THOMSON REUTERS EIKON SYSTEM TEST GUIDE
# Updates History

<table>
<thead>
<tr>
<th>Version</th>
<th>Release Date</th>
<th>Comments</th>
</tr>
</thead>
</table>
| N/A     | April 2016   | Updated: [Operating System: Microsoft Security Advisory for SHA-2 compatibility](#)  
|         |              | - HTTP 1.1  
|         |              | - HTTP 1.1 Through Proxy Connections  
|         |              | - Saving Encrypted Pages to Disk  
|         |              | - Microsoft Office Version - Supported versions |
| 4.0.35  | March 2016   | Updated: Microsoft Office Version - Supported Versions for SHA-compatibility issues |
| 4.0.34  | March 2016   | Updated: Visual Basic for Applications Version |
| N/A     | January 2016 | Added: Readiness Test for Eikon Version 4  
|         |              | - Microsoft Hotfix KB2580188 for Eikon Office |
| 4.0.33  | December 2015| Updated: Installed Memory (RAM)  
|         |              | - IE LAN Settings  
|         |              | - Microsoft Office Version  
|         |              | - News Headlines Streaming |
|         |              | Installation Guide for Citrix available from Download Key Guides |
| 4.0.32  | September 2015| Updated: Operating System: Support for Windows 10 (64-bit only). |
| 4.0.31  | August 2015  | New: Running a Combined System and Network Test from the Product Page  
|         |              | - Network Component of the Combined Test  
|         |              | - Secondary Platform Connection Check |
|         |              | Updated: Legacy Thomson Reuters Products  
|         |              | - Data Retrieval |
| 4.0.29  | April 2015   | Operating System: Windows Server 2012 R2 is now supported. |
| 4.0.28  | February 2015| “Visual Basic for Applications Version - Microsoft Excel Compatible” on page 30 is now a prerequisite test  
|         |              | - MPLS is now referred to as Private Network |
| 4.0.27  | November 2014| Networking Guide available from Download Key Guides |
| 4.0.26  | August 2014  | New: Support for Microsoft Office 365  
|         |              | - Screens  
|         |              | - “Screen Details” on page 14  
|         |              | - “Visual Basic for Applications Version - Microsoft Excel Compatible” on page 30  
|         |              | - “System Test Process Information” on page 35 |
| 4.0.25  | August 2014  | New: “Register Product” on page 37 |
# TABLE OF CONTENTS

3 **UPDATES HISTORY**

6 **SYSTEM TEST OVERVIEW**
   ABOUT TESTING
   RUNNING A COMBINED SYSTEM AND NETWORK TEST FROM THE PRODUCT PAGE
   RUNNING SYSTEM TEST FROM THE PRODUCT
   ABOUT THE RESULTS
   READINESS TEST FOR EIKON VERSION 4

12 **PREREQUISITES - HARDWARE TESTS**
   ABOUT HARDWARE PREREQUISITES TESTS
   COLOR DEPTH
   CPU DESCRIPTION
   CPU SPEED
   CPU TYPE
   CPU VENDOR
   FREE DISK SPACE
   INSTALLED MEMORY (RAM)
   SCREENS
   SCREEN DETAILS
   SCREEN RESOLUTION

16 **PREREQUISITES - SOFTWARE TESTS**
   ABOUT SOFTWARE PREREQUISITES TESTS
   .NET FRAMEWORK VERSION
   BROWSER JAVASCRIPT
   BROWSER VERSION
   DELETE BROWSER HISTORY ON EXIT
   HTTP 1.1
   HTTP 1.1 THROUGH PROXY CONNECTIONS
   HTTPS CONNECTION CHECK
   LEGACY THOMSON REUTERS PRODUCTS
   MICROSOFT OFFICE VERSION
   MICROSOFT HOTFIX KB2580188 FOR EIKON OFFICE
   MSI VERSION
   MSXML 3.0 VERSION
   MSXML 6.0 VERSION
   OPERATING SYSTEM
   OPERATING SYSTEM LANGUAGE
   SAVING ENCRYPTED PAGES TO DISK
   SERVICE PACK
   TEMPORARY INTERNET FILES FOLDER SIZE
   VISUAL BASIC FOR APPLICATIONS VERSION
   VISUAL BASIC FOR APPLICATIONS VERSION - MICROSOFT EXCEL COMPATIBLE
   WMI SERVICE

32 **INFORMATION TESTS**
   ABOUT INFORMATION TESTS
   COMPUTER INFORMATION TESTS
   COMPUTER DOMAIN
   COMPUTER NAME
   LOCAL TIME
   INTERNET AVAILABILITY
   IE LAN SETTINGS
   MICROSOFT OFFICE LANGUAGE
   MICROSOFT OFFICE EXCEL VERSION
   MICROSOFT OFFICE POWERPOINT VERSION
   MICROSOFT OFFICE WORD VERSION
   THIN CLIENT RUN MODE
   USER LOCALE
   USER RIGHTS
   USER TIME ZONE
   SYSTEM TEST PROCESS INFORMATION
40  NETWORK TESTS
ABOUT NETWORK TESTS
DATA RETRIEVAL
HTTP 1.1 SERVICE AVAILABILITY
NETWORK TOOLS TESTS
AVERAGE LATENCY (ONE WAY)
DOWNLOAD BANDWIDTH
UPLOAD BANDWIDTH
NEWS HEADLINES STREAMING
REAL-TIME TESTS
CURRENT REAL-TIME DEPLOYMENT MODEL
CURRENT REAL-TIME NETWORK
IDN PERMISSION UPLOADER
PLATFORM NAME
STREAMING AVAILABILITY

50  NETWORK TEST - EIKON PRODUCT PAGE
NETWORK COMPONENT OF THE COMBINED TEST
SETTINGS
THOMSON REUTERS SERVICES
INTERACTIVE MAP
AUTEX
INSIDER
MIGRATION TOOLS (KNOWLEDGE NETWORK)
STREET EVENTS CONTENTS
THOMSON REUTERS E-LEARNING
CERTIFICATE REVOCATION VALIDATION
NEWS
THOMSON REUTERS EIKON FOR COMPLIANCE MANAGEMENT
MISCELLANEOUS

56  SCHEDULING SYSTEM TEST
INTRODUCTION TO SCHEDULING SYSTEM TEST
EXAMPLE FOR SCHEDULING SYSTEM TEST
SCHEDULING SYSTEM TEST

58  SYSTEM TEST FOR THOMSON REUTERS FX TRADING

60  DOWLOAD KEY GUIDES
SYSTEM TEST OVERVIEW

WHAT DO YOU WANT TO DO?
• About Testing
• Running a Combined System and Network Test from the Product Page
• Running System Test from the Product
• About the Results
• Readiness Test for Eikon Version 4

ABOUT TESTING
What System Test is
System Test is a suite of tests that verifies whether your hardware, software, and network environments are suitable to run Thomson Reuters Eikon and its associated applications. Once you have installed Thomson Reuters Eikon, System Test runs regularly to verify performance and identify possible issues. The set of tests performed depends on when you run them; before installation, during installation, or once the product is installed.

System Test users
• Anyone who is considering installing Thomson Reuters Eikon can run System Test to make sure that their computer meets the necessary minimum requirements.
• Any Thomson Reuters Eikon user can run System Test at any time to verify that Thomson Reuters Eikon is running correctly.
• Thomson Reuters FX Trading (FXT) users: See System Test for Thomson Reuters FX Trading.

Running System Test
You can run System Test:
• prior to installing Thomson Reuters Eikon to ensure that your system is prepared for the installation, see “To run System Test prior to installation” on page 8
• after installation, see “To run System Test from Thomson Reuters Eikon Tools” on page 8
• regularly, to verify the performance of Thomson Reuters Eikon, this can be automatic or manual
• after a product update

Thomson Reuters Eikon automatically runs System Test during installation.

How to run System Test
You can run System Test manually in several different ways. For more information, see:
• “Running a Combined System and Network Test from the Product Page” on page 8
• “Running System Test from the Product” on page 8
Accessing System Test

You can run System Test prior to or after installing Thomson Reuters Eikon, to ensure optimal performance.

<table>
<thead>
<tr>
<th>YOU CAN RUN SYSTEM TEST</th>
<th>FROM</th>
</tr>
</thead>
</table>
| prior to installing Thomson Reuters Eikon | • the link in your Welcome E-mail  
• [https://customers.thomsonreuters.com/eikon/](https://customers.thomsonreuters.com/eikon/)  
• Thomson Reuters Customer Zone |
| after installing Thomson Reuters Eikon | • Thomson Reuters Eikon Tools (see “To run System Test from Thomson Reuters Eikon Tools” on page 8)  
• within Thomson Reuters Eikon (see “To run System Test from within Thomson Reuters Eikon” on page 8) |
| for the FX Trading (FXT) application | Thomson Reuters FX Trading page on Customer Zone  
For details, see System Test for Thomson Reuters FX Trading. |

Specific sets of tests

System Test runs specific sets of tests. Which set of tests runs depends at what stage you are running System Test. For example, when you run System Test before installation, System Test runs only the tests necessary to verify that your computer meets all the requirements for the installation. Once you have installed Thomson Reuters Eikon, the tests include, for example, tests to verify component versions. The tests cover:

- Prerequisites; see “Prerequisites - Hardware Tests” on page 12 and “Prerequisites - Software Tests” on page 16
- Connectivity; see “About Network Tests” on page 40
- General information; see “Information Tests” on page 32

Types of System Test

There are two types of System Test:

- Validation tests display a validation status to indicate whether the test has passed, failed, etc.
- Information tests communicate detailed technical information and not a validation status

Accessing the results

When you run System Test, Thomson Reuters Eikon displays the test results with relevant messages and a status. The result displays the test status as icons. For more information, see About the Results.

Troubleshooting information

Click ![icon](https://customers.thomsonreuters.com/eikon/) in System Test Results to access help on troubleshooting the test results.

For more information, see “About the Results” on page 9.

System Test scheduler

You can schedule System Test to run automatically at regular intervals. By default, System Test runs once every 30 days. The administrator at your site can change the recurrence interval of System Test. To schedule System Test frequency to daily, weekly, monthly, or at an interval of a specified number of days in the OverrideConfiguration.xml file.
RUNNING A COMBINED SYSTEM AND NETWORK TEST FROM THE PRODUCT PAGE

To run System Test prior to installation

You can run the combined System and Network Test from the Thomson Reuters Eikon product website to ensure that your computer meets the hardware, software, connectivity and certificates prerequisites for Thomson Reuters Eikon.

1. Open Internet Explorer, or Chrome and enter https://customers.thomsonreuters.com/eikon/ in the address bar. The Thomson Reuters Eikon product page opens.

2. Under System and Network Test, click Run the Test. A file download dialog opens; its position and options are browser-dependent. (This procedure is based on Internet Explorer.)

3. In the file download dialog, click Run/Open (in IE or Chrome). Thomson Reuters Eikon - System Test opens.

4. In Country Selection, choose your country. System Test retrieves and displays the region associated with the chosen country. For example, AMERS, EMEA, or APAC.

5. Select Verify Connection, if you want to run both System and Network tests. By default, the Network Test is not selected. For details, see Network Test - Eikon Product Page.

6. Click Start Test. The test runs the prerequisites tests on hardware, software, connections, and certificates and displays the result summary.

7. Click View details for complete information on each test.

RUNNING SYSTEM TEST FROM THE PRODUCT

Overview

There are multiple ways to run System Test once you have installed Thomson Reuters Eikon, see:

- “To run System Test from Thomson Reuters Eikon Tools” on page 8
- “To run System Test from within Thomson Reuters Eikon” on page 8

To run System Test from Thomson Reuters Eikon Tools

You can run System Test after installing Thomson Reuters Eikon.


2. Enter your User ID (usually your company e-mail address) and password.

3. Click Sign In. System Test runs the tests and displays the results.

4. Click View details to view detailed test results.

To run System Test from within Thomson Reuters Eikon

You can run System Test from within Thomson Reuters Eikon.


2. Enter your User ID (usually your company e-mail address) and password.

3. Click Sign In. Thomson Reuters Eikon opens.

4. Choose Help > System Test. System Test opens and runs the tests to verify the performance of Thomson Reuters Eikon.

5. Click View details to view detailed test results.
ABOUT THE RESULTS

Introduction to results

System Test displays the test results, along with relevant messages and test status icons. It provides access to troubleshooting information. System Test status icons

This table provides a description for each status icon.

<table>
<thead>
<tr>
<th>ICON</th>
<th>STATUS</th>
<th>DESCRIPTION</th>
</tr>
</thead>
</table>
| None | Unknown| This means that no test status has been found.  
This is the status prior to the test launch. |
| ✔ | Pass | This icon indicates that the test matches the required conditions. No further action is required. |
| ✗ | Fail | This icon means the test does not match the required conditions. Further action needs to be taken to address the issue. |
| 🔴 | Warning | This icon indicates that the test results may not be critical. If Thomson Reuters Eikon displays a warning message while running the prerequisite tests, you can still continue with the installation process. While running the diagnostics tests, this status may restrict some features, but will not prevent you from using the product. |
| 🔴 | Alert | This icon indicates that the test results may require your confirmation during the installation of the product. You can use Force Installation to continue with the installation process. |
| 🔴 | Information | This icon signifies that no validation is required for the test, and it is only for information. No further action is required. |

To send System Test results by e-mail

You can send System Test results to the Thomson Reuters Support Team.

1. In System Test Results, click Send results by e-mail. A new e-mail opens in your default e-mail application, with a pre-populated e-mail address systemtest.results@thomsonreuters.com and the System Test results.
2. Click Send. System Test result is sent to the Thomson Reuters Support Team.

If you do not have an e-mail application installed, you can use any web-based e-mail service to send saved results as an attachment. See “To save System Test results” on page 9.

To save System Test results

You can save the test results from System Test Results.

1. In System Test Results, click Save results. Save As opens.
2. In the File name, enter a name. Ensure that you retain .xml as the file extension.
3. Click Save to save the results in your local folder.
READINESS TEST FOR EIKON VERSION 4

What This Test is For

The Eikon 4 Ready Test is a suite of tests that verifies if your computer and network meet the requirements to upgrade to Thomson Reuters Eikon version 4.

How to Run this Test

This test is available in the standalone System Test suite that you can run from the Thomson Reuters Eikon product page.

On the page, go to System and Network Test and click Run the Test.

Targeted users

Eikon version 3x users who need to upgrade to version 4x.

What this tests

- **Software Prerequisites**: Tests certain software components such as the .NET Framework, WMI Service, Browser version, HTTP 1.1, etc. to verify if they meet the minimum requirements for version 4x.
- **Hardware Prerequisites**: Tests hardware elements such as the OS, CPU speed, RAM size, etc. to verify if they meet the minimum requirements to run version 4x.
- **Network and Bandwidth**: Tests network connections, upload and download bandwidth, as well as the average latency to Thomson Reuters regional data-centres.

Results Overview

System Test displays the test results with status icons, relevant messages and recommendations when further actions are required.

This table provides a description for each status icon.

<table>
<thead>
<tr>
<th>ICON</th>
<th>STATUS</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="None" /></td>
<td>Unknown</td>
<td>This means that no test status has been found. <img src="image" alt="This is the status prior to the test launch." /></td>
</tr>
<tr>
<td><img src="image" alt="Pass" /></td>
<td>Pass</td>
<td>This icon indicates that the test matches the required conditions. No further action is required.</td>
</tr>
<tr>
<td><img src="image" alt="Fail" /></td>
<td>Fail</td>
<td>This icon means the test does not match the required conditions. Further action needs to be taken to address the issue.</td>
</tr>
</tbody>
</table>

What you can do with the results

The test results can be exported in a number of different ways via links at the bottom of the test screen.

- **Send results by e-mail** (to): Opens open your standard e-mail application and the body with the test results. The e-mail is also pre-populated with the mail to address: systemtest.results@thomsonreuters.com.
- **Save results**: Enables you to save the results to your local disk. The file format is XML.
- **Copy to clipboard**: Copies the results to the clipboard which you can then paste into another application. For example, if you wish to keep a text copy of the results, click Copy to clipboard, then open your text application for example Notepad, paste the results, and then save the text file.
- **Discard results and run test again**: Deletes the results from memory, and runs the test again.
PREREQUISITES - HARDWARE TESTS

WHAT DO YOU WANT TO DO?
• About Hardware Prerequisites Tests
• Color Depth
• CPU Description
• CPU Speed
• CPU Type
• CPU Vendor
• Free Disk Space
• Installed Memory (RAM)
• Screens
• Screen Details
• Screen Resolution

ABOUT HARDWARE PREREQUISITES TESTS
Overview
Hardware Prerequisites tests ensure that all hardware prerequisites, such as the CPU speed, RAM size, etc. meet the minimum requirements to install Thomson Reuters Eikon.

COLOR DEPTH
Test type
Validation
What this test does
The Color Depth test verifies if the value of the color depth that you have on your computer supports Thomson Reuters Eikon. If the color quality is lower than 8-bit, then this test stops the installation of Thomson Reuters Eikon.

How this test works
The Color Depth test uses the plug-in RstPlugPrerequisites.dll and Win32 APIs, such as EnumDisplayDevices() and CreateDC(), to determine the color depth.

Results, impact, and solutions
This table provides you with the results and impact of the Color Depth test. It also provides a solution.

<table>
<thead>
<tr>
<th>RESULT</th>
<th>IMPACT WITH SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>None.</td>
</tr>
<tr>
<td>Fail</td>
<td>Color depth is below 16-bit.</td>
</tr>
</tbody>
</table>
  Solution: See [PC Requirements](#).
**CPU DESCRIPTION**

**Test type**

**Information**

**What this test does**

The CPU Description test displays the CPU description of the system.

**How this test works**

The CPU Description test reads and returns the value of the `Win32_Processor.Name` WMI parameter. For details on the recommended CPU for Thomson Reuters Eikon, see [PC Requirements](#).

**CPU SPEED**

**Test type**

**Information**

**What this test does**

The CPU Speed test verifies if the minimum CPU speed of your computer supports Thomson Reuters Eikon.

**How this test works**

The CPU Speed test reads and returns the value of the `Win32_Processor.MaxClockSpeed` WMI parameter.

**CPU TYPE**

**Test type**

**Information**

**What this test does**

The CPU Type test provides information regarding the type of CPU you use.

**How this test works**

The CPU Type test reads and returns the value of the `Win32_Processor.Description` WMI parameter. For details on the recommended CPU for Thomson Reuters Eikon, see [PC Requirements](#).

**CPU VENDOR**

**Test type**

**Information**

**What this test does**

The CPU Vendor test verifies if the CPU vendor is Intel or AMD.

**How this test works**

The CPU Vendor test reads and returns the value of the `Win32_Processor.Manufacturer` WMI parameter.

**FREE DISK SPACE**

**Test type**

**Validation**

**What this test does**

The Free Disk Space test displays the drive that has the most available free space. It provides information on whether enough free disk space is available for installation of Thomson Reuters Eikon.

**How this test works**

The Free Disk Space test reads and returns the value of the `Win32_LogicalDisk.FreeSpace` WMI parameter.

**Results, impact, and solutions**

This table provides you with the results and impact of the Free Disk Space test. It also provides solutions.

<table>
<thead>
<tr>
<th>RESULT</th>
<th>IMPACT WITH SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Pass</strong></td>
<td>None. You have the minimum 900 MB or more of free disk space. Recommended: 1.6 GB</td>
</tr>
</tbody>
</table>
| **Fail** | The free disk space in your computer is less than 900 MB, which is insufficient to install Thomson Reuters Eikon. 
**Solution:** To resolve the issue, you must have free disk space: greater than 900 MB in your local drive before installing Thomson Reuters Eikon. 
See [PC Requirements](#) for details. |
INSTALLED MEMORY (RAM)
Test type
Validation
What this test does
This test verifies if the installed memory on your computer is sufficient for optimal performance. Installed memory is also known as physical memory or random access memory (RAM).
How this test works
The Physical Memory test reads and returns the value of the Win32_ComputerSystem.TotalPhysicalMemory WMI parameter.
Results, impact, and solutions
This table provides the results and impact of the Physical Memory test. It also provides a solution.

<table>
<thead>
<tr>
<th>RESULT</th>
<th>IMPACT WITH SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>None. You have the minimum required installed memory of 4 GB or more.</td>
</tr>
<tr>
<td></td>
<td>• Minimum: 4 GB RAM</td>
</tr>
<tr>
<td></td>
<td>• Recommended: 8GB RAM</td>
</tr>
<tr>
<td></td>
<td>• Preferred: 12 GB RAM</td>
</tr>
<tr>
<td>Fail</td>
<td>Unable to install Thomson Reuters Eikon as the memory detected is less than 4 GB.</td>
</tr>
<tr>
<td></td>
<td>Solution: You must upgrade your memory to meet the system requirements. See PC Requirements for details.</td>
</tr>
</tbody>
</table>

SCREEN DETAILS
Test type
Information
What this test does
The Screen Details test collects information on the screen name, its position in the display: whether it is the main screen, or screen number 2, etc., and the screen resolution for each screen.
How this test works
System Test collects the information from the Windows Forms API.

SCREEN RESOLUTION
Test type
Validation
What this test does
The Screen Resolution test verifies if the screen resolution that you have on your computer supports Thomson Reuters Eikon.
How this test works
To determine the size of the virtual screen, the test uses the plug-in RstPlugPrerequisites.dll and Win32 APIs, such as GetSystemMetrics(SM_CXVIRTUALSCREEN) and GetSystemMetrics(SM_CYVIRTUALSCREEN).
Results, impact, and solution
This table provides the results and impact of the Screen Resolution test. It also provides a solution.

<table>
<thead>
<tr>
<th>RESULT</th>
<th>IMPACT WITH SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>None</td>
</tr>
<tr>
<td>Alert</td>
<td>Your screen resolution is lower than the required 1024 x 768. You can continue to install Thomson Reuters Eikon, but the user interface will be distorted.</td>
</tr>
<tr>
<td></td>
<td>Solution: You must have a screen resolution of 1024 x 768 or greater on your computer.</td>
</tr>
</tbody>
</table>
**PREREQUISITES - SOFTWARE TESTS**

**WHAT DO YOU WANT TO DO?**
- About Software Prerequisites Tests
- .NET Framework Version
- Browser JavaScript
- Browser Version
- Delete Browser History on Exit
- HTTP 1.1
- HTTP 1.1 Through Proxy Connections
- HTTPS Connection Check
- Legacy Thomson Reuters Products
- Microsoft Office Version
- Microsoft Hotfix KB2580188 for Eikon Office
- MSI Version
- MSXML 3.0 Version
- MSXML 6.0 Version
- Operating System
- Operating System Language
- Saving Encrypted Pages to Disk
- Service Pack
- Temporary Internet Files Folder Size
- Visual Basic for Applications Version
- Visual Basic for Applications Version - Microsoft Excel Compatible
- WMI Service

**ABOUT SOFTWARE PREREQUISITES TESTS**

**Overview**

Software Prerequisites tests ensure that all software prerequisites, such as operating system version, third-party software, etc. meet the minimum requirements to install Thomson Reuters Eikon.

**Tests that stop the installation process**

This table provides information on Software Prerequisites tests which if failed, may stop the installation process.

<table>
<thead>
<tr>
<th>THE TEST</th>
<th>FAILS IF</th>
<th>FOR A SOLUTION, SEE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Browser Version</td>
<td>Internet Explorer is lower than version 6 SP1.</td>
<td>“Browser Version” on page 18.</td>
</tr>
<tr>
<td>Browser JavaScript</td>
<td>JavaScript is disabled, or requires an action from you to enable it.</td>
<td>“Browser JavaScript” on page 17.</td>
</tr>
<tr>
<td>HTTPS Connection Check</td>
<td>the required certificate is not available.</td>
<td>“HTTPS Connection Check” on page 21.</td>
</tr>
<tr>
<td>Legacy Thomson Reuters Products</td>
<td>the version of legacy Reuters 3000 Xtra is equal to or lower than 4.5.</td>
<td>“Legacy Thomson Reuters Products” on page 22.</td>
</tr>
<tr>
<td>Microsoft Office Version</td>
<td>the required Microsoft Office Version is not available.</td>
<td>“Microsoft Office Version” on page 23.</td>
</tr>
<tr>
<td>MSI Version</td>
<td>the version of MSI is lower than 3.1.</td>
<td>“MSI Version” on page 25.</td>
</tr>
<tr>
<td>MSXML 3.0 Version</td>
<td>the version of MSXML is lower than 3.1.</td>
<td>“MSXML 3.0 Version” on page 25.</td>
</tr>
<tr>
<td>MSXML 6.0 Version</td>
<td>the version of MSXML is lower than 6.0</td>
<td>“MSXML 6.0 Version” on page 26.</td>
</tr>
<tr>
<td>Service Pack</td>
<td>the required Service Pack is not available.</td>
<td>“Service Pack” on page 28.</td>
</tr>
<tr>
<td>Visual Basic for Applications</td>
<td>the version of Visual Basic for Applications is lower than 6.4.</td>
<td>“Visual Basic for Applications Version” on page 29.</td>
</tr>
</tbody>
</table>
Variable results
The results for these tests vary according to the version of your operating system:
• Operating System
• Service Pack

.NET FRAMEWORK VERSION
Test type
Validation

What this test does
The .NET Framework Version test lists the versions of Microsoft .NET Framework that are available on the system.

How this test works
The .NET Framework Version test uses the plug-in RstPluginInformation.dll to perform various tests on registry keys and dll version readings.

Results, impact, and solutions
This table provides you with the results and impact of the .NET Framework Version test. It also provides a solution.

<table>
<thead>
<tr>
<th>RESULT</th>
<th>IMPACT WITH SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>None</td>
</tr>
<tr>
<td>Fail</td>
<td>Unable to install Thomson Reuters Eikon. Solution: Install the recommended version; see PC Requirements for details.</td>
</tr>
</tbody>
</table>

BROWSER JAVASCRIPT
Test type
Validation

What this test does
The Browser Java Script test verifies the active scripting settings in Microsoft Internet Explorer. If Java Script is disabled or requires an action from you to enable it, this test stops the installation of Thomson Reuters Eikon.

How this test works
The Browser Java Script test reads values from the HKCU\Software\Microsoft\Windows\CurrentVersion\Internet Settings\Zones\<zone>\1400 registry key.

Results, impact, and solutions
This table provides you with the results and impact of the Browser Java Script test. It also provides a solution.

<table>
<thead>
<tr>
<th>RESULT</th>
<th>IMPACT WITH SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>None</td>
</tr>
<tr>
<td>Fail</td>
<td>You cannot install Thomson Reuters Eikon. Solution: To resolve the issue see: “Active Scripting disabled for My Computer” on page 17, “Active Scripting disabled for Local intranet” on page 17, “Active Scripting disabled for Trusted sites” on page 17, “Active Scripting disabled for Internet” on page 17</td>
</tr>
</tbody>
</table>

Active Scripting disabled for My Computer
If Active Scripting is disabled for My Computer you need to ensure that Java Script is enabled in the My Computer zone.

You cannot use Internet Explorer security settings to modify the My Computer zone parameters. For more information, visit:
• http://support.microsoft.com/kb/182569
• http://support.microsoft.com/kb/922704

Active Scripting disabled for Local intranet
If Active Scripting is disabled for Local intranet, then in Internet Explorer you need to ensure that Java Script is enabled in the Local intranet zone.

Active Scripting disabled for Trusted sites
If Active Scripting is disabled for Local intranet, then in Internet Explorer you need to ensure that Java Script is enabled in the Trusted sites zone.

Active Scripting disabled for Internet
If Active Scripting is disabled for Local intranet, then in Internet Explorer you need to ensure that Java Script is enabled in the Internet zone.
BROWSER VERSION
Test type
Validation
What this test does
The Browser Version test verifies if the version of Microsoft Internet Explorer (IE) installed on your computer is compatible with Thomson Reuters Eikon. If the version of Microsoft Internet Explorer is lower than version 6 SP2, then this test stops the installation of Thomson Reuters Eikon.
How this test works
The Browser Version test reads the string value Version in the HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Internet Explorer registry key.
Results, impact, and solutions
This table provides you with the results and impact of the Browser Version test. It also provides solutions.

<table>
<thead>
<tr>
<th>RESULT</th>
<th>IMPACT WITH SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>None</td>
</tr>
</tbody>
</table>
| Alert  | You can install Thomson Reuters Eikon, however its performance will be impacted as your current browser version does not meet the requirements.  
Solution: For information on the appropriate browser version with your operating system, see PC Requirements. |
| Fail   | You cannot install Thomson Reuters Eikon.  
Solution: You must upgrade your browser to a supported version to ensure correct functioning of Thomson Reuters Eikon. See PC Requirements. |

DELETE BROWSER HISTORY ON EXIT
Test type
Validation
What this test does
This test verifies if the Internet Explorer setting Delete browsing history on exit is enabled or disabled.
How this test works
The test reads the string value in this registry key: HKCU:\Software\Microsoft\Internet Explorer\Privacy\ClearBrowsingHistoryOnExit
Results, impact, and solutions
This table provides you with details about the test results and their impact.

<table>
<thead>
<tr>
<th>RESULT</th>
<th>IMPACT WITH SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>Delete browsing history on exit is disabled.</td>
</tr>
</tbody>
</table>
| Alert  | If Delete browsing history on exit is enabled, you can install Thomson Reuters Eikon, but the application may suffer from stability issues during usage.  
Solution: For optimal stability, you must disable the setting Delete browsing history on exit located in Internet Explorer > Tools > Internet Options. |

Supported versions
Details are available in PC Requirements.
HTTP 1.1
Test type
Validation

What this test does
The HTTP 1.1 test verifies the status of the HTTP 1.1 protocol.

How this test works
The HTTP 1.1 test reads and returns the value of the setting in the registry key. The location of the registry key depends on whether this setting is controlled by user preference, or by a group policy, that is by your domain administrator.

<table>
<thead>
<tr>
<th>SETTINGS CONTROLLED BY</th>
<th>REGISTRY KEY</th>
<th>NAME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer Policy</td>
<td>HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\Windows\CurrentVersion\Internet Settings</td>
<td>EnableHttp1_1</td>
</tr>
<tr>
<td>User Account Policy</td>
<td>HKEY_CURRENT_USER\SOFTWARE\Microsoft\Windows\CurrentVersion\Internet Settings</td>
<td>EnableHttp1_1</td>
</tr>
</tbody>
</table>

Results, impact, and solutions
This table provides you with the results and impact of the HTTP 1.1 test. It also provides solutions.

<table>
<thead>
<tr>
<th>RESULT</th>
<th>IMPACT WITH SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>None</td>
</tr>
<tr>
<td>Alert</td>
<td>You can install Thomson Reuters Eikon, but its performance will be adversely impacted.&lt;br&gt;&lt;br&gt;&lt;em&gt;Solution:&lt;/em&gt; You must enable HTTP 1.1 setting in Internet Explorer to optimize product performance. For more information, see To enable HTTP 1.1.</td>
</tr>
</tbody>
</table>

To enable HTTP 1.1
You can enable HTTP 1.1 setting in Internet Explorer.

1. Open Internet Explorer.
2. Choose Tools > Internet Options. The Internet Options dialog box opens.
3. In Advanced, select Use HTTP 1.1.
4. Click Apply then OK.
Details of system requirements are available in **PC Requirements**.

**HTTP 1.1 THROUGH PROXY CONNECTIONS**

**Test type**

**Validation**

**What this test does**

The *HTTP 1.1 Through Proxy Connections* test verifies the status of HTTP 1.1, using the proxy connections protocol.

**How this test works**

The *HTTP 1.1 Through Proxy Connections* test reads and returns the value of the setting in the registry key. The location of the registry key depends on whether this setting is controlled by user preference, or by a group policy, that is by your domain administrator.

<table>
<thead>
<tr>
<th>SETTINGS CONTROLLED BY</th>
<th>REGISTRY KEY</th>
<th>NAME</th>
</tr>
</thead>
</table>
| Computer Policy        | HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\Windows\CurrentVersion\Internet Settings | *ProxyHttp1.1 if(ProxyHttp1.1 = 0) {
  Read value at AutoConfigURL or ProxyEnable |
| Policy applied at Computer level, modifiable by domain administrator |                  |
| User Account Policy    | HKEY_CURRENT_USER\SOFTWARE\Policies\Microsoft\Windows\CurrentVersion\Internet Settings | * ProxyHttp1.1 if(ProxyHttp1.1 = 0) {
  Read value at AutoConfigURL or ProxyEnable |
| Policy applied at User level, modifiable by domain administrator |                  |

**Results, impact, and solutions**

This table provides you with the results and impact of the HTTP 1.1 Through Proxy Connections test. It also provides solutions.

<table>
<thead>
<tr>
<th>RESULT</th>
<th>IMPACT WITH SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>None</td>
</tr>
</tbody>
</table>
| Alert  | You can install and run Thomson Reuters Eikon; however, product performance is adversely impacted.  
Solution: Enable HTTP 1.1 through proxy connections setting in Internet Explorer to optimize product performance. For more information, see To enable HTTP 1.1 through proxy connections.  
⚠️ You must ensure that you select the proxy setting in Internet Explorer. For more information, see To select the proxy setting. |
| Fail   | You cannot install Thomson Reuters Eikon.  
Solution: You must enable HTTP 1.1 through proxy connections setting in Internet Explorer. For more information, see To enable HTTP 1.1 through proxy connections. |
To enable HTTP 1.1 through proxy connections
You can enable HTTP 1.1 through proxy connections setting in Internet Explorer.

1. Open Internet Explorer.
2. Choose Tools > Internet Options. The Internet Options dialog box opens.
3. In Advanced, select Use HTTP 1.1 through proxy connections.
4. Click Apply, and then click OK.

To select the proxy setting
You can select the proxy setting in Internet Explorer.

1. Open Internet Explorer.
2. Choose Tools > Internet Options. The Internet Options dialog box opens.
3. In Connections, click LAN settings.
4. In Automatic configuration, select Use automatic configuration script. OR
   In Proxy server, select Use a proxy server for your LAN.
5. Click Apply, and then click OK.

Related test
The Internet Availability Test displays the result as Internet not accessible if the proxy setting in Internet Explorer is not selected, see To select the proxy setting. For information on the test, see Internet Availability.

Further details
Further details of system requirements are available in PC Requirements on Thomson Reuters Customer Zone.

HTTPS CONNECTION CHECK
Test type
Validation

What this test does
The HTTPS Connection Check test verifies the connection to an HTTPS web server.

How this test works
The HTTPS Connection Check test uses the plug-in RstPluginNetworking.dll to validate the HTTPS connection, and checks if it can reach the URL https://heartbeat.cp.thomsonreuters.net/heartbeat.xml without any error.

Results, impact, and solutions
This table provides you with the results and impact of the HTTPS Connection Check test. It also provides solutions.

<table>
<thead>
<tr>
<th>RESULT</th>
<th>IMPACT WITH SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>None</td>
</tr>
<tr>
<td>Alert</td>
<td>You cannot connect to a secure HTTPS site. Solution: You can try to sign in to Thomson Reuters Eikon again.</td>
</tr>
<tr>
<td>Fail</td>
<td>You cannot install Thomson Reuters Eikon. Solution: You must contact your system administrator.</td>
</tr>
</tbody>
</table>
LEGACY THOMSON REUTERS PRODUCTS

Test type
Validation

What this test does
The Legacy Thomson Reuters Products test checks for installed versions of legacy products and alerts you if they are incompatible with Thomson Reuters Eikon.

How this test works
The Legacy Thomson Reuters Products test reads the Windows Installer versions using the MSI product IDs and checks for installed versions of:
- Reuters 3000 Xtra
- Thomson Reuters Spreadsheet Link (TRSL)
- Thomson Reuters for Microsoft Office (TRMSO)
- Thomson Reuters Blueprint for Deal Making

Formerly, TRSL and TRMSO were incompatible with Thomson Reuters Eikon. Users can now install and try Eikon without uninstalling TRSL/TRMSO if they install the Switchover Tool. This test also detects the presence of the Switchover Tool.

Results, impact, and solutions
This table provides you with the results and impact of the Legacy Thomson Reuters Products test. It also provides solutions.

<table>
<thead>
<tr>
<th>RESULT</th>
<th>IMPACT WITH SOLUTION</th>
</tr>
</thead>
</table>
| Pass   | • No legacy products detected.  
|        | • TRSL/TRMSO + [Switchover Tool](#)  |
| Fail   | • Reuters 3000 Xtra: If you have Reuters 3000 Xtra 4.5 or lower, or if it is impossible to identify the version, this test stops the installation of Thomson Reuters Eikon. You cannot upgrade Reuters 3000 Xtra 4.5x or a lower version to Thomson Reuters Eikon.  
|        | • Thomson Reuters Spreadsheet Link (TRSL) but no Switchover Tool  
|        | • Thomson Reuters for Microsoft Office (TRMSO) but no Switchover Tool  
|        | • Thomson Reuters Blueprint for Deal Making  
|        | Solution:  
|        | • Uninstall the legacy products and then restart your Thomson Reuters Eikon installation.  
|        | • To use TRSL/TRMSO as well as Eikon, install the Switchover Tool. See details here: [Switchover Tool Guide](#). |
### MICROSOFT OFFICE VERSION

**Test type**
Validation

**What this test does**
The Microsoft Office Version test verifies if the version of Microsoft Office installed on your computer is compatible with Thomson Reuters Eikon. If you receive a Fail for the Microsoft Office Version test, this test stops the installation of your Thomson Reuters Eikon.

**How this test works**
The Microsoft Office Version test reads the file versions from:
- COM ProgID `Excel.Application`
- COM ProgID `PowerPoint.Application`
- COM ProgID `Word.Application`

It also collects information about Microsoft Office patches from the `MSCOMCTL.OCX` version.

**Results, impact, and solutions**
This table provides you with the results and impact of the Microsoft Office Version test. It also provides solutions.

<table>
<thead>
<tr>
<th>RESULT</th>
<th>IMPACT WITH SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>None.</td>
</tr>
</tbody>
</table>
| Alert  | You can install Thomson Reuters Eikon, however Thomson Reuters Eikon - Microsoft Office may not function as expected since the MS Office version on your computer is not supported.  
**Solution:** You must upgrade Microsoft Office to a supported version. See Supported versions for details. |
| Fail   | You may not be able to use Thomson Reuters Eikon - Microsoft Office. This can happen if you use the wrong installation package.  
For example: You have Microsoft Office 32-bit but you install a package for Microsoft Office 64-bit.  
**Solution:** You must upgrade Microsoft Office to a supported version. See Supported versions. |

**Supported versions**
Here are the supported versions.

32-bit only:
- Microsoft Office 2007 with SP3 - Professional Plus
- Microsoft Office 2010 with KB2405840 and KB2598139, SP1 + KB2598139, SP2 - Professional Plus


32 and 64-bit:
- Microsoft Office 2013 with SP1 - Professional Plus
- Microsoft Office 365 with Office 2013 - ProPlus and Enterprise E3
- Microsoft Office 2016 (Eikon v4.0.33 onward) - Professional Plus
- Microsoft Office 365 with Office 2016 - ProPlus and Enterprise E3

In 64-bit Office versions: Eikon Office does not support Metastock Charts, RCalc, RHistory VBA API and RTX.

Details of the supported OS and other system requirements are available in PC Requirements.

**Download official service packs**
To obtain the latest service pack for Microsoft Office, go to:
[http://support.microsoft.com/sp](http://support.microsoft.com/sp).

**Ensuring SHA-2 compatibility with Microsoft Office 2007 and 2010**

Version 4.0.36 onwards, Thomson Reuters Eikon uses SHA-2 certificate for increased security.
- This SHA-2 SSL certificate can be incompatible with Office 2007 and 2010 if the Trust Center option "Require Applications to be signed by Trusted Publisher" is activated in Excel/Word/PowerPoint Options.

- As soon as System Test detects this option is activated, it blocks the Thomson Reuters Eikon installation/upgrade. This is because the Eikon Office add-in cannot function correctly unless certain conditions are met.

To continue with the installation/upgrade, read the solutions for Microsoft Office 2007 SP3 and MS Office 2010 and 2010 SP1.
Microsoft Office 2007 SP3
To install Eikon v4.0.36 and above, you need to:
• either deactivate the Trusted Publisher option in MS Excel/Word/PowerPoint
  Options. See How to deactivate the Trusted Publisher option.
• or upgrade to Office 2010 SP2 (or higher)

MS Office 2010 and 2010 SP1
If the “Require Applications to be signed by Trusted Publisher” option is activated, you need to:
• either install hotfix KB2598139
• or upgrade to Office 2010 SP2 (or higher)
Alternatively, disable the Trusted Publisher option. See How to deactivate the Trusted Publisher option.

How to deactivate the Trusted Publisher option
1 In Microsoft Excel/Word/PowerPoint, click > Options.
2 In Options, click > Trust Center > Trust Center Settings.
3 Click Trusted Publishers and clear Require Applications to be signed by Trusted Publisher.
4 Close the Microsoft Office applications and resume the installation.

MICROSOFT HOTFIX KB2580188 FOR EIKON OFFICE
Test type
Validation
What this test does
The KB2580188 Installation for Eikon Office test checks for conditions that could cause Thomson Reuters Eikon - Microsoft Office (Eikon Office) to crash, and recommends the solution.

How this test works
The test looks for the conditions that can cause Eikon Office to crash:
• The Eikon root cache folder is on a network drive.
• The Windows System.Configuration.dll version is lower than 4.0.30319.498.
If the two conditions are met, there is a possibility that Eikon Office will crash due to an issue in the System.Configuration.dll.
• The solution is to install the Microsoft hotfix KB2580188. This is why System Test also checks if KB2580188 is already installed.
• The registry for this hotfix is:
  HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Updates\.NET Framework 4 Client profile\KB2580188.

Results, impact, and solutions
This table provides you with the results and impact of the KB 2580188 Installation for Eikon Office test, as well as the solution.

<table>
<thead>
<tr>
<th>RESULT</th>
<th>IMPACT WITH SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>None if the conditions are not met, or even if the conditions are met but KB 2580188 is already installed.</td>
</tr>
</tbody>
</table>
| Fail   | Thomson Reuters Eikon - Microsoft Office is likely to crash. Also, the Deal Analytics app will not load.  
  Solution: Install the official Microsoft Hotfix KB2580188. |
**MSI VERSION**

**Test type**
Validation

**What this test does**
The MSI Version test verifies if the Windows Installer version installed on your workstation is compatible with Thomson Reuters Eikon. If the version of MSI is lower than 3.1, then this test stops the installation of Thomson Reuters Eikon.

**How this test works**
The MSI Version test reads the installer version from the **MSI.dll** file.

**Results, impact, and solutions**
This table provides you with the results and impact of the MSI Version test. It also provides a solution.

<table>
<thead>
<tr>
<th>RESULT</th>
<th>IMPACT WITH SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>None</td>
</tr>
<tr>
<td>Fail</td>
<td>You cannot install Thomson Reuters Eikon.</td>
</tr>
<tr>
<td></td>
<td><em>Solution:</em> You must have Windows Installer 5.0 or higher.</td>
</tr>
</tbody>
</table>

**Further details**
Further details of system requirements, including future updates, are available in **PC Requirements**.

---

**MSXML 3.0 VERSION**

**Test type**
Validation

**What this test does**
The MSXML 3.0 Version test verifies if the MSXML version installed on your workstation is compatible with Thomson Reuters Eikon. If the version of MSXML is lower than 3.1, then this test stops the installation of Thomson Reuters Eikon.

**How this test works**
The MSXML 3.0 Version test reads the MSXML version from the **msxml3.dll** file.

**Results, impact, and solutions**
This table provides you with the results and impact of the MSXML 3.0 Version test. It also provides a solution.

<table>
<thead>
<tr>
<th>RESULT</th>
<th>IMPACT WITH SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>None</td>
</tr>
<tr>
<td>Fail</td>
<td>You cannot install Thomson Reuters Eikon.</td>
</tr>
<tr>
<td></td>
<td><em>Solution:</em> You must install MSXML 3.0 SP1 or higher. All operating systems supported by Thomson Reuters Eikon include the required MSXML 3.0 version. For more information on MSXML versions, see <a href="http://support.microsoft.com/kb/269238">http://support.microsoft.com/kb/269238</a></td>
</tr>
</tbody>
</table>

**Further details**
Further details of system requirements are available in **PC Requirements**.
**MSXML 6.0 VERSION**

**Test type**
Validation

**What this test does**
The MSXML 6.0 Version test verifies if the MSXML version installed on your workstation is compatible with Thomson Reuters Eikon. If the version of MSXML is lower than 6.0, then this test stops the installation of Thomson Reuters Eikon.

**How this test works**
The MSXML 6.0 Version test reads the MSXML version from the `msxml6.dll` file.

**Results, impact, and solutions**
This table provides you with the results and impact of the MSXML 6.0 Version test. It also provides a solution.

<table>
<thead>
<tr>
<th>RESULT</th>
<th>IMPACT WITH SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>You cannot install Thomson Reuters Eikon.</td>
</tr>
<tr>
<td>Fail</td>
<td>Solution: You must install MSXML 6.0 or higher. All operating systems supported by Thomson Reuters Eikon include the required MSXML 6.0 version. For more information on MSXML versions, see <a href="http://support.microsoft.com/kb/269238">http://support.microsoft.com/kb/269238</a></td>
</tr>
</tbody>
</table>

**Further details**
Further details of system requirements are available in [PC Requirements](#).

---

**OPERATING SYSTEM**

**Test type**
Validation

**What this test does**
The Operating System test verifies if the Windows version installed on your workstation is compatible with Thomson Reuters Eikon. If the required Operating System is not available, then this test stops the installation of Thomson Reuters Eikon.

**How this test works**
The Operating System test runs a JavaScript to read the WMI properties:
- `Win32_OperatingSystem.Version` for the basic OS version info.
- `Win32_OperatingSystem.SuiteMask`
- `Win32_OperatingSystem.ServicePackMajorVersion`
- `Win32_QuickFixEngineering.HotFixID`
- `Win32_OperatingSystem.Caption`
- `Win32_OperatingSystem.OperatingSystemSKU`
- `Win32_OperatingSystem.AddressWidth`

**Results, impact, and solutions**
This table provides you with the results and impact of the Operating System test. It also provides solutions.

<table>
<thead>
<tr>
<th>RESULT</th>
<th>IMPACT WITH SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>None</td>
</tr>
<tr>
<td>Fail</td>
<td>None</td>
</tr>
</tbody>
</table>

New: Windows 10 (64-bit) is supported from v4.0.32 onwards.

On Windows 10 (64-bit), Thomson Reuters Eikon - Microsoft Office is only compatible with MS Office 2013 and 365.

**Alert**
You can run Thomson Reuters Eikon, however the performance will be impacted.

Solution: You must upgrade your operating system to a supported version to ensure correct functioning of Thomson Reuters Eikon.

For details on the supported browser versions, see [PC Requirements](#).

If you use Windows 7 SP1 or 2008 R2 SP1, see [Microsoft Security Advisory for SHA-2 compatibility](#).
Microsoft Security Advisory for SHA-2 compatibility

See Microsoft Security Advisory 303392 for supported editions of Windows 7 SP1 and Windows Server 2008 R2 SP1.
- This has to do with SHA-2 compatibility.
- Users of the affected systems detailed in the advisory must install KB 3033929.
- See also Ensuring SHA-2 compatibility with Microsoft Office 2007 and 2010.

OPERATING SYSTEM LANGUAGE

Test type
Information
What this test does
The Operating System Language test displays the interface language of your system.
How this test works
The Operating System Language test reads and returns the value of the Win32_OperatingSystem.OSLanguage WMI parameter.

SAVING ENCRYPTED PAGES TO DISK

Test type
Validation
What this test does
The Saving Encrypted Pages to Disk test determines whether Secure Sockets Layer (SSL) pages are cached.
How this test works
The Saving Encrypted Pages to Disk test reads and returns the value of the setting in the registry key. The location of the registry key depends on whether this setting is controlled by user preference, or by a group policy, that is by your domain administrator.

<table>
<thead>
<tr>
<th>SETTINGSCONTROLLED BY</th>
<th>REGISTRY KEY</th>
<th>NAME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer Policy</td>
<td>HKEY_LOCAL_MACHINE\SOFTWARE\Policies\Microsoft\Windows\CurrentVersion\Internet Settings</td>
<td>DisableCachingOfSSLPages</td>
</tr>
<tr>
<td>Policy applied at User level, modifiable by domain administrator</td>
<td>HKEY_CURRENT_USER\SOFTWARE\Policies\Microsoft\Windows\CurrentVersion\Internet Settings</td>
<td>DisableCachingOfSSLPages</td>
</tr>
</tbody>
</table>

Fail
You cannot install Thomson Reuters Eikon.
Solution: You must upgrade your operating system to a supported version to ensure correct functioning of Thomson Reuters Eikon.
For details on the supported browser versions, see PC Requirements.
- If you use Windows 7 SP1 or 2008 R2 SP1, see Microsoft Security Advisory for SHA-2 compatibility.

RESULT IMPACT WITH SOLUTION

Fail: You cannot install Thomson Reuters Eikon.
Solution: You must upgrade your operating system to a supported version to ensure correct functioning of Thomson Reuters Eikon.
For details on the supported browser versions, see PC Requirements.
- If you use Windows 7 SP1 or 2008 R2 SP1, see Microsoft Security Advisory for SHA-2 compatibility.
### SERVICE PACK

#### Test type

**Validation**

**What this test does**

The Service Pack test verifies if the version of the operating system service pack meets the Thomson Reuters Eikon requirements. If the required Service Pack is not available, then this test stops the installation of Thomson Reuters Eikon.

**How this test works**


#### Results, impact, and solutions

This table provides you with the results and impact of the Service Pack test. It also provides solutions.

<table>
<thead>
<tr>
<th>RESULT</th>
<th>IMPACT WITH SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>None</td>
</tr>
</tbody>
</table>
| Alert  | You can install Thomson Reuters Eikon; however you will have to force the installation to continue, and performance will be adversely impacted.  
  **Solution:** Click **Force Installation** to continue with the installation of Thomson Reuters Eikon. You must also install the required service pack. See PC Requirements and [http://support.microsoft.com/sp](http://support.microsoft.com/sp). |
| Fail   | You cannot install Thomson Reuters Eikon.  
  **Solution:** You must install the required service pack.  
  • To obtain the latest service pack for Microsoft Windows, visit [http://support.microsoft.com/sp](http://support.microsoft.com/sp)  
  • See details of system requirements in PC Requirements. |

### SETTINGS CONTROLLED BY

<table>
<thead>
<tr>
<th>SETTING</th>
<th>REGISTRY KEY</th>
<th>NAME</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Preference</td>
<td>HKEY_CURRENT_USER\SOFTWARE\Microsoft\Windows\CurrentVersion\Internet Settings</td>
<td>DisableCachingOfSSLPages</td>
</tr>
<tr>
<td>Policy applied at User level, modifiable by user</td>
<td>HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\InternetExplorer\AdvancedOptions\CRYPTO\CACHE_PAGES</td>
<td>DefaultValue</td>
</tr>
</tbody>
</table>

### Results, impact, and solutions

Here are the results and impact, and recommended solutions.

#### To disable saving encrypted pages to the disk

You can clear the setting `Do not save encrypted pages to disk` in Internet Explorer.

1. Open **Internet Explorer**.
2. Choose **Tools > Internet Options**.  
   The **Internet Options** dialog box opens.
3. In **Advanced**, clear **Do not save encrypted pages to disk**.
4. Click **Apply**, and then click **OK**.
**TEMPORARY INTERNET FILES FOLDER SIZE**

**Test type**
Validation

**What this test does**
This test verifies if the Temporary Internet folder size is set to the recommended size of 250 MB as stated in Thomson Reuters Eikon PC Requirements.

**How this test works**
The Temporary Internet Files Folder Size test reads the value of the HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Internet Settings\5.0\Cache\Content\CacheLimit registry key.

**Results, impact, and solutions**
This table provides you with the results and impact of the Temporary Internet Files folder size test. It also provides a solution.

<table>
<thead>
<tr>
<th>RESULT</th>
<th>IMPACT WITH SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>None. Your system meets the requirement of 250 MB.</td>
</tr>
<tr>
<td>Alert</td>
<td>If less than the recommended 250 MB you can install Thomson Reuters Eikon, however this may impact performance. Solution: You must increase the size of the Temporary Internet Files folder in Internet Explorer. For more information, see How to increase temporary internet files folder size.</td>
</tr>
</tbody>
</table>

**How to increase temporary internet files folder size**
You can increase the size of the temporary internet files folder in Internet Explorer.

1. In Microsoft Internet Explorer, click Tools > Internet Options. The Internet Options dialog box opens.
2. In General > Browsing history, click Settings.
3. Set Disk space to use to 250 MB, and click OK. The Temporary Internet Files dialog box closes.
4. Click OK to close the Internet Options dialog box. Your Temporary Internet Files folder size now meets the requirement.

**VISUAL BASIC FOR APPLICATIONS VERSION**

**Test type**
Validation

**What this test does**
The Visual Basic for Applications test verifies if the version of Visual Basic for Applications (VBA) installed on your computer is compatible with Thomson Reuters Eikon.

**How this test works**
The Visual Basic for Applications reads the registry key values to get the file version.
- HKLM\SOFTWARE\Microsoft\VBA\VbeDllPath
- HKLM\SOFTWARE\Microsoft\VBA\Vbe6DllPath
- HKLM\SOFTWARE\Microsoft\VBA\Vbe7DllPath
- HKLM\SOFTWARE\Microsoft\VBA\Vbe71DllPath

**Results, impact, and solutions**
This table provides you with the results and impact of the Visual Basic for Applications test. It also provides solutions.

<table>
<thead>
<tr>
<th>RESULT</th>
<th>IMPACT WITH SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>None</td>
</tr>
<tr>
<td>Alert</td>
<td>You have one of the supported VBA versions. Solution: To resolve the issue, you must install a supported VBA version. See PC Requirements for supported versions. Click here to download the supported VBA package. This package is valid for Office 64-bit and Office 365.</td>
</tr>
</tbody>
</table>

Alert You can install Thomson Reuters Eikon, but may experience problems if the VBA version in your system is lower than 6.4 Solution: To resolve the issue, you must install a supported VBA version. See PC Requirements for supported versions. Click here to download the supported VBA package. This package is valid for Office 64-bit and Office 365.
**VISUAL BASIC FOR APPLICATIONS VERSION - MICROSOFT EXCEL COMPATIBLE**

**Test type**
Validation

**What this test does**
The Visual Basic for Applications test verifies if the version installed on your computer is compatible with Thomson Reuters Eikon - Microsoft Office.

**How this test works**
This test reads Microsoft Excel version and the bit version from Excel Version Test and it also reads the detected Visual Basic for Applications (VBA) versions and bit version from Visual Basic for Applications Version Test.

**Results, impact, and solutions**
This table provides you with the results and impact of the test. It also provides solutions, if your system does not meet the requirements.

<table>
<thead>
<tr>
<th>RESULT</th>
<th>IMPACT WITH SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>None</td>
</tr>
<tr>
<td></td>
<td>You have one of the supported VBA versions. See <a href="#">PC Requirements</a> for supported versions.</td>
</tr>
<tr>
<td>Warning</td>
<td>You can install Thomson Reuters Eikon, but Thomson Reuters Eikon - Microsoft Office will not function.</td>
</tr>
<tr>
<td></td>
<td>Solution: Contact your local IT Support to enable the default VBA version that was included in your Microsoft Office package.</td>
</tr>
</tbody>
</table>

**WMI SERVICE**

**Test type**
Validation

**What this test does**
This verifies if the WMI (Windows Management Instrumentation) Service is enabled on the computer, and is System Test.

**How this test works**
The test uses the command `SELECT * FROM Win32_OperatingSystem` to test the availability of the WMI Service.

**Results, impact, and solutions**
This table provides you with the results and impact of the WMI Service test.

<table>
<thead>
<tr>
<th>RESULT</th>
<th>IMPACT WITH SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>WMI Service is enabled and System Test can run the necessary checks on the computer.</td>
</tr>
<tr>
<td>Alert</td>
<td><strong>Before and after installation</strong>: WMI Service is disabled - System Test is unable to verify if your computer meets the prerequisites to install and run Thomson Reuters Eikon. This may have an impact on the installation, and/or on performance after installation.</td>
</tr>
<tr>
<td></td>
<td>Solution: WMI Service must be enabled in order for System Test to perform the necessary checks on the computer.</td>
</tr>
</tbody>
</table>
INFORMATION TESTS

WHAT DO YOU WANT TO DO?
• About Information Tests
• Computer Information Tests
• Product Information Tests
• Thomson Reuters Settings Tests

ABOUT INFORMATION TESTS
Overview
These tests provide information about your installation of Thomson Reuters Eikon. These details can help support teams troubleshoot issues.

List of Information tests
The Information tests (listed in alphabetical order) are:
• “Computer Information Tests” on page 32
• “Product Information Tests” on page 36
• “Thomson Reuters Settings Tests” on page 37

COMPUTER INFORMATION TESTS
About Computer Information tests
These tests provide details about your computer setup. These results can identify problems and help support teams troubleshoot issues.

List of Computer Information tests
The Computer Information tests (listed in alphabetical order) are:
• “Computer Domain” on page 32
• “Computer Name” on page 32
• “Internet Availability” on page 33
• “IE LAN Settings” on page 33
• “Microsoft Office Language” on page 33
• “Microsoft Office Excel Version” on page 33
• “Microsoft Office PowerPoint Version” on page 34
• “Microsoft Office Word Version” on page 34
• System Test Process Information
• “Thin Client Run Mode” on page 34

• “User Locale” on page 34
• “User Rights” on page 34
• “User Time Zone” on page 34
• “Windows User Account Name” on page 35

COMPUTER DOMAIN
Test type
Information
What this test does
The Computer Domain test displays the name of the computer domain.
How this test works

COMPUTER NAME
Test type
Information
What this test does
The Computer Name test displays the name of the computer.
How this test works
The Computer Name test reads and returns the value of the Win32_ComputerSystem.Name WMI parameter.

LOCAL TIME
Test type
Information
What this test does
The Local Time test displays the local time that is set on your system.
How this test works
The Local Time test reads and returns the value of the object Date() in the JScript.
INTERNET AVAILABILITY
Test type Information
What this test does
The Internet Availability test verifies the availability of the internet connection (Internet Delivery or Private Delivery) by accessing Thomson Reuters Eikon sites from your computer.

How this test works
The Internet Availability test uses the plug-in RstPluginNetworking.dll and:
• verifies the availability of the internet connection by reaching the file http://eikontest.thomsonreuters.com/Eikon/EIKONTEST.TXT
• reports the status of internet availability as:
  Yes (when the HTTP code sent by the server is 200 or another value such as 302, 403, 404, 500, and so on), or No (when there is no response from the server)

IE LAN SETTINGS
Test type Information
What this test does
The Internet Explorer LAN Settings test verifies if Automatic configuration and Proxy server settings are disabled or enabled.

How this test works
The IE LAN Settings test reads the HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Internet Settings\Connections\DefaultConnectionSettings registry key and uses this value to work out the status of the settings.

MICROSOFT OFFICE LANGUAGE
Test type Information
What this test does
This test displays the language that you have set for Microsoft Office Excel.

How this test works
The test reads and returns the values of the registry keys:
• HKEY_CURRENT_USER\Software\Microsoft\Office\<Office_version>\Common\LanguageResources\InstallLanguage for Microsoft Office XP and Microsoft Office 2003
• HKEY_CURRENT_USER\Software\Microsoft\Office\<Office_version>\Common\LanguageResources\UILanguage for Microsoft Office 2007 and Microsoft Office 2010

MICROSOFT OFFICE EXCEL VERSION
Test type Information
What this test does
This test displays the version details of Microsoft Office Excel detected on your computer.

How this test works
The test reads the file version from COM ProgID: Excel.Application. In addition, it gets information about Microsoft Office patches from the MSCOMCTL.OCX version.

MICROSOFT OFFICE POWERPOINT VERSION
Test type
Information
What this test does
This test displays the version details of Microsoft Office PowerPoint detected on your computer.
How this test works
The test reads the file version from COM ProgID: PowerPoint.Application.

MICROSOFT OFFICE WORD VERSION
Test type
Information
What this test does
This test displays the version details of Microsoft Office Word detected on your computer.
How this test works
The test reads the file version from COM ProgID: Word.Application.

THIN CLIENT RUN MODE
Test type
Information
What this test does
The Thin Client Run Mode test verifies if the current session is running remotely or locally.
How this test works
The Thin Client Run Mode test uses the plug-in RstPluginInformation.dll to query the function GetSystemMetrics(SM_REMOTESESSION) of Win32 API and returns the result.

USER LOCALE
Test type
Information
What this test does
The User Locale test displays the language code from your Regional and Language Options. For example, en-US represents English (United States) or en-GB represents English (United Kingdom).
See these options in Start > Settings > Control Panel > Date, Time, Language, and Regional Options > Regional and Language Options.
How this test works
The User Locale test uses the plug-in RstPluginInformation.dll to query the function GetLocaleInfo() of Win32 API, and returns the result in the form of xx-yy, where xx is the language and yy is the country: for example, en-US.

USER RIGHTS
Test type
Information
What this test does
The User Rights test verifies the tokens of the current process.
How this test works
The User Rights test uses the plug-in RstPluginInformation.dll to query the Win32 API function, and returns the result.

USER TIME ZONE
Test type
Information
What this test does
The User Time Zone test displays the time zone that is set on your system.
How this test works
The User Time Zone test reads and returns the value of the Win32_TimeZone.Description WMI parameter.
If the WMI parameter `Win32_TimeZone.Description` is empty, the User Time Zone test reads and returns the value of the `HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\TimeZoneInformation\StandardName` in `HKLM\Software\Microsoft\Windows NT\CurrentVersion\Time Zones\<StandardName>\Description` registry key.

### SYSTEM TEST PROCESS INFORMATION

**Test type**
Information

**What this test does**

The System Test Process Information test ensures that System Test performs as expected, and that the test result is duly sent to Thomson Reuters Platform.

**How this test works**

This test is a System Test watchdog that monitors the core System Test process. If System Test fails to send the result to Thomson Reuters Platform, then the watchdog process:

- first collects the test result from this file: `Eikon_[UUID]_LatestSystemTestResultsWd_[date/time].xml`
- it then adds a test called `System Test Process Information` and sends the test result to Thomson Reuters Platform.

The core System Test and System Test watchdog processes run on `EikonDM.exe`.

Here are the possible scenarios when System Test may fail to send the result to Thomson Reuters Platform:

- The application crashes.
- There is an issue with the network connection either during the System Test process, or before the results are sent to the Thomson Reuters Platform.
- The user closes the application before the test is complete.

### WINDOWS USER ACCOUNT NAME

**Test type**
Information

**What this test does**

The Windows User Account Name test displays the user name used in the current login session.

You can see the login information in `Windows Security`. Press `Ctrl+Alt+Del` to open `Windows Security`. 
How this test works
The Windows User Account Name test uses the plug-in
RstPluginInformation.d1l to query the function GetUser Name(), and
then returns the result.

PRODUCT INFORMATION TESTS
About Product Information tests
These tests provide details about your computer and the Thomson Reuters Eikon
setup. These results can identify problems and help the support teams
troubleshoot issues.

Product tests
No personal information is recorded.

List of Product Information tests
The Product Information tests (listed in alphabetical order) are:
• “Machine ID” on page 36
• “Product ID String” on page 36
• “Product MSI Version” on page 37
• “Product Name” on page 37
• “Product Version” on page 37
• “Register Product” on page 37

MACHINE ID
Test type
Information
What this test does
The Machine ID test displays a unique identification number generated for your
computer. This value is sent to the server with the System Test results.

How this test works
System Test generates an untraceable hash value using the name of your computer
and your machine address.

PRODUCT ID STRING
Test type
Information
What this test does
The Product ID String test displays a value equivalent to the value in Thomson
Reuters Update Agent. The test displays these values, each separated by a comma:
• Microsoft .NET Framework version
• Thomson Reuters Eikon version
• service pack
• service release
• hotfix
• add-ons
• Adfin version

How this test works
The Product ID String test reads and returns these values:

<table>
<thead>
<tr>
<th>VALUE</th>
<th>RESULT</th>
</tr>
</thead>
<tbody>
<tr>
<td>RDE_PRODUCT_STRINGID</td>
<td>Displays the version of Microsoft .NET Framework installed on your computer. The test displays:</td>
</tr>
<tr>
<td>provider key</td>
<td>• NET0: that indicates an incompatible version of Microsoft .NET Framework</td>
</tr>
<tr>
<td></td>
<td>• NET35: that indicates the Microsoft .NET Framework version 3.5 with SP1</td>
</tr>
<tr>
<td></td>
<td>• NET40: that indicates the Microsoft .NET Framework version 4.0 Client Profile</td>
</tr>
<tr>
<td>ADF.IDString.xml file</td>
<td>Displays the Adfin version installed on your computer</td>
</tr>
<tr>
<td>Version element in Eikon.xml</td>
<td>Displays the Thomson Reuters Eikon version, service pack, service release, hotfix, and add-ons installed on your computer</td>
</tr>
</tbody>
</table>
INFORMATION TESTS

PRODUCT MSI VERSION
Test type
Information
What this test does
The Product MSI Version test displays the product version for MSI installed on your computer.
How this test works
The Product MSI Version test reads and returns the value from Eikon.xml file on your computer.

PRODUCT NAME
Test type
Information
What this test does
The Product Name test displays the name of the product installed on your computer.
How this test works
The Product Name test reads and returns the value from the RDE_PRODUCT_NAME provider key for Thomson Reuters Eikon.

PRODUCT VERSION
Test type
Information
What this test does
The Product Version test displays the version of Thomson Reuters Eikon Desktop installed on your computer.
How this test works
The Product Version test reads the value in the RDE_PRODUCT_VERSION_INFO setting from the configuration provider.

REGISTER PRODUCT
Test Type
Information
What this test does
The Register Product test is used to ensure automatic product updates. The test runs EikonDM.exe to register the product on Thomson Reuters Platform.

THOMSON REUTERS SETTINGS TESTS
About Thomson Reuters Settings tests
These tests provide information about settings related to Thomson Reuters products.
List of Thomson Reuters Settings tests
The Thomson Reuters Settings tests (listed in alphabetical order) are:
• "DACS Position" on page 37
• "DACS User Name" on page 38
• "Installation Path" on page 38
• "Installation Path" on page 38
• "Market Feed Session" on page 38
• "OMM Session" on page 38
• "Public API Installation Status" on page 38
• "User Country" on page 39
• "User ID" on page 39

DACS POSITION
Test type
Information
What this test does
The DACS Position test displays the DACS position set in your application.
How this test works
The DACS Position test is only applicable to Thomson Reuters Eikon Desktop.
How this test works
**DACS USER NAME**

**Test type**

Information

**What this test does**

The DACS User Name test displays the DACS username of your application.  

๑ The DACS User Name test is only applicable to Thomson Reuters Eikon Desktop.

**How this test works**

The DACS User Name test uses the plug-in RstPluginProvider.dll to read and return the value from the common.PIXL.CustomerManaged.Default.Authentication.Standard.UserName provider key.

---

**INSTALLATION PATH**

**Test type**

Information

**What this test does**

The Installation Path test displays the path in which the product is installed in your system.

**How this test works**

The Installation Path test uses the plug-in RstPluginProvider.dll to read and return the value from the RDE_INSTALL_PATH_CONFIG provider key.

---

**MARKET FEED SESSION**

**Test type**

Information

**What this test does**

The Market Feed Session test displays the updates in two categories:

- Critical Updates Only
- Important and Critical Updates

**How this test works**

The Market Feed Session test reads and returns the value from the Deployment Manager environment variable SESSION_MF.

---

**OMM SESSION**

**Test type**

Information

**What this test does**

The OMM Session test displays the OMM session.

**How this test works**

The OMM Session test reads and returns the value from the Deployment Manager environment variable SESSION_OMM.

---

**PUBLIC API INSTALLATION STATUS**

**Test type**

Information

**What this test does**

The Public API Installation Status test displays the public API installed in your application.

**How this test works**

The Public API Installation Status test sends a query to the MSI database about the PublicAPI feature.
USER COUNTRY
Test type
Information
What this test does
The User Country test displays the country set in your Thomson Reuters Eikon account.
How this test works
The User Country test uses the plug-in RstPluginProvider.d1l to read the property SZ_UP_USERDETAILS_COUNTRY from the configuration provider.

USER ID
Test type
Information
What this test does
The User ID test displays your User ID used to login to the application.
How this test works
The User ID test reads and returns the value from the USERDETAILS/USERID provider key.
NETWORK TESTS

WHAT DO YOU WANT TO DO?
• About Network Tests
• Data Retrieval
• HTTP 1.1 Service Availability
• Network Tools Tests
• News Headlines Streaming
• Real-Time Tests
• Service Availability Tests
• Time Series Tests

ABOUT NETWORK TESTS
Overview
Network tests are used to test a range of connectivity activities including:
• missing connection
• speed of connection
• connection to services
• connection to real-time data
• connection to time series data

List of Network tests
The Network tests (listed in alphabetical order) are:
• “Data Retrieval” on page 40
• “HTTP 1.1 Service Availability” on page 41
• “Network Tools Tests” on page 41
• “News Headlines Streaming” on page 43
• “Real-Time Tests” on page 43
• “Service Availability Tests” on page 45
• “Time Series Tests” on page 48

DATA RETRIEVAL
Test type
Validation
What this test does
The Data Retrieval test verifies the Data Engine 2 (DEX2) data source for RICs.
How this test works
• In versions prior to 4.0.30, the Data Retrieval Test uses the DEX2 API to obtain the RIC parameter.
• From 4.0.30 onwards, the test uses the DEX2 URL to obtain the RIC parameter.

Results, impact, and solutions
This table provides you with the results and impact of the Data Retrieval test. It also provides a solution.

<table>
<thead>
<tr>
<th>RESULT</th>
<th>IMPACT WITH SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>None</td>
</tr>
</tbody>
</table>
| Fail   | You can run Thomson Reuters Eikon. However, the RIC is displayed with an error.  
• The cause could be a temporary network or a server-connection issue, or it could be related to permissions.  
• The impact depends on the cause.  
Solution: If the error persists, please contact Thomson Reuters Support. |
HTTP 1.1 SERVICE AVAILABILITY

Test type
Validation

What this test does
The HTTP 1.1 Service Availability test verifies the availability of HTTP 1.1.

How this test works
The HTTP 1.1 Service Availability test uses the plug-in RstPluginWebServices.dll to call a Web Service on the System Test server. The Web Service returns a request header containing the HTTP protocol used. The HTTP 1.1 Service Availability test then parses the result to search for HTTP 1.1.

Results, impact, and solution
This table provides you with the results and impact of the HTTP 1.1 Service Availability test. It also provides a solution.

<table>
<thead>
<tr>
<th>RESULT</th>
<th>IMPACT WITH SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>None</td>
</tr>
<tr>
<td>Alert</td>
<td>If you do not use HTTP 1.1 in Internet Explorer, this adversely affects the product performance. Solution: You must enable HTTP 1.1 settings in Internet Explorer. For more information, see “To modify Internet Explorer settings” on page 41.</td>
</tr>
</tbody>
</table>

To modify Internet Explorer settings
You can modify the Internet Explorer settings.

1. Open Internet Explorer.
2. Choose Tools > Internet Options. The Internet Options dialog box opens.
3. In Advanced:
   - select Use HTTP 1.1 (see “HTTP 1.1” on page 19)
   - select Use HTTP 1.1 through proxy connections (see “HTTP 1.1 Through Proxy Connections” on page 20)
   - clear Do not save encrypted pages to disk (see “Saving Encrypted Pages to Disk” on page 27)
4. Click Apply, and then click OK.

NETWORK TOOLS TESTS

About Network Tools tests
The Network Tools tests use the platform server to which the client connects after a successful login.

List of Network Tools tests
The Network Tools tests (listed in alphabetical order) are:

- “Average Latency (One Way)” on page 42
- “Download Bandwidth” on page 42
- “Upload Bandwidth” on page 42
AVERAGE LATENCY (ONE WAY)

Test type
Information

What this test does
The Average Latency (One Way) test verifies the time taken to send data from the platform server to your computer.

How this test works
The Average Latency (One Way) test connects to Thomson Reuters Platform. The test records the time taken to perform the round-trip and then divides this value by two to display only the delay in accessing the Thomson Reuters Platform. The test displays the result in milliseconds or seconds.

DOWNLOAD BANDWIDTH

Test type
Information

What this test does
The Download Bandwidth test verifies the required download bandwidth to send data from the platform server to the client, through the current network.

How this test works
The Download Bandwidth test uses the plug-in RstPluginNetworking.dll to request the platform server to transfer data to the client. The client computes the amount of data transfer and the time taken to obtain the bandwidth for download. The test displays the result in bits per second, kilobits per second, or megabits per second.

When you choose a particular region, Thomson Reuters Eikon displays the results of Download Bandwidth for internet or private networks. For example, you might see Download bandwidth for EMEA1 Private Network: nnnn kbps (where nnnn is the download bandwidth for the EMEA1 region through Private Network).

UPLOAD BANDWIDTH

Test type
Information

What this test does
The Upload Bandwidth test verifies the required upload bandwidth to receive data from the client to the platform server, through the current network.

How this test works
The Upload Bandwidth test uses the plug-in RstPluginNetworking.dll to transfer data to the platform server. The client computes the amount of data transfer and the time taken to obtain the bandwidth for upload. The test displays the result in bits per second, kilobits per second, or megabits per second.

When you choose a particular region, Thomson Reuters Eikon displays the results of Upload Bandwidth for internet or private networks. For example, you might see Upload bandwidth for EMEA1 Internet: nnnn kbps (where nnnn is the upload bandwidth for the EMEA1 region through Internet).
NEWS HEADLINES STREAMING

Test type
Validation

What this test does
The News Headlines Streaming test verifies access to the NFCP_UBMS RIC and displays the RIC.

How this test works
The News Headlines Streaming test starts a PIXL session and verify access to the NFCP_UBMS RIC.

Results, impact, and solutions
This table provides you with the results and impact of the News Headlines Streaming test. It also provides a solution.

<table>
<thead>
<tr>
<th>RESULT</th>
<th>IMPACT WITH SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>None</td>
</tr>
<tr>
<td>Fail</td>
<td>You can run Thomson Reuters Eikon. However, the RIC is displayed with an error. Depending on the error message you receive, the product does not allow you to: • make a request for real-time headlines • receive News alerts from the alert manager • refresh a headline, story, or news flag • initialize a Web Service • receive the correct data</td>
</tr>
</tbody>
</table>

Solution: Verify the configuration in the related PIXL log files or contact your system administrator.

REAL-TIME TESTS

About Real-Time tests
These tests verify the availability of real-time data, the type of network you are using for real-time data delivery (Private or Internet), your deployment model, and whether or not your IDN permissions are synchronized.

List of Real-Time tests
The Real-Time tests (listed in alphabetical order) are:
• “Current Real-Time Deployment Model” on page 43
• “Current Real-Time Network” on page 44
• “IDN Permission Uploader” on page 44
• “Platform Name” on page 45
• “Streaming Availability” on page 45

CURRENT REAL-TIME DEPLOYMENT MODEL

Test type
Validation

What this test does
The Current Real-Time Deployment Model test displays the current deployment model.

How this test works
The Current Real-Time Deployment Model test uses the plug-in RstPluginRealtime.dll to open a PIXL session and retain the parameter value RDE_DELIVERY_MODE

Results, impact, and solution
This table provides you with the results and impact of the Current Real-Time Deployment Model test. It also provides a solution.

<table>
<thead>
<tr>
<th>RESULT</th>
<th>IMPACT WITH SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>None</td>
</tr>
<tr>
<td>Fail</td>
<td>You can run Thomson Reuters Eikon. However, you cannot open a PIXL session.</td>
</tr>
</tbody>
</table>

Solution: Verify the configuration in the related PIXL log files or contact your system administrator.
**CURRENT REAL-TIME NETWORK**

**Test type**
Validation

**What this test does**
The Current Real-Time Network test displays the current network (Internet Delivery or Private Delivery) used.

**How this test works**
The Current Real-Time Network test uses the plug-in `RstPluginProvider.dll` to test the property `SZ_UP_RDE_SSO_AUTH_MODE` in the configuration provider.

**Results, impact, and solutions**
This table provides you with the results and impact of the Current Real-Time Network test. It also provides a solution.

<table>
<thead>
<tr>
<th>RESULT</th>
<th>IMPACT WITH SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>None</td>
</tr>
</tbody>
</table>
| Fail   | The network is not available. Hence, you cannot:  
• open a PIXL session  
• access the real-time data  
  *Solution:* Verify the configuration in the related PIXL log files or contact your system administrator. |

**IDN PERMISSION UPLOADER**

**Test Type**
Validation

**What this test does**
The IDN Permission Uploader test uploads and synchronizes IDN permissions from the local DACS Server with the Thomson Reuters Platform.

**How this test works**
The IDN Permission Uploader test uses the plug-in `RstPluginRealtime.dll` to open a PIXL session, create object `PermissionsUploader`, and return the value.

**Results, impact, and solutions**
This table provides you with the results and impact of the IDN Permission Uploader test. It also provides a solution.

<table>
<thead>
<tr>
<th>RESULT</th>
<th>IMPACT WITH SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>None</td>
</tr>
</tbody>
</table>
| Fail   | You can run Thomson Reuters Eikon. However, you cannot open a PIXL session and synchronize the IDN permissions with the Thomson Reuters Platform. This might have an impact if the permissions for the user are not properly set on the platform.  
  *Solution:* Depending on the error message you receive, you can:  
• verify the configuration in the related PIXL log files or contact your system administrator  
• select the IDN permissions uploader with the settings  
  `<Setting name="DPRM.CAN_UPLOAD_ENTITLEMENTS" _SRC="Profile">true  
  </Setting>` |
**PLATFORM NAME**

**Test type**

**Information**

**What this test does**

The Platform Name test displays the name of the platform to which the client connects after a successful login. For example, AMER, APAC1, APAC2, EMEA1 and EMEA2.

**How this test works**

The Platform Name test uses the plug-in RstPluginProvider.dll to test the property `SZ_UP_RDE_SSO_DATA_CENTER` in the configuration provider.

**STREAMING AVAILABILITY**

**Test type**

**Validation**

**What this test does**

The Streaming Availability test uses an equity RIC to test the availability of real-time data and displays the actual RIC used for the test.

**How this test works**

The Streaming Availability test uses the plug-in RstPluginRealtime.dll to open a PIXL session and get feedback for an equity RIC. If you receive feedback, the test passes. If you do not receive feedback, the test fails, and provides information about the failure by displaying an error message.

---

**Results, impact, and solutions**

This table provides you with the results and impact of the Streaming Availability test. It also provides a solution.

<table>
<thead>
<tr>
<th>RESULT</th>
<th>IMPACT WITH SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>None</td>
</tr>
<tr>
<td>Fail</td>
<td>You can run Thomson Reuters Eikon. However, the RIC is displayed with an error. Depending on the error message you receive, the product does not allow you to:</td>
</tr>
<tr>
<td></td>
<td>• open a PIXL session</td>
</tr>
<tr>
<td></td>
<td>• subscribe to the RIC</td>
</tr>
<tr>
<td></td>
<td>• receive a reply after 40 seconds (timeout)</td>
</tr>
<tr>
<td></td>
<td>• receive the correct data</td>
</tr>
</tbody>
</table>

**Solution:** Verify the configuration in the related PIXL log files or contact your system administrator.

---

**SERVICE AVAILABILITY TESTS**

**About Service Availability tests**

Service Availability tests verify access to key Thomson Reuters services.

**List of Service Availability tests**

The Service Availability tests (listed in alphabetical order) are:

- “Gateway Service” on page 46
- “Platform Connection Check” on page 46
- “Secondary Platform Connection Check” on page 47
- “Thomson Reuters Drive Service” on page 48
- “Views Service” on page 48
**GATEWAY SERVICE**

**Test type**
Validation

**What this test does**
The Gateway Service test verifies access to a Web Service that allows access to the additional Web Services of Thomson Reuters Platform.

**How this test works**
The Gateway Service test verifies whether or not the Web Service is reachable and returns the result.

**Results, impact, and solutions**
This table provides you with the results and impact of the Gateway Service test. It also provides a solution.

<table>
<thead>
<tr>
<th>RESULT</th>
<th>IMPACT WITH SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>The Web Service is reachable.</td>
</tr>
</tbody>
</table>
| Fail   | Thomson Reuters Eikon does not function since the Web Service is not reachable.  
*Solution:* Contact Thomson Reuters Support. |

---

**PLATFORM CONNECTION CHECK**

**Test type**
Validation

**What this test does**
The Platform Connection Check test verifies and reports the availability of the core set of URLs that you can access. This tests the connectivity to your primary data center.

The URLs selected are the two heartbeats (Internet + Private Network) for each Data Center.

**How this test works**
The Platform Connection Check test uses the `RstPluginProvider.dll` to:
- read and return the value of the configuration provider property `SZ_UP_RDE_SSO_COOKIE_URL`
- translate if `CPURL`
- return the response status

**Results, impact, and solutions**
This table provides you with the results and impact of the primary Platform Connection Check test. It also provides a solution.

<table>
<thead>
<tr>
<th>RESULT</th>
<th>IMPACT WITH SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>The heartbeat is 200.</td>
</tr>
</tbody>
</table>
| Fail   | You cannot access your core set of URLs when the heartbeat is -1 or 9. When the heartbeat is 9, the failure is due to a connection problem.  
*Solution:* Check the heartbeat of the connection.  
① To access the Web Service, the heartbeat of the connection should be 200. |
### SECONDARY PLATFORM CONNECTION CHECK

**Test type**
Validation

**What this test does**
The *Secondary Platform Connection Check* test verifies and reports on connectivity to a secondary data center site in case of failovers or issues with the primary site. The URLs selected are the two heartbeats (Internet + Private Network) for each Data Center.

**How this test works**
The Secondary Platform Connection Check test:
- Reads configuration `BOOTSTRAP.SSO.FAILOVER_DATACENTER_NAME` value from `%INSTALLDIR% > Eikon > Config > DatacenterTable.xml`
- Resolves the test url: `cpurl://views.cp./timing.html` to the user’s primary data center.
- Replaces the primary datacenter URL by the one for the secondary datacenter.
- Accesses the URLs and checks the connection to ensure service in case there is an issue with or connecting to the primary datacenter.

**Results, impact, and solutions**
This table provides you with the results and impact of the Secondary Platform Connection Check test. It also provides a solution.

<table>
<thead>
<tr>
<th>RESULT</th>
<th>IMPACT WITH SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>The secondary datacenter site is accessible. The heartbeat is 200, and the services are accessible.</td>
</tr>
<tr>
<td>Fail</td>
<td>The secondary datacenter is not accessible, and in case of an issue with the primary datacenter, you will lose service. Cause: Either there is a connection issue, or the test is unable to retrieve the data center host name from the configuration property value. Solution: Ensure there is failover datacenter setting in: <code>%INSTALLDIR% &gt; Eikon &gt; Config &gt; DatacenterTable.xml</code> Ensure the heartbeat of the connection to access the WebService is 200.</td>
</tr>
</tbody>
</table>

---

### SEARCH AND NAVIGATION SERVICES

**Test type**
Validation

**What this test does**
The Search and Navigation Services test has two types of search services:
- the HTTP interface
- a silent interface which depends on an API

**How this test works**
The Search and Navigation Services test uses the plug-in `FileDownloadManager.dll` to verify the Web Service Search by performing a simple HTTP request on the page.

**Results, impact, and solutions**
This table provides you with the results and impact of the Search and Navigation Services test. It also provides a solution.

<table>
<thead>
<tr>
<th>RESULT</th>
<th>IMPACT WITH SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>The service is reachable.</td>
</tr>
<tr>
<td>Fail</td>
<td>You can run Thomson Reuters Eikon. However, the service is not reachable because the threshold value is -1. Depending on the error message you receive, you cannot access the: home page of Thomson Reuters Eikon Desktop target computer Solution: You must verify the network connection by performing a ping test to the target computer. Also, diagnose the internet connection settings or contact your system administrator.</td>
</tr>
</tbody>
</table>
THOMSON REUTERS DRIVE SERVICE

Test type
Validation

What this test does
The Thomson Reuters Drive Service test verifies read-and-write access to Thomson Reuters Drive.

How this test works
The Thomson Reuters Drive Service test uses the plug-in RstPluginWebservice.dll to store a file with random data on the Thomson Reuters Drive. The file is then read back and compared with the original file.

Results, impact, and solutions
This table provides you with the results and impact of the Thomson Reuters Drive test. It also provides a solution.

<table>
<thead>
<tr>
<th>RESULT</th>
<th>IMPACT WITH SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>You have access to Thomson Reuters Drive.</td>
</tr>
</tbody>
</table>
| Fail   | You do not have access to Thomson Reuters Drive. That is why, you cannot save or retrieve files on it.  
  Solution: Verify the connection settings or contact your system administrator. |

VIEWS SERVICE

Test type
Validation

What this test does
The Views Service test verifies access to the Views Service.

How this test works
The Views Service test verifies access to the Views Service using an HTTP GET request to cpurl://EXPLORER_SAP/Explorer/GzHOME.aspx and cpurl://EXPLORER_SAP/Explorer/SRCHxALL.aspx, and then returns the result.

Results, impact, and solutions
This table provides you with the results and impact of the Views Service test. It also provides a solution.

<table>
<thead>
<tr>
<th>RESULT</th>
<th>IMPACT WITH SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>The test displays OK and the ping time.</td>
</tr>
</tbody>
</table>
| Fail   | You cannot access the home page of Thomson Reuters Eikon Desktop.  
  Solution: Diagnose the internet connection settings or contact your system administrator. |

TIME SERIES TESTS

About Time Series tests
The Time Series tests verify the availability of time series data via both streaming and snapshot servers.

List of Time Series tests
The Time Series tests (listed in alphabetical order) are:
- “Time Series Snapshot Availability” on page 49
- “Time Series Streaming Availability” on page 49
**TIME SERIES SNAPSHOT AVAILABILITY**

**Test type**
Validation

**What this test does**
The Time Series Snapshot Availability test retrieves the quotation of an actual transaction.

**How this test works**
The Time Series Snapshot Availability test uses the plug-in RstPluginTimeSeries.dll to connect to a TimeSeries Interface (TSI) session using TSI6 API, and requests historical data. After exiting from OnLoadEnd it closes the session.

**Results, impact, and solutions**
This table provides you with the results and impact of the Time Series Snapshot Availability test. It also provides a solution.

<table>
<thead>
<tr>
<th>RESULT</th>
<th>IMPACT WITH SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>Acknowledgment and data received</td>
</tr>
<tr>
<td>Fail</td>
<td>You can run Thomson Reuters Eikon. However, you might receive any of these errors:</td>
</tr>
<tr>
<td></td>
<td>• Initialization failed</td>
</tr>
<tr>
<td></td>
<td>• Data request failed</td>
</tr>
<tr>
<td></td>
<td>• Connection timeout</td>
</tr>
<tr>
<td></td>
<td>Depending on the error message you receive, the product does not allow you to:</td>
</tr>
<tr>
<td></td>
<td>• open a TSI session</td>
</tr>
<tr>
<td></td>
<td>• receive a reply after a few seconds (timeout)</td>
</tr>
<tr>
<td></td>
<td>• receive any data</td>
</tr>
<tr>
<td></td>
<td>Solution: Verify the configuration in the related TSI log files or contact your system administrator.</td>
</tr>
</tbody>
</table>

**TIME SERIES STREAMING AVAILABILITY**

**Test type**
Validation

**What this test does**
The Time Series Streaming Availability test gets the quotation of an actual transaction.

**How this test works**
The Time Series Streaming Availability test uses the plug-in RstPluginTimeSeries.dll to connect to a TimeSeries Interface (TSI) session using TSI6 API, and requests updates for a randomly selected equity RIC. After exiting from OnInitialStatus it closes the session.

**Results, impact, and solutions**
This table provides you with the results and impact of the Time Series Streaming Availability test. It also provides a solution.

<table>
<thead>
<tr>
<th>RESULT</th>
<th>IMPACT WITH SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pass</td>
<td>Acknowledgment and data received if the market is open</td>
</tr>
<tr>
<td>Fail</td>
<td>You can run Thomson Reuters Eikon. However, you might receive any of these errors:</td>
</tr>
<tr>
<td></td>
<td>• Initialization failed</td>
</tr>
<tr>
<td></td>
<td>• Data request failed</td>
</tr>
<tr>
<td></td>
<td>• Connection timeout</td>
</tr>
<tr>
<td></td>
<td>Depending on the error message you receive, the product does not allow you to:</td>
</tr>
<tr>
<td></td>
<td>• open a TSI session</td>
</tr>
<tr>
<td></td>
<td>• receive a reply after a few seconds (timeout)</td>
</tr>
<tr>
<td></td>
<td>• receive any data</td>
</tr>
<tr>
<td></td>
<td>Solution: Verify the configuration in the related TSI log files or contact your system administrator.</td>
</tr>
</tbody>
</table>
NETWORK TEST - EIKON PRODUCT PAGE

WHAT DO YOU WANT TO DO?
• Network Component of the Combined Test
• Settings
• Thomson Reuters Services
• Interactive Map
• Autex
• Insider
• Migration tools (Knowledge Network)
• Street Events Contents
• Thomson Reuters E-Learning
• Certificate revocation validation
• News
• Thomson Reuters Eikon for Compliance Management
• Miscellaneous

NETWORK COMPONENT OF THE COMBINED TEST
You can run a combined System and Network Test from the Thomson Reuters Eikon product page to ensure that your computer meets the hardware, software, as well as connectivity, and certificate prerequisites to ensure for optimal performance of Thomson Reuters Eikon.

See Running a Combined System and Network Test from the Product Page for details on how to run the test.

This section gives you information about the Network Tests component of the test.

SETTINGS
Certificates
• VeriSign Class 3 Public Primary Certification Authority - G5
• GeoTrust Global CA
• Thawte Timestamping CA
• Check for publisher’s certificate revocation
• Check for server certificate revocation
### Registry Keys
- Automatically detect settings
- Use HTTP 1.1
- Use HTTP 1.1 through proxy connection
- Check for signatures on downloaded programs
- Do not save encrypted pages to disk
- Empty Temporary Internet Files folder when browser is closed
- Use TLS 1.0

### THOMSON REUTERS SERVICES
<table>
<thead>
<tr>
<th>TEST CASE</th>
<th>URL TESTED</th>
</tr>
</thead>
<tbody>
<tr>
<td>reuters.com using Thomson Reuters Eikon user-agent</td>
<td><a href="http://reuters.com">http://reuters.com</a></td>
</tr>
<tr>
<td>thomsonreuters.com using Thomson Reuters Eikon user-agent</td>
<td><a href="http://thomsonreuters.com">http://thomsonreuters.com</a></td>
</tr>
</tbody>
</table>

### INTERACTIVE MAP
<table>
<thead>
<tr>
<th>TEST CASE</th>
<th>URL TESTED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aerial and Satellite image url test Navigate</td>
<td><a href="http://t0.tiles.virtualearth.net/tiles/a0.png?g=1179">http://t0.tiles.virtualearth.net/tiles/a0.png?g=1179</a></td>
</tr>
<tr>
<td>Interactive Map using Thomson Reuters Eikon user-agent</td>
<td><a href="http://thomsonreuters.wdtinc.com">http://thomsonreuters.wdtinc.com</a></td>
</tr>
</tbody>
</table>

### AUTEX
<table>
<thead>
<tr>
<th>TEST CASE</th>
<th>URL TESTED</th>
</tr>
</thead>
<tbody>
<tr>
<td>autex.com using Thomson Reuters Eikon user-agent</td>
<td><a href="http://autenx.com">http://autenx.com</a></td>
</tr>
<tr>
<td>autexnow.com using Thomson Reuters Eikon user-agent</td>
<td><a href="http://autexnow.com">http://autexnow.com</a></td>
</tr>
</tbody>
</table>

### INSIDER
<table>
<thead>
<tr>
<th>TEST CASE</th>
<th>URL TESTED</th>
</tr>
</thead>
<tbody>
<tr>
<td>reutersinsider.com using Thomson Reuters Eikon user-agent</td>
<td><a href="http://reutersinsider.com">http://reutersinsider.com</a></td>
</tr>
<tr>
<td>thomson.112.2o7.net using Thomson Reuters Eikon user-agent</td>
<td><a href="http://thomson.112.2o7.net">http://thomson.112.2o7.net</a></td>
</tr>
</tbody>
</table>
### MIGRATION TOOLS (KNOWLEDGE NETWORK)

<table>
<thead>
<tr>
<th>TEST CASE</th>
<th>URL TESTED</th>
</tr>
</thead>
<tbody>
<tr>
<td>force.com using Thomson Reuters Eikon user-agent</td>
<td><a href="http://force.com">http://force.com</a></td>
</tr>
<tr>
<td>salesforce.com using Thomson Reuters Eikon user-agent</td>
<td><a href="http://salesforce.com">http://salesforce.com</a></td>
</tr>
</tbody>
</table>

### STREET EVENTS CONTENTS

<table>
<thead>
<tr>
<th>TEST CASE</th>
<th>URL TESTED</th>
</tr>
</thead>
<tbody>
<tr>
<td>media-server.com using Thomson Reuters Eikon user-agent</td>
<td><a href="http://media-server.com">http://media-server.com</a></td>
</tr>
</tbody>
</table>

### THOMSON REUTERS E-LEARNING

<table>
<thead>
<tr>
<th>TEST CASE</th>
<th>URL TESTED</th>
</tr>
</thead>
<tbody>
<tr>
<td>trainingportal.us using Thomson Reuters Eikon user-agent</td>
<td><a href="http://trainingportal.us">http://trainingportal.us</a></td>
</tr>
<tr>
<td>training.thomsonreuters.com using Thomson Reuters Eikon user-agent</td>
<td><a href="http://training.thomsonreuters.com">http://training.thomsonreuters.com</a></td>
</tr>
</tbody>
</table>

### CERTIFICATE REVOCATION VALIDATION

<table>
<thead>
<tr>
<th>TEST CASE</th>
<th>URL TESTED</th>
</tr>
</thead>
<tbody>
<tr>
<td>GeoTrust using Thomson Reuters Eikon user-agent</td>
<td><a href="http://Geotrust.com">http://Geotrust.com</a></td>
</tr>
<tr>
<td>VeriSign using Thomson Reuters Eikon user-agent</td>
<td><a href="http://Verisign.com">http://Verisign.com</a></td>
</tr>
<tr>
<td>DigiCert using Thomson Reuters Eikon user-agent</td>
<td><a href="http://digicert.com">http://digicert.com</a></td>
</tr>
</tbody>
</table>
### NEWS

<table>
<thead>
<tr>
<th>TEST CASE</th>
<th>URL TESTED</th>
</tr>
</thead>
<tbody>
<tr>
<td>blogs.reuters.com URL link using Thomson Reuters Eikon user-agent</td>
<td><a href="http://blogs.reuters.com">http://blogs.reuters.com</a></td>
</tr>
<tr>
<td>Dirty Link URL link using Thomson Reuters Eikon user-agent</td>
<td><a href="http://link.reuters.com">http://link.reuters.com</a></td>
</tr>
<tr>
<td>Reuters Pictures URL link using Thomson Reuters Eikon user-agent</td>
<td><a href="http://pictures.reuters.com">http://pictures.reuters.com</a></td>
</tr>
<tr>
<td>Breaking News URL link using Thomson Reuters Eikon user-agent</td>
<td><a href="http://breakingviews.com">http://breakingviews.com</a></td>
</tr>
<tr>
<td>r.reuters.com URL link using Thomson Reuters Eikon user-agent</td>
<td><a href="http://r.reuters.com">http://r.reuters.com</a></td>
</tr>
<tr>
<td>today.reuters.com URL link using Thomson Reuters Eikon user-agent</td>
<td><a href="http://today.reuters.com">http://today.reuters.com</a></td>
</tr>
<tr>
<td><a href="http://uk.reuters.com">http://uk.reuters.com</a> link using Thomson Reuters Eikon user-agent</td>
<td><a href="http://uk.reuters.com">http://uk.reuters.com</a></td>
</tr>
</tbody>
</table>

### THOMSON REUTERS EIKON FOR COMPLIANCE MANAGEMENT

<table>
<thead>
<tr>
<th>TEST CASE</th>
<th>URL TESTED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thomson Reuters Accelus using Thomson Reuters Eikon user-agent</td>
<td><a href="http://complinet.com">http://complinet.com</a></td>
</tr>
<tr>
<td>Thomson Reuters Messaging Compliance using Thomson Reuters Eikon user-agent</td>
<td><a href="http://globalrelay.com">http://globalrelay.com</a></td>
</tr>
</tbody>
</table>
## MISCELLANEOUS

<table>
<thead>
<tr>
<th>TEST CASE</th>
<th>URL TESTED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lipper Market Insight using Thomson Reuters Eikon user-agent</td>
<td><a href="http://lipperweb.com">http://lipperweb.com</a></td>
</tr>
<tr>
<td>Tradeweb using Thomson Reuters Eikon user-agent</td>
<td><a href="http://tradeweb.com">http://tradeweb.com</a></td>
</tr>
<tr>
<td>Deal watch using Thomson Reuters Eikon user-agent</td>
<td><a href="http://db.dealwatch.jp">http://db.dealwatch.jp</a></td>
</tr>
<tr>
<td>Loan Connector using Thomson Reuters Eikon user-agent</td>
<td><a href="http://loanconnector.com">http://loanconnector.com</a></td>
</tr>
<tr>
<td>Load Pricing using Thomson Reuters Eikon user-agent</td>
<td><a href="http://loanpricing.com">http://loanpricing.com</a></td>
</tr>
<tr>
<td>Market CDS data using Thomson Reuters Eikon user-agent</td>
<td><a href="http://markit.com">http://markit.com</a></td>
</tr>
<tr>
<td>Thomson Reuters Real Estate using Thomson Reuters Eikon</td>
<td><a href="http://reutersRealEstate.com">http://reutersRealEstate.com</a></td>
</tr>
<tr>
<td>Street sight using Thomson Reuters Eikon user-agent</td>
<td><a href="http://streetsight.thomson.com">http://streetsight.thomson.com</a></td>
</tr>
<tr>
<td>Remote Support using Thomson Reuters Eikon user-agent</td>
<td><a href="http://www.webex.com">http://www.webex.com</a></td>
</tr>
<tr>
<td>Securized Derivates Network using Thomson Reuters user-agent</td>
<td><a href="https://sdn.reuters.com">https://sdn.reuters.com</a></td>
</tr>
<tr>
<td>Thomson Reuters Transaction Analytics using Thomson Reuters user-agent</td>
<td><a href="http://tta.thomson.com">http://tta.thomson.com</a></td>
</tr>
</tbody>
</table>
SCHEDULING SYSTEM TEST

WHAT DO YOU WANT TO DO?
- Introduction to Scheduling System Test
- Example for Scheduling System Test
- Scheduling System Test

INTRODUCTION TO SCHEDULING SYSTEM TEST

About System Test
System Test is a suite of tests that verifies whether your hardware, software, and network environments are suitable to run Thomson Reuters Eikon and its associated applications. Once you have installed Thomson Reuters Eikon, System Test runs regularly to verify performance and identify possible issues. The set of tests performed depends on when you run them; before installation, during installation, or once the product is installed.

Purpose of settings
You can schedule System Test to run automatically at regular intervals. By default, System Test runs once every 30 days. The administrator at your site can change the recurrence interval of System Test. To schedule System Test frequency to daily, weekly, monthly, or at an interval of a specified number of days in the OverrideConfiguration.xml file.

List of available settings
The System Test settings are:
- RDMC.RDMCSCHEDULER.RST.FREQUENCY
- RDMC.RDMCSCHEDULER.RST.STARTTIMEHOUR
- RDMC.RDMCSCHEDULER.RST.STARTTIMEMINUTE
- RDMC.RDMCSCHEDULER.RST.MONTHDAY
- RDMC.RDMCSCHEDULER.RST.WEEKDAY
- RDMC.RDMCSCHEDULER.RST.DAYNB

See also
- “About Testing” on page 6

EXAMPLE FOR SCHEDULING SYSTEM TEST

Scenario
At your company, you want to schedule System Test to run automatically at regular intervals on your computer, for example, to run System Test every five days at 3 am.

Updated settings
This is an example of how to schedule System Test to run every five days at 3 am.

To set System Test frequency
This procedure explains how to modify the OverrideConfiguration.xml file to set System Test to run every five days at 3 am.

1. Open OverrideConfiguration.xml in a text editor, such as Notepad.
2. Enter the RDMC.RDMCSCHEDULER.RST.FREQUENCY setting. See “System Test frequency” on page 57.
3. Add the value 4 to the RDMC.RDMCSCHEDULER.RST.FREQUENCY setting. This schedules System Test frequency to the number of days specified in step 5.
4. Enter the RDMC.RDMCSCHEDULER.RST.DAYNB setting. See “Number of days as the interval” on page 57.
5. Add the value 05 to the RDMC.RDMCSCHEDULER.RST.DAYNB setting. This schedules System Test to run every five days.
6. Enter the RDMC.RDMCSCHEDULER.RST.STARTTIMEHOUR setting. See “Start time in hours” on page 57.
7. Add the value 03 to the RDMC.RDMCSCHEDULER.RST.STARTTIMEHOUR setting. This schedules System Test to run at 3 am.
8 Save your changes. Your content should now match the example in "Updated settings" on page 56.

9 Place the OverrideConfiguration.xml file either on the Configuration Proxy or locally. It is now ready to use.

**SCHEDULING SYSTEM TEST**

**System Test frequency**

The setting is `RDMC.RDMCSCHEDULER.RST.FREQUENCY`

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>VALUES</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Sets how often System Test runs</td>
<td>Default value: 4 Possible values: 1 (Daily) 2 (Weekly) 3 (Monthly) 4 (Specified number of days as an interval, that is every X number of days)</td>
</tr>
</tbody>
</table>

**Start time in hours**

The setting is `RDMC.RDMCSCHEDULER.RST.STARTTIMEHOUR`

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>VALUES</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Specifies the time System Test starts</td>
<td>Default value: 4 Possible values: 00 to 23</td>
</tr>
</tbody>
</table>

**Date of the month**

The setting is `RDMC.RDMCSCHEDULER.RST.MONTHDAY`

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>VALUES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specifies the date of the month or every nth date of the month System Test starts</td>
<td>Default value: 15 Possible values: 1 to 28</td>
</tr>
</tbody>
</table>

**Day of the week**

The setting is `RDMC.RDMCSCHEDULER.RST.WEEKDAY`

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>VALUES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specifies the day of the week System Test starts</td>
<td>Default value: 5 (Friday) Possible values: 1 (Monday) 2 (Tuesday) 3 (Wednesday) 4 (Thursday) 5 (Friday) 6 (Saturday) 0 (Sunday)</td>
</tr>
</tbody>
</table>

**Number of days as the interval**

The setting is `RDMC.RDMCSCHEDULER.RST.DAYNB`

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
<th>VALUES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specifies the exact number of days as the interval at which System Test runs</td>
<td>Default value: 30 Possible values: 1 to 90</td>
</tr>
</tbody>
</table>
SYSTEM TEST FOR THOMSON REUTERS FX TRADING

- What System Test is
- Targeted users
- What you can test
- Accessing System Test
- Overview of test results
- What you can do with the results

What System Test is

System Test for FXT is a suite of tests that verifies whether your hardware and network environments are suitable to run Thomson Reuters FX Trading. Running the test enables you to identify potential performance issues.

The latest version of the standalone Thomson Reuters Eikon System Test also offers the option to run System Test for FX Trading. See Accessing System Test.

Targeted users

- Thomson Reuters FX Trading (FXT) users.
- FXT users also considering installing Thomson Reuters Eikon can run the System Test for Eikon to make sure that their computer meets the minimum requirements.
- Thomson Reuters Eikon / FX Trading (FXT) users can run the relevant System Test at any time to verify they meet the requirements to ensure optimal performance.

What you can test

- **Prerequisite Test**: Tests all hardware elements such as the OS, CPU speed, RAM size, etc. to verify if they meet the minimum requirements to run FX Trading.
- **Bandwidth Test**: Tests the upload and download bandwidth, as well as the average latency to Thomson Reuters regional data-centres.
- **FXT Network Test**: Tests if the computer can access the FQDNs required for FX Trading, via the internet, Delivery Direct, or both connection modes.

Accessing System Test

The FXT System Test is available for download from the Thomson Reuters FX Trading page on Customer Zone.

1. On the **FX Trading page**, scroll to **Software Download**.
2. In **Software Download**, click **Thomson Reuters FX Trading Support Tools - Version Eikon and FXT system standalone test tool (Network and Platform)**.
3. Follow the on-screen instructions to download and run the standalone test.
4. When the System Test screen opens, choose **System Test for FXT**.
5. Select **Prerequisite Test, Bandwidth Test, and FXT Network Test**.
Click Start Test.

The test screen displays the progress of the test as well as results as the different tests are completed. Please allow up to 5 minutes to complete all tests.

The average time to complete the full test is 2 minutes.

Overview of test results

- **FXT Prerequisites**: displays the PC hardware specifications including the OS used, RAM, Screen/graphics card configuration, Free Disk Space, Write access, etc.
- **FXT Bandwidth Connections**: displays the upload and download bandwidth to the Thomson Reuters data-centres in Asia, EMEA, and Americas. In addition, test results display the average latency. Separate tests are carried out for Internet and Delivery Direct connection modes.

- **FXT Network General Information**: displays the DNS, IP address used, as well as the connection name.
- **FXT Network Connection – Both Networks (Internet and Delivery Direct)**: displays the FQDNs which are available via both the Internet and direct delivery. The test results show if the computer can connect to the server, the network type, and the server IP address it is connecting to. In addition, some results display the client’s IP address that Thomson Reuters sees as the source address (this information can be used when white-listing IP addresses).
- **FXT Network Connection – Internet Only**: Same as above but shows the FQDNs that are available via the only Internet connection mode.
- **FXT Network Connection – Delivery Direct Only**: Same as above but shows the FQDNs that are available via only the Delivery Direct connection mode.

What you can do with the results

The test results can be exported in a number of different ways via links at the bottom of the test screen.

- **Send results by e-mail** (to): Opens your standard e-mail application and the body with the test results. The mail is also pre-populated with the mail to address: systemtest.results@thomsonreuters.com.
- **Save results**: Enables you to save the results to your local disk. The file format is XML.
- **Copy to clipboard**: Copies the results to the clipboard which you can then paste into another application. For example, if you wish to keep a text copy of the results, click Copy to clipboard, then open your text application for example Notepad, paste the results, and then save the text file.
- **Discard results and run test again**: Deletes the results from memory, and runs the test again.
DOWNLOAD KEY GUIDES

- PC Requirements for Thomson Reuters Eikon
- Thomson Reuters Eikon System Test Guide
- Thomson Reuters Eikon User-Managed Installation Guide
- Thomson Reuters Eikon IT-Managed Installation
- Thomson Reuters Eikon Installation Guide for Citrix
- Thomson Reuters Eikon Networking Guide
- Thomson Reuters Eikon Upgrade Guide