



THOMSON REUTERS

September, 2014

Dear Members,

During the last few weeks, a limited number of institutes have encountered some technical issues with their TRSL (Thomson Reuters Spreadsheet Link) i.e. the excel add-in, and DataStream Contended Access when upgrading to Microsoft Office 2013. Please be advised that neither TRSL nor DataStream Contended Access is compatible with Microsoft Office 2013.

Please be advised that Thomson Reuters recommends the following solutions:

For Users of TRSL:

1. Defer any intended upgrade to Microsoft Office 2013 if TRSL is being used. TRSL is not compatible with Microsoft Office 2013 and Thomson Reuters will not be issuing any further developments to TRSL to make it compatible with Microsoft Office 2013;

Or

2. Migrate from Thomson ONE onto EIKON on a generic user access. Eikon Office is compatible with Microsoft Office 2013. Should you wish to discuss this option further, please contact your Account Manager who will be happy to explain the process to you.

For Users of DataStream Contended Access:

1. Defer any upgrade to office 2013 as the Max user ID is not compatible with Microsoft Office 2013 and so will not work alongside this program;

Or

2. A Child Id can be provided for each original Max ID. Any further Child IDs will need to be agreed subject to discussion with the Account Manager, so please contact your Account Manager to discuss this option further.

Best regards,  
Your Account Team