

# THOMSONONE.COM FOR INVESTMENT BANKING

## SYSTEM REQUIREMENTS

### Overview

Login URL = <https://www.thomsonone.com>

All Traffic is HTTPS

A persistent connection is established to [www.thomsonone.com](http://www.thomsonone.com) in order to provide streaming quotes; this connection remains active for the duration of the user session. When requesting static content, a new connection is created and closed after the completion of the request.

If you are seeing persistent JavaScript errors, delete your Temporary Internet Files (clear your Internet Explorer cache).

An online Diagnostic Tool is available on the Thomson ONE.com login page. It checks that the browser and desktop settings are set for an optimal use of [www.thomsonone.com](http://www.thomsonone.com). This tool requires the download of an ActiveX control to read the Windows registry.

- To access it, click **Diagnostics** at the bottom of the login page.

### System Requirements

- Minimum CPU: 1.2 GHz
- Supported O/S: Windows XP SP2 or higher
- Minimum Memory: 768 MB
- Browser version: Internet Explorer 7, 8 or 9

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**Note:** As of July 1, 2011 compatibility testing for Internet Explorer version 6 was phased out. Although access will not be prevented, new features of Thomson ONE may not work properly. To take advantage of the latest features we recommended upgrading to a newer version of Internet Explorer. If you are currently using Internet Explorer 6 or 7, please see [Case 4](#) in the document to enable enhanced performance settings.

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- Adobe Reader: 7.0 and above

### Browser Settings

Click **Internet Explorer >> Tools >> Internet Options** and confirm the following:

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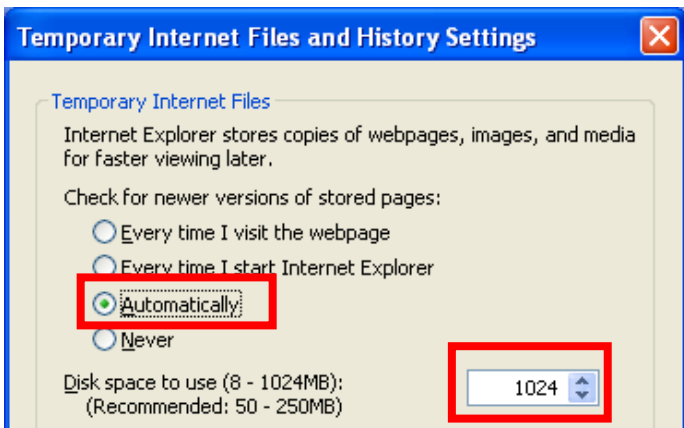
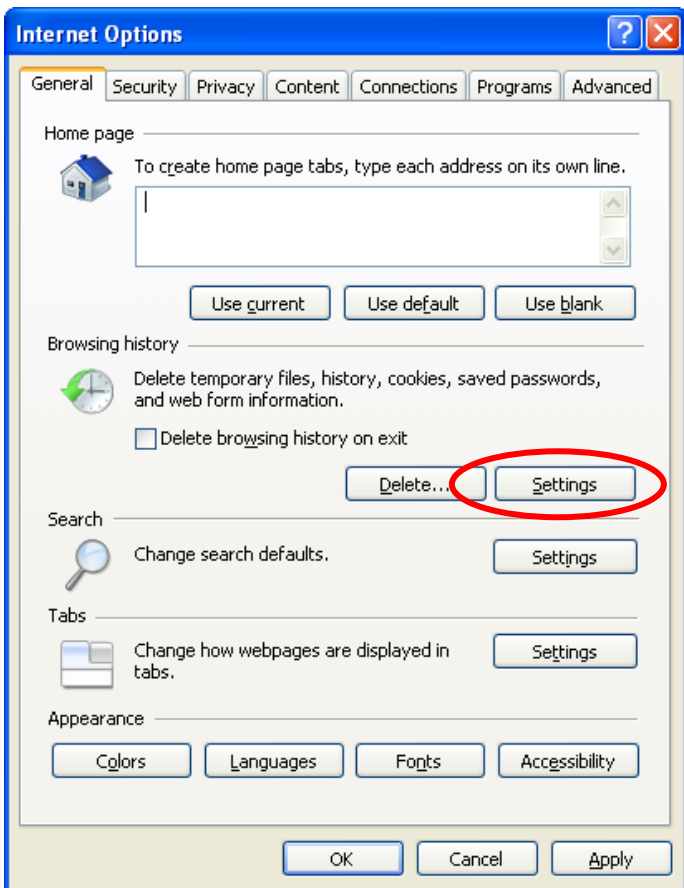
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THOMSON REUTERS

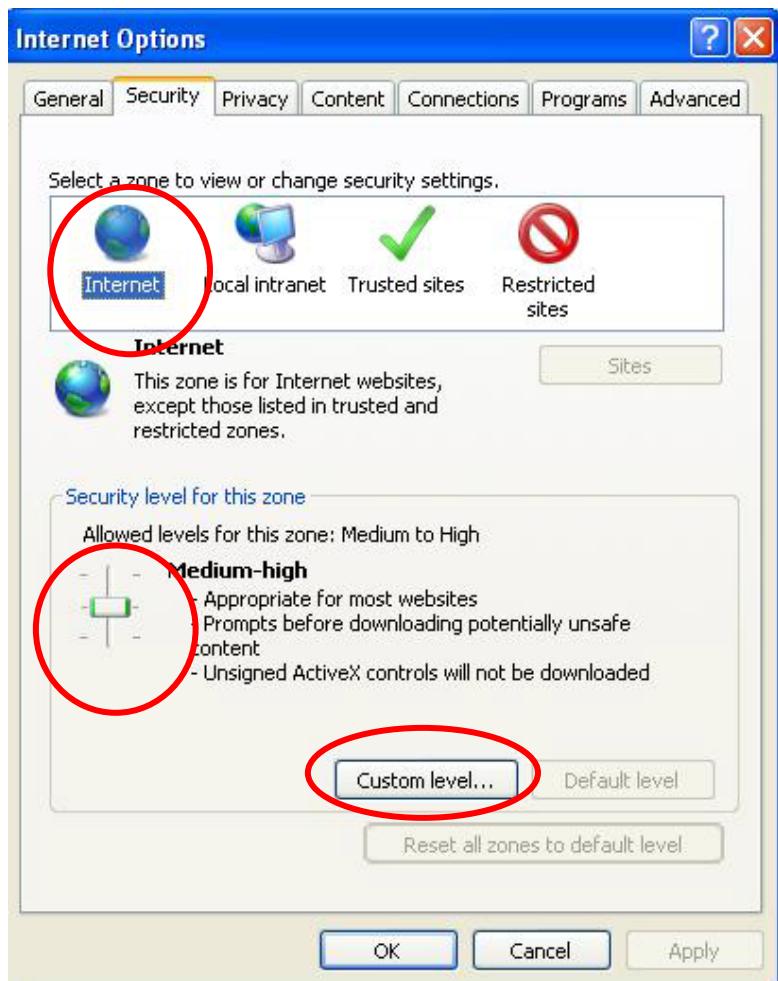
## General Tab

1. Under Temporary Internet Files (for Internet Explorer 6) or Browsing History (for Internet Explorer 7 and 8), click **Settings**.
2. Under **Check for newer versions of stored pages**, select **Automatically**.
3. Under **Amount of disk space to use**, adjust the value. Min 250 – 500 MB. Recommended 1024.

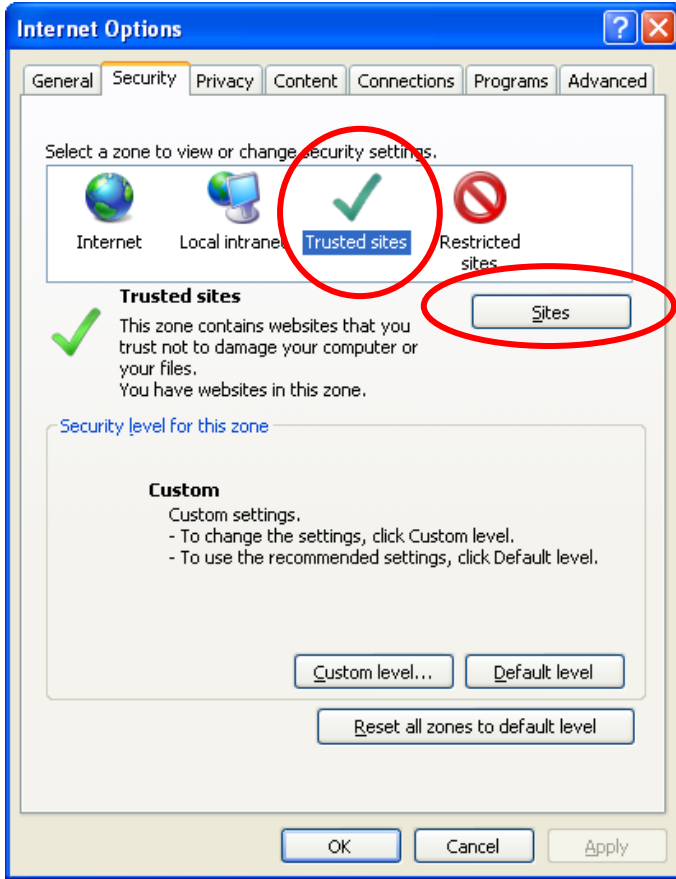


## Security Tab

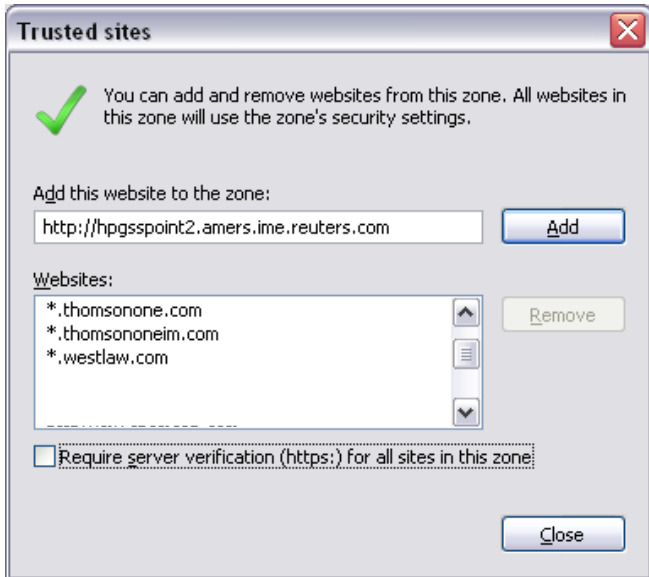
1. Click the **Internet** zone.
2. Drag the slider to **Medium** for Internet Explorer 6 or **Medium-High** for Internet Explorer 7 and 8.



3. Click **OK**.
4. Click **Trusted Sites** zone, and click **Sites**.

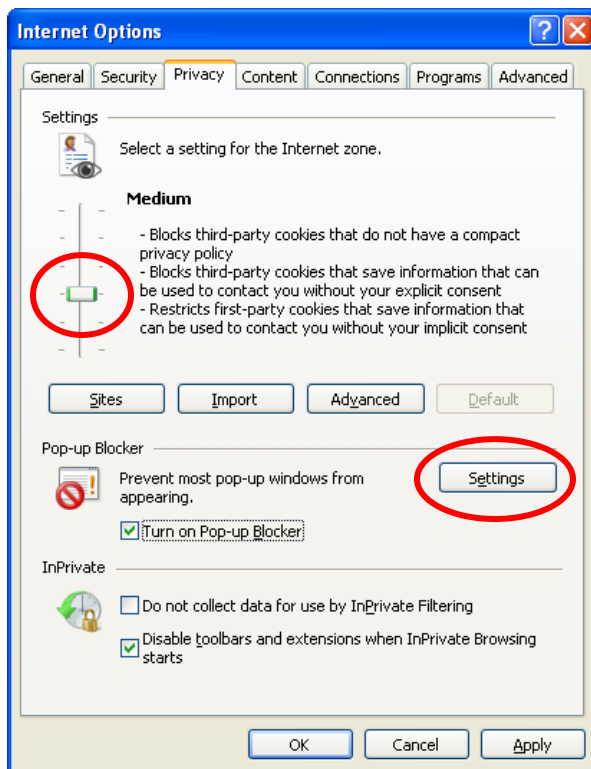


5. In the **Add this Web site to the zone** box, type **\*.thomsononeim.com**, and click **Add** to use the *Worldscope Financials Click Thru* feature.
6. In the **Add this Web site to the zone** box, type **\*.thomsonone.com**, and click **Add** to use download models from the *Embargoed Research Select* collection.
7. In the **Add this Web site to the zone** box, type **\*.westlaw.com**, and click **Add** to use access *News Archive*.

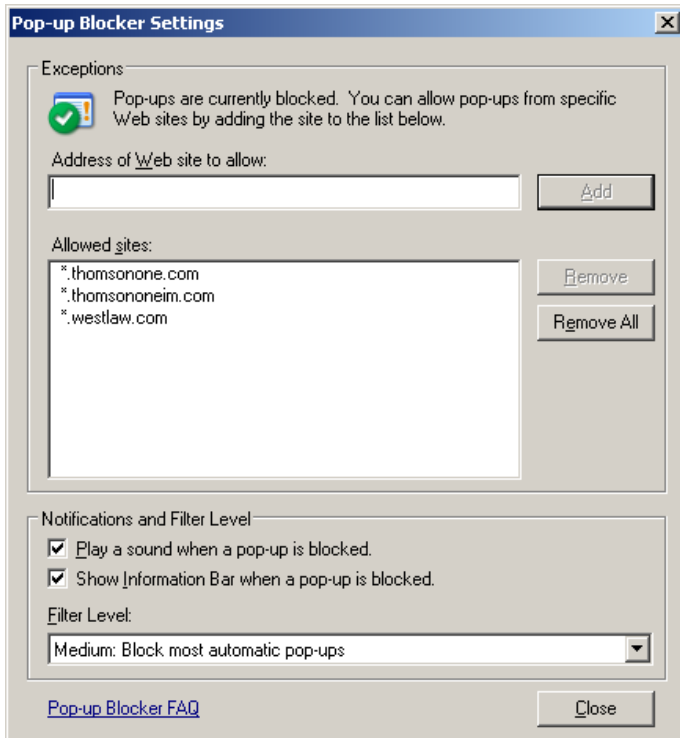


## Privacy Tab

1. Under **Settings**, drag the slider to **Medium** or lower because the site needs to use cookies.



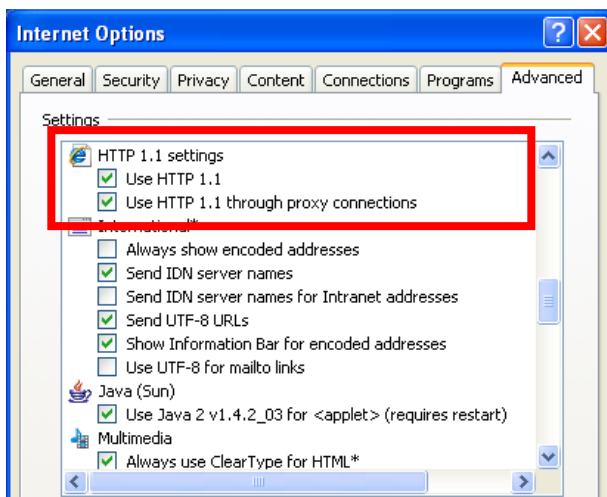
2. Under **Pop-up Blocker**, click **Settings**
3. In the **Address of Web site to allow** box, type **\*.thomsonone.com**, and click **Add**.
4. In the **Address of Web site to allow** box, type **\*.westlaw.com**, and click **Add**
5. In the **Address of Web site to allow** box, type **\*.thomsononeim.com**, and click **Add**.
6. Click **Close**



## Advanced Tab

### 1. Under HTTP 1.1 Settings:

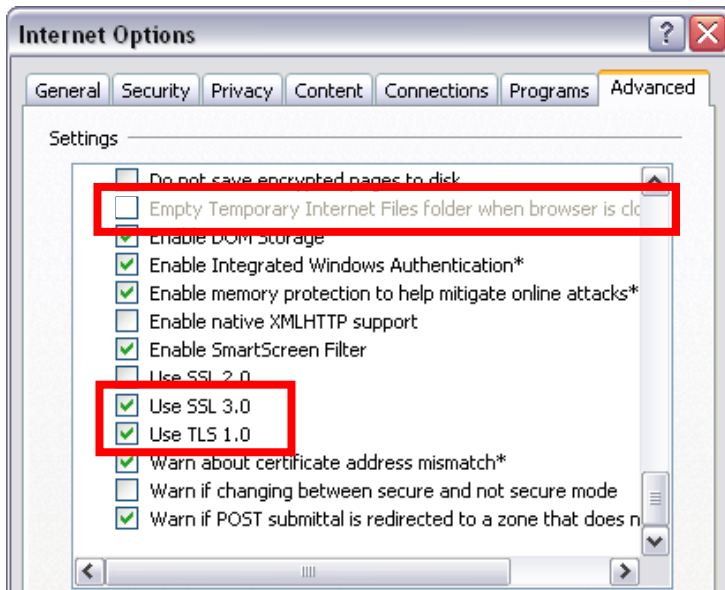
- a. Check the box **Use HTTP 1.1**.
- b. Check the box **Use HTTP 1.1 through proxy connections**.



### 2. Under Security:

- a. Clear the **Do not save encrypted pages to disk** check box.
- b. It is recommended to clear the **Empty Temporary Internet Files folder when browser is closed** check box. This retains the temporary Internet files of Web pages viewed. Subsequent visits to these Web pages become faster as images and other static items are now available.

- c. Check **Use SSL 3.0** and **Use TLS 1.0**.



## Known Issues

## Proxy Servers

### Case 1

Buffering on the proxy server breaks the streaming connection.

Some proxy servers (for example, Symantec) have the option to enable caching and buffering. Caching would not cause issues for Thomsonone.com because our content is encrypted and thus will not be cached by the server. However, buffering the data causes timeouts with dynamic streams such as the Thomsonone.com quote information. We would like to note that using buffering has no advantage on fast networks, and therefore should not cause issues for our clients if disabled.

Recommendation: Disable proxy server buffering if you see only a white screen after logging in or receive a red connection error message near the bottom of the screen.

### Case 2

Internet Security and Acceleration (ISA) Server 2004 is behind in its patches – extreme slowness results.

<http://support.microsoft.com/kb/909062/en-us>

From the above Microsoft Knowledge Base article: A client computer connection request fails or the client takes a long time to connect to a secure Web site through a downstream ISA Server 2004 proxy server.

This issue occurs if the client computer sends CONNECT requests that contain a "Proxy-Connection: Keep-Alive" header. The ISA Server 2004 proxy server keeps the connection alive but sends a response that does not contain a PROXY-CONNECTION header. Internet Explorer interprets this response as a CLOSE response.

Therefore, Internet Explorer waits for the ISA Server 2004 proxy server to close the connection. The ISA Web proxy service keeps the connection alive until the connection times out.

A CLOSE response is the default interpretation for HTTP 1.0. In order to stream quotes, the persistent connection uses keep-alive headers.

Recommendation: Apply the latest ISA service pack to your proxy server.

### Case 3

HTTP CONNECT method funnels non-HTTP protocols through an HTTP proxy. In most cases, this option is enabled by default for all proxy servers. However, highly secured proxy servers may disable this feature. Thomsonone.com needs HTTPS traffic to be allowed in some manner.

Recommendation: Enable HTTP CONNECT method for HTTPS traffic.

### Case 4

Internet Explorer 6 and 7 clients behind proxy are limited to 2 connections per host.

Clients who sit behind a corporate proxy and run older versions than Internet Explorer 8 may experience sub-optimal performance due to starving connections. When Internet Explorer runs behind a proxy by default only two simultaneous connections are allowed over all web hosts whereas outside a proxy it is two simultaneous connections *per* host.

Recommendation: Use the T1.com Diagnostic Tool to increase connections per host to 6 (same as Internet Explorer 8). This function performs the same registry updates as Microsoft's "Fix It" function (bumps to 10 connections) here (<http://support.microsoft.com/kb/282402>). The diagnostic tool is found on the login page and does not require ID or password.

## Firewall

Thomsonone.com uses Akamai caching service globally. When accessing Thomsonone.com, a regional IP address is assigned during a standard DNS lookup. The IP addresses for Thomsonone.com may change without notice.

Recommendation: Do not specify IP addresses for Thomsonone.com on your firewall.

## Desktop Web Filtering

### Sophos Anti-Virus

Software on the desktop such as personal firewalls or anti-virus software can stop the streaming connection. For example, Sophos Anti-virus includes an Internet Explorer add-on that screens web content. This web scanning add-on is known to break the thomsonone.com streaming connection.

### Websense

Websense software is sometimes breaks the thomsonone.com streaming connection. "\*.thomsonone.com" needs to be added to the Websense whitelist.

### McAfee VirusScan Enterprise

McAfee VirusScan Enterprise (VSE) real-time scanning function degrades the performance of ThomsonONE.com. VSE versions 8.5i, 8.7i and later allow a site to be whitelisted (please refer to the Knowledge Base article: <https://kc.mcafee.com/corporate/index?page=content&id=KB65382>). Add "www.thomsonone.com" in the ExcludedURLs registry key.



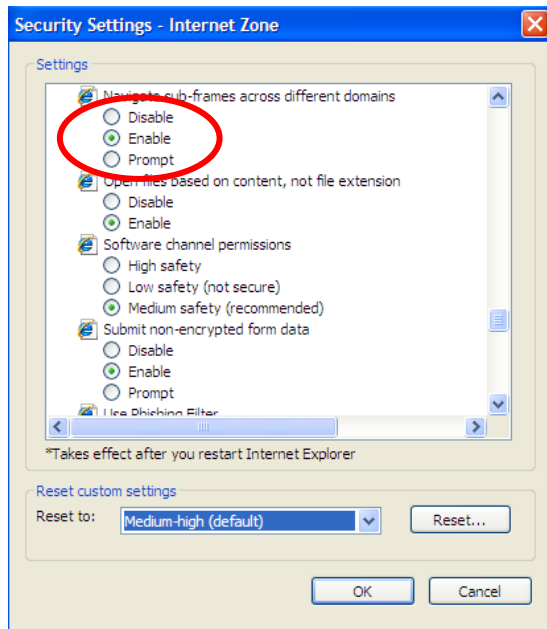
## Internet Explorer 8

Running Internet Explorer 8 (32-bit version) on 64-bit Windows7 breaks pop-ups: JavaScript function window.open(). This is a known Microsoft bug. This affects the following features:

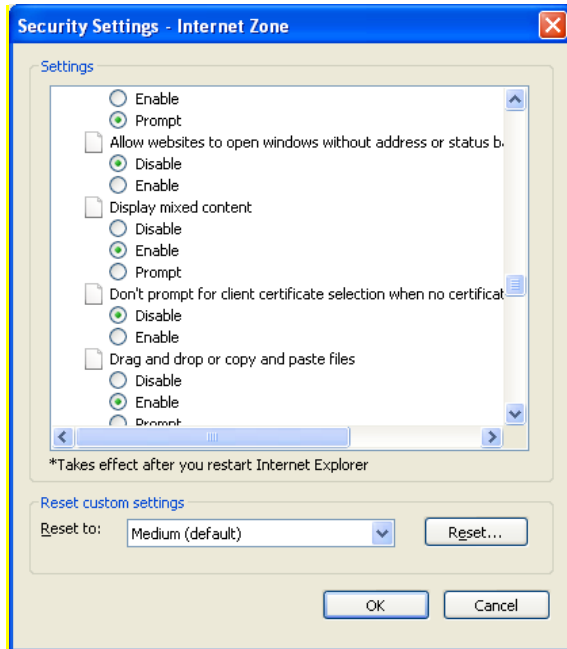
- Floating Services
- Any service pop-ups (for example, StreetEvents, Alert Builder, etc.)

Deeplinking functions which access ThomsonONE from another ThomsonONE integrated application, may not work seamlessly and require the user to log in. To remove this unnecessary login make the following change:

- In Internet Explorer 8, under Security level for this zone, click **Custom Level**.
  - Under Miscellaneous, select to enable Navigate sub-frames across different domains.



- Under Display Mixed Content, select Enable to stop the Security Warning Pop Up” when traversing from one domain to another.



## Component-Specific Requirements

### Key Indicators, Debt Maturity Profile, and Credit Analysis Add-on Module

The interactive charting elements of the Key Indicators and Debt Maturity Profile pages and the Credit Analysis module (add-on to ThomsonONE.com) require the Adobe Scalable Vector Graphics (SVG) Viewer, version 3.0 or higher, for full charting interactivity. You can download Adobe SVG Viewer at <http://www.adobe.com/svg/viewer/install/auto/>. You cannot see Charts without this viewer.

For download capability to Excel, Word, or PowerPoint from the Chart Analytics component of the Credit Analysis module, a DataStream Charting Add-in is required. It can be downloaded from [http://extranet.datastream.com/Products\\_Data/Servicepcks/Servicepcks.htm](http://extranet.datastream.com/Products_Data/Servicepcks/Servicepcks.htm) and has the following pre-requisites: Microsoft .Net 3.5 Framework, Microsoft Office PIA, and VSTO Run Time.

### Flex Monitor List Converter

In order for List Converter to work, you must have ThinSymListCtrl.cab registered by Thomson Reuters. You can download it from thomsonone.com by right-clicking within the Flex Monitor and selecting List Converter.

### Real-time and Aftermarket Research and Filings

The Batch Print/Save functionality for Embargoed Research and Filings requires a single ActiveX control, ThomsonBatchProcessing.cab, registered by Thomson Reuters. You can download it from thomsonone.com when you access the Batch feature within Embargoed Research and Filings. You will be prompted to install the ActiveX file – follow the instructions on your screen to finalize the installation. This feature is entitlement driven – for access, please contact your Account Manager.

For manual installation follow the three steps below to install on individual machines:

- Open/explore the Microsoft VS 2005 C++ Redistributable (vcredist\_x86.cab), extract and run the corresponding vcredist\_x86.exe to install.
- Open/explore the ThomsonBatchProcessing.cab, and extract the ThomsonBatchProcessing.ocx to a *known* directory for install (this is very important, because once the control is manually installed, it can only be manually unregistered from that same directory)
- Run “regsvr32 ThomsonBatchProcessing.ocx” to register the control

The Batch Print/Save feature is not compatible with the following operating systems:

- Windows Version 7.0
- Vista

## Reuters Insider

Requires Adobe Flash Player 9.0.115 or higher (<http://get.adobe.com/flashplayer/>) and speakers or a headset.

Bandwidth	Required	Recommended
Internet bandwidth * (default / high streaming quality)	400 kbit/sec available	500 kbit/sec or higher available
Internet bandwidth * (low streaming quality)	100 kbit/sec available	200 kbit/sec or higher available

To activate or deactivate Reuters Insider, please contact your internal ThomsonONE.com Administrator.

## View Finder

Microsoft Silverlight 3.0 is optional (<http://www.microsoft.com/silverlight/get-started/install/default.aspx>). Microsoft Silverlight allows you to use the Coverflow feature in the View Finder component. If you are unable to download Silverlight 3.0, you can use the component through the List View and Category View.

## News Archive Add-on Module

For a seamless logon to News Archive, go to: Tools -> Internet Options -> Privacy -> Sites. Add the site \*.westlaw.com to the list of sites allowed.

If Cookie Security Level is set to Block All Cookies, set the browser to allow specific cookies:

- Choose Internet Options from the Tools drop-down menu.
- Click the Privacy tab.
- Set Cookie Security Level to High.
- To override cookie handling for individual websites, click Edit.
- Add the appropriate web address.
- Click Allow.
- Click Ok.

If Cookie Security Level is set to Medium-High or lower, verify the cookie has not been blocked:

- Choose Internet Options from the Tools drop-down menu.
- Click the Privacy tab.
- Click Edit in the Web Sites section.
- Highlight the appropriate web address.
- Click Remove.

If Cookie Security Level is set to Custom:

- Click Advanced.
- Select Override Automatic Cookie Handling OR select Accept First Party Cookies and choose Always Allow Session Cookies.

### Thomson ONE Mobile - BlackBerry®

From a BlackBerry® smartphone, highlight <http://mobileapp.thomsonone.com/t1mobiledownload?IB>, and click **Get link**. Follow the instructions on the screen to complete the download process. To access the application from your BlackBerry, type your ThomsonONE.com logon credentials.

To receive over-the-air and BES installations of Thomson ONE Mobile or the Installation Guide, BES Configuration Guide, and the Thomson ONE Mobile White Paper, contact the Thomson ONE Mobile team at [Mobile.Team@thomsonreuters.com](mailto:Mobile.Team@thomsonreuters.com).

### Thomson Reuters Banker Coverage - iPhone®

To download, visit the iTunes App Store and search for “Banker Coverage” or click here <http://itunes.apple.com/us/app/banker-coverage/id388213716?mt=8>

Here [https://iba.thomsonone.com/ibaaddinweb/PDFs/UserGuides/ThomsonONEMobileB\\_iPhone\\_QuickStartGuide.pdf](https://iba.thomsonone.com/ibaaddinweb/PDFs/UserGuides/ThomsonONEMobileB_iPhone_QuickStartGuide.pdf) you can review our User Guide for instructions on downloading the application, logging in and getting started.

### Thomson Reuters Market Board - iPad®

To download, visit the iTunes App Store and search for “Marketboard” or click here <http://itunes.apple.com/us/app/thomson-reuters-marketboard/id363999272?mt=8>.

Here <https://iba.thomsonone.com/ibaaddinweb/PDFs/InstallationGuides/Thomson%20Reuters%20Marketboard%20QuickStart.pdf> you can review our User Guide for instructions on downloading the application, logging in and getting started.

### Internet Explorer 6 and 7 Setting Adjustment

By default, Windows Internet Explorer 7 and earlier versions limit the number of files that you can download at one time to two. Windows Internet Explorer 8 limits the number of files that you can download at one time to six. This change reflects the faster connection speeds that are now typical for most users. We recommend this change and detail of this can be found on the following Microsoft site:

<http://support.microsoft.com/?kbid=282402>.

## Support

AMERICAS		ASIA PACIFIC, CONTINUED	
	1 888 463 3383	Japan	3 4589 2323
EUROPE, MIDDLE EAST, AND AFRICA		Malaysia	1 800 814 157
Country	Phone	New Zealand	0 800 738 837
Austria	0800 234 805	Philippines	1800 1855 0002
Belgium	0800 80 928	Rest of Asia	1800 1855 0002
Central and Eastern Europe	+44 20 3229 0644	Singapore	1800 776 7188
France	0800 97 0234		
Germany	0800 7388 3771	LATIN AMERICA	
Greece	+44 20 3229 0644	Country	Phone
Ireland	1 890 882 444	Argentina	0800.288.9999
Israel	+44 20 3229 0644	Aruba	5411.5554.7391
Italy	0800 929 080	Bolivia	800.10.0277
Luxembourg (French)	800 239 89	Brazil	0800.891.7872
Luxembourg (German)	800 239 90	Chile	800.80.0058
Middle East and Africa	+44 870 458 1052	Colombia	01800.944.2979
Netherlands	+31 20 504 5995 option 3	Costa Rica	0800.011.0849
Portugal	800 206 953	Ecuador (Quito)	1999.119+1 866.222.0650
Spain	900 81 1027	El Salvador	800.6122
Sweden and Nordics	+46 8 566 196 10	Guatemala	99.99.190+1 866.222.2581
Switzerland (French)	0800 00 1509	Guyana	5411.5554.7391
Switzerland (German)	0800 00 1535	Honduras	800.0123+1 866.222.2605
Switzerland (Italian)	0800 00 1529	Mexico	01800.123.0162
Turkey	+44 20 3229 0644	Neth. Antilles (Curacao)	001.800.898.4679
United Kingdom	+44 0870 458 1052	Nicaragua	001.800.044.0075
		Panama	001.800.898.4679
ASIA PACIFIC		Paraguay	21.444.528
Country	Phone	Peru	0800.51.828
Australia	1800-630-128	St. Marteen	5411.5554.7391
China (Mandarin)	4008811408	Uruguay	000.411.009.3079
Hong Kong	+852 3762 3588	Venezuela	0800.100.4242
India	000 8001007377		