMMENT (O) - Iabaanu в опасно	и Business F es and Flash Report Rus и близости	Report Busin Res LNV0 Å ssian Video Re	ess Video BVO CCTV N ess Video BVO CCTV N darket Access Market Acc sport Online Showbiz Sp service Russian Video Report Russian Video Report Reuters	lews CEEF E ess Online Mid anish Video Rep DURATION 00:30 00:30	urope Eurovision East Next Media ont Sports Subu ARRIVED - Jun 30 15:25 Jun 30 15:25	EVO Gerri Next Media con Subcon TYP Video and Video and	nany Online Extra d Script d Script
All Stor All Al Dail Hollywood. NVO R R SVO SVR « Prev ALL SERV 10 1065RO 1065RU T999TE	Reuters Reuters Af Jour America TV HTVO Innovatic pp Reuters Live Ser O Test USVO Vir I	Next Med ANVO Ar Inns IVO I inns IVO I inns IVO I deo News R Ks Show Early HALE/NO C pdepta nonr HALE/NO C pdepta nonr HALE/NO C	на CCIV abic Rep Asia .atin Life! Live Russian Video f elease World Access Scripts TITLE DOMMENT (O)- цавали в опасно 330142307 - Test	и Business F Business F sand Flash Report Rus ий близости ий близости t - please	Report Busin Res LIVVO & ssian Video Re	SERVICE SERVICE Russian Video Report Online Reuters Russian Video Report Reuters Russian Video Report Reuters Russian Video Report Reuters Test Reuters Reuters	lews CEEF E ess Online Mid anish Video Rep DURATION 00:30 00:30 00:30	urope Eurovision East Next Media ort Sports Subu ARRIVED Jun 30 15:25 Jun 30 15:25 Jun 30 15:25	t EVO Gerri Next Media con Subcon Video and Video and	nany Online Extra E d Script d Script
All Stor All 4/ Dail Hollywood NVO R K SVO SVR « Prev ALL SERV 1065R0 1065R0 1065RU 1999TE	Reuters Reuters Af Jour America TV HTVO Innovation TV HTVO Innovation Innovation TV HTVO Innovation TV HTVO Innovation Total USVO Vin Total	Next Med ANVO Ar ons IVO I vice TRB deo News R K 1 Show Early HALE/NO C pdepta nonr HALE/NO C pdepta nonr HALE/NO C ARAMADAN s food to the	на CCIV abic Rep Asia atin Life! Liva Russian Video f elease World Access Scripts TITLE OMMENT (0) - навали в опасно OMMENT (0) - навали в опасно 330142307 - Tesl I - Cape Town Mt poor as part of F	i Business F is and Flash Report Rus й близости й близости t - please uslim Ramadan.	Report Busin Report Busin es LNVO 1 ssian Video Re	SERVICE SERVICE Russian Video Report Online Russian Video Report Russian Video Report Reuters Russian Video Report Reuters At Daily Reuters At Daily Reuters	lews CEEF E ess Online Mid anish Video Rep DURATION 00:30 00:30 00:02 04:27	urope Eurovision East Next Media ort Sports Subi ARRIVED - Jun 30 15:25 Jun 30 15:25 Jun 30 15:25	1 EVO Gerri Next Media con Subcon Video and Video and Video and	nany Online Extra E d Script d Script d Script d Script

2.3 ACCESSING WNE WEBSITE LOCALLY

If you are connecting locally to the box, you will see the "THOMSON REUTERS" screen which will lead you to the WNE website after a few moments.



	And and a second se										
			Stori	ies REUTER	S WORLD NEWS	EXPRESS - Mozilla Firefox					
Stories REUT	TERS WORLD NEWS E	· · · · · · · · · · · · · · · · · · ·									
192.168.73.20/reut	ers/storiesClassic							8+C 34+	Google		
News Express	Ericsson RX8200	_					_				
REUTER	RS WORLD NEWS E	EXPRESS				About Online Help Contacts Login					
STORES	ADVISORIES PLAYO	OUT HISTORY	SUPPORT			٩	Search Stories	s Se	ARCH Advanced Se	earch	
	LOOP AUTO	PLAYOUT RE Add videos to 1 00:00	EADY Playout and/or p	1	2 3 5 11 ton 00:00	LATEST NEWS	E/NO COMMEN	IT (O) - Австралий	ские (Rev. 2)		
All Stor	ries Reuters	Next Media	CCTV	Atlas	Hollywood.1	V					
All Af Dai	ily Af Jour America	ANVO Arabic F	Rep Asia E	Business Re	eport Busines	ss video BVO CCTV Net	s Online Mid	Fore Eurovision	Nevt Madia Opling		
All Af Dai Hollywood NVO R R SVO SVF « Prev	ily Af Jour America I.TV HTVO Innovatio Rep Reuters Live Serv. RO Test USVO Vid 1 of 142	ANVO Arabic F ins IVO Latin rice RTB Rus: feo News Releas	Rep Asia E Life! Lives sian Video Re se World	Business Re and Flashe port Russ	eport Busine: s LNVO Ma sian Video Rep	ss Video BVO CCTV Nei rket Access Market Acces ort Online Showbiz Spai	s Online Mid shi Video Rep	East Next Media ort Sports Sub	Next Media Online con Subcon Extra		
All Af Dai Hollywood NVO R R SVO SVF « Prev ALL SERV	ily Af Jour America LTV HTVO Innovatio Rep Reuters Live Serv RO Test USVO Vid 1 of 142 VICES - Show Advisories	ANVO Arabic F Ins IVO Latin rice RTB Rus: leo News Releas Kto Show Early Access	Rep Asia E Life! Lives sian Video Re se World ss Scripts	Business Re and Flashe: aport Russ	eport Busine: s LNVO Ma iian Video Rep	s video BVO CCTV Ner rket Access Market Acces ort Online Showbiz Spai	is Online Mid I	East Next Media ort Sports Sub	Evol Germany Next Media Online con Subcon Extra		
All Af Dai Hollywood NVO R R SVO SVF « Prev ALL SERV	ily Af Jour America I.TV HTVO Innovatio Rep Reuters Live Sen RO Test USVO Vid 1 I of 142 Nez VICES - Show Advisories	ANVO Arabic F Ins IVO Latin Irice RTB Russ feo News Releas Rt a Show Early Access	Rep Asia E Life! Lives sian Video Re se World ss Scripts	Business Re and Flashe: eport Russ	eport Busine: s LNVO Ma ian Video Rep	s video BVO CCTI Vier rket Access Market Acces ort Online Showbiz Spai	us Online Mid I nish Video Rep DURATION	ARRIVED	Next Media Online con Subcon Extra		
All Af Dal Hollywood NVO R R SVO SVF « Prev ALL SERV ID 1065RO	IIIY AFJour America ITV HTVO Innovatio Rep Reuters Live Sen Ro Test USVO Vid 1	ANVO Arabic F rins IVO Latin rice RTB Rus: teo News Release Kt.s Show Early Access TT HALE/NO COMMM	Rep Asia E Life! Lives sian Video Re se World ss Scripts TLE ENT (O) - пи в опасной (Business Ré and Flashe: eport Russ бпизости	eport Busine: s LNVO Ma ian Video Rep	s video BVO CCUT Ner ricet Access Market Access ort Online Showbiz Spai SERVICE Russian Video Report Online Reuters	UURATION	ARRIVED - Jun 30 15:25	Next Nedia Online con Subcon Extra TYPE Video and Script	t	
Ali Af Dai Hollywood NVO RR SVO SVF e Prev ALL SERV 10 1065RU	IIIY AFJour America ITV HTVO Innovatio Rep Reuters Live Sen, Ro Test USVO Vid 1	I ANVO Arabic R ns IVO Latin rice RTB Rus teo News Releas rts I Show Early Access TT HALE/NO COMME HALE/NO COMME HALE/NO COMME	Rep Asia E Life Lives ssian Video Re se World ss Scripts TLE ENT (O) - пи в опасной (ENT (O) - пи в опасной (Business Re and Flashe aport Russ близости близости	eport Busine: s LNVO Ma ian Video Rep	SERVICE SERVICE Russian Video Report Online Ruuters Russian Video Report Reuters Russian Video Report Reuters	DURATION 00:30 00:30	ARRIVED ARRIVED Jun 30 15:25 Jun 30 15:25	Next Media Online con Subcon Extra TYPE Video and Script Video and Script	t	
Ali Af Dai Hollywood NVO R R SVO SVF ¢ Prev ALL SERV 10055RU 1065RU T999TE	ily Al Jour America ITV HTVO Innovatio Rep Reuters Live Sen RO Test USVO Vid 1 ♥ of 142 Nex VICES - Show Advisories HD AUSTRALIA-W Ascrpanniñoxie cej c karrow (Rev. 2) HD] -Test - please i ignore	I ANVO Arabic F ins IVO Latin ice RTB Rus; ice News Releas 4 3 Show Early Access HALE/NO COMME popepu nonnaean HALE/NO COMME popepu nonnaean gnore_14063014	Rep Asia E Life Lives sian Video Re se World ss Scripts TLE ENT (O) - hu & onachoù (LENT (O) - hu & onachoù (42307 - Test-	Business Re and Flashe sport Russ близости близости please	eport Businen	SERVICE SERVICE Russian Video Report Online Reuters Russian Video Report Reuters Russian Video Report Reuters Russian Video Report Reuters Test Reuters	DURATION 00:30 00:02	ARRIVED V Jun 30 16:25 Jun 30 16:25	Next Media Online con Subcon Extra Video and Script Video and Script Video and Script	1 t	
All Af Dal Hollywood NVO R R SVO SVF « Prev ALL SERV 10 1065RU 1065RU 1085AD	IIII ALJOUR AMERICA ILTV HTVO Innovatio Rep Reuters Live Sen RO Test USVO Vid I ● of 142 Nex VICES - Show Advisories IIII AUSTRALIA-W Ascrpannikoxie cej c knrom (Rev. 2) IIII AUSTRALIA-W Ascrpannikoxie cej c knrom (Rev. 2)	I ANVO Arabic f ins IVO Latin ins IVO Latin ice RTB Rus: deo News Releas deo Ne	Rep Asia E Life Lives isan Vido Res se World ss Scripts TLE ENT (0) - пи в опасной (ENT (0) - пи в опасной (42307 - Test - аpe Town Musis ape Town Musis	Business Re and Flashe: pport Russ близости близости please lim madan.	eport Eusine: s LNVO Ma lian Video Rep	SERVICE SERVICE Russian Video Report Online Rusters Russian Video Report Reuters Russian Video Report Reuters At Daily Reuters	DURATION 00:30 00:30 00:02 04:27	ARRIVED V Jun 30 15:25 Jun 30 15:25 Jun 30 15:25	TYPE Video and Script Video and Script		

You can see **wneweb** on the top right corner of the window indicating the host account name. This is the default account the appliance boots to and allows full access to all the WNE features available on the WNE website.

CHAPTER 3 ACCESSING WINDOWS FOR ADMINISTRATION

When the WNE appliance is switched on, Windows will be automatically started. There are two ways to connect to the already running Windows session as discussed below:

- 1. Local Access using Host Login UI
- 2. Remote Access using RDP (Remote Desktop protocol)

3.1 LOCAL ACCESS

If you are physically present in front of the WNE appliance, you can connect to the Windows session via the **Host Login UI**.

• The **Host Login UI**, as shown below, is a login screen which will be displayed if you are currently not logged into any host account.

wne-dom0
Administrator
WNE
wnecadmin
Other
Password: .
Xubuntu Session 👻 English - USA 🔹 Cancel Login

• If you are already logged in to a particular host account, you have to log out of it before proceeding to connect to the Windows session.

The host account name (*'wneweb'/'windows'/'wnecadmin'*) will be displayed at the top right corner of the window. An example of *'wneweb'* host account is shown below, which is the default host account the WNE appliance boots to.

😺 Stories RE	UTERS WOR	ILD					wneweb
-					Stories	REUTERS WORLD NEWS EXPRESS - Mozilla Firefox	- + ×
Firefox = Sto	ories REUT	ERS WORLD NE	WSE_				
😓 🎯 192.168	1.73.20/reute	ers/storiesClass	iz.			🏠 - 😋 🔠 - Google	۹ 🏫
World News Ex	opress []E	ricsson RX8200	ē				Bookmarks
	REUTER	S WORLD N	IEWS EXP	RESS		About Online Help Contacts Login	
	STORES	ADVISORIES	PLAYOUT	HISTORY	SUPPORT	Search Stories SEARCH Advanced Search	
			- 1.55				
<u> </u>	m	MAN	UAL	PLAYOUT I	READY	LATEST NEWS	and the second
		v ka	Burn				

- Click the host account name and choose 'Log Out'. See Logging Out for more details.
- In the **Host Login UI** that is displayed, choose **Administrator** and enter password (*wne*) and click *Login*.

This launches a VNC session into Windows.



3.2 REMOTE ACCESS

Windows desktop can be accessed remotely using RDP. This is preferred over any other methods because it is faster and native. RDP will automatically disconnect any existing RDP sessions.

• Open **Remote Desktop Connection** (Start→All Programs→Accessories→Remote Desktop Connection)

🔁 Remote	Desktop Connection	
A	Remote Desktop Connection	¢]
Computer: User name: The comput name.	None specified er name field is blank. Enter a full remote computer	
	Connect Close Help	Options >>

- Enter Computer value as <IP Address of eth0> and click *Connect*. <*IP address of eth0*> will be assigned during installation.
- A blue screen will be displayed as follows:

EN
Administrator
Cancel

- Enter Username: Administrator and Password: admin
- $\circ~$ Click the arrow button to log in.
- The Windows desktop will be displayed.

~

Note When using RDP, DO NOT log out. You can disconnect the session by closing the window.

CHAPTER 4 ADMINISTRATIVE TASKS

4.1 LOGGING OUT FROM A HOST ACCOUNT

Note Logging out from a host account disconnects the VNC session that was created. Hence, logging out of Windows host account does not log out Windows itself. It simply disconnects you from the already running Windows session.

Logging out of any host account can be done as follows:

 Click the host account name ('wneweb'/'windows'/'wnecadmin') on the top right corner of the page and choose Log out.

An example of 'wnecadmin' account is shown in the screenshot below.



• In the **Close Session** message that follows, click *Log out*.



This will disconnect you from that host account and the **Host Login UI** will be displayed. You can choose to log in to a different host account from this screen.

4.2 STARTING / STOPPING / RESTARTING WINDOWS

- If you are already logged into a particular host account, log out from that account by clicking the host
 account name on the top right corner of the window and choosing 'Log Out'. See Logging Out for more
 details.
- In the Host Login UI, log in as *wnecadmin*, enter password (reuters) and click Login.

we-dam0
Administrator
WNE
wnecadmin
Other
Password:
Xubuntu Session 🔻 English - USA 🔹 Cancel Login

- The 'wnecadmin' desktop appears and the network configuration script will run automatically. Close this windows by pressing '*Ctrl+C*' or click 'x' at the top right corner of the command window.
- In the desktop, locate and run the appropriate shortcuts as shown below to achieve your purpose:
 - **Start Windows** to start Windows if it is stopped.
 - Shutdown Windows to stop Windows if it is started.
 - Reboot Windows to stop and restart Windows.



4.3 SETTING UP NETWORK CONFIGURATION

Note Do not change any settings under Windows. Network settings should be changed ONLY by using the network configuration script.

The network configuration is explained below. 192.168.73.0/24 is used for virtual IP addresses and should not be changed.



Figure 5 WNE Topology

To configure network settings, follow the steps below:

- If you are already logged into a particular host account, log out from that account by clicking the host
 account name on the top right corner of the window and choosing 'Log Out'. See Logging Out for more
 details.
- In the **Host Login UI**, choose *wnecadmin*, enter password (reuters) and click *Login*.

B
wne-domo
Administrator
WNE
wnecadmin
Other_
Password: ······
Xubuntu Session 👻 English - USA 🔹 Cancel Login

• The 'wnecadmin' desktop appears and the network configuration script will run automatically.



• To configure the network, proceed by answering the questions appropriately.

You can also use the desktop shortcut 'Network Configuration' to configure the network.

4.4 CHANGING THE KEYBOARD LANGUAGE

Note This must ONLY be run locally as described here.

- If you are already logged into a particular host account, log out from that account by clicking the host
 account name on the top right corner of the window and choosing 'Log Out'. See Logging Out for more
 details.
- In the Host Login UI, log in as *wnecadmin*, enter password (reuters) and click Login.
- Open a command prompt by clicking the blue and white icon and select Accessories -> Terminal Emulator. This will open a command-prompt window.



- The following will be displayed in the command prompt: wnecadmin@wne-dom0:~\$
- Type the following command to start configuration: sudo dpkg-reconfigure keyboard-configuration
- In the screen that is displayed, choose appropriate options to complete the configuration.

T	wnecadmin@w	ne-dom0: ~	- + ×
Package conf	iguration		
Please sele Keyboard mo Do not c DTK2000 Ennyah D	Configuring keyb ct the model of the keyboa del: onfigure keyboard; keep ke KB-1008	oard-configuration rd of this machine. rnel keymap	
Everex S FL90 Fujitsu- Generic Generic Generic <mark>Generic</mark>	TEPnote Siemens Computers AMILO la 101-key PC 102-key (Intl) PC 104-key PC 105-key (Intl) PC	ptop	
	<0k>	<cancel></cancel>	

4.5 ACCESSING RX8200

The WNE Client software has to be connected to both the data and the management port on the RX8200 to be able to retrieve the RX8200's MAC address.

If you need to access RX8200 from your own network, then an additional Management interface is available on the physical unit that can be connected to an editorial network. See <u>RX8200 Configuration Guide</u> or ask a Reuters Technical representative for information on how to configure this interface.

To access the RX8200 page, follow the steps below:

- If you are already logged into a particular host account, log out from that account by clicking the host account name on the top right corner of the window and choosing 'Log Out'. See Logging Out for more details.
- In the Host Login UI which is displayed, select Administrator and enter password as 'wne'.
- In the Windows session that opens up, open Firefox browser and click the 'RX8200 Receiver' tab.

This will display the RX8200 page.

Mos	t Visited 🔘 S	tories RE	UTERS W [ZE	Band (Content (Guide 🦳 RX82	200 Receive	er 🧷 Reu	uters Media E	xpress	🔿 WNE Lib	orary
-	RX82	00										
ERICSS	ON RX8200	-Testbed	-Off-SES4									
	10.0 M-45 - 29	2					D I I				-	

4.6 SHUTTING DOWN / REBOOTING THE WNE APPLIANCE

- To shut down the server, press the power button on the front panel for a few seconds. This will signal the operating system to gracefully shut down the host. The green light will go off indicating the server is shut down.
- To restart the Server, press the power button on the front panel once. The light on the power button will go green indicating the machine has started.

4.7 BACKING UP LOG FILES

• Click the SUPPORT tab on the WNE website.



• In the **Support** page, click the link under **Download Logs** section to export the logs.

<u>E</u> dit <u>V</u> iew History <u>B</u> ookmarks <u>T</u> ools <u>H</u> elp					- 0
Support REUTERS WORLD N					
3 10.13.111.114/reuters/help	⊽ C ⁱ	8 - Google	٩	☆自	• 🏠
REUTERS WORLD NEWS EXPRESS			About	Online Help	Contacts Logi
STORES ADVISORES PLAYOUT HISTORY SUPPORT		C Search Sto	nies	SEARCH	Advanced Searc
Support Contacts					
Editoral Support If you have an editorial question, please call +44 (0) 207 542 2244					
User Help					
For instructions on how to perform tasks in WNE, refer to the <u>Online Help</u> . For more detailed documentation related to the WNE product, refer to the <u>Bro</u>	oadcast Video Document	Library.			
Technical Support					
If you are experiencing a technical issue with WNE, contact your Newsroom Customer Support team.	Support staff. If they are un	able to assist you, click the	Contacts tab	to locate your	local Reuters
System Messages					
To view a log of system messages, click <u>here</u> .					
System Status					
To see the current status of all components of your WNE System, click here.					
Download Logs					
To download a zip file of all system log files, click here.					

This will create a *wnelogs.zip* file which can be supplied to Reuters Support for troubleshooting and analysis.

CHAPTER 5 CUSTOMER SUPPORT

For a list of help desk phone numbers, go to http://thomsonreuters.com/products_services/media/contactus/#customer-support

© 2014 Thomson Reuters. All rights reserved. Republication or redistribution of Thomson Reuters content, including by framing or similar means, is prohibited without the prior written consent of Thomson Reuters. 'Thomson Reuters' and the Thomson Reuters logo are registered trademarks and trademarks of Thomson Reuters and its affiliated companies.

For more information Send us a sales enquiry at reuters.com/salesenquiry Read more about our products at reuters.com/productinfo Find out how to contact your local office reuters.com/contacts