

# Overview

Reuters World News Express (WNE) is a file-based news video delivery system. In addition to delivering SD and HD video files, WNE also delivers video-related XML scripts which can be made accessible across the Newsroom. By permanently linking distribution rights, shot lists and script information to the video file, WNE makes it easy to search, manage and store videos.

WNE gives access to:

- SD or HD Video files (broadcast quality and preview) and additional HD live video
- Scripts (NewsML-G2 compliant XML files)
- Advisories
- Tailored configuration settings

This document explains how to use WNE to view, search and stay up-to-date with Reuters advisories and scripts. In addition, it explains how to preview videos or extract them as broadcast quality videos into the newsroom as either linear SDI / HD-SDI, or as files. User-editable configuration settings are also explained.

## Scripts can be:

- Viewed as soon as they arrive
- Searched
- Printed

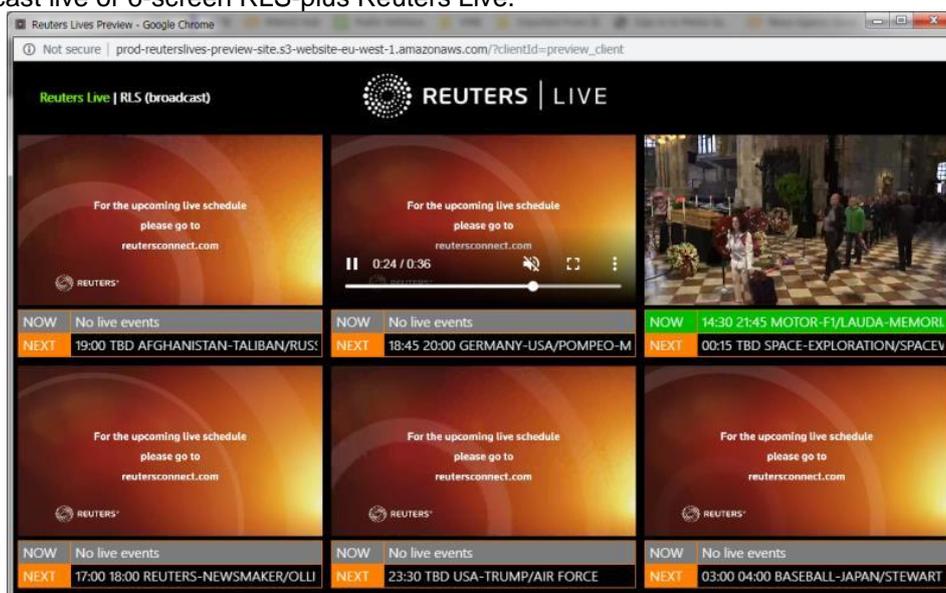
## Broadcast quality videos can be extracted from WNE either as:

- Video and XML files using the copy function and/or FTP through an automated File Distribution process configured through the Administration section.
- Playout as a linear SDI / HD-SDI signal through the video output connector.

In addition, low resolution versions of the videos may be previewed via the [Preview](#) function. This option requires internet access from the PC accessing the WNE website.

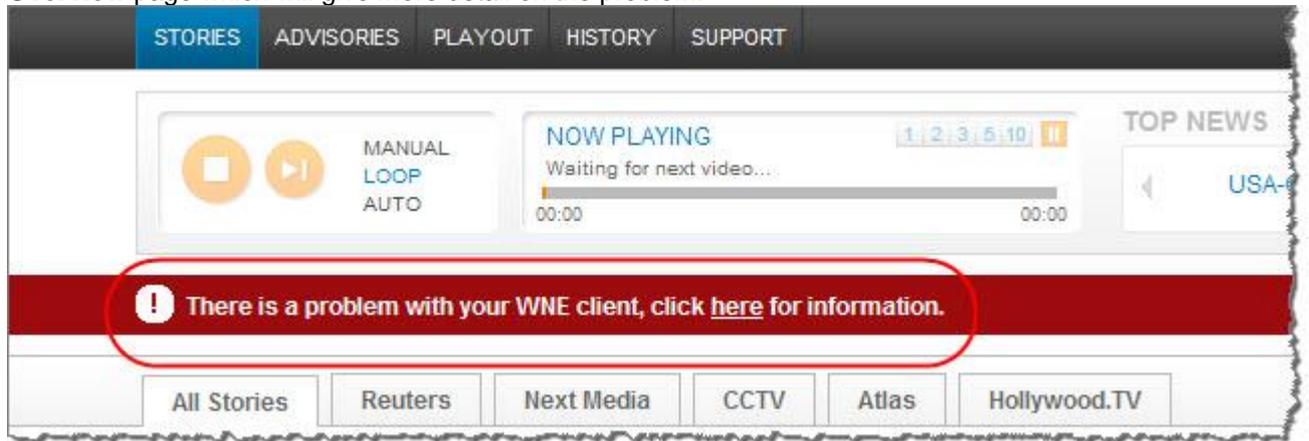
## Live Video

The LIVE tab gives access to the event list for the satellite delivered Reuters Live Service as well as the optional RLS Plus lives. From that tab users can also launch the live preview window to monitor the broadcast live or 6-screen RLS-plus Reuters Live.

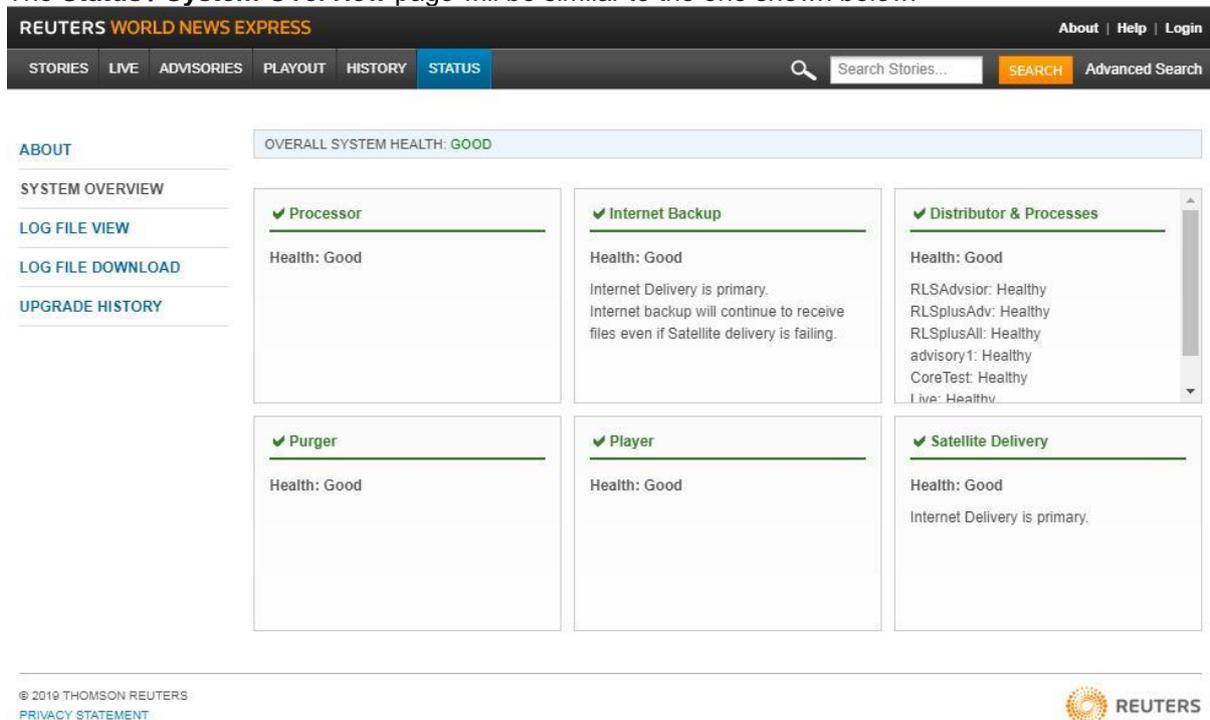


# Error Messages

The WNE website displays the following error message when an error occurs. This banner will be shown at the top of all pages. Clicking the link in the message will take you to the **System Overview** page which will give more detail on the problem.



The **Status / System Overview** page will be similar to the one shown below:



**Green** denotes that the components are in good health. **Red** denotes an issue. Self-explanatory error messages accompany the fault components.

You can also access the Status Page by clicking the **Status** tab or using the **About** link in the header.

# Player Module

The Player Module is the visual indicator of the video stories being played out of the server SDI port:



## **The Player allows you to:**

- View the current WNE Video story being played out from the WNE server.
- View the day's LATEST NEWS section within the Player module.
- Hide or show the Player module (via the button on the upper right).
- When logged in with sufficient rights:
  - Start/Stop playout
  - Skip the current video story that is being played out
  - Select the playout mode from *Manual*, *Loop*, *Auto* or *Live*
  - Configure the Loop and Auto settings (number of stories / source feeds, etc)

## **LATEST NEWS:**

- Displays the most recent news items regardless of the view in the main story page.
- Click on a slugline (e.g. HONGKONG-ALIBABA/LISTING) to open the matching story

# About WNE

This document reflects WNE version 6.3.110, the current release as of June 2019

When you click the **About** link in the top navigation bar of the WNE Client, it displays the following window which has details about the WNE Client and the list of supported browsers and their versions.

**ABOUT**

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**SYSTEM OVERVIEW**

---

**LOG FILE VIEW**

---

**LOG FILE DOWNLOAD**

---

**UPGRADE HISTORY**

---

**DEVICE STATUS**

---

All

Satellite Statistics

Rx8200 Ip Statistics

RIs

Rx8200 Software Version

Hardware

Nic

System

**Software Version:**

Version: 6.3.110  
Installed Patches:  
reuters\_remote\_assistance\_controller\_v1  
wnecv2\_gold\_image\_1.0.0\_v6.3.107\_2018-01-15

**Client Details:**

WNE Client Name: [REDACTED]  
WNE Client PC Serial Number: [REDACTED]  
WNE Client PC Type: ProLiant DL380e Gen8  
WNE Receiver MAC Address: Not applicable for internet-only customers  
Windows Guest User ID: [REDACTED]  
Linux Guest User ID: [REDACTED]

**Supported Browsers:**

IE 8	IE 9	FIREFOX	CHROME
● Supported	● Supported	● Supported	● Supported

# Basic Features

Without logging into WNE with a username password all users can:

- View advisories and preview videos as soon as they are delivered.
- Search story scripts, advisories and history.
- Read scripts and view important story information such as *Usage Terms*.
- Preview videos in low resolution via the internet (*this option is only available if you have internet access from the PC you are viewing the WNE website*).
- View what is currently playing out, what has played out and what is due to playout next.

**Note:** If you wish to change the WNE website settings or manually add videos to the playout list or distribution folder, you must log in. See [Production Users](#) section of this help system for a description of the actions available to users logged in to the WNE website.

## To view all stories

The **STORIES** page represents the WNE Homepage and displays the latest videos, scripts and advisories information from Reuters. On this homepage, all stories presented to the user are grouped by contributor and subscribing service.

- Click **All Stories** tab to view all the stories. This is the default page that you will land on in the WNE Client. All the scripts and their videos from all the contributors and services to which you are permitted will be displayed here.
- You will see the message *'Early Access Script'* being displayed in the ACTIONS column for scripts whose corresponding videos are yet to arrive. You can choose to hide / show them using the toggle menu option *Hide Early Access Scripts / Show Early Access Scripts*:

ALL SERVICES - Show Advisories   Hide Early Access Scripts				Add page to Distribution	
ID	TITLE	DURATION	ARRIVED	ACTIONS	
5131	CHINA-INTERNET/VPN - China's disruption of VPN services affects locals and expats	04:00	Jan 30 11:19	Early Access Script	
5095	HD INDIA-CONGRESS DISSIDENT NEWSER - Blow to India's Congress, senior leader quits party (Rev. 2)	01:49	Jan 30 11:18		
5400	HD CHINA-KONYN - Global economy is significantly volatile now - Konyon	03:18	Jan 30 11:14		

## Sorting stories

You can sort the stories under **All Stories** tab based on the following columns

- ID
- Title
- Service
- Duration
- Arrived

## Actions on Stories

To use any of the ACTION button features or playout features it is necessary to login with a username that has the required rights. These features are therefore covered later in this document in the section for production users002E

## To preview videos

**Note:** This feature is only available when connected to the Internet.

You may preview a low-resolution version of any video shown on the **Stories** or **Playout** tabs, by clicking the title / slugline (e.g. UK-FABERGE CIGARETTE CASE) as shown below.

ID	TITLE	SERVICE	DURATION
5223LI	<a href="#">UK-FABERGE CIGARETTE CASE</a> - Cigarette case with Tsar quality goes under the hammer (Rev. 3)	Life! Reuters	03:17
124810	<a href="#">UK-FABERGE CIGARETTE CASE (0)</a> - Tsar-quality	LNVO	01:08

The video you have selected will then be played in a separate window.

The screenshot shows the Reuters World News Express interface. At the top, there are navigation links for "Print Story" and "View XML". Below this, there are three tabs labeled "Revision 3", "Revision 2", and "Revision 1", with "Revision 3" being the active tab. The main content area is divided into two columns. The left column contains a list of metadata fields: Slug (UK-FABERGE CIGARETTE CASE), Headline (Cigarette case with Tsar quality goes under the hammer), Item ID (5223LI), Service (Life!), Video File (2013-05-31T171513Z\_1\_LWNE95U1BXG01\_RTRWNEV\_B\_5223-UK-FABERGE-CIGARETTE-CASE.MPG), Script File (2013-05-31T184648Z\_3\_WNE95U1Z2\_RTRWNEC\_0\_5223-UK-FABERGE-CIGARETTE-CASE.XML), Arrived (2013-05-31 19:56:34), Revision (3), Duration (03:17), Audio (NATURAL WITH ENGLISH SPEECH), Location (LONDON, ENGLAND, UNITED KINGDOM / SAINT PETERSBURG, RUSSIA), Script source (Reuters), Video source (Reuters), and Usage Terms (NONE). The right column features a video player with a play button icon over a photograph of a gold Fabergé cigarette case. Below the video player, a caption reads: "This is a preview. For broadcast quality, please use the Playout function." At the bottom left of the interface, there is a button labeled "ASK A QUESTION" with a question mark icon.

- All the available revisions for that video will be displayed in tabs with the latest auto-selected.

Please note the "ASK A QUESTION" feature is now deprecated and customers are directed to use the [Reuters Connect](#) chat feature instead. Customers without a Reuters Connect login should request one from their account manager.

## To search for videos

1. Enter the name or partial name of the video story you wish to locate (in the field labeled **Search Stories...**) and click the **SEARCH** button.



2. All videos that match the criteria you entered will be displayed on the **All Stories** tab of the **Stories** view. WNE will search the item-id slugline headline and body text for the requested terms. To view any video in the list, click its title. The search terms will be highlighted in the story pop-up.
3. You can use the following filter options in search terms.

Filter Option	Description	Example
AND	All the terms must be present to return a match	<i><b>Iceland AND volcano</b></i> will return results only if both <i>Iceland</i> and <i>volcano</i> are present.
OR	The presence of any of the term will return a match	<i><b>Iceland OR volcano</b></i> will return "Iceland central bank failure", "Indonesian volcano close to eruption", "airports closed due to Iceland volcano eruption" etc.
NOT	The terms following the word NOT will be excluded from the search results.	<i><b>"President Obama" NOT Senator</b></i> will only return instances of the phrase "President Obama" where the word "Senator" is not present.
Phrase Search	When a specific phrase is entered within quotes, any instance of that exact phrase, in the exact same sequence will return a match.	<i><b>"George Bush"</b></i> should only find instance of "George" followed immediately by "Bush". By contrast, a script containing "George Clooney meets Kate Bush" will not return a match.
Truncation	When an asterisk is entered at the end of a string, all words beginning with that string will be returned.	<i><b>crash*</b></i> will return a match for <i>crash, crashes, crashed</i> and <i>crashing</i> .

4. You can clear the search results by clicking **Clear Search** as shown below.



## Advanced Search

Selecting **Advanced** Search on search module displays the advanced search pan below from which you can search by date and/or service.

SEARCH FOR:  [Help](#)  
[\(Reset Values\)](#)

DATE RANGE:  Return stories added    
 Return stories added between   and

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SERVICES:

<input checked="" type="checkbox"/> All	<input checked="" type="checkbox"/> Af Daily	<input checked="" type="checkbox"/> Af Jour	<input checked="" type="checkbox"/> Arabic Rep	<input checked="" type="checkbox"/> Asia
<input checked="" type="checkbox"/> Business Video	<input checked="" type="checkbox"/> CCTV News	<input checked="" type="checkbox"/> CEEF	<input checked="" type="checkbox"/> Eyewitness	<input checked="" type="checkbox"/> Latin
<input checked="" type="checkbox"/> Germany	<input checked="" type="checkbox"/> Hollywood.TV	<input checked="" type="checkbox"/> Innovations	<input checked="" type="checkbox"/> R Rep	<input checked="" type="checkbox"/> Showbiz
<input checked="" type="checkbox"/> Life!	<input checked="" type="checkbox"/> Mid East	<input checked="" type="checkbox"/> Next Media	<input checked="" type="checkbox"/> Russian Video Report	<input checked="" type="checkbox"/> TRFoundation
<input checked="" type="checkbox"/> Reuters Live Service	<input checked="" type="checkbox"/> Reuters Live Service Plus	<input checked="" type="checkbox"/> Subcon	<input checked="" type="checkbox"/> World	
<input checked="" type="checkbox"/> Spanish Video Report	<input checked="" type="checkbox"/> Sports			
<input checked="" type="checkbox"/> USVO	<input checked="" type="checkbox"/> Viral			

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ASPECT RATIO  Widescreen  Pillarbox  Mixed  Zoomed

TYPE:

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ORIGINAL VIDEO  SD  HD  Mixed

FORMAT:

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SORT BY:  Date (Newest First)  
 Date (Oldest First)

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EXCLUSIONS:  Graphic Content  Language  Nudity

## Searching for videos in a specific date range

To limit the search to only recent items:

1. In the DATE RANGE section, select **Return stories added** if you want to search for stories added in the past x-hours or x-days.
2. Choose the timings available in the drop-down menu.

To limit the search to items delivered between a set of dates:

1. Select **Return stories added**
2. Click the calendar icon to choose the *From* and *To* dates. (From must be the earlier date)

## Searching for videos in a specific service

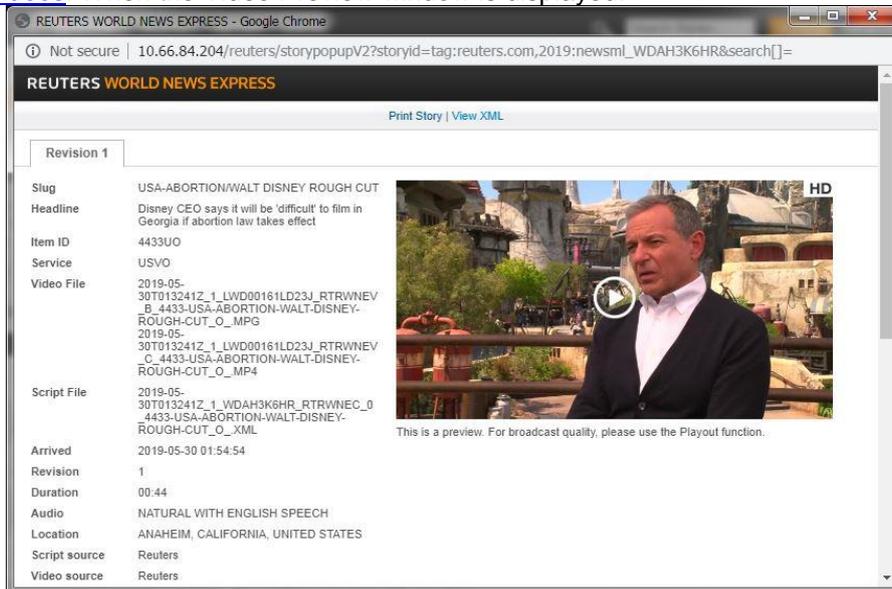
1. Click **Advanced Search** next to the SEARCH button.
2. Under SERVICES, select only those services in which you want to search. By default, WNE will search all the services to which you subscribed.

## Exclusions and sorting

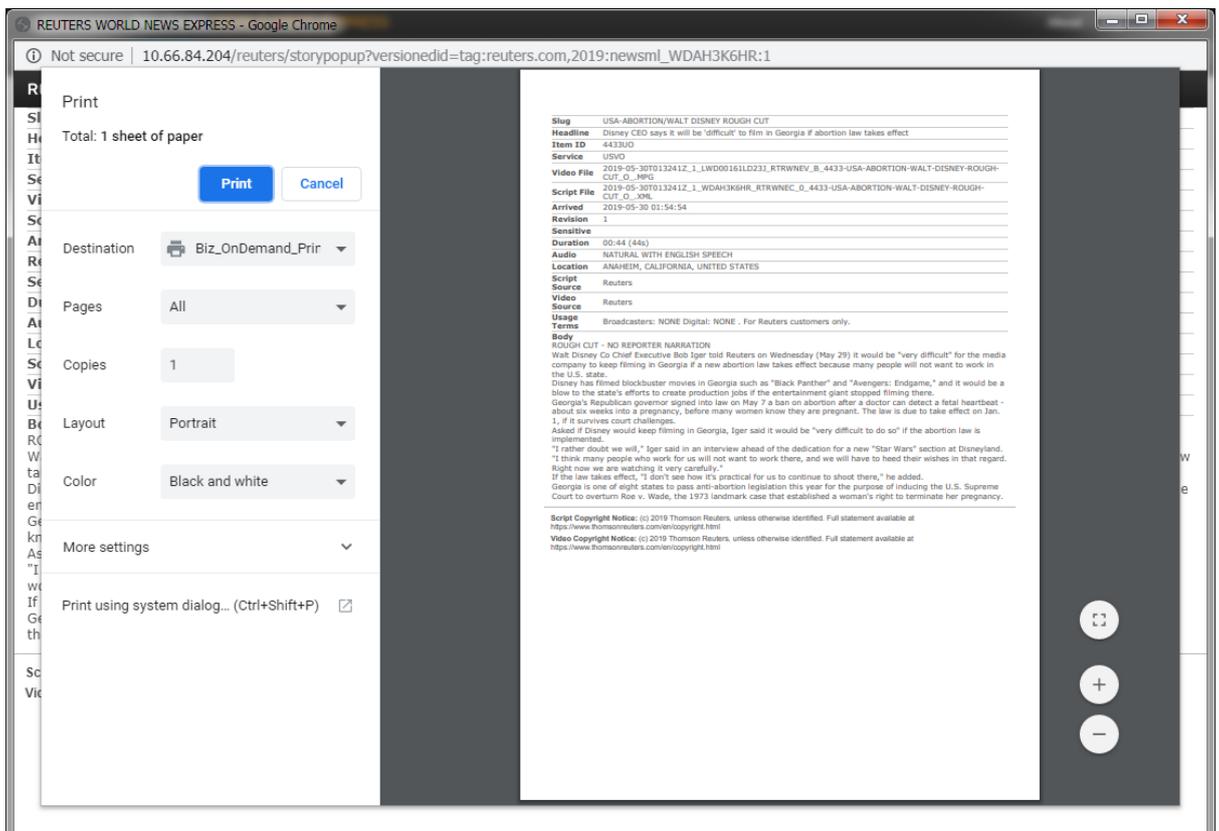
As the image above shows the search results can also be limited by aspect ration, original video format and to exclude material that is considered offensive to some viewers. The sort order can also be changed from the default *newest first* to *oldest first*.

# To print a video script

You can print the text script associated with a video story. This is done from the Video Preview window that opens when you click on a video's title. For instructions on how to preview a video, see [To preview videos](#). When the Video Preview window is displayed:



1. Click the **Print Story** link above the video preview. The text for the video script will be displayed within a print dialog window.



2. Click **Print** to print the script and return to the print layout view. Close that window to return to the story preview.

## To view Advisories

1. Click the **ADVISORIES** link on the web page header.
2. A list of the most recent advisories will be displayed.
3. When multiple pages of advisories exist, use the **<<Prev** and **Next>>** links to view additional advisories
4. To view the full text of a specific advisory, click it.

## Searching for Advisories

1. Enter the name or partial name of the advisory you wish to locate (in the field labelled **Search Advisories ...**).
2. Click **Search** or press **Enter**.
3. The advisories that match the terms you entered will be displayed directly below in the **Advisories** pane. To view the full advisory text click it open in a new pop-up where the matching terms will be highlighted.

Advisories	
<a href="#">&lt; Prev</a>	1 of 17 <a href="#">Next &gt;</a>
SEARCH RESULTS - TRADE (Clear Search)	
ADVISORY	ARRIVED
<a href="#">Trump delivers remarks at realtors event</a> Start: 17 May 2019 17:52 GMT End: 17 May 2019 19:29 GMT <a href="#">WASHINGTON, D.C. - U.S. President Donald Trump delivers remarks at the National Association of Realtors Legislative Meetings &amp; Trade Expo.</a> Restrictions: BROADCAST CUSTOMERS: NO USE...	May 17 19:31
<a href="#">China commerce ministry holds newser ahead of latest tariffs</a> Start: 30 May 2019 06:50 GMT End: 30 May 2019 08:00 GMT <a href="#">BEIJING, CHINA - China's commerce ministry holds a weekly news conference two days ahead of when the latest round in tariffs kicks in.</a> Restrictions: BROADCAST: NONE	May 29 12:46
...	

**Note:** You can also view advisories on the **STORIES-->All Stories** tab by clicking **Show Advisories**. This will show advisories alongside received videos.

# To view the playout list

1. Select the **PLAYOUT** link in the web page header.
2. A list of the stories currently being played out (or queued to be played out) will be displayed.
3. The list will update automatically as the playlist changes

The screenshot shows a control panel with playback buttons (stop, play, next) and a 'NOW PLAYING OUT' section. The 'NOW PLAYING OUT' section displays 'USA-ABORTION/WALT DISNEY ROUGH CUT' with a progress bar from 00:00 to 00:44. To the right, there is a 'LATEST NEWS' section showing 'USA-BABY/ - Saybie, believed to be world's tiniest... (Rev. 2)'.

Now Playing Out

LOOP PLAYLIST (Total Duration: 06:50) [Print Playlist](#)

ORDEI	ITEM ID	TITLE	DURATION	ARRIVED
	4433	<b>HD USA-ABORTION/WALT DISNEY ROUGH CUT</b> - Disney CEO says it will be 'difficult' to film in Georgia if abortion law takes effect	00:44	May 30 01:54
	4049	<b>HD USA-BABY/</b> - Saybie, believed to be world's tiniest baby ever to survive, goes home (Rev. 2)	01:43	May 30 01:47
	4431	<b>HD USA-CLINTON ELECTION ROUGH CUT</b> - Hillary Clinton blasts Trump over Russian election interference	00:51	May 30 01:36
	3222	<b>HD PERU-POLITICS/</b> - Peru's Vizcarra threatens to dissolve Congress unless anti-graft reforms passed	01:53	May 30 01:24
	3224	<b>HD USA-IMMIGRATION/WALL</b> - Private border wall halted, was "not authorized to build" - local mayor (Rev. 2)	01:39	May 30 01:17

**Note:** In the **LIVE** mode no list is displayed – the current playing live is shown only in the *now playing out* playout pane.

## Playout Modes (for Newsroom Users)

The video output on the WNE server can be used in 1 of 4 ways. it is only possible to make changes to the playout mode when logged in with sufficient user privileges.

## To search for videos on the History tab

The **HISTORY** tab maintains a list of every video which has been played out or moved to the Distribution folder. The maximum number of videos that will be maintained here is configured by your WNE Administrator.

Playout History | Distribution History

« Prev | 1 ▼ of 1 | Next »

Search History... **SEARCH**

PLAYOUT HISTORY ([Show Loop Items](#)) | Tip: Scripts can be viewed on the Stories page | [Print Page](#) | [Export as CSV](#) | [Clear Playout History](#)

ITEM ID	TITLE	MODE	DURATION	START TIME	STATUS
4052	USA-HYDROGEN/AIRCRAFT - Hydrogen-powered flying vehicle touted as Southern California traffic tonic	Play Now	05:33	May 30 03:45	Completed
4061	USA-WEATHER/TEXAS TORNADO - Tornado touches down in Texas (Rev. 2)	Play Now	03:29	May 30 03:45	Incomplete
3804	EEUU-CONCURSO DELETREO - Concurso de deletrear entre niños estadounidenses	Play Now	01:17	May 29 08:00	Completed

« Prev | 1 ▼ of 1 | Next »

Total items: 3

To search for videos that have been played out:

1. Click the **HISTORY** tab.
2. Click **Playout History**.
3. Enter the name or partial name of the video story you wish to locate (in the field labeled **Search History...**). WNE will search for the term(s) you enter in the Item ID, Title, Slug line, Headline and body of the video.
4. Press the **Enter** key or click **Search**.
5. All videos that match the criteria you entered will be displayed on the relevant sub-tab. To view any video in the list, click its title.

## Loop playout mode

By default, videos that have been played out via Loop playout mode are not shown on the **Playout History** sub-tab. To display these videos, click the **Show Loop Items** link.

**Note:** If playout has been disabled by your WNE Administrator, the **Playout History** sub-tab will not appear. If a distribution process has not been configured by your WNE Administrator, the **Distribution History** sub-tab will not appear. If playout has been disabled AND if the distribution process has not been configured by your WNE Administrator, the **HISTORY** tab will not appear.

## To Print or Export the History

- To print your Playout or Distribution History, click **Print Page**.
- To export your Playout or Distribution History to a CSV file, click **Export as CSV**.
- Production users have the option to delete the Playout History and completed Distribution history items by clicking **Clear Playout History** and **Clear Completed Items** respectively.

## To view third party videos

**Note:** This is applicable only for those WNE servers permitted to view third-party videos.

To view only third party videos, click on the third-party contributor tab as shown below. All the services from that contributor will be displayed as sub-menus.

The story list will also be restricted to showing content only from the selected provider.

The screenshot shows a web interface with a navigation menu at the top. The menu items are 'All Stories', 'Reuters', 'Next Media', 'Atlas', 'CCTV', and 'Hollywood.TV'. The 'Next Media' tab is highlighted with a red circle. Below the menu, there is a breadcrumb trail: 'All | Hollywood.TV | HTVO'. Underneath the breadcrumb, there is a pagination control showing '1 of 3' with 'Prev' and 'Next' buttons. Below the pagination, there is a light blue bar with the text 'ALL SERVICES - Show Advisories | Show Early Access Scripts'. At the bottom, there is a table with columns 'ID', 'TITLE', and 'SERV'. The first row of the table shows '1504HT' in the ID column, 'USA-CELEBRITY GPS (0) - All the Hollywood news.' in the TITLE column, and 'Holliv' in the SERV column.

ID	TITLE	SERV
1504HT	USA-CELEBRITY GPS (0) - All the Hollywood news.	Holliv

## To view broadcast messages

Whenever there is a need to relay messages to the users, it will be broadcast via a banner which will be visible from all the pages of the WNE Client.



If you see a software upgrade information in the banner, contact your administrator / newsroom IT support staff to upgrade to the latest release.

Clicking HIDE will hide the message and provide you with an option to view it again in 24 hours or hide it until you get a new message.

# Advanced (Production) Features

Production users can log into the WNE web page which enables the advanced features

## Logging into WNE

- Click the Login link on the top right corner of the screen to log in to the WNE client.
- Enter the login name and password provided to you. If you select '*Remember me on this computer*', you will not need to re-enter your login credentials on subsequent visits.

Production users (i.e., users logged into WNE) can perform all actions available to Newsroom users. In addition, they can also:

For broadcasters using the linear Playout function:

- Change the playout mode between Manual, Loop or Auto.
- Set the number of videos to be cycled through in Loop playout mode.
- Configure to exclude certain services, sensitive videos and script revisions in the Loop playout mode.
- Add videos to, remove videos from or change the order of videos in the Playout list (while in Manual playout mode only).

## Saving search criteria

Production users who have logged in, have the option to save their search terms for future use.

1. Go to **Advanced Search** page.
2. Enter the search term in the SEARCH FOR text box plus any other desired criteria.
3. At the bottom of the page, in SAVE THIS SEARCH? text box, enter a name to identify the above given search term and click SAVE.

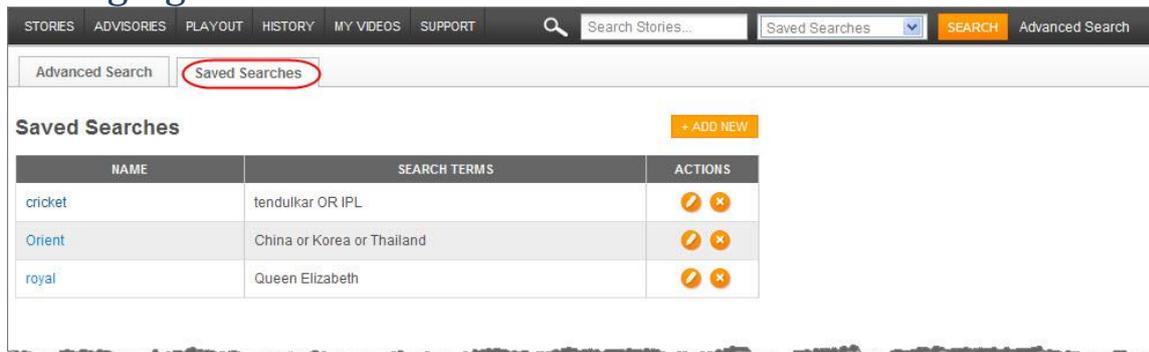


SAVE THIS SEARCH?

4. The message *YOUR SEARCH HAS BEEN SAVED!* will be displayed.

All saved searches will be displayed under **Saved Searches** tab next to **Advanced Search**. You can also access this page by clicking **Manage Saved Searches** in the Saved Searches drop-down box

## Managing Saved Searches



STORIES ADVISORIES PLAYOUT HISTORY MY VIDEOS SUPPORT Search Stories... Saved Searches SEARCH Advanced Search

Advanced Search **Saved Searches**

Saved Searches

NAME	SEARCH TERMS	ACTIONS
cricket	tendulkar OR IPL	<input type="button" value="edit"/> <input type="button" value="delete"/>
Orient	China or Korea or Thailand	<input type="button" value="edit"/> <input type="button" value="delete"/>
royal	Queen Elizabeth	<input type="button" value="edit"/> <input type="button" value="delete"/>

- To perform a saved search, click the value under NAME. You can also run the saved searches by choosing it directly from the Saved Searches drop-down box.
- To add a new search and save it, click ADD NEW button.
- To edit a saved search, click  from the actions column.
- To delete a saved search, click  from the actions column.

# To set the playout mode

The WNE player can be in one of 4 playout modes:



**MANUAL:** You can manually add videos to the playout list. Only the videos that have been manually added to the playout list will be played. You can interrupt *Manual playout mode* to play an individual video of your choice by clicking the **Playout Now** button on the **Stories** tab (once that video has been played out, WNE will revert to the videos in the playlist).

**Note:** If your player was previously in **Manual** playout mode, and you select a different mode, any videos that were added to the playout list at that time will remain in the playout list and WNE will begin playing them once you switch back to **Manual** playout mode.

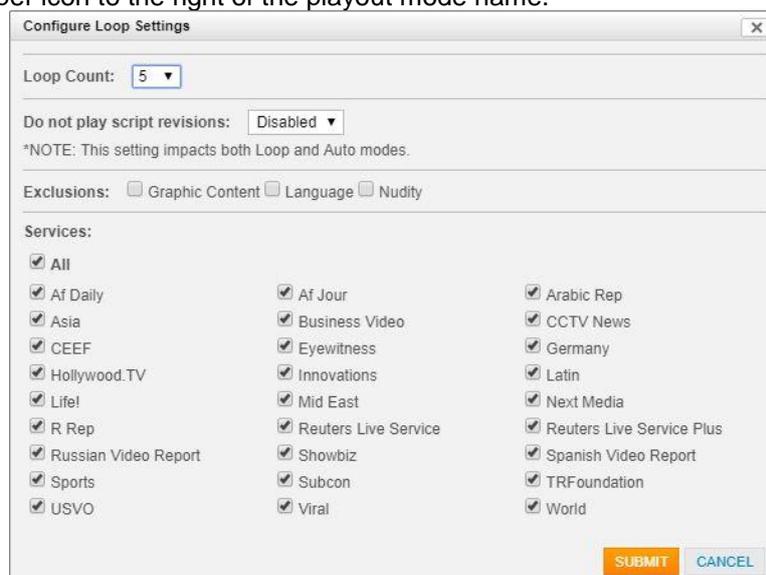
**LOOP:** The most recently received videos will be played in a continuous loop. Newly received videos are always given priority once the current video is completed.

**AUTO:** Each video received in the last 30 minutes will be played once. New videos received after enabling AUTO mode, are queued up to be played out once the current video has been played out.

**Note:** When *Auto* mode is first initiated, every video from the last 30 minutes which has not been played out in either *Loop* or *Auto* mode will be added to the Auto playout list (the most recent will appear at the top of the list). *Auto playout* mode will only queue videos for a maximum of 30 minutes (unless your WNE PC is configured by your administrator to store videos for a longer period of time).

You can interrupt *Loop* and *Auto* modes to play an individual video of your choice by clicking the **Playout Now** button on the **Stories** tab. Once that video has been played out, WNE will revert to the videos in the previous mode.

Both *loop* and *auto* modes allow configuration of the type of video included in the playout by clicking the pencil and paper icon to the right of the playout mode name.



**LIVE:** Switches the playout from playing stored video files to playing a live RLS-plus stream. Selecting this mode will automatically navigate the browser to the **LIVE** pane to manage the livelist.

## To playout a video now [in any mode]

The *Playout Now* function allows you to immediately play out any video you select. This will temporarily interrupt the playout mode you are currently in. Once the video you selected is played out, WNE will return to its original playout mode activity.

You may use the Playout now function in any play mode.

1. Select the **All Stories** tab.
2. Locate the video story you wish to playout now on the **Stories** sub-tab or a service tab.
3. Click the **Playout Now** button  next to the video you wish to play out now.
4. You will be notified that this action will interrupt the current playout. Click **Yes** to continue.
5. The video is added to the Playout list and played out immediately.

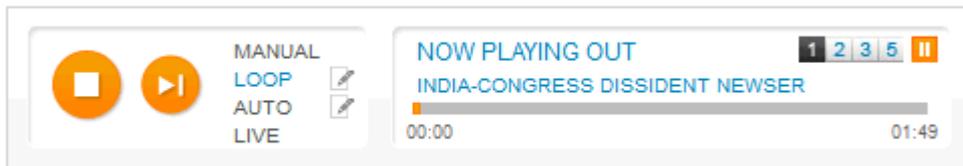
## Playout Options

When changing playout mode by default you will be notified with the pop-up below unless this message display has been suppressed.



## Now Playing Out Control

You can seek to a position within the file being played out by clicking a new position on the progress bar. (between 00:00 and 01:49 in the screenshot below)



Fast forward playout at 2x, 3x and 5x are possible by selecting the appropriate number and choosing 1 to revert to normal speed. The pause button when selected will pause playout with the icon toggling from pause to play as appropriate.

## Playout Record

In the manual playout mode videos that have been fully played out will be denoted by an icon as shown below:

ID	TITLE	SERVICE	DURATION	ARRIVED	ACTIONS
4161SB	HD FRANCE-CANNES-GREAT GATSBY - Leonardo DiCaprio, Carey Mulligan, Tobey Maguire and Baz Luhrmann talk Cannes and Gatsby reviews (Rev. 2)	Showbiz Reuters	04:25	May 16 21:49	+ * ▶
4266WD	HD UK-BECKHAM / NOEL GALLAGHER - Beckham not cut out for management, says Noel Gallagher (Rev. 6)	World Reuters	01:45	May 16 21:32	+ * ▶
4218SB	HD UK-ONE DIRECTION TOUR ANNOUNCEMENT - One Direction announce global stadium tour (Rev. 2)	Showbiz Reuters	05:59	May 16 20:49	+ * ▶
4239WD	HD VATICAN-POPE BANKS - Pope rails against "dictatorship of the economy". Vatican bank promises transparency. (Rev. 3)	World Reuters	03:53	May 16 20:25	+ * ▶

## Slugline display in loop mode

In loop mode, an administrator can choose to display the slug on the video playout thus clearly highlighting the subject of the video. This is set from: **Administration -->Settings -->Playout.**



# Live Payout (RLS plus)

Live payout is supplementary to the broadcast Reuters Live Service stream output from the RX8200 receiver. Switching to LIVE mode automatically navigates the WNE website to the LIVE tab. If the user is permitted for RLSPLUS, then this will be displayed. For users not permitted for RLSPLUS, a read-only preview of RLS is displayed.

- To view the list of content, click on the LIVE tab at the top (next to STORIES) then RLSPLUS
- To payout RLS PLUS video, the player control at the top of the page must be switched to LIVE mode.
- Any events that are live will show a **PLAY** button. Pressing this will output the live video from the HD-SDI port on the WNE server, and the video will automatically stop when the event finishes.
- Future events will show an **ADD** button. This adds the event to the LIVELIST, a playlist for future live events. If there is nothing playing out of the HD-SDI port when a LIVELIST event starts, the video for that event will automatically be played out of the WNE server. When the event finishes, payout will stop. If there is something already playing out of the HD-SDI port, then a popup will inform the user of options.
- When nothing is playing, a slate will be output from the HD-SDI port, indicating the upcoming events carried on RLSPLUS.

**REUTERS WORLD NEWS EXPRESS** Administrator | About | Help | Administration | Logout

STORIES **LIVE** ADVISORIES PLAYOUT HISTORY MY VIDEOS STATUS Search Stories... Saved Searches SEARCH Advanced Search

MANUAL LOOP AUTO **PLAYOUT READY** Press Play in LIVE+RLSPLUS, if Adb for upcoming Livelist events. 00:00 00:00

TOP NEWS FRANCE-CRASH/

RLS RLS PLUS

**a) Access RLS PLUS from the LIVE tab**

**b) Enable LIVE payout mode**

**c) Play current events by clicking Play**

**d) Play future events automatically by adding to Livelist**

**FRANCE-CRASH/MERKEL/HOLLANDE/ARRIVAL**

Date: 25 Mar. 2015 | Start: 12:53 | End: 14:30

SEYNE LES ALPES, FRANCE- Heads of state arrive at Seyne Les Alpes, near Germanwings crash site as French investigators search for the reason why a German Airbus ploughed into an Alpine mountainside, killing all 150 on board including 16 teenagers returning from a school trip to Spain.

Online Restrictions: None  
Broadcast Restrictions: None  
Source: AGENCY POOL  
Aspect Ratio: 16:9  
Location: France  
Topic: Disaster/Accidents

Any queries please contact:  
Editorial Support: +44 20 7542 2244  
Email: tvnews@thomsonreuters.com  
Website: http://media.wne.reuters.com/

STATUS	EVENT	START	END	ACTION
●	FRANCE-CRASH/SCHOOL NEWSER	03:42	10:39	▶ Play + Add
●	FRANCE-CRASH/SPAIN-RELATIVES	06:36	08:57	▶ Play + Add
●	test02	09:22	09:24	▶ Play + Add
●	FRANCE-CRASH/PROSECUTOR ***CANCELLED***	10:00	11:00	▶ Play + Add
●	FRANCE-CRASH/SPAIN SILENCE	10:54	11:03	▶ Play + Add
●	FRANCE-CRASH/GERMANWINGS PRESSER***CANCELLED**	11:30	12:00	▶ Play + Add
●	BRITAIN-POLITICS/CAMERON	11:47	12:39	▶ Play + Add
●	FRANCE-CRASH/STEINMEIER PRESSER	12:41	12:52	▶ Play + Add
●	FRANCE-CRASH/MERKEL/HOLLANDE/ARRIVAL	12:53	14:30	▶ Play + Add
●	UKRAINE-CRISIS/NATO-STOLTENBERG	14:00	15:00	▶ Play + Add
●	USA-CONGRESS/AFGHANISTAN	15:00	16:00	▶ Play + Add
●	USA-CONGRESS/AFGHANISTAN	15:00	17:00	▶ Play + Add
●	FRANCE-CRASH/NEWS CONFERENCE	15:00	15:30	▶ Play + Add
●	FRANCE-CRASH/RECOVERY**TIMES TBC**	16:00	17:00	▶ Play + Add

## To create a list of favorite videos

You can create a list of your favorite videos by adding them to **My Videos**. This will be specific to the user login. You can later add these videos to the playout list or the distribution list.

### To add videos to My Videos

1. Go to All Stories tab.
2. Click the **Add to My Videos**  icon under ACTIONS tab.

### Actions on My Videos

- Go to MY VIDEOS tab.
- To play out a video from this list now, click the **Playout Now**  icon.
- To add a video to the playout list, click the Add to Playlist  icon. This will be available only in *Manual* and *Loop* playout modes.
- To add the entire list of videos in the page to the playout list, click **Add all to Playlist** link.

**Note:** The **Add all to Playlist** link will be available only in the *Manual* playout mode.

- To add a video to the Distribution list, click the **Add to Distribution** icon.
- To add the entire list of videos in the page to the Distribution list, click **Add all to Distribution** link.

**Note:** The **Add all to Distribution** link will be available only if you have a *Manual Distribution process* configured.

- To delete a video, click the  icon.
- To reorder the videos, drag and drop the individual videos to the desired location.

# Playlist Control

## To manually add videos to the playlist

**Note:** WNE must be set to *MANUAL* playout mode for you to be able to manually add videos to the playout list. If you wish to interrupt *Manual, Loop or Auto modes* in order to play out a particular video now, click the **Playout now** .

1. Ensure the playout mode is set to *MANUAL*.
2. Select the **STORIES** pane.
3. Locate the video story you wish to add to the playout list on the **All Stories** tab or a specific service tab (e.g. **Sports**).
4. Click the **Add to playout** button  next to the video you want to add to the Playout list. The video will be added to the Playout list and a confirmation pop up will be displayed in the bottom right-hand portion of the page.

5400	<b>HD CHINA-KONYN</b> - Global economy is significantly volatile now - Konyn	03:18	Jan 30 11:14	   
5173	<b>HD MIDEAST-CRISIS/JORDAN-MORNING</b> - Jordanians wait passionately to learn about fate of their pilot	01:37	Jan 30 11:08	 Add to playout

- If the Manual playout list is currently playing, the newly added video will be played out once it has progressed through to the top of the queue.
- If the Manual playout list is stopped (not playing out), the newly added video will be added to the Manual playout list. It will not play out until the **Start Playout** button is clicked and the playout resumes.

**Note:** If playout is switched to *MANUAL* mode, any video file that was already playing will be automatically stopped. Once you have manually constructed your playout list, click the **Start Playout** button in the Player to start playout. .

## To remove a video from the playout list

**Note:** WNE must be set to *MANUAL* playout mode for you to be able to manually remove videos from the Manual playout list. You cannot remove videos from the playout list if you are in *Loop* or *Auto* playout modes.

1. Ensure that the playout mode is set to *Manual*.
2. Select the **Playout** tab.
3. Locate the video story you wish to remove from the playout list on the **Now Playing Out** sub-tab.
4. Click  button next to the video you wish to remove from the Manual Playout list. A confirmation popup will appear and the video will be removed from the Playout list.

## To change the order of videos in the Manual playout list

**Note:** WNE must be set to *Manual* playout mode to edit the sequence of videos in the playout list. By default, videos that are added to the Manual playout list will appear in the order in which they were manually added.

1. Click the **Playout** tab.
2. Click on the video story you wish to move up or down in the Manual playout list. While holding down the left mouse button, drag the story to the desired location in the Manual playout list.
3. Release the left mouse button. The selected video story will be repositioned in the Manual playout list.

## To add videos to Distribution Process

The File Distribution process allows Production users to distribute videos (and their associated script files) from the WNE Server onto other external systems.

**Note:** Your WNE Server must have a **Manual Distribution process** configured to support adding files to distribution. Contact your Newsroom support staff / administrator if you wish to use the *Add to Distribution* function and your WNE server has not yet been configured to support it. You may use the *Add to Distribution* function in any payout mode.

1. Select **All Stories** tab.
2. Locate the video story you wish to add to distribution process on the **Stories** sub-tab.

**Note:** To limit the list of videos displayed to a specific service (e.g., Sports), click the name of that service. To view all stories in all services to which you subscribe, click **All**. To suppress the display of advisories from the Stories sub-tab and limit the display to video stories, click the **Turn Off Advisories** link.

3. Click the **Add to Distribution** button next to the video you want to add. Alternatively, to add *all* items on a given Story page to the Distribution process, click **Add page to Distribution**.
4. A status message will be displayed while the video is added. The files will be added to the manual distribution process configured.

Configuration of File Distribution is covered in detail in the Administration section of this document.

# Administration

---

An administrator can log into the WNE Browser using an *administrator* account to perform administrative tasks specified below.

## Logging in as Administrator

- Click the Login link on the top right corner of the screen to log in to the WNE client.
- Enter the *administrator login name* and *password*. If you select 'Remember me on this computer', you will not need to re-enter your login credentials on subsequent visits.

# Configuring Settings

Clicking the **Administration** → **Settings** tab will present many configuration options for the WNE appliance. The **File Processor**, **Internet Backup**, and **Advanced** sub-tabs should only be modified with the consultation of a Reuters engineer.

**Note:** Modifying the Video definition setting from within the File Processor sub-tab will result in all content being removed from the system. Only content received from that point onwards will be stored.

Some of these settings are only to be altered by a Reuters engineer. The configurations which can be altered are specified below.

The screenshot shows the 'Settings' tab selected in the top navigation bar. Below it, the 'Website' sub-tab is active. The configuration options are as follows:

Setting	Value
Max Stories per page:	15
Max Advisories per page:	5
Show Video previews:	Enabled
Display Time Format:	Minutes & Seconds (MM:SS)
Display Playout:	Enabled

At the bottom of the settings area, there are two buttons: 'UPDATE SETTINGS' and 'RESET'. A yellow callout box on the right side of the settings area contains the text: 'Highlighted fields indicate fields that have not been saved. Click "Update Settings" to save these values.'

The footer of the page includes the text '© 2013 THOMSON REUTERS' and a link to 'PRIVACY STATEMENT'.

- Configuring the number of stories or advisories to be displayed per page
- Enabling / Disabling video previews
- Enabling / Disabling playout tab
- Enabling / Disabling slug to be displayed on video playout (in Loop mode)

Click UPDATE SETTINGS to save any changes. Some of the changes may require restart of one or more services. Go to **System Services** tab to restart the appropriate services

**Note:** Changing some of these settings may impact the health of your WNE system. Please contact Reuters support if you have any questions.

# Managing User Accounts

Clicking **Administration** → **User Management** tab will display the list of WNE users currently available.

The screenshot shows the 'User Management' tab selected. The page title is 'Displaying Users' with a '+ ADD NEW' button. Below is a table with two columns: 'USERNAME' and 'ACTION'. The table lists 'Administrator' and 'TestUser'. The 'Administrator' row has a pencil icon, and the 'TestUser' row has a pencil icon and a delete icon (X). At the bottom, there is a copyright notice for Thomson Reuters and a link to the Privacy Statement.

USERNAME	ACTION
Administrator	
TestUser	

## To add a new user

- Click ADD NEW button.

The screenshot shows the 'Add a New User' form. It has a 'BACK TO LIST' button. The form includes fields for '\*Username' (with a note '\*Less than 15 characters') and '\*Password'. Below these are checkboxes for 'Privileges': Payout, Playlist, Distribution, Play Now, Delete History, My Videos, and Save Searches. At the bottom are 'SAVE' and 'CANCEL' buttons. A copyright notice for Thomson Reuters and a link to the Privacy Statement are at the very bottom.

- Enter Username and Password
- Select the privileges for that user.
- Click SAVE.

## To delete a user

- Go to Displaying Users Page.
- Click against the user which you want to delete.

**Note:** You cannot delete an Administrator user. You can only reset the password.

## To reset password for a user

- Click against the user for which you want to reset password.
- Edit password field.
- Click SAVE

## To change privileges for a user

- Click  against the user for which you want to reset password.
- Check/uncheck the appropriate privileges.
- Click SAVE

# File Distribution

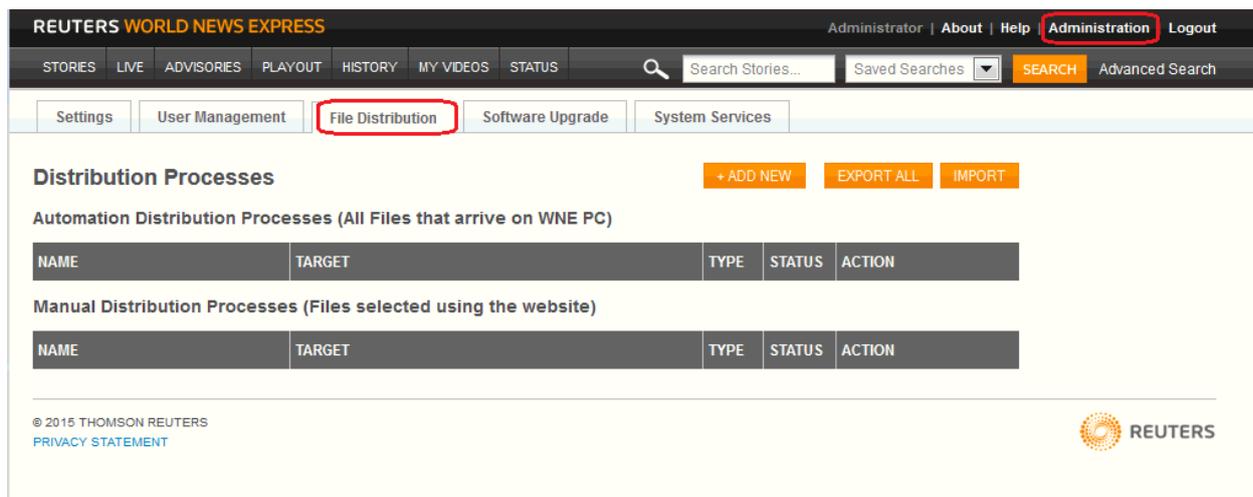
The File Distribution Process feature provides a flexible way of distributing files from the WNE server to both external systems and on the server.

There are two types of distributions processes as follows:

- Automation Distribution Process – all the files that arrive on the WNE server will be distributed.
- Manual Distribution Process – only the files selected manually using the 'Add to Distribution' button will be distributed

Follow the steps below to add a new distribution process:

1. Go to **File Distribution** tab under **Administration**



The screenshot shows the Reuters World News Express Administration interface. The top navigation bar includes 'REUTERS WORLD NEWS EXPRESS', 'Administrator | About | Help | Administration | Logout', and a search bar. The main navigation menu has tabs for 'Settings', 'User Management', 'File Distribution', 'Software Upgrade', and 'System Services'. The 'File Distribution' tab is selected and highlighted. Below the navigation, there are buttons for '+ ADD NEW', 'EXPORT ALL', and 'IMPORT'. The page is divided into two sections: 'Automation Distribution Processes (All Files that arrive on WNE PC)' and 'Manual Distribution Processes (Files selected using the website)'. Each section has a table with columns for NAME, TARGET, TYPE, STATUS, and ACTION. The footer contains copyright information for Thomson Reuters and a logo.

2. Click **ADD NEW** button.
3. In the Step 1 dialog box that appears, enter a name for the distribution process and click **NEXT**.

**Step 1 of 4**

This configuration wizard gives you the ability to configure how the WNE PC will distribute the files that it ingests. You can configure up to 10 processes. Each process can deliver files to a different location.

**\*Please give this distribution process a name:**

---

**NEXT** **CANCEL**

4. In Step 2, you have the option to choose the type of files and the method to distribute the same. Choose the appropriate values and click **NEXT**.

**Step 2 of 4**

**What files would you like to distribute?**

Files selected manually using the website

All Files that arrive on the WNE pc

---

**What types of files do you want to distribute?**

SD Videos

HD Videos

Scripts

---

**What method would you like to use to distribute these files?**

FTP

Copy

---

**Select this option to output legacy file types**

Legacy

---

**Which users are allowed to distribute?**

All

- a) What files would you like to distribute?
- **Files selected manually using the website** – These are files that are selected manually using the 'Add to Distribution' button. The resulting process will be placed under Manual Distribution Process.
  - **All Files that arrive on the WNE pc** – These include all the files that arrive on the WNE PC. The resulting process will be placed under Automation Distribution Process.
- b) What types of files do you want to distribute?
- **SD Videos** - SD videos will be distributed
  - **HD Videos** - HD videos will be distributed
  - **Scripts** - Scripts will be distributed.
  - **Advisories** – Advisories will be distributed.

**Note:** Advisories will be visible only for Automation Distribution i.e., only when 'All Files that arrive on WNE pc' is selected in step (a)

If **All Files that arrive on WNE pc** is chosen in (a) AND **SD Videos / HD Videos AND Scripts** are chosen in (b), additional choices appear as shown below:

- **Distribute files in the order that they arrive** – If scripts arrive earlier than videos, choosing this option will distribute them in the same order, as and when they arrive.
  - **Distribute videos and scripts together** – Choosing this option will ensure both the script files and their corresponding video files have arrived before distributing them together.
- c) What method would you like to use to distribute these files?
- **FTP**
  - **Copy**

- d) **Legacy** - used if shorter filenames are required, with fewer XML elements in the script output
  - e) **Which users are allowed to distribute?** -use this option to filter user-specific file distributions.
5. In Step 3, depending on the method of distribution you chose in the previous step, different screens will appear as shown below:
- a) If you had chosen FTP, the following screen appears

**Step 3 of 4**

Enter your FTP location details below. Optionally, enter a secondary location to be used if the primary location becomes unavailable.

<p><b>*Host</b> <input type="text"/></p> <p><b>Username</b> <input type="text"/></p> <p><b>Password</b> <input type="text"/></p> <p><b>Target Directory</b> <input type="text"/></p> <p><b>Port Number</b> <input type="text" value="21"/></p> <p> <input type="radio"/> Active              <input checked="" type="radio"/> Passive         </p> <p><input checked="" type="checkbox"/> <b>Use proxy</b></p> <p><b>Proxy Host</b> <input type="text"/></p> <p><b>Proxy Port</b> <input type="text"/></p> <p><b>Proxy Username</b> <input type="text"/></p> <p><b>Proxy Password</b> <input type="text"/></p>	<p><b>Standby Host</b> <input type="text"/></p> <p><b>Standby Username</b> <input type="text"/></p> <p><b>Standby Password</b> <input type="text"/></p> <p><b>Standby Target Directory</b> <input type="text"/></p> <p><b>Standby Port Number</b> <input type="text" value="21"/></p> <p> <input type="radio"/> Active              <input checked="" type="radio"/> Passive         </p> <p><input type="checkbox"/> <b>Use proxy</b></p>
--	--

---

**Use ".tmp" extension during transfer**

Enter the following details and click NEXT.

- **Host** – hostname of the FTP server
- **Username** – username to access the FTP server
- **Password** – password to access the FTP server
- **Target Directory** – directory in the FTP Server where you want the files to be distributed
- **Port Number** – FTP Port number. The default value is 21.
- **Active/Passive** – Mode of FTP
- **Use proxy** - details of proxy server if it needs to be used.

Similarly, enter the standby location details if applicable. When the Primary configuration is not available, Standby will be used until the Primary is available again.

- **Use “.tmp” extension during transfer** – specifies if the files should use a .tmp extension while being transferred. It is recommended to keep this checked in order to prevent processing of incompletely transferred files. It should be unchecked only if your FTP server does not allow renaming of files or if the FTP server already uses a .tmp extension.

b. If you had chosen Copy, the following screen appears

### Step 3 of 4

WNE drive  Network drive

The target directory is a network directory where you wish the WNE files to be copied. Example server/scripts/

**\*Target Directory**

[Browse...](#)

**Domain**

**Username**

**Password**

[BACK](#) [NEXT](#) [CANCEL](#)

- **WNE drive** - Choose this if you want to copy the files to a WNE drive. Enter a target directory and click NEXT.
- **Network drive** - Choose this if you want to copy the files to a network drive. Enter the target directory along with username and password details to access it.

6. In **Step 4 of 4**, choose the required filter and click FINISH.

**Step 4 of 4**

A filter allows you to specify that only files meeting a specific criteria be distributed. If you choose no filter, all files will be distributed. Consult the Help guide for more information about filters. If you are unsure, choose "No Filter"

**Filter:**

No Filter

Service Filter

Aspect Ratio Filter

**Filter Options:**

Af Daily  
Af Jour  
America  
ANVO  
Arabic Rep

**Filter Options:**

Widescreen

Sensitivity Filter

Original Video Format Filter

**Exclusions:**

Graphic Content  
Language  
Nudity

**Filter Options:**

HD  
SD  
Mixed

BACK FINISH CANCEL

- a. **No Filter** – All files will be distributed without any filtering.
  - b. **Service Filter** – Files will be filtered based on the service(s) you chose. A drop-down menu of available services will appear when you choose this option. You can select multiple services by holding down the control (Ctrl) key and selecting the required values.
  - c. **Aspect Ratio Filter** – Files will be filtered based on the aspect ratio you choose. A drop-down menu of available values (Widescreen/Pillarbox/Mixed/Zoomed) will appear when you choose this option.
  - d. **Sensitivity Filter** - files which contain sensitive content
  - e. **Original Video Format Filter** - files which were originally filmed in SD, or HD, or a mix of SD and HD
7. The following dialog box will appear if the distribution process was successful. Click OK to close it.

**Success**

Your new distribution process "ManualTest" was configured successfully.

OK

The newly configured process will now be listed in the main page either under Automation or Manual Distribution Processes, depending on how it was configured.

## Distribution Processes

[+ ADD NEW](#)[EXPORT ALL](#)[IMPORT](#)

### Automation Distribution Processes (All Files that arrive on WNE PC)

NAME	TARGET	TYPE	STATUS	ACTION
------	--------	------	--------	--------

### Manual Distribution Processes (Files selected using the website)

NAME	TARGET	TYPE	STATUS	ACTION
test1	Directory: e:\temp	Copy	started	    

It is also possible to export individual file distribution jobs, export all distribution jobs, and import them (all as XML).

Processes can also be paused, which will cease to transmit any further files until they are un-paused. at this point, it is possible to choose whether to distribute all the files it would have distributed during the paused state, or to start distributing any new files.

Up to 30 active (un-paused) and 30 inactive (paused) file distributions can be setup.

**Note:** If you want to move files to multiple locations, configure multiple processes. You can configure up to ten different processes.

# Viewing and Managing System Statistics

The **Status** tab displays the hardware, software and other system statistics. An example screen shot of the page is shown below.

**REUTERS WORLD NEWS EXPRESS** Administrator | Ab

STORIES LIVE ADVISORIES LAYOUT HISTORY MY VIDEOS **STATUS** Search Stories... Saved Searches

**ABOUT**

**SYSTEM OVERVIEW**

**LOG FILE VIEW**

**LOG FILE DOWNLOAD**

**UPGRADE HISTORY**

**DEVICE STATUS**

All

Satellite Statistics

Rx8200 Ip Statistics

RIs

Rx8200 Software Version

Hardware

Nic

System

**DEVICE STATUS EXPORT**

**DEVICE ALERTS**

**HOST INFO**

Basic

Host

Checks

**KENCAST ADMINISTRATION**

**Software Version:**

Version: 6.1  
Installed Patches:  
wnecv2\_gold\_image\_1.0.0\_201302

**Client Details:**

WNE Client Name: TESTBED-CER4  
WNE Client PC Serial Number: USE242JY8F  
WNE Client PC Type: ProLiant DL180 G6  
WNE Receiver MAC Address: 00-20-AA-58-29-1F (last connected 102 seconds ago)  
Windows Guest User ID: 575100853  
Linux Guest User ID: 773528663

**Supported Browsers:**

IE 8	IE 9	FIREFOX	CHROME
● Supported	● Supported	● Supported	● Supported

The various fields within DEVICE ALERTS are described below:

Field	Value
PARAMETER	Parameter for which statistics is collected
VALUE	Optimal value set for the parameter
MIN	Minimum value below which an Alert could be triggered, if configured
MAX	Maximum value above which an Alert could be triggered, if configured
ALERT	Can be set to one of the two values: <ul style="list-style-type: none"> <li>○ Email - an Alert email will be sent to the email address configured</li> <li>○ off - no Alert email will be sent</li> </ul>
LEVEL	Severity of the Alert. Possible values are: <ul style="list-style-type: none"> <li>1 - high severity</li> <li>2 - low severity</li> </ul>

To view statistics for specific hardware or software, click the appropriate link under STATUS.

## Setting up Email Alerts

You can set up email alerts for some of the parameters if the value exceeds a set threshold value. Those parameters for which the Alert column is grayed out cannot be configured for alerting.

1. Choose the parameter for which you want to set up an Alert.

2. Set a minimum and maximum value. Alternatively, you can skip this and leave the VALUE column to define threshold.
3. Edit the ALERT column by clicking it and choose *Email* from the drop-down menu.
4. Edit the LEVEL column by clicking it and choose the *severity level* for the above Alert.
5. Go to MANAGE ALERTS on the left side tab.
6. In the ADD EMAIL ADDRESSES field, enter the email addresses to which you want the Alert email to be sent. Click ADD

The email addresses will now be listed under YOUR EMAIL ALERTS.

**Note:** Each email address must be entered on a separate line. Comma separated values are not allowed.

# Stopping / Restarting System Services

Some of the administrative actions will require a restart of the corresponding services. You can find the options to stop or restart the different services under **System Services** tab.

Settings   User Management   File Distribution   Software Upgrade   System Services

**System Services** ⚠️ Your WNE system will be impacted if you stop or restart any service UPDATE STATUS

NAME	STATUS		
WNE FILE PROCESSOR	Running	RESTART	STOP
WNE FILE DISTRIBUTOR	Running	RESTART	STOP
WNE FILE PURGER	Running	RESTART	STOP
WNE HEALTH REPORTER	Running	RESTART	STOP
WNE INTERNET BACKUP	Running	RESTART	STOP
WNE PLAYER	Running	RESTART	STOP
WNE UPGRADER	Running	RESTART	STOP
TEAMVIEWER ON WINDOWS	Running	RESTART	STOP
TEAMVIEWER ON ADMIN	Running	RESTART	STOP
REMOTE DESKTOP AND VNC SERVER	Running	RESTART	STOP
MYSQL	Running	RESTART	

RESTART ALL   STOP ALL

To restart or stop a specific service, click the corresponding button. Note that it might take 15-20 seconds for the process to complete. To ensure that you are looking at the latest update at any given time, click UPDATE STATUS button on the top right corner of the page.

## Upgrading to Latest Version

The **Software Upgrade** page under **Administration** will tell you if are running the latest version of the software. The availability of an updated software will be displayed in a message banner, and on the **Software Upgrade** section.

Settings	User Management	File Distribution	Status	Software Upgrade	System Services
----------	-----------------	-------------------	--------	------------------	-----------------

 SOFTWARE UPGRADE	SOFTWARE UPGRADE
 SCHEDULE UPGRADE	<b>You are running the latest version of WNE software.(v 6.0.0.4)</b> There are no upgrades available at this time.
 UPLOAD SOFTWARE	

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[PRIVACY STATEMENT](#)

## Scheduling an Upgrade

When a new software version has been made available, you can either install the software immediately, or schedule to automatically install it on a specific date and time. Use the **Schedule Upgrade** section to enter the time and date at which the system will automatically perform the upgrade.

**Note:** Some upgrades may require a reboot, which will be performed automatically by the installation procedure. If a reboot is required, it will be notified as such in the release notes.

## Uploading the Software

For maintenance operations, it is possible to upload software from a USB drive, or to retrieve the latest software from the internet.

**Note:** This procedure should only be performed by Reuters support personnel, unless otherwise advised by Reuters support.