

Refinitv Eikon manual

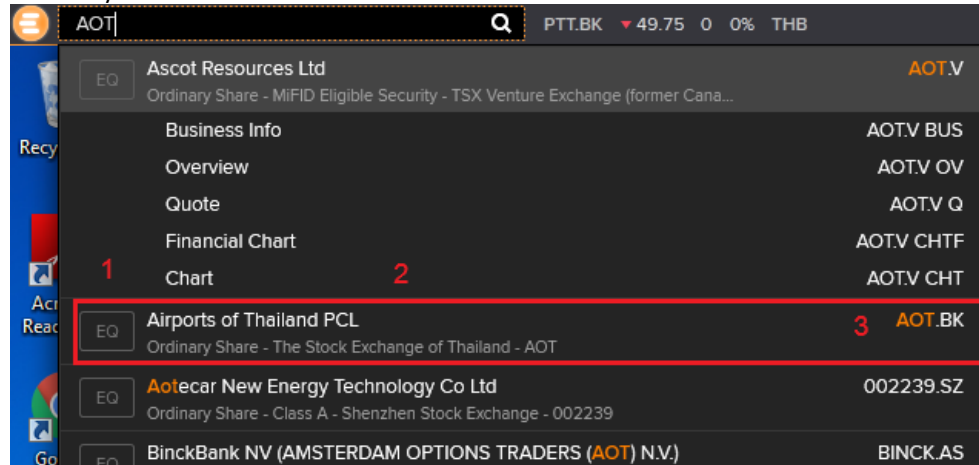
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1. Equity

1.1 How to find Equity information

To find equity information in EIKON, please type the ticker of the equity or the name of the company.
Search by code

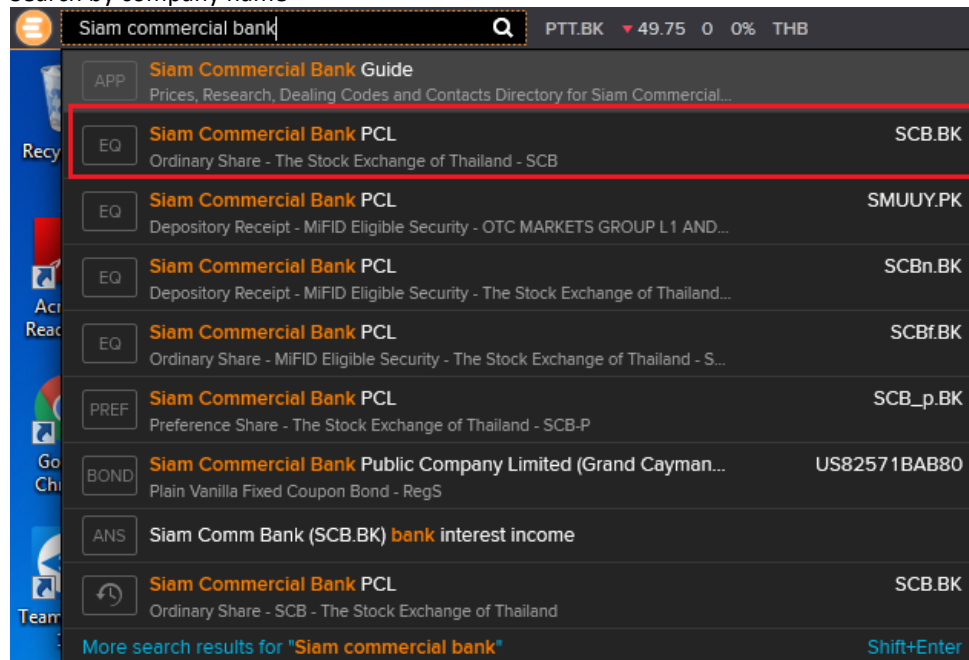


1 = Type of data (either CMP [company] or EQ [equity])

2 = Name of the company

3 = Eikon Code

Search by company name



1.2 How to see the financial statements data.

To see the financial statements (income statement, balance sheet, cash flow), please follow this step.

- In the equity page, select "Financials" -> "Income Statement"

PTT.BK PTT PCL

Thailand | The Stock Exchange of Thailand | Oil & Gas Refining and Marketing

50.25 THB 0.50 1.01% Vol 53,105,500 CAM 89 CCR 44

Overview News & Research Price & Charts Estimates Financials ESG Events Ownership Debt & Credit Peers & Valuation Derivatives

INCOME STATEMENT Annual As Reported in T

Period Annual View As Reported

Earnings Quality Score

	2016 C	2016	2015 R	2015
Revenue from Other Utility Operation	376,321,570	385,481,400	385,481,400	489,133,500
Revenue from Gas Operations	1,619,400,498	1,333,364,640	1,333,364,640	1,536,418,210
Sales and service income - Other	1,995,722,068	1,718,846,040	1,718,846,040	2,025,551,710
Total Revenue	3,991,444,076	3,437,692,080	3,437,692,080	4,051,103,420
Petroleum Royalty	13,877,330	13,266,050	13,266,050	15,201,820
Royalties/licenses - Government - Balance	3	4	4	2
Cost of sales and services	1,688,461,455	1,464,614,450	1,463,042,521	1,802,311,361

b. The above section is a configuration. The below section is the result.

INCOME STATEMENT Annual As Reported in Thousands of Thai Baht

Period Annual View As Reported 3

Update View

Currency: Restated vs. As-First-Reported: All 6 Scaling: Thousands 7 Number of Periods: Last 5 Years 3

Preliminary vs. Finalized: Finalized or Preliminary, Finalized Only, Complete

Statement: Include Partial, Complete

Display Order: Latest -> Oldest, Oldest -> Latest

Hide Unpopulated Rows: Yes 11, No

Report Options: Additional Sections(All), Statement Data(2)

Setting section

	2017	2016 C	2016	2015 R	2015	2014 R	2014
Earnings Quality Score	89	66	61	26			
Period End Date	31-Dec-2017	31-Dec-2016	31-Dec-2016	31-Dec-2015	31-Dec-2015	31-Dec-2014	31-Dec-2014
Flash Update	No	No	No	No	No	No	No
Auditor Opinion	Unqualified	Unqualified	Unqualified	Unqualified	Unqualified with Explanation	Unqualified with Explanation	Unqualified with Explanation
Revenue from Other Utility Operation	376,321,570	385,481,400	385,481,400	489,133,500	489,707,260	525,526,570	621,111,111
Revenue from Gas Operations	1,619,400,498	1,333,364,640	1,333,364,640	1,536,418,210	1,537,204,308	2,079,535,815	2,213,111,111
Sales and service income - Other	1,995,722,068	1,718,846,040	1,718,846,040	2,025,551,710	2,026,911,568	2,605,062,385	2,834,111,111
Total Revenue	3,991,444,076	3,437,692,080	3,437,692,080	4,051,103,420	4,052,823,136	4,210,123,710	4,668,358,000
Petroleum Royalty	13,877,330	13,266,050	13,266,050	15,201,820	15,201,820	21,515,490	27,111,111
Royalties/licenses - Government - Balance	3	4	4	2	2	2	2
Cost of sales and services	1,688,461,455	1,464,614,450	1,463,042,521	1,802,311,361	1,803,584,810	2,374,014,313	2,607,111,111

- Export data to excel.
 - Select the period of the report (Annually, Quarterly).
 - Type of report
 - As reported: the statements will be the same as the corporate sent to the exchange
 - Standardized: the items in each statement will be re-arranged so that the corporate from different sector can be compared.
 - Click this button to apply the configuration.
 - Click this icon to collapse / expand the setting section
 - Indicate if the statement contained all reports, restated report, and as-first-report.
 - Scale the unit in the statements
 - Select the period from 1Y to All Periods
 - Showed finalized reports or include preliminary.
 - Sorting order
 - Hide the blank row from the report.
- c. When hovering the mouse over the name of the items in the statement, "?" icon can be clicked to see the description of the fields.

Flash Update	NO	NO	NO
Auditor Opinion	Unqualified	Unqualified	Unqualified
Revenue from Other Utility Operation	—	—	—
Revenue from Gas Operations	376,321,570	385,481,400	385,481,400
Sales and service income - Other	1,619,400,498	1,333,364,640	1,333,364,640
Total Revenue	1,995,722,068	1,718,846,040	1,718,846,040
Petroleum Royalty	13,877,330	13,266,050	13,266,050
Royalties/licenses - Government - Balance	3	4	4

FIELD DEFINITION
Total Revenue [COA:RTLRL]
Total Revenue [RTLRL] represents revenue from all of a company's operating activities after deducting any sales adjustments and their equivalents.
 Depending on the format of the income statement, Total Revenue [RTLRL] includes the following:

- When a company uses the functional method (cost by function), Total Revenue [RTLRL] represents all items clearly presented as revenues, before the cost of goods sold and the gross profit.
- When a company uses the cost summary method (cost by type, cost by nature), Total Revenue [RTLRL] represents all items presented as revenues, before net operating costs.
- When a company uses the single-step method (total income/total expense), Total Revenue [RTLRL] represents the portion of total income that is operating in nature, while income items which Thomson Reuters classifies as non-operating in nature are updated in the non-operating section.

 For companies reporting in the single-step income statement format, the following items are treated by Thomson Reuters as operating in nature and updated in the revenue section:

- Gross sales, reduced by sales allowances and excise taxes
- Written premiums, adjusted by the value of unearned premiums and premiums ceded – for insurance companies
- Net investment income or losses, including interest income on investments, dividends, foreign exchange gain or loss, and both realized and unrealized investment gains or losses – for investment companies, insurers, investment banks and other non-bank financial companies, if they form part of a company's core operations or investment activities
- Other income arising from operating activities

This command can be used in excel to get the data

Available For: ☒ Industrial ☐ Bank ☒ Utility ☒ Insurance ☐ Currency ☒ Scaled

Thomson Reuters Eikon Excel Function **=TR("PTT.BK","TR.TotalRevenue")**

d. Each item in the “as-reported” statement can be clicked to open the relevance section of statement.

BALANCE SHEET Annual As Reported in Thousands of THB
 Period: Annual View: As Reported
 Earnings Quality Score: 89
 Period End Date: 31-Dec-2017
 Flash Update: No
 Auditor Opinion: Unqualified
Assets (THB Thousands)
 Restricted cash within 3 months: 286,420
 Cash and Cash equivalents: 4
 Cash and cash equivalents: —
 Cash: 1,260,210
 Deposits held at call with banks: 93,005,380
 Fixed Deposit: 44,885,890
 Other investment: 11,830,620
 Current investments: 229,651,255
 Treasury Bills: 14,566,490
 Promissory Notes: 354,010

4. Cash and Cash Equivalents
 Cash and cash equivalents as at December 31, 2017 and 2016 are as follows:

	Consolidated financial statements		2017
	2017	2016	2017
Cash on hand	1,260.21	202.76	169.5
Call deposits held at banks	93,005.38	106,286.14	30,846.7
Fixed deposits	44,885.89	79,397.13	1,509.7
Treasury bills	14,566.49	16,583.42	-
Promissory notes	354.01	4,691.57	-
Bank of Thailand bonds	-	8,046.15	-
Restricted bank cash within 3 months	286.42	359.24	-
Other investments	11,830.62	-	6,165.6
Total	166,189.02	215,566.41	38,691.6

Call deposits held at banks, fixed deposits, treasury bills, promissory notes, bonds, restricted bank cash within 3 months and other investments, as at December 31, 2017 and 2016, bear the interest at rates ranging from 0.00% - 12.09% per annum (December rates range from 0.00% - 13.05% per annum).

e. Each item in the “standardized” statement can be clicked to see the calculation methodology

	1,995,722,068	1,718,846,040	1,718,846,040	2,025,551,710	2,026,911,568
Revenue	1,995,722,068	1,718,846,040	1,718,846,040	2,025,551,710	2,026,911,568
Total Revenue	1,995,722,068	1,718,846,040	1,718,846,040	2,025,551,710	2,026,911,568
- Cost of Revenue, Total	1,688,461,455	1,464,614,450	1,463,042,521	1,802,311,361	1,803,584,810
Cost of Revenue	1,688,461,455	1,464,614,450	1,463,042,521	1,802,311,361	1,803,584,810
Gross Profit	307,260,613	254,231,590	255,803,519	223,240,349	223,326,758
+ Selling/General/Admin. Expenses, Total	100,598,000	100,598,000	100,598,000	100,598,000	100,598,000
Research & Development	—	—	—	—	—
+ Interest/Investment Income - Operating	(30,655,981)	(3,801,700)	(3,801,700)	(7,936,261)	(7,936,222)
Interest Exp (Inc.) Net-Operating, Total	(30,655,981)	(3,801,700)	(3,801,700)	(7,936,261)	(7,936,222)

Cost of Revenue (Dec-17)
 Field: Cost of Revenue Source: Standardized
 Cost of sales and services: 1,688,461,455.36* ARS
 * Figures filed in Actual are provided in Thousands.

2. Chart

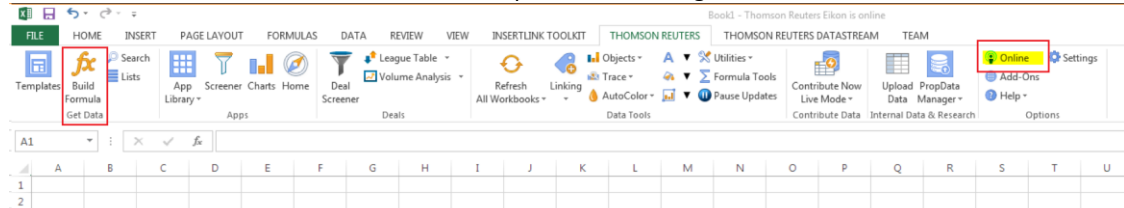
3. Excel

3.1 How to use build formula

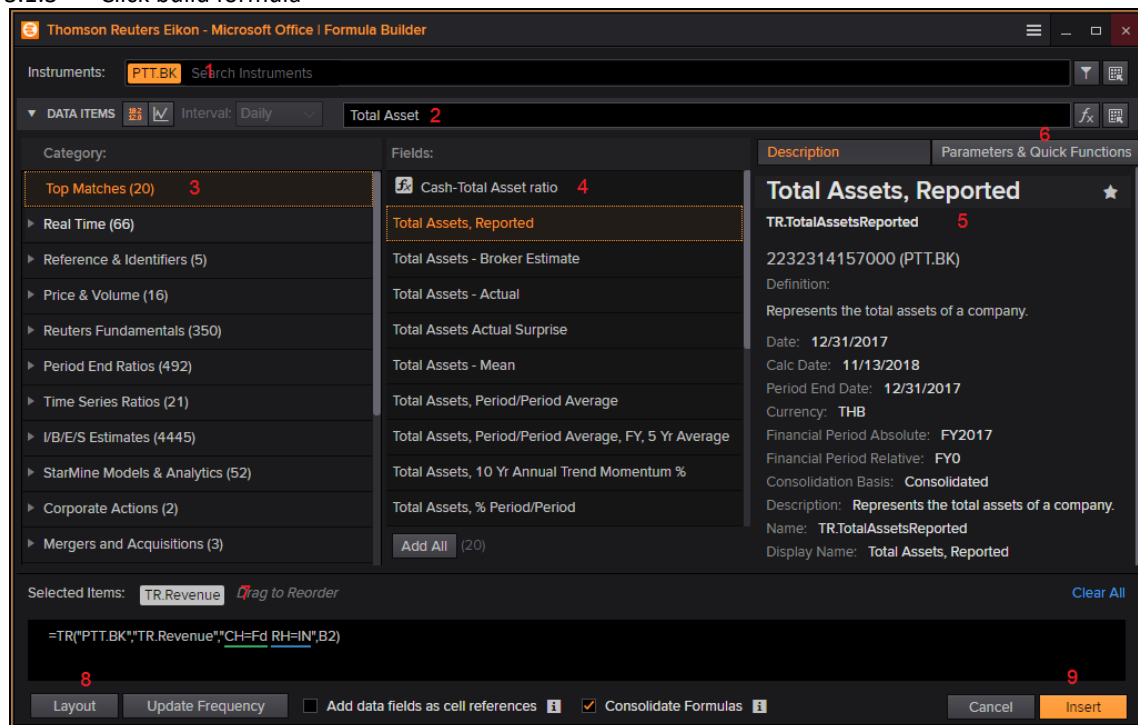
Real-time, fundamentals, and time series data can be retrieved via EIKON add on of excel. Please follow the step to retrieve the data

3.1.1 In MS Excel, please navigate to “Thomson Reuters” tab. Please note, the main EIKON software must be installed on the machine before using this add on.

3.1.2 Check if the connection status is online. If not, please click on sign-in/offline to connect to our service



3.1.3 Click build formula



1. Type to add instruments
2. Type to find the fields of the selected instruments
3. Categories of the fields, data.
4. Set of filtered fields
5. Fields description
6. Click to see advance setting.
7. Selected fields (double clicked fields)
8. Clicked to show the layout in the new window and made an adjustment.
9. Clicked to insert the data into excel

3.1.4 To retrieve data more than 1 period at a time, click Parameters & Quick Functions

The screenshot shows a 'Parameters & Quick Functions' dialog box. It has two tabs: 'Description' and 'Parameters & Quick Functions'. Under 'Parameters & Quick Functions', there are two sections: 'Parameters:' and 'Series'. The 'Series' section has a checkbox labeled 'Series' which is checked, with a red '1' next to it. The 'Parameters:' section has a red '2' next to it. It contains several dropdown menus and input fields: 'Last' (dropdown), '2' (input), 'FY' (dropdown with red '3'), 'FY0' (dropdown with red '4'), 'Scale' (dropdown with red '0' and red '5'), 'Roll Periods' (True), 'Align Type' (PrelimDate), 'Reporting State' (Rsdtd), 'Consolidation Basis' (Primary), 'Include Partial' (Yes), 'Currency' (Default), 'Methodology' (InterimSum), and 'Output' (value). At the bottom right, there is a 'Show Less' link and a 'Clear All' button.

1. Checked to retrieve the series of the data
2. Select the period, either "Last" or "Start-End"
3. Select the reference period
FY = Fiscal Year
FQ = Fiscal Quarter
CY = Calendar Year
CQ = Calendar Quarter
4. Start period [FY0 = last available data, FY-1 = previous data]
5. Scale the output [0 = no scale, 2 = hundreds, 3 = thousands, and so on]

3.1.5 Layout is used to format the data.

Without formatting the data, 3 corporates and 2 years of revenue

Thomson Reuters Eikon - Microsoft Office I Formula Builder Layout

Drag to the right to
Display the data

AVAILABLE HEADERS

- Date
- Calc Date
- Period End Date
- Currency
- Financial Period Absolute
- Financial Period Relative
- Consolidation Basis

Drag

Reset

COLUMNS (CH)

Field

ROWS (RH)

Instrument

☐ Include NULL parameter NA

☐ Transpose

Sorting Order: + Drag to Reorder. Sorting

Destination Cell: B2 X Defined destination cell layout.

B Top left cell is the destination cell [B2] C

2		Revenue
3	PTT.BK	1995722067630
4	PTT.BK	1718846039960
5	AOT.BK	54901162360
6	AOT.BK	50961952280
7	ADVANC.BK	157721800350
8	ADVANC.BK	152149866560

OK

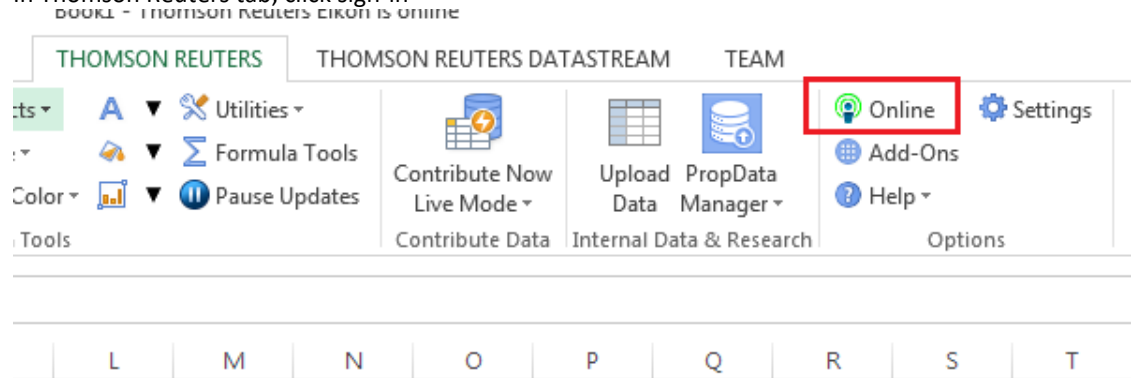
Once formatted

4. Datastream

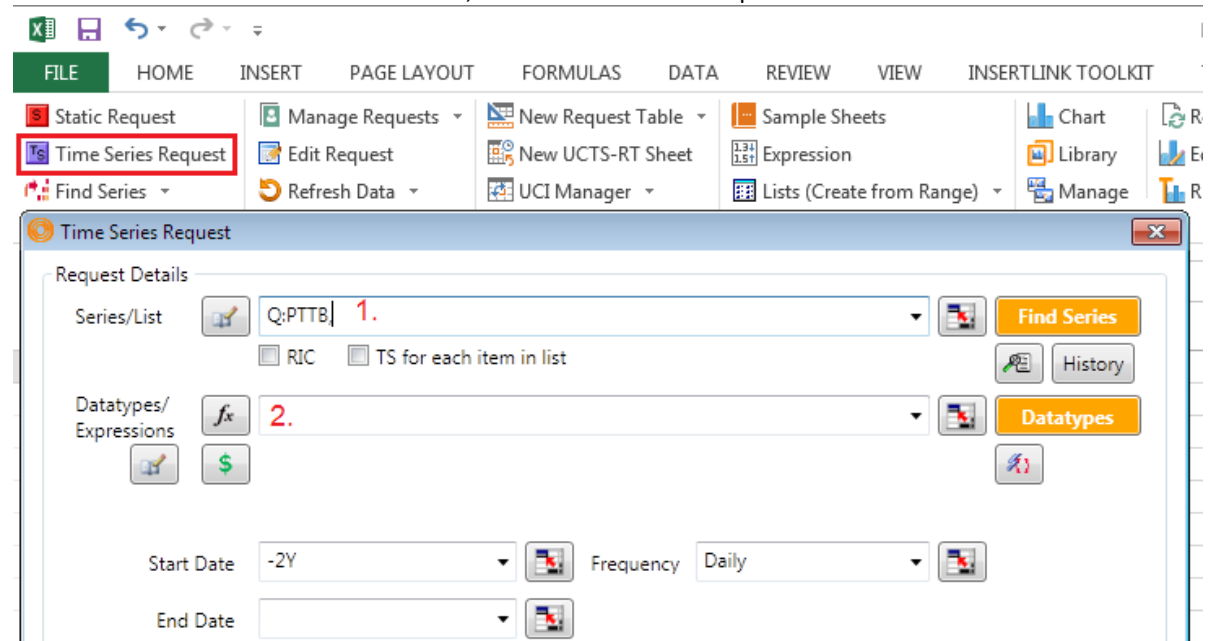
4.1 Historical forecast

To retrieve the historical forecast in EIKON Datastream, please follow this step.

- Open EIKON Excel.
- In Thomson Reuters tab, click sign-in



- Go to “Thomson Reuters Datastream” tab, choose “Time Series Request”



- Enter the equity name in (1), in this case, PTT
- To find the historical forecast from analyst, either type the field name in (2) or click on **Datatypes** button to access the guide.
- Click **Clear All** to clear previous filter, then click “**Time Series**” to get the Time Series related data, and **IBES** for estimates and consensus.

DFO Navigator

BACK USE SEARCH REF HELP NAVIGATOR

Equities Search My Selections (0)

Refine Search

Datatype Hierarchy

Display Datatype Hierarchy

Type

Time Series 15,735

Static 1,114

Source

Multiple

IBES 7,390

Worldscope 4,432

Datastream 3,288

ESG - ASSET4 1,305

MSCI 339

STOXX 39

FTSE 36

Russell 20

Equities 1-1000 of 16,849 Next Sort by Ranking

	Name	Symbol	Type	Source	Currency
☐	Price (Adjusted - Default)	P	Time Series	Datastream	Y
☐	Market Value (Capital)	MV	Time Series	Datastream	Y
☐	Dividend Yield	DY	Time Series	Datastream	N
☐	Price/Earnings Ratio (Adjusted)	PE	Time Series	Datastream	N
☐	Price Index	PI	Time Series	Datastream	Y
☐	12 Month Forward Earnings Per Share	EPS1FD12	Time Series	IBES	Y
☐	12 Month Trailing Earnings Per Share	EPS1TR12	Time Series	IBES	Y
☐	Adjustment Factor (Accumulated)	AF	Time Series	Datastream	N
☐	Adjustment Factor (Not Accumulated)	AX	Time Series	Datastream	N
☐	Assoc Market Index - Datastream	INDX	Static	Datastream	N
☐	Capital Change Type	CEXT	Static	Datastream	N

g) Select the fields that you want to see the historical data and click use

DFO Navigator

BACK USE SEARCH REF HELP NAVIGATOR

Equities Search My Selections (3)

Refine Search

Datatype Hierarchy

Display Datatype Hierarchy

Type

Time Series

Source

IBES

Equities (filtered) 1-1000 of 7,048 Next Sort by Ranking

	Name	Symbol	Currency
☒	12 Month Forward Earnings Per Share	EPS1FD12	Y
☒	12 Month Trailing Earnings Per Share	EPS1TR12	Y
☒	Earnings Per Share Mean FY1	EPS1MN	Y
☐	Earnings Per Share Mean FY2	EPS2MN	Y
☐	Fiscal Year End for EPS1	EPS1D	Y
☐	Fiscal Year End for EPS2	EPS2D	Y
☐	Mean Earnings Per Share for FY1 (Freely Available)	EPS1	Y
☐	Mean Earnings Per Share for FY2 (Freely Available)	EPS2	Y
☐	12 Month Forward Adjusted Funds From Operations	AFO1FD12	Y
☒	12 Month Forward Book Value Per Share	BPS1FD12	Y
☐	12 Month Forward Capital Expenditure	CAP1FD12	Y
☐	12 Month Forward Cash Earnings Per Share	CSH1FD12	Y
☐	12 Month Forward Cash Flow Per Share	CFI1FD12	Y

- h) Adjust the timeline as you need. Relative time can be used such as -2Y for past two years. Then, click **submit**

Time Series Request

Request Details

Series/List: Q:PTTB ☐ RIC ☐ TS for each item in list **Find Series** **History**

Datatypes/Expressions: EPS1FD12,EPS1FD12,EPS1TR12,BPS1FD12 **Datatypes**

Start Date: -2Y Frequency: Daily

End Date:

Options

☐ Display Custom Header **Edit** ☐ Hyperlink to Datatype Definition

☒ Display Row Titles ☐ Display Expression

☒ Display Column Titles ☐ 1st Series

☐ Display Headings ☒ 1st Series & Description

☐ Display Data ☐ Display Datatype

☐ Display Code ☒ Description

☐ Display Currency ☐ Mnemonic

☐ Display Latest Value First ☒ Embed Formula

☐ Hyperlink to Series Metadata **TS Format**

☐ Yearly-Date ☐ Quarterly-Date ☒ Auto Refresh

Submit **Cancel**

A1	:	✕	✓	<i>f_x</i>	=DSGRID("Q:PTTB","EPS1FD12;EPS1FD12;		
	A	B	C	D	E	F	G
1	Name	PTT - 12MTH	PTT - 12M	PTT - 12M	PTT - 12MTH FORWARD BPS		
2	10/17/2016	3.195	3.195	2.761	29.3		
3	10/18/2016	3.195	3.195	2.761	29.3		
4	10/19/2016	3.195	3.195	2.761	29.3		
5	10/20/2016	3.228	3.228	2.872	29.385		
6	10/21/2016	3.228	3.228	2.872	29.385		
7	10/24/2016	3.228	3.228	2.872	29.385		
8	10/25/2016	3.228	3.228	2.872	29.385		
9	10/26/2016	3.228	3.228	2.872	29.385		
10	10/27/2016	3.228	3.228	2.872	29.385		
11	10/28/2016	3.228	3.228	2.872	29.385		
12	10/31/2016	3.228	3.228	2.872	29.385		
13	11/1/2016	3.228	3.228	2.872	29.385		
14	11/2/2016	3.228	3.228	2.872	29.385		
15	11/3/2016	3.228	3.228	2.872	29.385		
16	11/4/2016	3.228	3.228	2.872	29.385		
17	11/7/2016	3.228	3.228	2.872	29.385		
18	11/8/2016	3.228	3.228	2.872	29.385		
19	11/9/2016	3.228	3.228	2.872	29.385		

5. Deal Screener

5.1 Add column in report

In “view results” tab, click “Build Report”

The screenshot shows the 'View Results' tab of the Deal Screener. It displays a table with columns: M&A Deal Number, Target Name, Acquiror Name, Announcement Date, Deal Value, Acquiror Nation, Deal Status, and Cross Border Deal Flag. The table lists 24 deals, all from Thailand, with various target companies like Travel Center Asia Ltd, Intelipac Paper Manufacturing Ltd, and Best Global Logistics Co Ltd. At the bottom, there is a 'Build Report' button and a summary: Results: Total 624 = All Visible 624 + Excluded 0.

M&A Deal Number	Target Name	Acquiror Name	Announcement Date	Deal Value	Acquiror Nation	Deal Status	Cross Border Deal Flag
3296639040	Travel Center Asia Ltd	Diethelm Travel (Thailand) Ltd	10/4/2018		Thailand	Completed	Y
3295737040	Intelipac Paper Manufacturing Ltd	TP81 PCL	10/1/2018		Thailand	Completed	Y
3294013040	Best Global Logistics Co Ltd	Senko (Thailand) Co Ltd	9/21/2018		Thailand	Completed	Y
3279826040	Do Day Dream PCL	Morgan Stanley (Thailand) Ltd	8/2/2017	13.48	Thailand	Completed	Y
3251895040	Kupper Hungaria Kft -Assets	PCS Machine Group Holding PCL	12/12/2017		Thailand	Completed	Y
3245418040	Camaron Produtos Marinhos Ltda	Charoen Pokphand Foods PCL	4/16/2018	17.50	Thailand	Completed	Y
3244009040	Avcol Industries 1953 Ltd	Investor Group	5/13/2018	313.80	Thailand	Completed	Y
3231299040	Zenith Management Co Ltd	Weerachai Pipatpuangthong	2/5/2018	1.62	Thailand	Completed	Y
3228661040	Royal Excel Mouscron SCRL	Pairoj Piemongsant	3/26/2018		Thailand	Completed	Y
3228483040	Medline Hong Kong Ltd	Cardinal Health 222 Thailand	1/1/2018		Thailand	Completed	Y
3227417040	M&G Polimeros Brasil SA	Indorama Ventures PCL	3/16/2018		Thailand	Completed	Y
3226798040	Pacific Flour Mill Co Ltd-Flour Factory	Nissin Stc Flour Milling	3/22/2018	16.85	Thailand	Completed	Y
3221114040	Binh Minh Plastics JSC	Nawaplastic Industries (Sarab)	3/7/2018	102.50	Thailand	Completed	Y
3221071040	Amita Technologies Inc	Energy Absolute PCL	2/21/2018	26.58	Thailand	Completed	Y
3210743020	M & G Polymers USA LLC	Indorama Ventures PCL	10/26/2017		Thailand	Completed	Y
3209209040	Gulf WHA MT Natural Gas Distribution Co Ltd	MITG (Thailand) Ltd	1/22/2018		Thailand	Completed	Y
3208758040	Orient Containers Co Ltd	Thai Containers Group Co Ltd	1/31/2018	53.77	Thailand	Completed	Y
3208749040	Dyna Packs Co Ltd	Thai Containers Group Co Ltd	1/31/2018		Thailand	Completed	Y
3204151040	PyroTex Industries GmbH	Thai Acrylic Fibre Co Ltd	1/18/2018		Thailand	Completed	Y
3197373040	Amita Technologies Inc	Energy Absolute PCL	11/16/2016	19.49	Thailand	Completed	Y
3196514040	Solareo Pte Ltd	Constant Energy Mgmt Svcs Ltd	2/27/2017		Thailand	Completed	Y
3195508020	Remark Holdings Inc	Charoen Pokphand Group Co Ltd	12/18/2017	10.00	Thailand	Completed	Y
3194545040	Far East Agri Pte Ltd	Mitr Phol Sugar Corp Ltd	12/18/2017	100.00	Thailand	Completed	Y

Choose column to include in the report

The 'Build Report' dialog box shows two lists of columns. On the left, 'Popular Columns' includes Effective Date, Deal Value inc. Net Debt of Target, Percent of Shares Acquired, Acquiror Macro Industry, Acquiror Mid Industry, Acquiror Business Description, Target Nation (highlighted with a green box), Target Macro Industry, and Target Mid Industry. On the right, 'Report Columns' lists the columns currently in the report: M&A Deal Number, Target Name, Acquiror Name, Announcement Date, Deal Value, Acquiror Nation, Deal Status, and Cross Border Deal Flag (Y/N). Below the lists are buttons for 'Add report items click to find more columns' and 'Column to include Double click to add'. At the bottom are 'Move up', 'Move down', 'Ok', and 'Cancel' buttons.

Click ok, and column will appear in the report

View Results As Data Table

ation	Deal Status	Cross Boi	Target Nation
	Completed	Y	Thailand
	Completed	Y	United Kingdom
	Completed	Y	Thailand
	Completed	Y	Thailand
	Completed	Y	Hungary
	Completed	Y	Brazil
	Completed	Y	Israel
	Completed	Y	Malta
	Completed	Y	Belgium
	Completed	Y	Hong Kong
	Completed	Y	Brazil
	Completed	Y	Thailand
	Completed	Y	Vietnam
	Completed	Y	Taiwan
	Completed	Y	United States of America
	Completed	Y	Thailand
	Completed	Y	Thailand
	Completed	Y	Germany
	Completed	Y	Taiwan
	Completed	Y	Singapore
	Completed	Y	United States of America
	Completed	Y	Singapore

Save All To List Insert

If there is no wanted column, click add report items.

Data Item Lookup

Entity Type: M&A Deals

Double click to add

Screen column by category

Additional settings

Parameters Description

Advanced Parameters

Advanced Settings

There are no settings for this data item

Header TF.Deals.MADealNo()

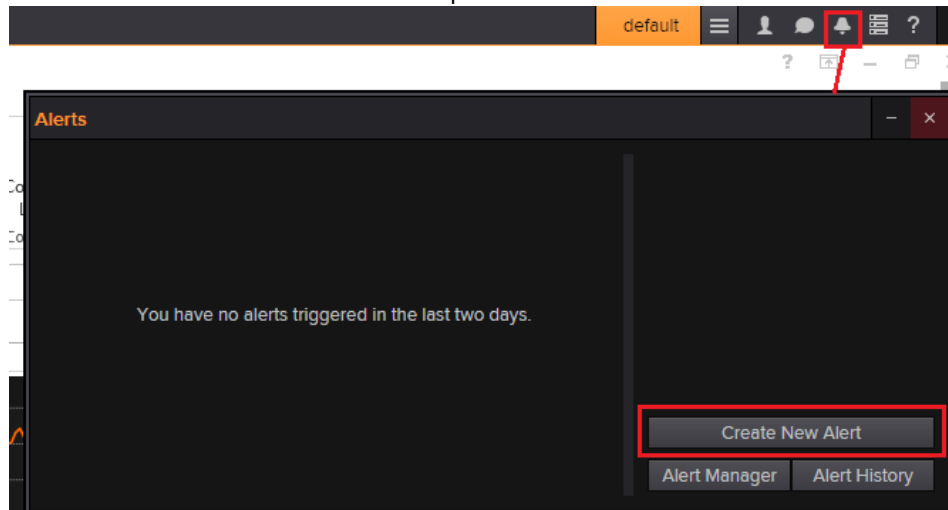
Add Cancel

5.2

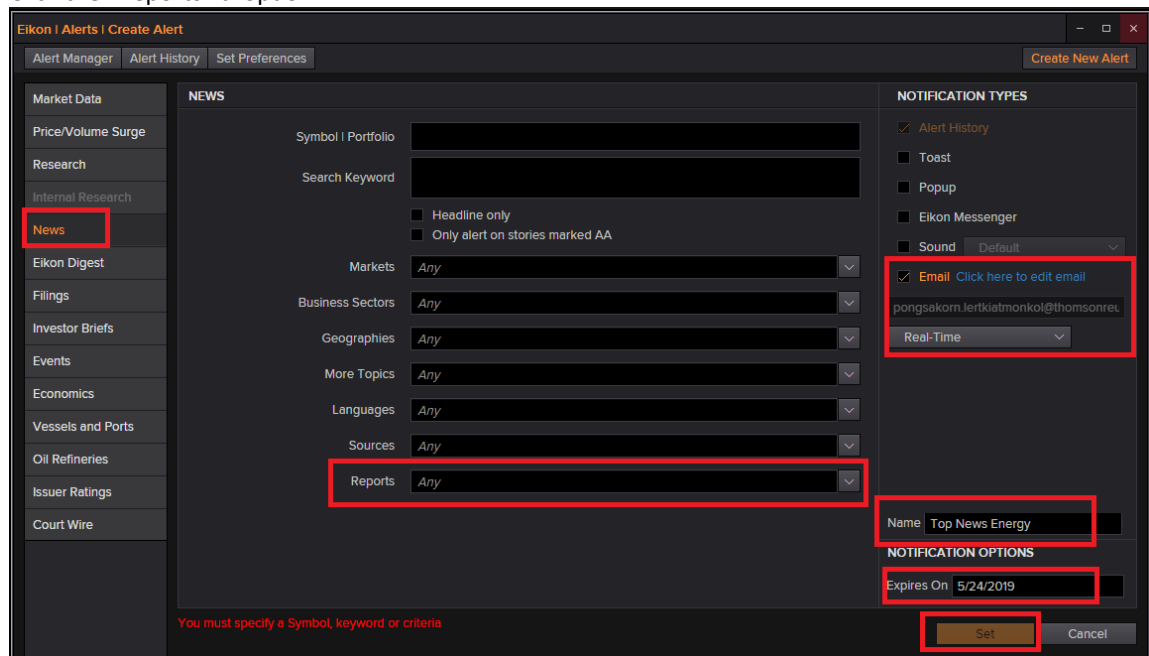
6. News

6.1 News Alert

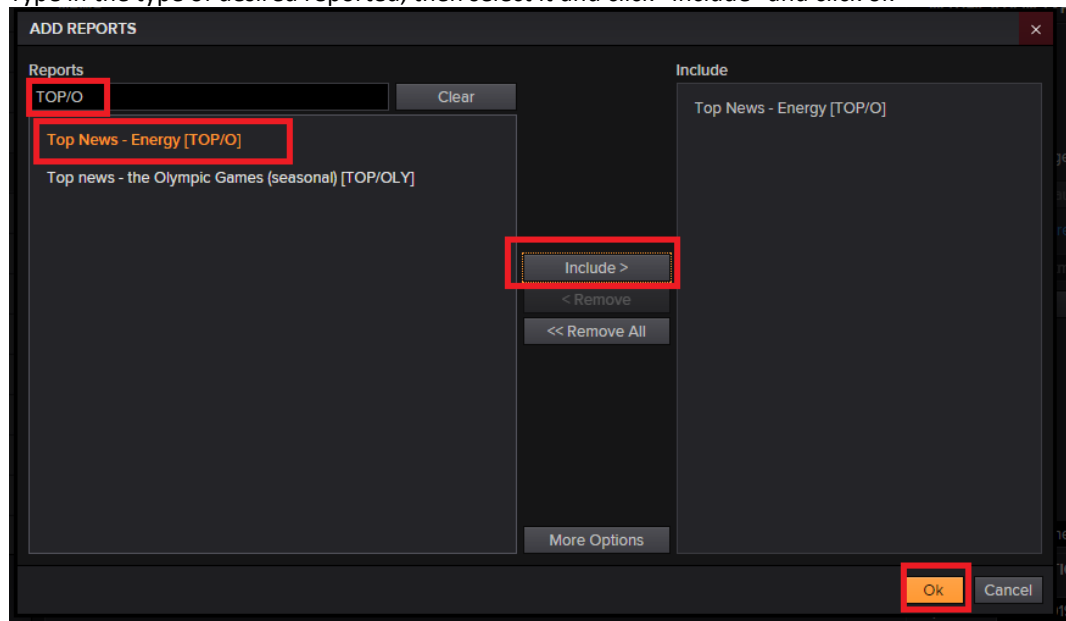
1. Access alert to create a new alert subscription



2. Choose "News" in the menu on the left
3. In the Notification Type, select "Email"
4. Set the name of the alert and the expiration date
5. Click the "Reports" dropdown



6. Type in the type of desired reported, then select it and click “Include” and click ok

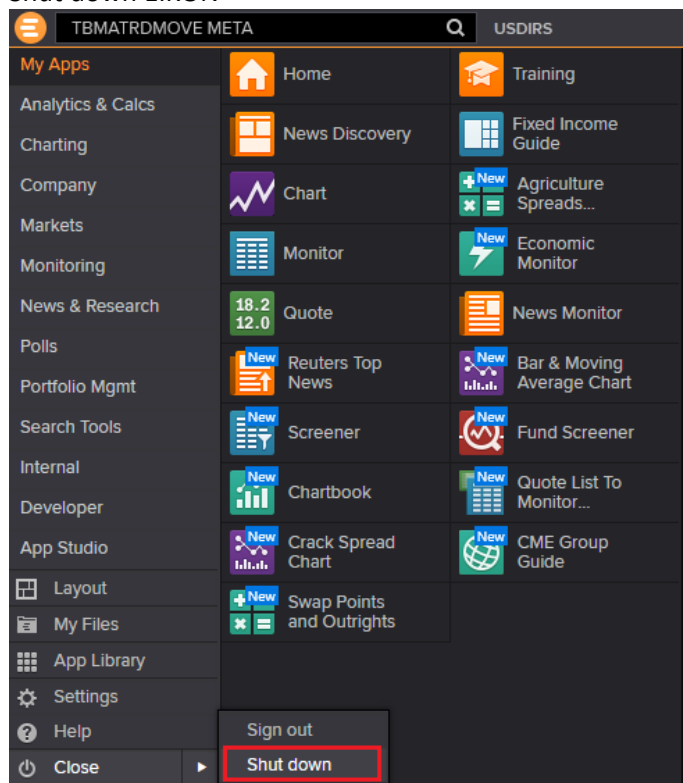


7. Click “Set”

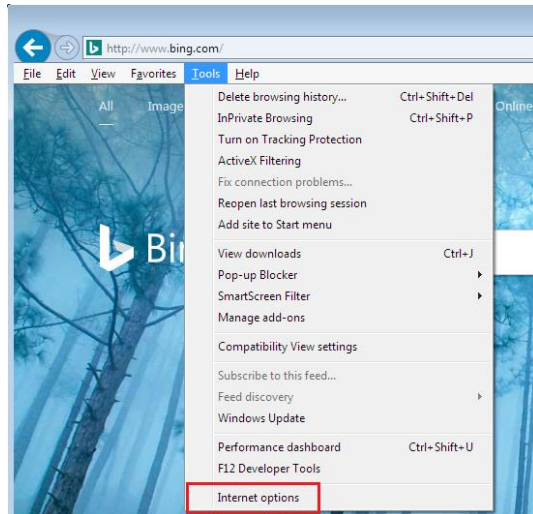
7. Troubleshoot

7.1 Clear IE Cache

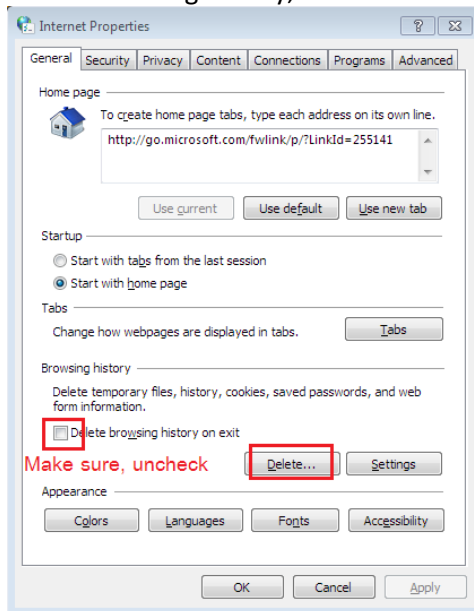
1. Shut down EIKON



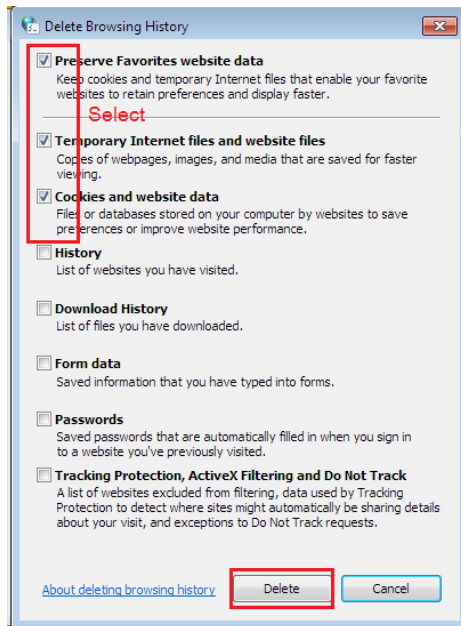
2. Launch IE, Go to Tools->Internet Options



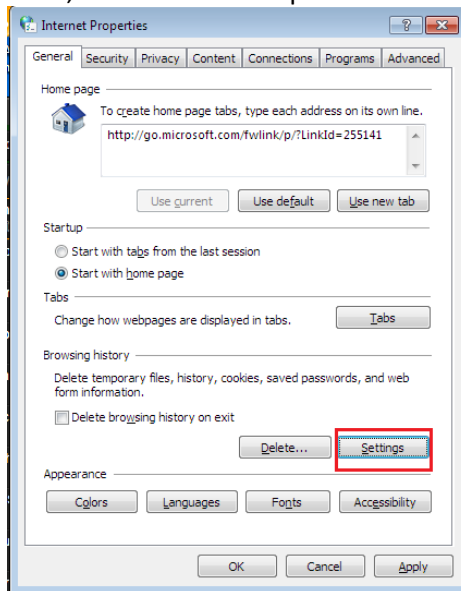
3. Under Browsing history, click "Delete..."



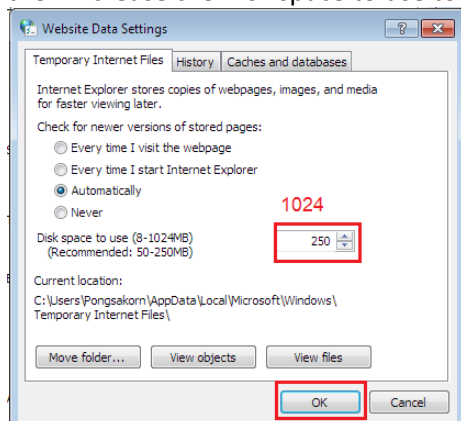
4. Select all but Password, then click Delete.



5. Then, check if the disk space for cache is set to 1024 MB by click "Settings"



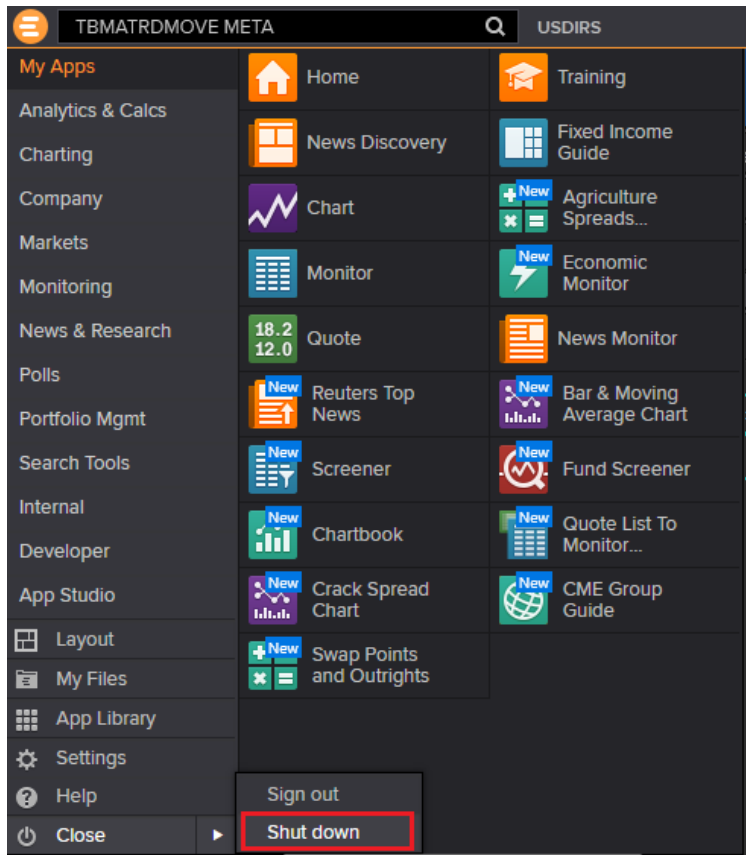
6. then increase the Disk space to use to 1024 MB, then click OK



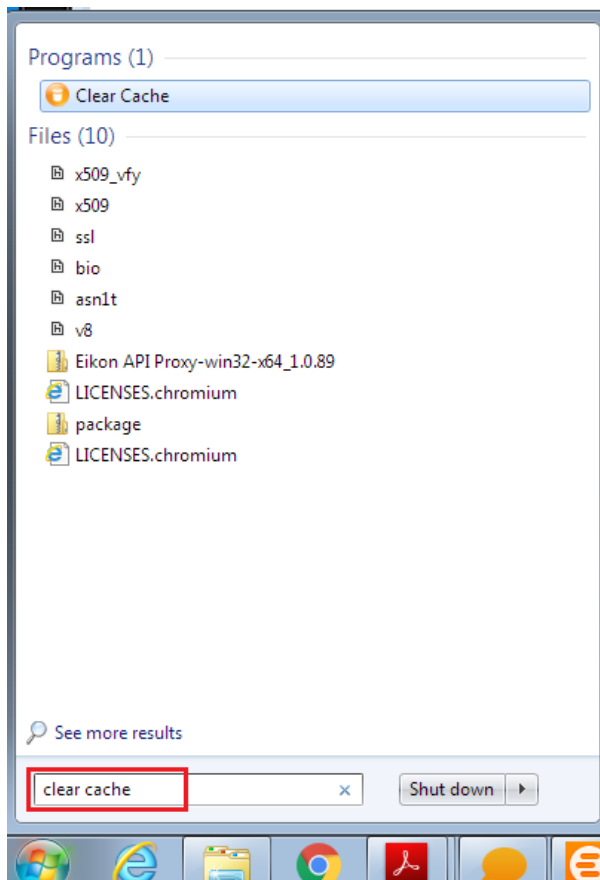
5. Click OK till finish.

7.2 Clear EIKON Cache

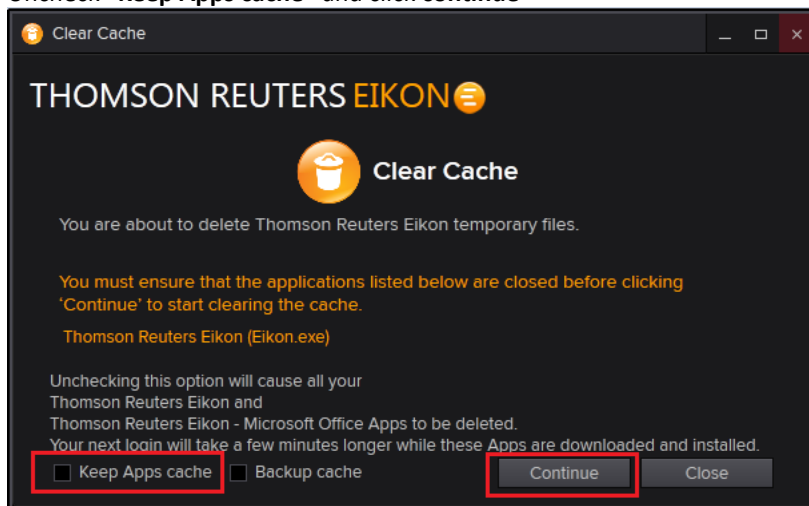
1. Shut down EIKON



2. Go to start menu, type "Clear Cache"



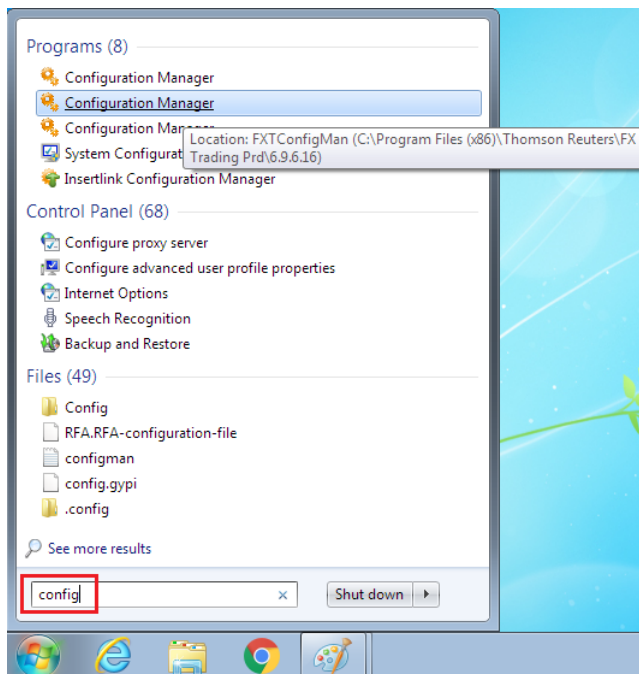
3. Uncheck **“Keep Apps cache”** and click **continue**



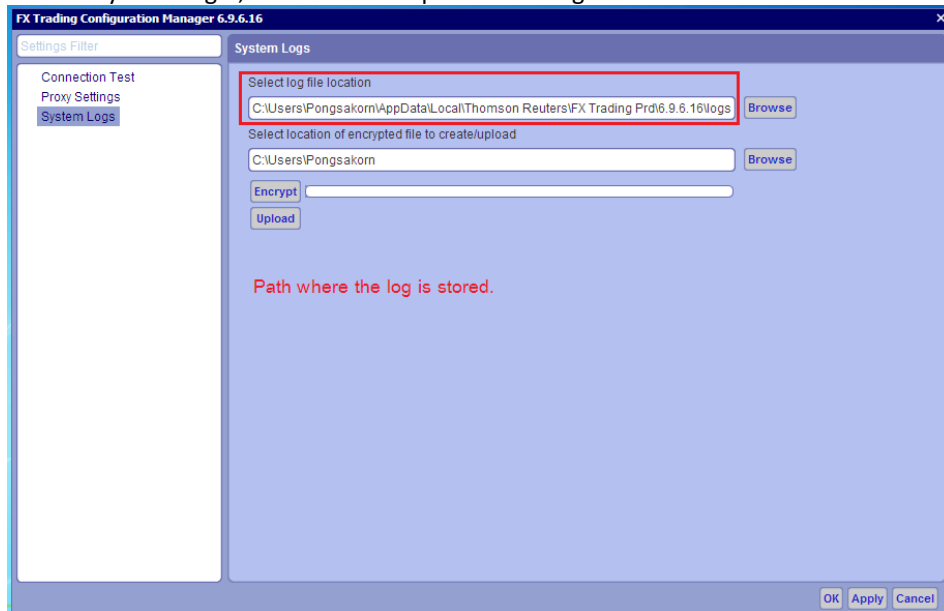
4. The window should show **“Clear cache successfully”**

7.3 Get FXT log

1. Go to start menu, type **“Configuration Manager”**. Please make sure to select the config of FXT



2. Select "System Logs", it will show the path where logs are stored.



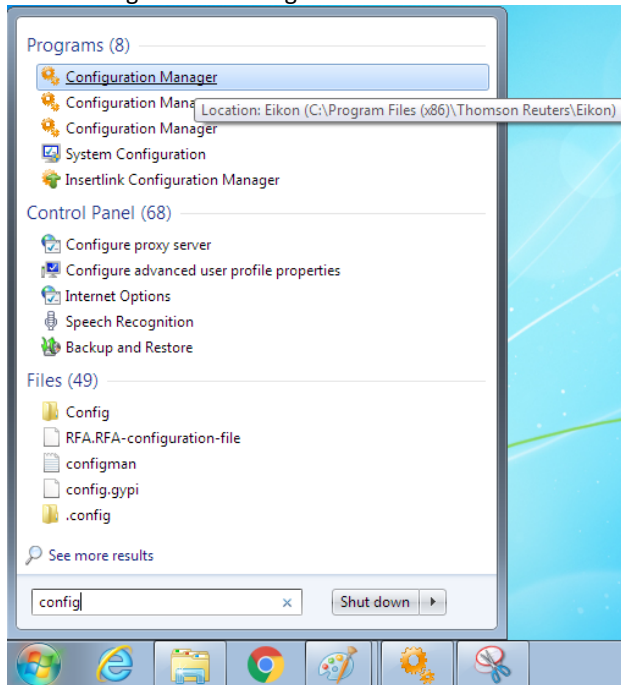
3. Browse to that path, to get the log file.
Please get the following files
 - a. configman
 - b. environment
 - c. fxt (please select the latest file as fxt log will be created overtime)
 - d. upadebug

Name	Date modified	Type	Size
configman	11/12/2018 11:06 ...	Text Document	80 KB
environment	4/27/2018 4:07 PM	Text Document	13 KB
fxt	4/27/2018 4:07 PM	Text Document	18,119 KB
upadebug	2/6/2018 11:57 AM	Text Document	8,951 KB

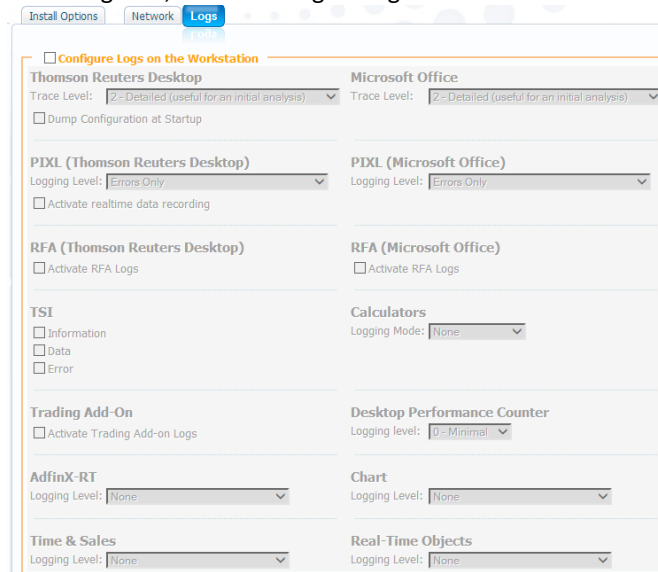
7.4 Get EIKON log

By default, EIKON log is disabled to save the disk space. To enable log, please following these steps

1. Shut down EIKON
2. Go to configuration manager of EIKON

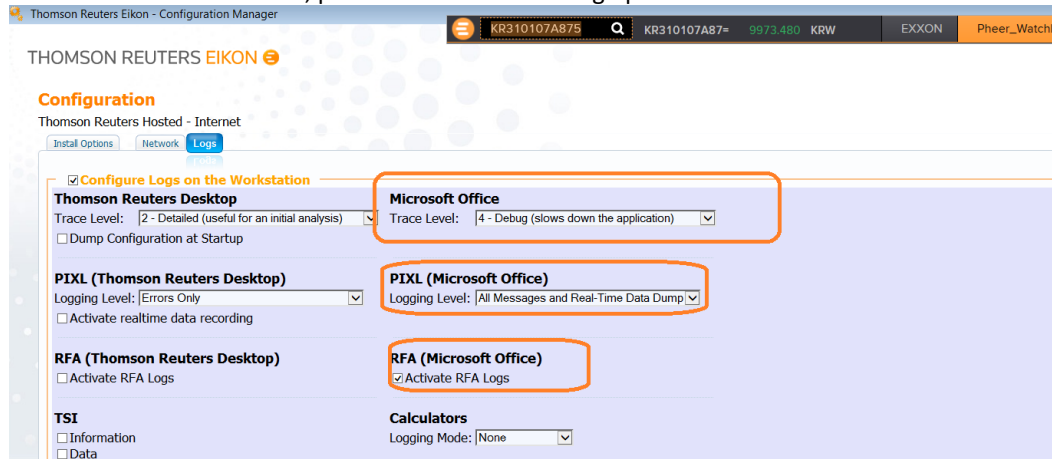


3. Under logs tab, select “configure logs on the workstation”

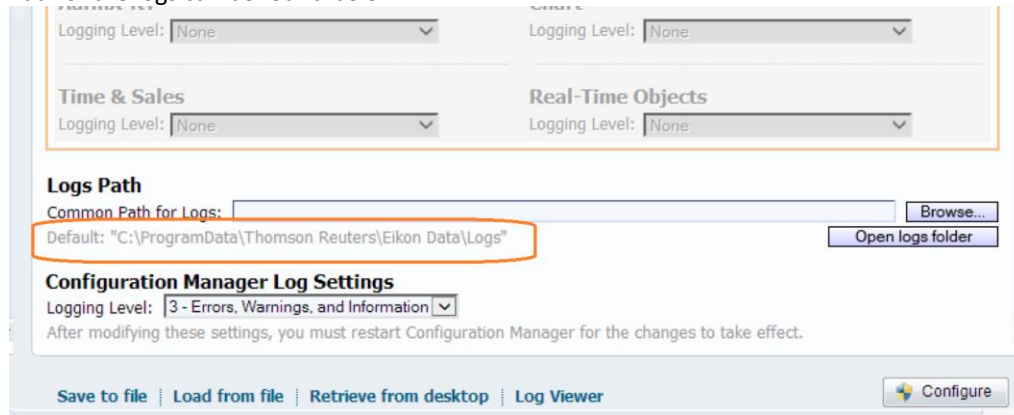


Normally, if the calculator is error such as SPO and DEAN, we would set the log of calculator. It is disable by default. For Thomson Reuters Desktop would provide general information. Adjust the log to match your issue of each component.

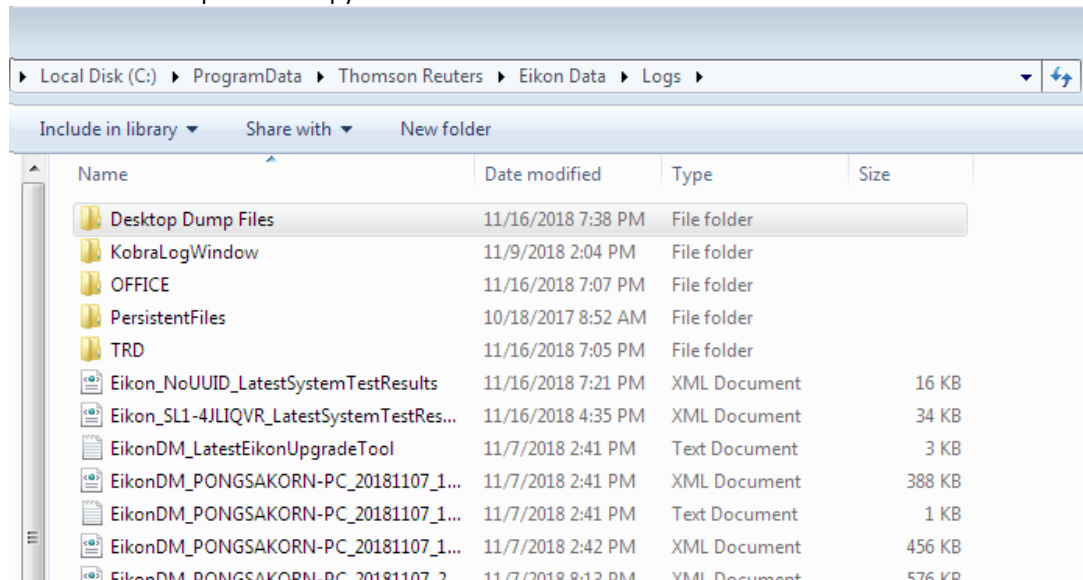
3.1 To enable excel module, please select the following options



4. Path of the logs can be found below

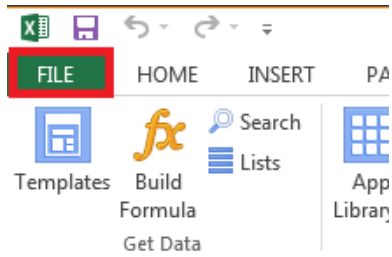


5. Access the above path and copy the files and folders.

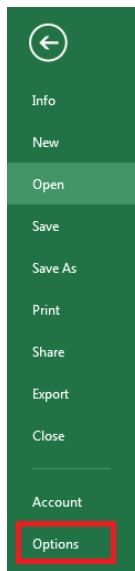


7.5 Enable Eikon Add-id

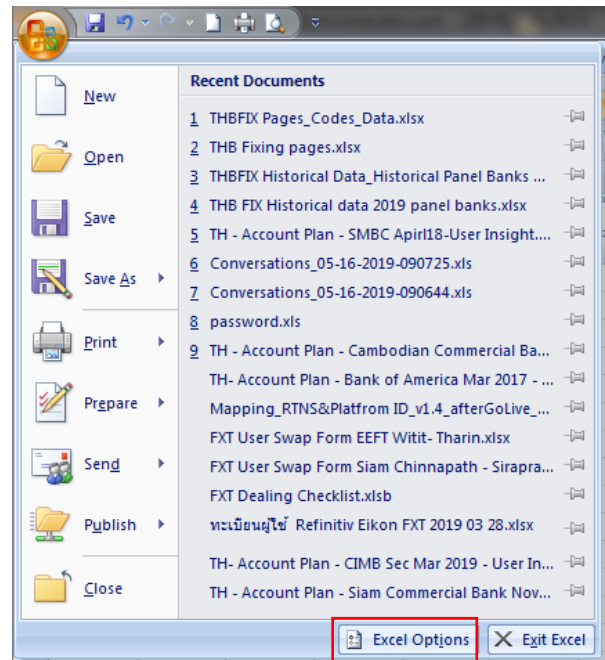
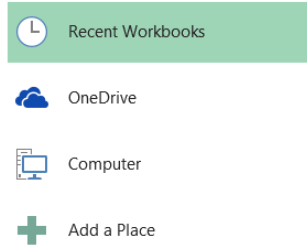
1. Go to "File" or "Excel icon" on the top left



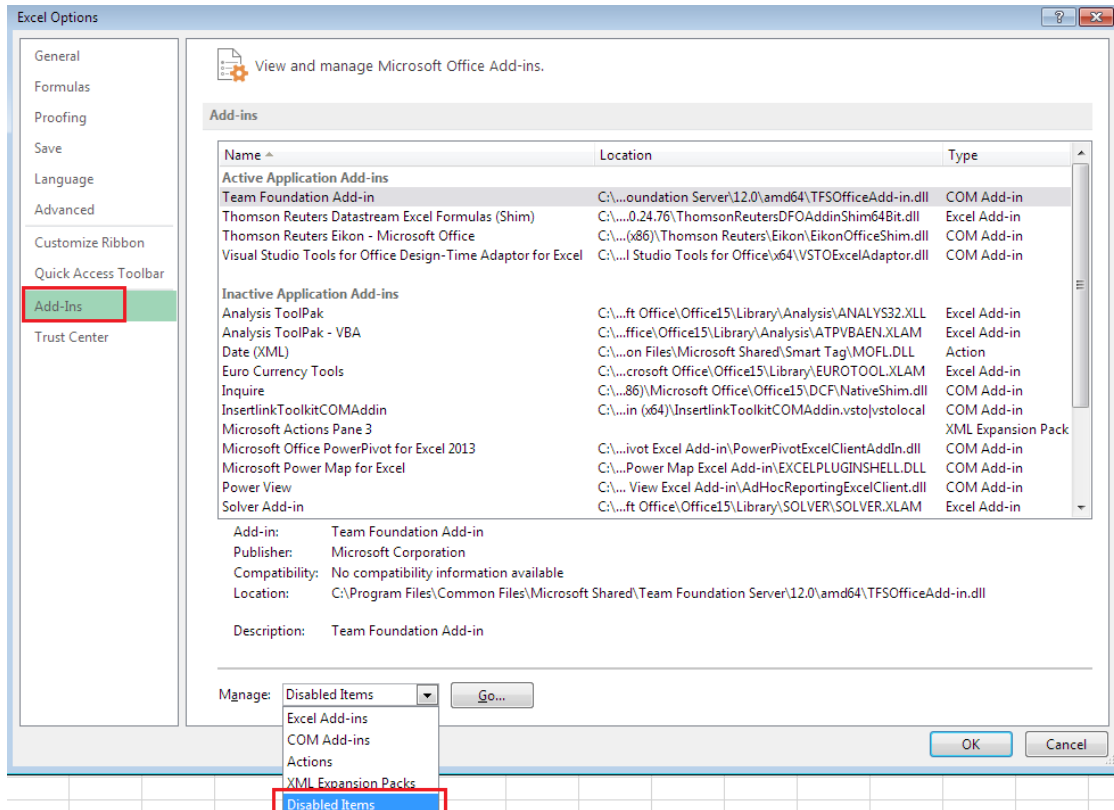
2. Choose "Options" or "Excel Options" depends on Excel version



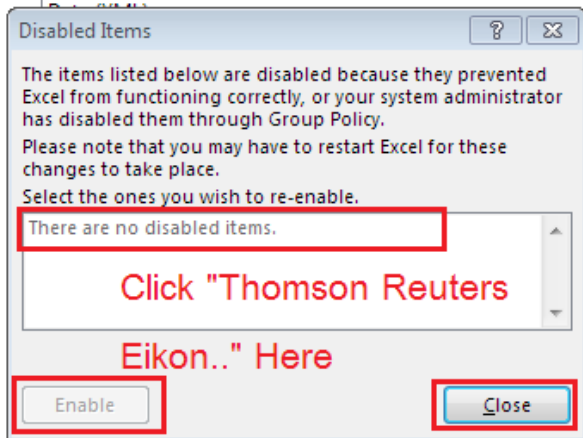
Open



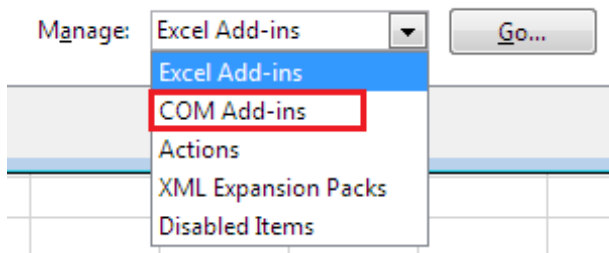
3. In the new tab, select "Add-Ins" on the left. Then, in the dropdown below, select "Disabled Items" and click "Go...".



- Check if there is "Thomson Reuters Eikon – Microsoft Office" in the box. If so, click on that line and select "Enable". Then, click "Close"



- The same dropdown, select "COM Add-ins" and "Go..."



6. Check the checkbox in front “Thomson Reuters Eikon – Microsoft Office” and click “Ok”

