

Reuters 3000 Xtra Hosted Terminal Access Light Install Guide

System Requirements

Hardware Requirements

This is the minimum local desktop hardware specification for running Reuters 3000 Xtra Hosted Terminal Access (HTA). It does not take into account any other applications that may be running on the desktop.

- Processor: Intel® Pentium® III 500Mhz
- Memory: 128 MB RAM or greater
- Microsoft® mouse or 100% compatible pointing device
- A network interface card (NIC) or connection device
- Screen resolution: 1024 x 768 or higher
- VGA or SVGA video adapter with minimum 2 MB or greater, 65536 colours, 1024 x 768 resolution

Software Requirements

This is a summary of the software requirements for any workstation running Reuters 3000 Xtra HTA. Please see below for a more detailed description of each bullet point:

- Latest version of Citrix® MetaFrame ICA Client published on the Reuters 3000 Xtra HTA web portal (see 'Appendix A' for install process and technical document for more detailed information).
- Microsoft® Windows XP or Windows 2000 (for details of other OS support please see technical document).
- Internet Explorer 5.5 or higher with 128-bit encryption (for details of other browser support please see technical document).

Network Requirements

Below is a summary of the network requirements of any workstation running Reuters 3000 Xtra HTA. Please see the appropriate technical documentation for more detailed requirements.

- Port 80 (HTTP) and Port 443 (TCP & SSL) must be opened outbound
- The supported connection method and network transport is HTTP/S (SSL)
- DNS mapping and IP address routing to the Reuters host data centre
- 32 Kbps per concurrent access
- Persistent connection to Reuters

Connectivity – Ports and DNS


- In order to start a Reuters 3000 Xtra HTA connection, connectivity is required to the following two URLs. We strongly recommend that all routing be undertaken via the URL, as IP addresses can change.

URL DNS	BT Radianz IP Range (Limited EUR coverage)	Internet IP Range	Subnet Mask
http://3000xtra.glb11.reuters.com	155.195.88.129	192.165.221.129	255.255.255.0
http://3000xtra1.glb11.reuters.com	155.195.88.130	192.165.221.130	255.255.255.0

- Your DNS may need to be configured to correctly route to the above IP address ranges.
- The first URL is used to access the system. As part of the login process your connection is seamlessly passed to the second URL. Whilst you may need to configure your network to route the second URL you will never have to use this URL directly.
- HTTP port 80 TCP and SSL port 443 TCP needs to be opened outbound for these IP ranges.
- Connections are 128-bit cipher SSL over HTTPS, therefore 128 bit encryption support is required on the browser. To confirm this setting, go to Internet Explorer help/about and check under cipher strength. There is a further section on browser settings later in this document and more details can be found in the Full Technical Guide.
- If the client site network has both BT Radianz and Internet access to Reuters 3000 Xtra HTA, please make sure that your DNS mapping priorities resolves the BT Radianz address range before Internet net access. Otherwise you may be connecting via the Internet rather than BT Radianz. It is critical that both URLs connect via the same route (i.e. both URL's should either resolve over BT Radianz or over the Internet).
- As well as opening the necessary ports, it is vital to ensure that any Client site devices that maintain session state, eg. Proxy or Firewall, are configured with best practice in mind (see technical document for best practice). Note that these firewalls can also be included with the PC (for example as with Microsoft XP).
- Wireless LAN – We strongly recommend that you use a cabled Local Area Network to achieve a reliable, persistent connection to the Reuters 3000 Xtra HTA Application. Our experience suggests that Wireless LAN sessions are more susceptible to network related session disconnects.

Appendix A The ICA install process

- The ICA Client is the only piece of software required on the Client Site to run Reuters 3000 Xtra HTA. It is the lightweight Citrix-supplied component which displays the image of Reuters 3000 Xtra on the end-user terminal where it appears exactly as if installed locally.
- If an ICA client is not already installed, a warning message will appear on the Reuters 3000 Xtra HTA web page under the Message Center as follows:

 **You do not have the Citrix ICA Client (ActiveX) for 32-bit Windows installed on your system. You must install the ICA Client to launch the applications.**

- Installing the Citrix ICA client requires Local Administrative Rights on the PC. Please ensure that your Client IT department has either granted you this permission or will handle the installation on your behalf.
- To download the version of the ICA Client that is recommended by Reuters click on the following link, that is located on the <https://3000xtra.glb11.reuters.com/asp/login.asp> web-site:

Citrix ICA Web Client for 32-bit Windows

- After clicking this link please follow the installation instructions displayed. Depending on your browser, these will be something like this:
 - 1 Click **Open** or select the option to run the application from its current location.
Files are downloaded to your system by the Install Shield Wizard.
 - 2 Once complete, a Citrix ICA Web Client window appears with the message "This will install Citrix ICA Web Client. Do you wish to continue?" Click **Yes**.
 - 3 A Citrix Licence Agreement window will open. Read the terms and click **Yes**.
 - 4 The ICA Web Client window appears with the message "Setup completed successfully. You may need to restart your web browser to activate changes." Click **OK**.
 - 5 Restart the web browser and log on to the Reuters URL again. There should be no need to reboot the PC, but the browser should be closed and restarted.

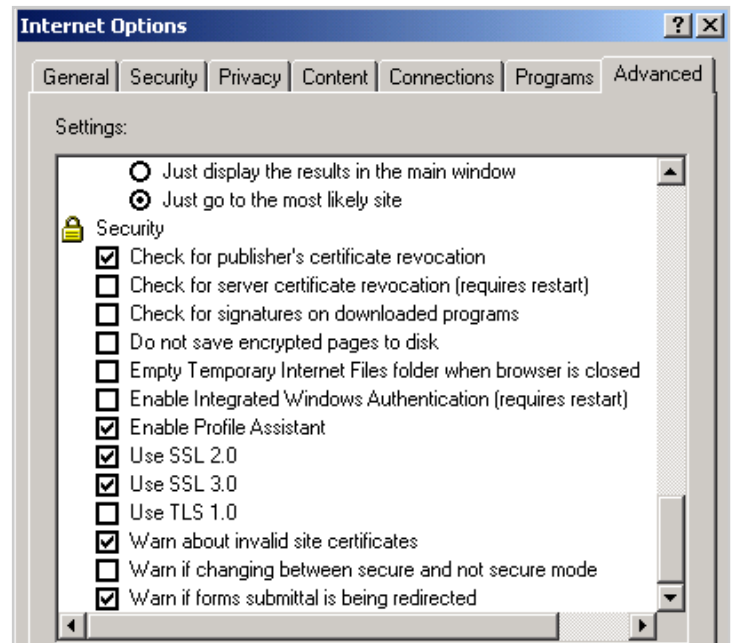
Appendix B Browser settings

Reuters 3000 Xtra HTA is not a web browser application. A web browser is nevertheless required to login into and launch the application using the Citrix ICA Client.

See the appropriate technical document for details on which web browsers are qualified by Citrix and which browsers Reuters qualify against when developing add-on functionality to Reuters 3000 Xtra HTA.

- At launch, the ICA client examines essential browser settings. In Internet Explorer, these settings should be configured as below.

Internet Explorer > Tools > Internet Options > Advanced tab and scroll to the **Security** settings and set the options as below:



The ICA Client writes to the Temporary Internet Files folder when it is launched on a User's PC.

- If you encounter the pop-up error "ICA File Not Found" when launching the Reuters 3000 Xtra application, Reuters Support suggest the following Internet Explorer browser changes. These three changes should fix the problem and ensure that it does not happen again:

- 1 **Internet Explorer > Tools > Internet Options > Advanced tab > Security** > The 'Do not save encrypted pages to disk' check box should *not* be ticked > **OK**.
- 2 **Internet Explorer > Tools > Internet Options > General tab > Temporary Internet Files > Delete Files** > **OK**.
- 3 **Internet Explorer > Tools > Internet Options > Advanced tab > Security** > Tick the 'Empty Temporary Internet Files folder when browser is closed' box > **OK**.