

November 2025 update

LSEG Workspace | Desktop

Administration Tools Configuration Guide



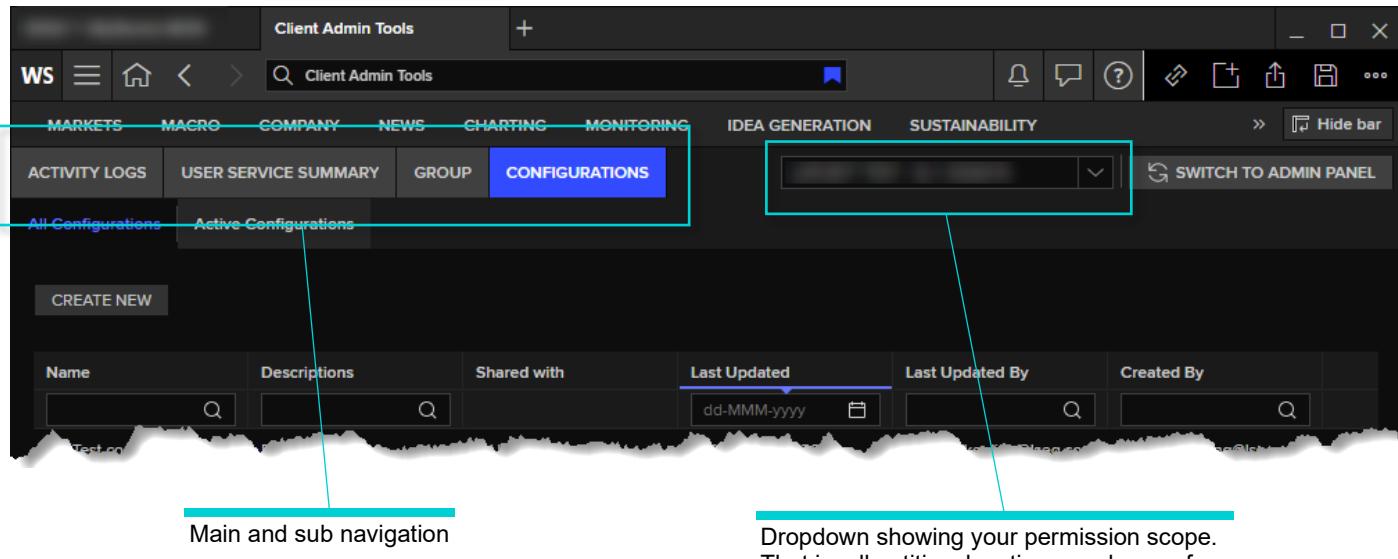
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About Workspace Admin Tools

In LSEG Workspace, the Client Admin (Administration) Tools app is an enhanced version of [Administration Panel](#), allowing you to manage the market configuration for users within your company. The current features of the Administration Panel will be migrated gradually to Admin Tools.



Intended readership

A user who is granted access to Admin Tools is considered to be a client administrator. Client administrators are assigned the privileges they require to access the capabilities provided by Admin Tools. They can also assign configurations to groups of users, depending on their assigned privileges.

For further information, see the [Becoming an administrator](#) section.

In this document

For the November 2025 release of Client Admin Tools, the following changes have been made to this document:

- New [Acknowledging the administrator agreement](#) section
- New [Managing app administration](#) section
- Minor update to the [Viewing user statistics](#) section

Further information

Additional resources can be accessed through our Support channels, including the following:

- Request product assistance, contact [Support](#).
- Access other LSEG Workspace technical content, see the [Workspace technical documentation site](#).
- Provide feedback on Workspace technical content, contact DocFeedback@lseg.com.

Becoming an administrator

Your organization can request that LSEG grants Workspace administrator permissions to one or more individuals. However, as a pre-requisite, each administrator requires an LSEG Workspace account.

You can also:

- Have one or more administrators within your organization, or
- Request that LSEG perform this role on your behalf.

If you do not currently have access to Workspace or require further information, contact your LSEG account team. Once your account team have provided access, you are able to add further client administrators through the **Administrators** tab. For further information, see the [Administration management](#) section.

Roles and groups matrix

The table below lists the capabilities of Admin Tools that are made available to administrators at LSEG or customer sites.

Function	Customer	LSEG
Administration - Administration management		
Search and display summary of Admin Services for a user for troubleshooting	●	●
Provisioning users as Administrators (ULT, NLE, LOC) and application permissions	●	●
Managing permissions for the following capabilities		
• Group		●
• Configuration		
Group - Group management		
Create, edit, delete group	●	●
Add member(s) - user or location accounts (LOCs, NLEs) - to group(s)	●	●
Download group members in CSV	●	●
Configuration - Workspace configuration management		
Create, edit, delete admin configuration files	●	●
Assign configuration file to users, LOCs, NLEs, ULT, and group of users	●	●
SCIM Integration		
Generate SCIM integration details required for registering Workspace to your Entra tenant	●	●
Activity Logs		
Review the maintenance activities that were performed on the Ultimate Parent account by client administrators via Admin Tools	●	●

Accessing Admin Tools

You can access Admin Tools from Workspace Desktop or directly through the Web.

- Client admins who can already access the Administration Panel app can access Admin Tools without needing to request access.

Accessing through Workspace Desktop

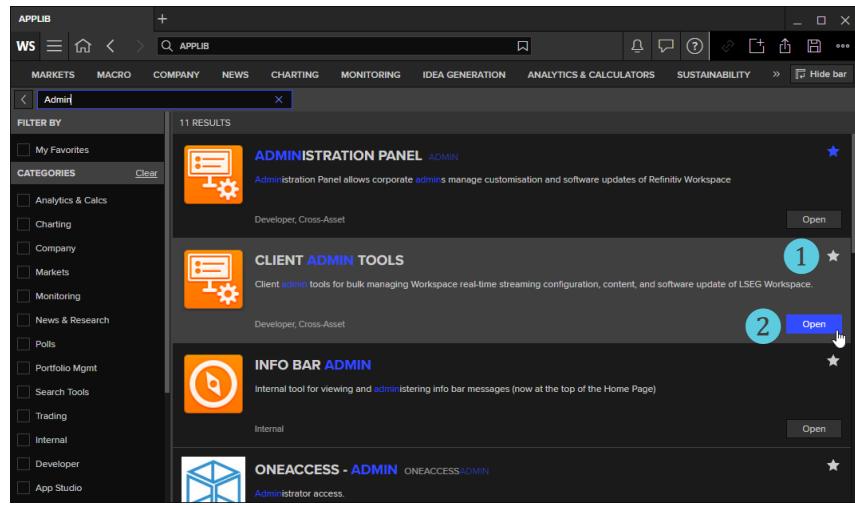
The Admin Tools app can be accessed through Workspace Desktop in the following ways:

- Through the App Library
- Using a CPURL

Accessing through the App Library

To access Admin Tools through the App Library:

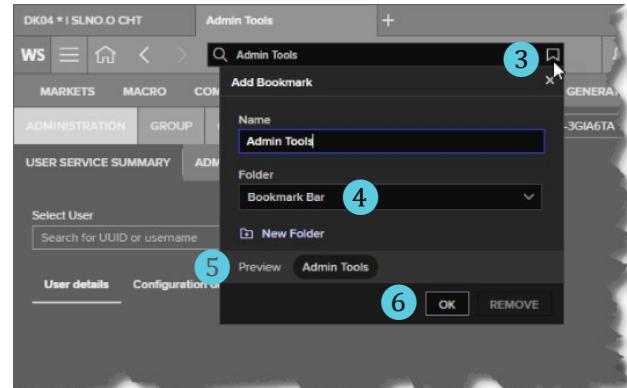
- Login to Workspace
- Select WS > App Library (or Alt+L)
- To filter the app list, in the Search box, type Admin
- [Optional] To add the Admin Tools app to your favourites, click the **★** icon 1
- To open the app, click the **Open** button 2



Accessing using a CPURL

To access Admin Tools from Workspace desktop:

- Login to Workspace
- Paste the following URL into the search bar and press **Enter**:
cpurl://cdn./rap/admin-tools
- The Admin Tools app panel is loaded.
- [optional] It is recommended that you bookmark the app. To do so:
- At the end of the search field, select the **⋮** icon 3.
- [Optional] From the **Folder** dropdown 4, choose the location where you want to save the Admin Tools bookmark – either the bookmark bar or a sub-folder¹.
- Click the **OK** button 6 to save the bookmark.



Accessing through the Web

To access Admin Tools through the Web:

- Click the URL, below:
<https://workspace.refinitiv.com/web/rap/admin-tools/index.html/>

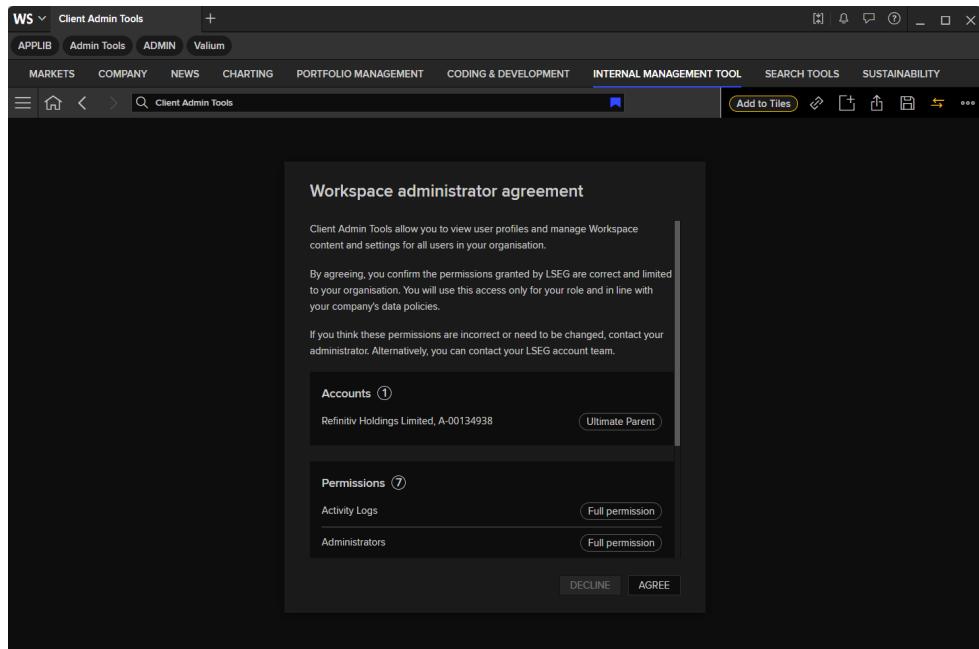
¹ You can create sub-folders under the bookmark bar by using the **New Folder** function 5.

Acknowledging the administrator agreement

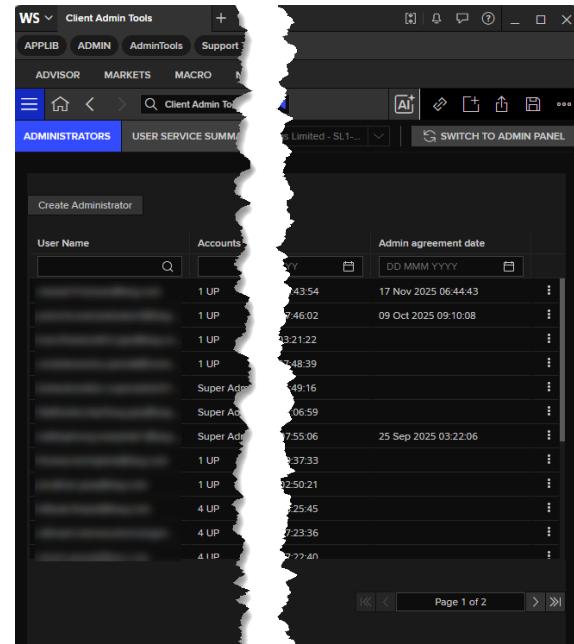
When first logging into Client Admin Tools to gain access to its features, you must acknowledge the Workspace administrator agreement. In doing so, you acknowledge and accept your assigned account(s) and permissions², ensuring accountability and compliance with organizational policies.

To access the tool:

1. Check that the details provided are as expected.
2. Click the **AGREE** button.



➤ Administrators are also prompted to acknowledge this agreement annually. These renewal dates can be found in the **Administrators** tab, listed under the **Admin agreement date** column.



² If the assigned accounts and permissions are incorrect, contact your LSEG account team who can amend these settings.

Managing app administration

In Client Admin Tools, the **Administrators** tab provides management tools for LSEG and customer administrators, allowing them to:

- Manage user and application permissions
- Provide activity logs
- Query the assigned administration services of a user, for troubleshooting purposes

Managing user and application permissions

The Administrators tab allows administrators in your company to create additional administrators to manage the Workspace experience for users within your company.

Super administrators have the capability of customising the permissions of your other Workspace administrators in your company.

The screenshot shows the 'Administrators' tab in the Client Admin Tools. The main area is a table listing administrators. The columns are: User Name, Accounts, Permissions, Last updated by, Last updated date, and Created date. The 'Last updated date' column is sorted by date. The 'Created date' column is sorted by date. The table has 12 rows of data. At the top left of the table area, there is a button labeled 'Create Administrator' with a blue circle labeled 1.

Adding an administrator

To add an administrator and define their permissions:

1. Click the Create Administrator button 1.
2. The New Administrator panel is displayed.
3. In the **Select User** field 2, begin typing the name of the user you want to permission as an administrator. As you type, a list³ of matching usernames appears.
4. Under the **Select Administration Scope** dropdown list 3, click the checkbox(es) next to the legal entities to which you want to assign the administrator.
5. Under the **Select Application Permissions** dropdown list 4, select the capabilities you want to assign to the user. These capabilities correspond to the names of the tabs 5 in the Client Admin Tools menu bar and provide access to all capabilities within the selected tabs.
6. Click the **CREATE** button 6.

The screenshot shows the 'New Administrator' dialog box. It has three main sections: 'Select User' with a search input field, 'Select Administration Scope' with a dropdown menu, and 'Select Application Permissions' with a dropdown menu. At the bottom right of the dialog box is a 'CREATE' button with a blue circle labeled 6.

³ The threshold for the list to first appear is three (3) characters.

Editing administrator permissions and assignments

To edit the permissions and assignments of an administrator:

1. Click the : context menu **1** adjacent to the administrator you want to edit.
2. From the menu **2**, select **Edit**.

The Edit Administrator panel is displayed, showing:

- The legal entities to which the administrator was assigned.
- The Client Admin Tools tabs that the administrator can access.
- Whether the administrator can create or amend information under these tabs.

3. Amend the permissions and entity assignments as required.

4. Click the **SAVE** button.



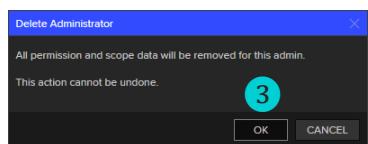
Deleting an administrator

To delete an administrator from the Administrators panel:

1. Click the : context menu **1** adjacent to the administrator you want to edit.
2. From the menu **2**, select **Delete**.

The Delete Administrator confirmation dialog is displayed.

3. To delete the selected administrator, In the dialog, click the **OK** button **3**.



Viewing user information and permissions

The **User Service Summary** option allows administrators in your company to view user information and the configuration(s) assigned to them.

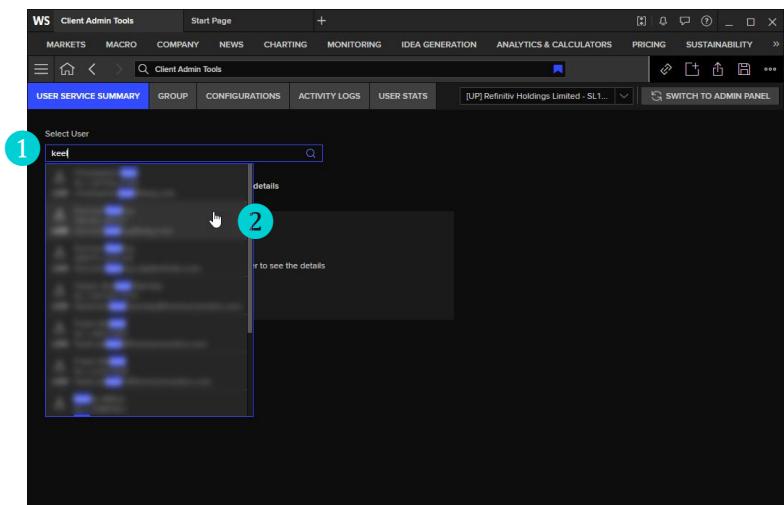
As a customer administrator, this allows you to investigate whether users are assigned the correct configuration. For example, new joiners being assigned the same configuration as their colleagues in the same role.

To do so:

1. In the **Select User** field **1**, start typing the username or UUID of the user, whose details you want to view.

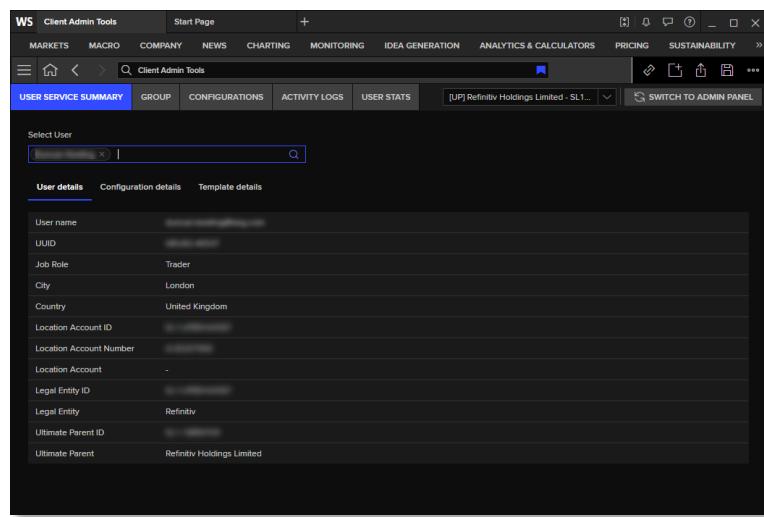
As you type, up to 10 matching values are shown in a panel below the **Select User** field.

2. Either type the full username or UUID or, if visible, select **2** the user from the matching panel.

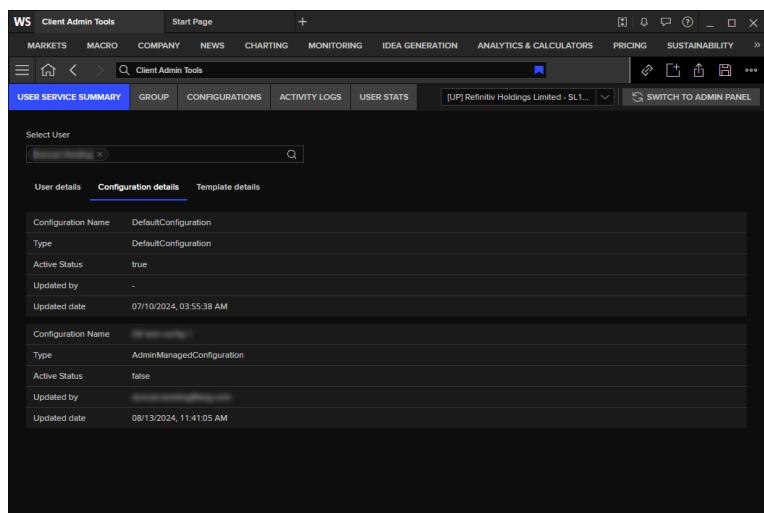


Information for the selected user is divided over three tabs:

- **User details:** This contains the username, ID, role, location, location account information, company information, and so on.



- **Configuration details:** For the default configuration⁴ and each configuration assigned⁵ to the user, this contains:
 - The configuration name and type.
 - Whether it is their active configuration⁶. That is, the configuration that is applied to the user when launching LSEG Workspace.
 - When it was last updated and by whom.



- **Template details:** For the selected user, this contains their assigned homepage, layouts, and tile sets that were assigned by the customer administrator using the Administration Panel app.

⁴ The default configuration is applied only if a custom configuration has not been assigned to the user. For additional information, see the [Workspace | OpenFin – Installation and Configuration Guide](#).

⁵ Configurations are assigned to the user by the user themselves, customer administrators in the same scope, and/or LSEG Workspace platform and administration services. For information regarding assignment priority, refer to [Appendix A: User permissions hierarchy](#).

⁶ If users have an additional configuration assigned by an administrator, this will become the active configuration.

Managing groups

This section describes the group management features in Admin Tools. As a customer administrator, this allows you to create, edit, and delete groups containing the following:

- Users
- Location accounts (LOCs)
- Nearest legal entities (NLEs)

You can also use this facility to assign configurations or content to groups. Assigned configurations and content are resolved in accordance with the user permission hierarchy described in [Appendix A](#).

Creating a new group

The following rules and limitations apply to group creation using this facility:

- A user or a location account can be added to multiple groups.
- When adding a location account, all users under that location receive the configuration and content that is assigned to that location account.
- You cannot add your Ultimate Parent (ULT) to a group. This is to prevent a single change impacting all users in a company.
- Groups that are created under a specific scope are not available in another scope.

For example, any groups created under ULT Company A cannot be seen by an administrator of LOC Company A, New York and, inversely, groups created at LOC level are not seen at ULT level.

- Administrators cannot find or add users or account entities that are not under their scope.

To create a new group, do the following:

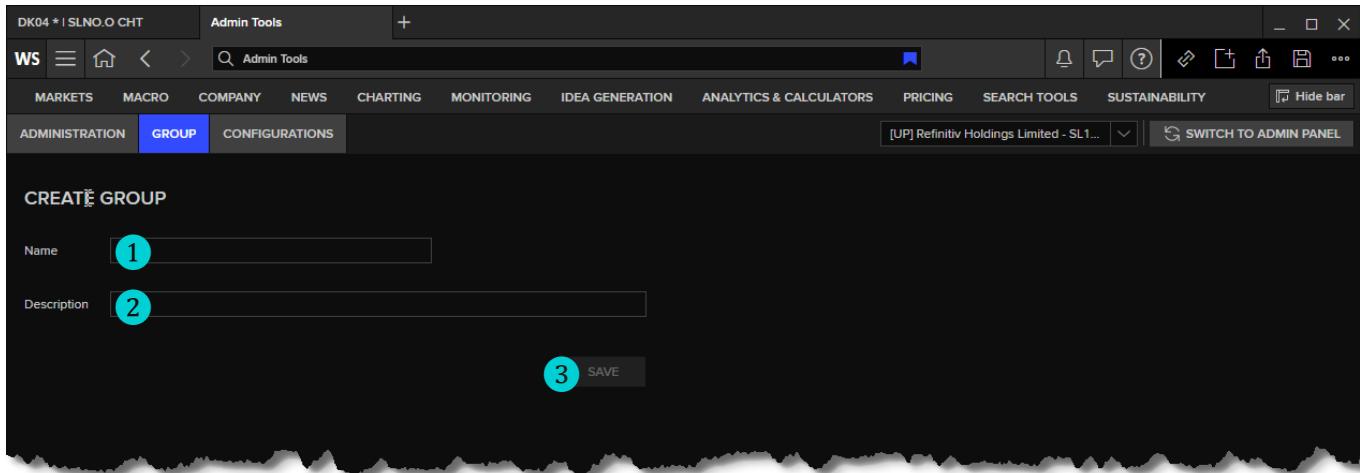
1. Click the **Group** menu option 1.

The Group page is displayed:

Name	Description	Created date	Last updated	Last updated by	Created by	Members
test group 1	test group 1	2024-04-01 11:00:00	2024-04-01 11:00:00	test user 1	test user 1	0
test group 2	test group 2	2024-04-01 11:00:00	2024-04-01 11:00:00	test user 2	test user 2	0
test group 3	test group 3	2024-04-01 11:00:00	2024-04-01 11:00:00	test user 3	test user 3	0
test group 4	test group 4	2024-04-01 11:00:00	2024-04-01 11:00:00	test user 4	test user 4	0
test group 5	test group 5	2024-04-01 11:00:00	2024-04-01 11:00:00	test user 5	test user 5	0
test group 6	test group 6	2024-04-01 11:00:00	2024-04-01 11:00:00	test user 6	test user 6	0
test group 7	test group 7	2024-04-01 11:00:00	2024-04-01 11:00:00	test user 7	test user 7	0
test group 8	test group 8	2024-04-01 11:00:00	2024-04-01 11:00:00	test user 8	test user 8	0
test group 9	test group 9	2024-04-01 11:00:00	2024-04-01 11:00:00	test user 9	test user 9	0
test group 10	test group 10	2024-04-01 11:00:00	2024-04-01 11:00:00	test user 10	test user 10	0

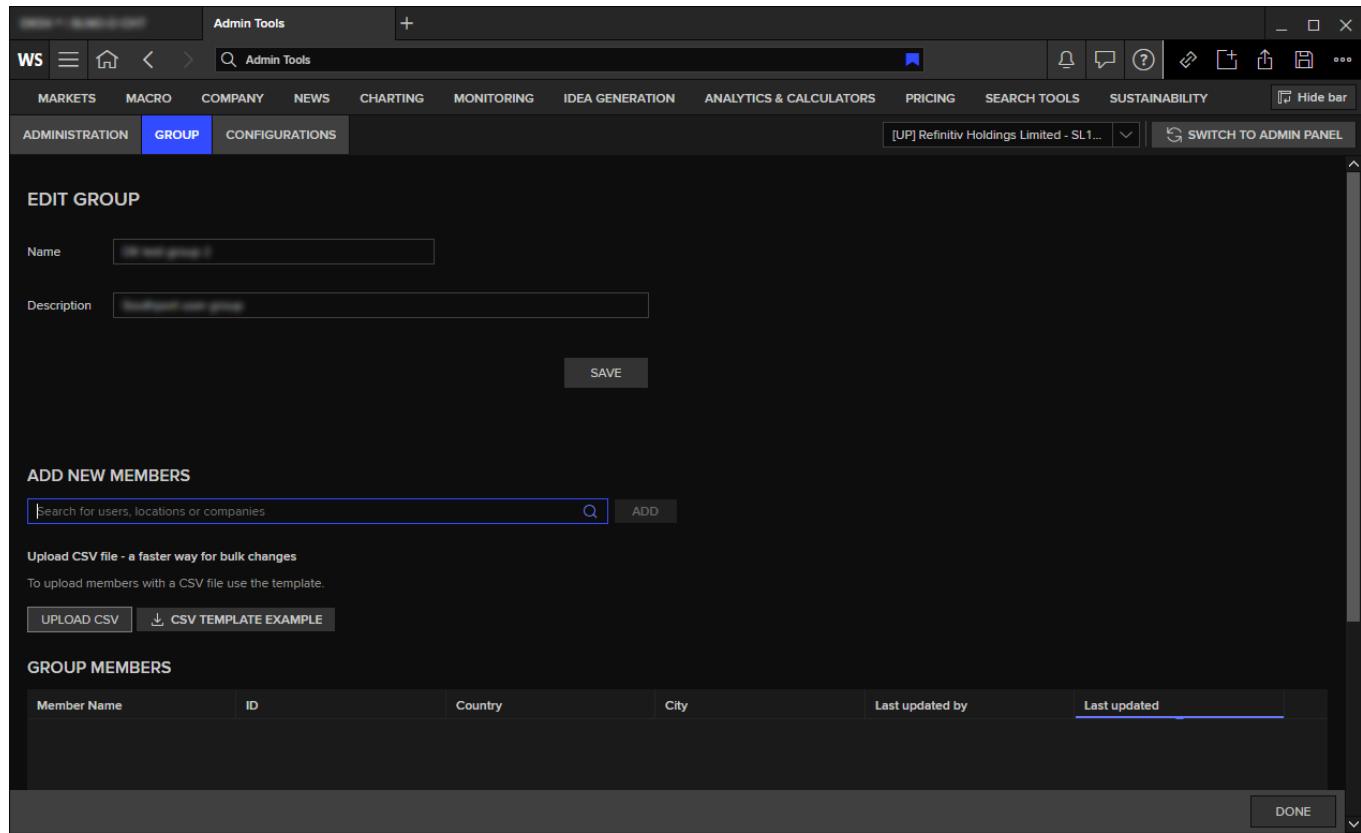
2. Click the **Create New** button 2.

The Create Group panel is displayed:



3. Enter a unique group **Name** 1 and a short **Description** 2, then click **Save** 3.

The Add New Members section is displayed:



Here, you can add members by using:

- The search facility, to find specific users, locations, and legal entities, or
- A CSV file, containing list of UUIDs or account IDs.

For further information, see [Adding group members](#).

Editing and deleting groups

Existing groups can be edited or deleted through options in the : menu, found at the end of each group row.

To edit or delete a group, do the following:

1. Select the **Group** option 1.

All groups that have been created under your entity are listed:

The screenshot shows a dark-themed interface for managing groups. At the top, there's a navigation bar with tabs like MARKETS, MACROS, COMPANY, NEWS, CHARTING, MONITORING, IDEA GENERATION, ANALYTICS & CALCULATORS, PRICING, SEARCH TOOLS, and SUSTAINABILITY. Below this is a sub-navigation bar with ADMINISTRATION, GROUP (highlighted in blue), and CONFIGURATIONS. A search bar at the top right contains the text 'Admin Tools'. The main area is a table titled 'CREATE NEW' with columns: Name, Description, Created date, Last updated, Last updated by, Created by, and Members. There are 12 rows of data. A context menu is open on the last row, with options: 'Edit' (circled in blue), 'Download members as CSV file' (circled in blue), and 'Delete' (circled in blue). A mouse cursor is hovering over the 'Delete' option.

2. Scroll through the list of defined groups to find the group you want to edit or delete. You can also sort the list by clicking any of the headings – Name, Description, Created date, and so on.
3. Once you find the group, click the : symbol 2 at the end of the group row to open the context menu (as shown in the illustration above).

- To edit the group, select **Edit** 3.

This opens the Edit Group panel. See step 3 in the [Creating a new group](#) section.

Or

- To delete a group, select **Delete** 4.

A confirmation dialog is displayed:

The screenshot shows a confirmation dialog box titled 'Delete Group *DK Test Group 1?'. The message inside the box reads: 'Are you sure you want to delete group? All associated content and configurations will be removed from the users in this group. This action cannot be undone.' At the bottom of the dialog are two buttons: 'CONFIRM' (highlighted with a blue circle) and 'CANCEL'. The background shows a list of groups in the same dark-themed interface as the previous screenshot.

4. Click **Confirm** 5.

- When a group is deleted, any configurations assigned to members of that group are removed. These users will then receive a notification requesting that they restart Workspace to apply the default platform configuration.

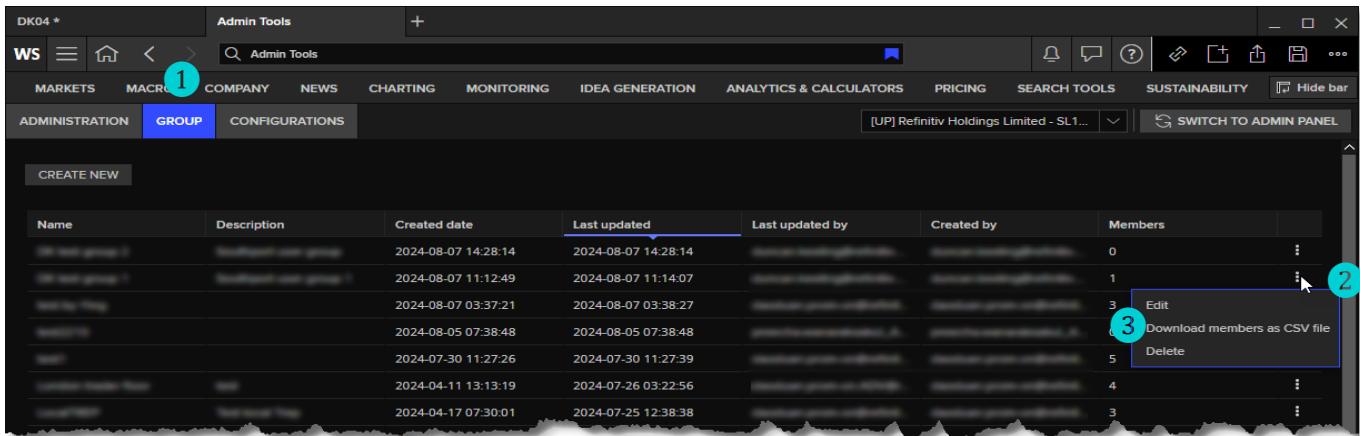
Downloading group members in CSV format

Using the **Download group members in CSV** context menu option provides administrators with a transferable audit list of all members in a group. For instance, before deleting a group, if you intend to move its members into another group, you can use this option to generate the CSV file - which can be edited to add more members, for example - and [upload](#) it to a new group.

To create a CSV file containing all members of a group, do the following:

1. Select the **Group** option .

All groups that have been created under your entity are listed:

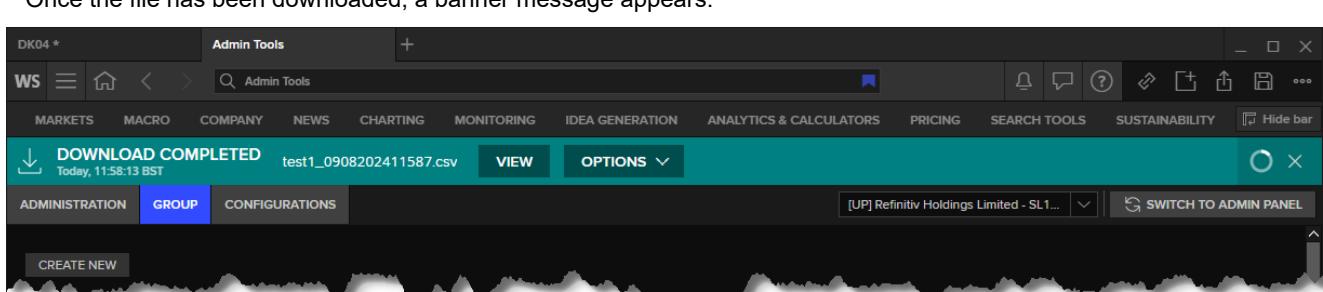


The screenshot shows the LSEG Workspace Admin Tools interface. The 'GROUP' tab is selected (circled in blue with 1). A context menu is open over a group row, with the 'Download members as CSV file' option highlighted (circled in blue with 3). The menu also includes 'Edit' and 'Delete' options. The table lists various groups with columns for Name, Description, Created date, Last updated, Last updated by, Created by, and Members.

Name	Description	Created date	Last updated	Last updated by	Created by	Members
100 test group 1	100 test group 1	2024-08-07 14:28:14	2024-08-07 14:28:14			0
100 test group 1	100 test group 1	2024-08-07 11:12:49	2024-08-07 11:14:07			1
test1	test1	2024-08-07 03:37:21	2024-08-07 03:38:27			3
test1	test1	2024-08-05 07:38:48	2024-08-05 07:38:48			3
test1	test1	2024-07-30 11:27:26	2024-07-30 11:27:39			4
test1	test1	2024-04-11 13:13:19	2024-07-26 03:22:56			4
test1	test1	2024-04-17 07:30:01	2024-07-25 12:38:38			3

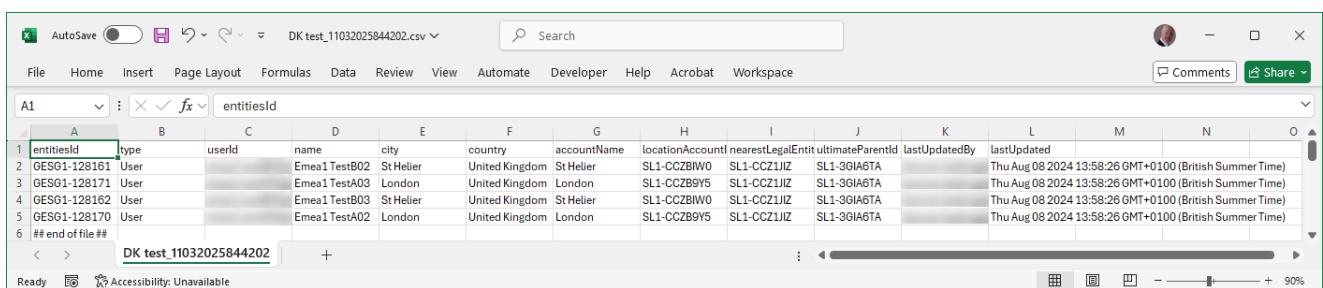
2. Scroll through the list of defined groups to find the group whose member list you want to download. You can also sort the list by clicking any of the headings – Name, Description, Created date, and so on.
3. Once you find the group, click the : symbol  at the end of the group row to open the context menu (as shown in the illustration above).
4. Select the Download members as CSV file option .

- A CSV file is created with the following naming convention:
<group_name>_<download-date-time>.csv
- Once the file has been downloaded, a banner message appears:



The screenshot shows the LSEG Workspace Admin Tools interface with a 'DOWNLOAD COMPLETED' banner at the top. The banner displays the file name 'test1_0908202411587.csv' and the download date and time 'Today, 11:58:13 BST'. The 'GROUP' tab is selected.

- The file is then opened in Excel, in the foreground:



The screenshot shows an Excel spreadsheet with the CSV data for the group 'test1'. The columns are labeled: A (entityId), B (type), C (userId), D (name), E (city), F (country), G (accountName), H (locationAccount), I (nearestLegalEntity), J (ultimateParentId), K (lastUpdatedBy), and L (lastUpdated). The data includes five user entries with their respective details.

A	B	C	D	E	F	G	H	I	J	K	L	
1	entityId	type	userId	name	city	country	accountName	locationAccount	nearestLegalEntity	ultimateParentId	lastUpdatedBy	lastUpdated
2	GES01-128161	User	Emea1TestB02	St Helier	United Kingdom	St Helier	SL1-CC2B1W0	SL1-CCZ1J2	SL1-3GIA6TA			Thu Aug 08 2024 13:58:26 GMT+0100 (British Summer Time)
3	GES01-128171	User	Emea1TestA03	London	United Kingdom	London	SL1-CC2B9Y5	SL1-CCZ1J2	SL1-3GIA6TA			Thu Aug 08 2024 13:58:26 GMT+0100 (British Summer Time)
4	GES01-128162	User	Emea1TestB03	St Helier	United Kingdom	St Helier	SL1-CC2B1W0	SL1-CCZ1J2	SL1-3GIA6TA			Thu Aug 08 2024 13:58:26 GMT+0100 (British Summer Time)
5	GES01-128170	User	Emea1TestA02	London	United Kingdom	London	SL1-CC2B9Y5	SL1-CCZ1J2	SL1-3GIA6TA			Thu Aug 08 2024 13:58:26 GMT+0100 (British Summer Time)
6	## end of file ##											

Adding group members

You can add members to groups by using the search facility or by uploading a CSV file.

- When you add a new member to a group that has an assigned configuration, within one (1) minute, the member will receive a notification advising them to restart Workspace to apply the new configuration. However, the restart is not mandatory, and the configuration can be applied when they next log in to Workspace.

Using the search facility

You can use the search facility to add one or more users⁷ as members of the selected group. To do so:

- In the search **1** field, enter three or more characters.

The results popup **2** appears, listing all entries that match your search criteria:

- Select the users **3** that you want to add as member of the group.

Selected entries appear in the search field **4**.

- To add the selected users⁸ to the group, click the **Add** button **5**, found immediately below the search field.

⁷ While groups can currently contain locations and legal entities, this capability will be removed from in a Q3 2024 release, as it makes determining the number of users in a group challenging.

⁸ The **Add** button is displayed only once you have selected two or more entries.

For information about removing or deselecting members, see [Deselecting and deleting members](#).

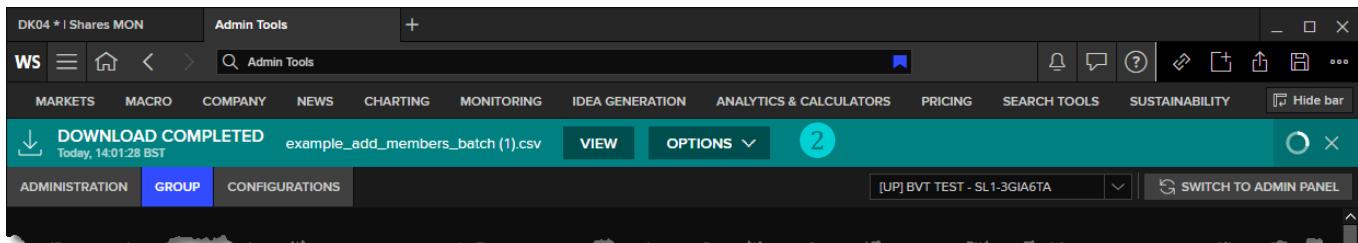
Using CSV upload

You can use the CSV template and upload options to create a CSV file and, using UUIDs, bulk upload users as members of a selected group.

To do so:

- [Optional] If required, to download the example Excel file, click the **CSV Template Example** button 1.

When the file has finished downloading, a banner message 2 is displayed, and the file is opened in the foreground.



Search for users, locations or companies Q ADD

Upload CSV file - a faster way for bulk changes
To upload members with a CSV file use the template.

UPLOAD CSV CSV TEMPLATE EXAMPLE 1

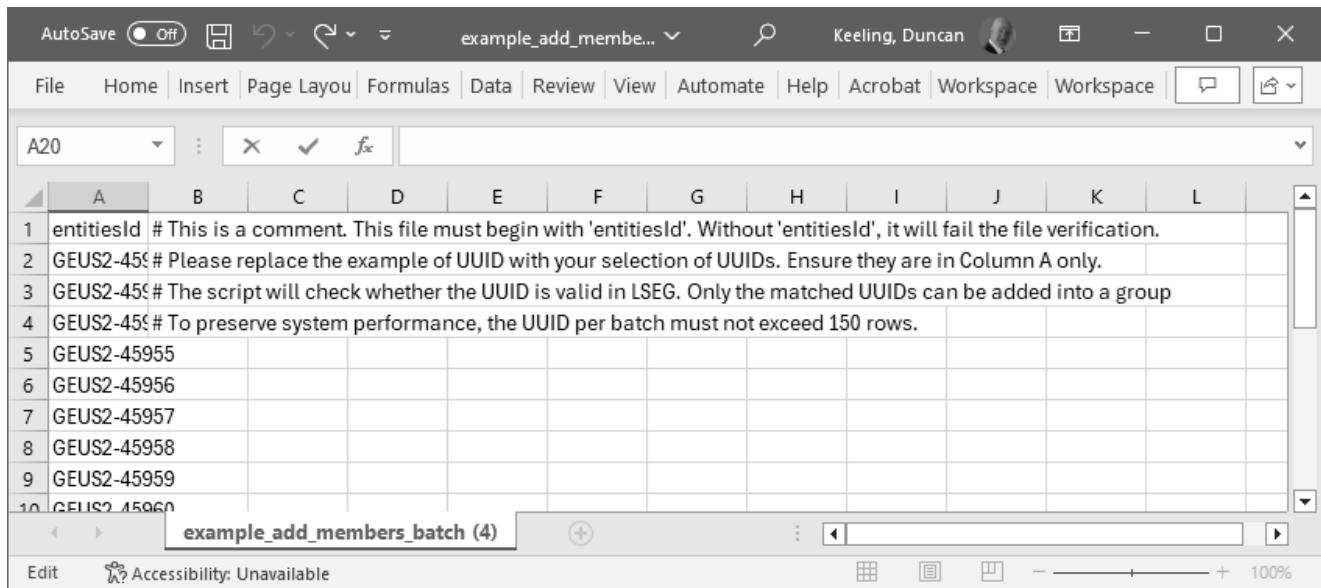
GROUP MEMBERS

Member Name	ID	Country	City	Last updated by	Last updated
Emea1 TestB02	GESG1-128161	United Kingdom	St Helier	duncan.keeling@refinitiv.com	2024-08-08 12:58:26

DONE

- Once the Excel file has opened:

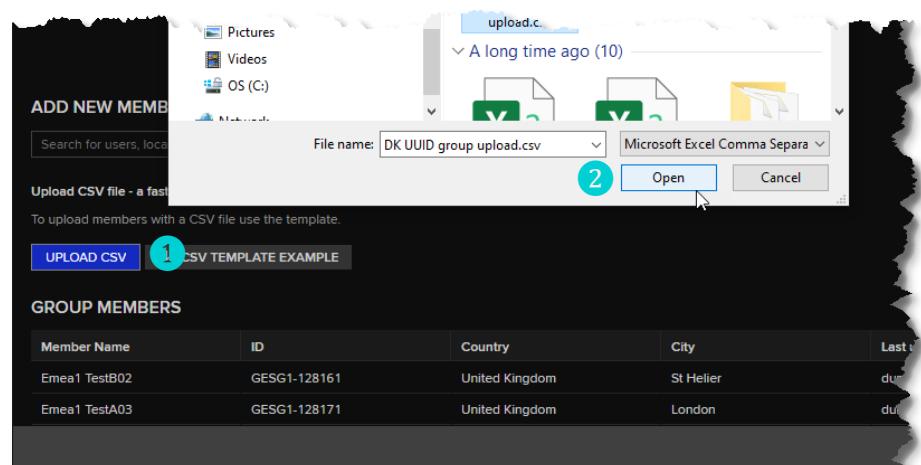
- Clear⁹ the example UUIDs from rows 2-6, and
- In column A, from cell A2 onwards, enter the UUIDs of the users, locations, and entities you want to add as members of a group.



⁹ Ensure that cell A1 contains **entitiesID**, as shown in the file example.

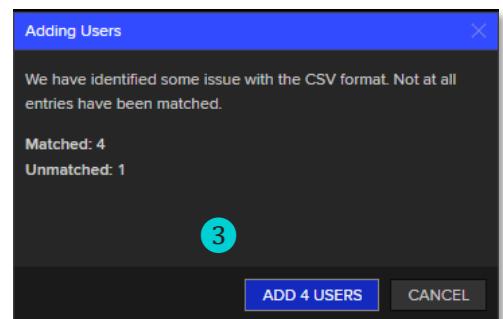
- iii. Save the file.
3. If not open already, in the Admin Tools app, under the **Group** facility, open the group in which you want to bulk upload members.
4. Click the **Upload CSV** ① button.
5. In the Open dialog, locate and select the CSV file, and click the **Open** button ②.

The entries in the CSV file are verified and a summary of the upload process is displayed. For more information, see [UUID verification](#), below.

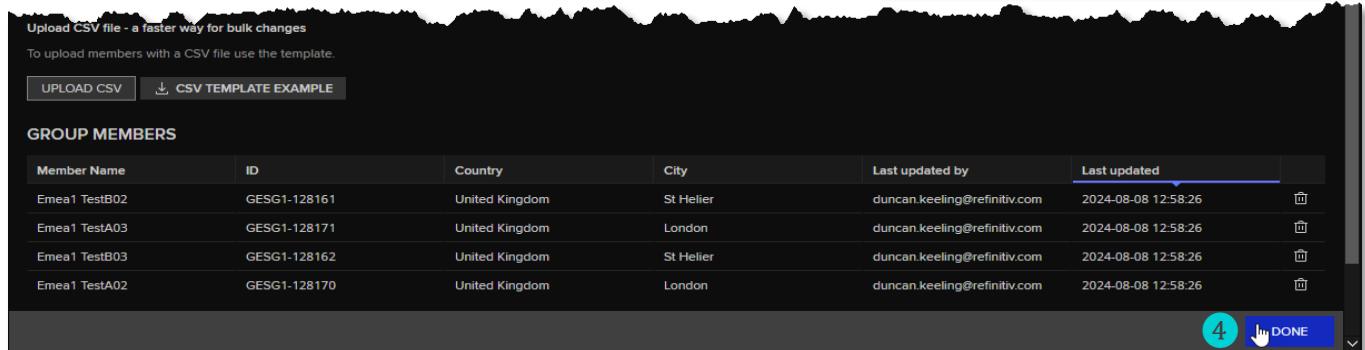


6. To add details of the verified members to the group, click the **Add X Users** button ③.

Successfully added members will appear in the Group Members table.



7. To leave the Edit Group page and go back to the main Group panel, click



Done ④.

UUID verification

The following checks are performed when loading members using a CSV file:

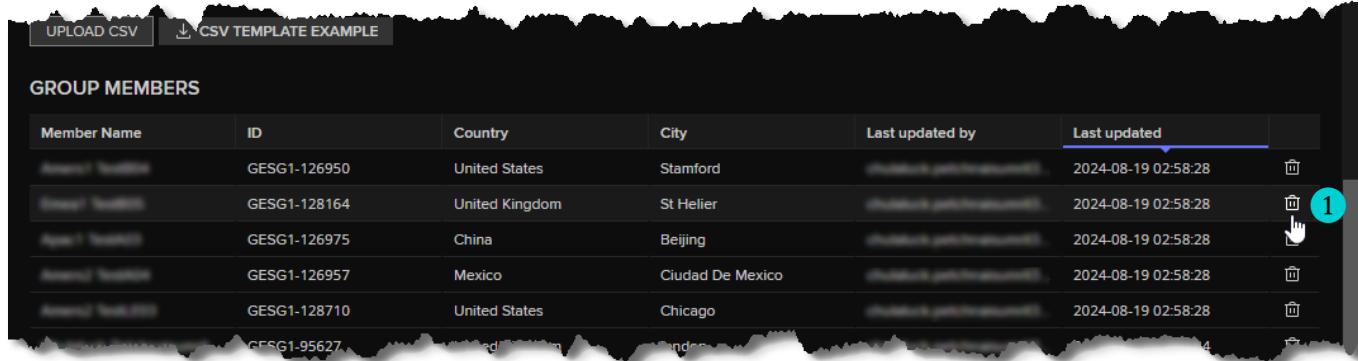
- UUID validity in LSEG Workspace system. Only UUIDs found under your permission scope will be added to a group.
- Duplicate UUIDs are allowed in the file but only the first UUID will be added. The other duplicated entries will not be added to a group.
- The CSV file must not exceed 150 rows of UUIDs. Exceeding this limit results in file validation failure.

Deleting members from a group

To edit or delete members from a group, do the following:

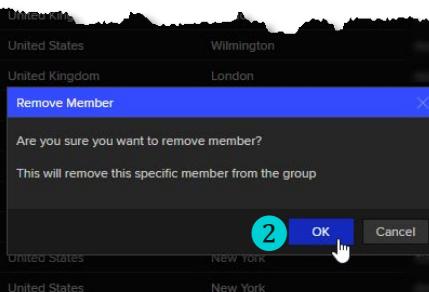
1. Select the **Group** option.
2. Scroll through the list of defined groups to find the group containing the member(s) you want to remove. You can also sort the list by clicking any of the headings – Name, Description, Created date, and so on.

3. Once you find the group, click the : symbol at the end of the group row, and choose **Edit** from the context menu. The Edit Group panel is displayed.
4. Scroll down to the Group Members list, as shown in the example below:



Member Name	ID	Country	City	Last updated by	Last updated
Group 1 Member 1	GESG1-126950	United States	Stamford	Administrator	2024-08-19 02:58:28
Group 1 Member 2	GESG1-128164	United Kingdom	St Helier	Administrator	2024-08-19 02:58:28
Group 1 Member 3	GESG1-126975	China	Beijing	Administrator	2024-08-19 02:58:28
Group 1 Member 4	GESG1-126957	Mexico	Ciudad De Mexico	Administrator	2024-08-19 02:58:28
Group 1 Member 5	GESG1-128710	United States	Chicago	Administrator	2024-08-19 02:58:28
Group 1 Member 6	GESG1-95627	United States	Wilmington	Administrator	2024-08-19 02:58:28

5. For each member you want to delete:
 - i. Click the  icon (1) at the end of the member row.
 - ii. A confirmation dialog is displayed:



- iii. To delete the selected member, click **OK** (2).

 When you delete a member from a group that has an assigned configuration, within one (1) minute, the member will receive a notification advising them to restart Workspace to apply the default Workspace configuration. However, the restart is not mandatory and the configuration can be applied when they next log in to Workspace.

Managing configurations

Configuration and group management functions have moved from the Administration Panel app to Admin Tools and have undergone notable improvements. Customer administrators who have the necessary permissions to access Administration Panel can now access Admin Tools providing an enhanced view of the same content.

Using the configuration management capabilities of Admin Tools, you can do the following:

- Preview content changes.
- Import and export configuration files.
- Assign a selected configuration to multiple account entities and groups.
- Apply configurations to desktops using Workspace for OpenFin.

Creating a new configuration

You can create new Workspace configurations either:

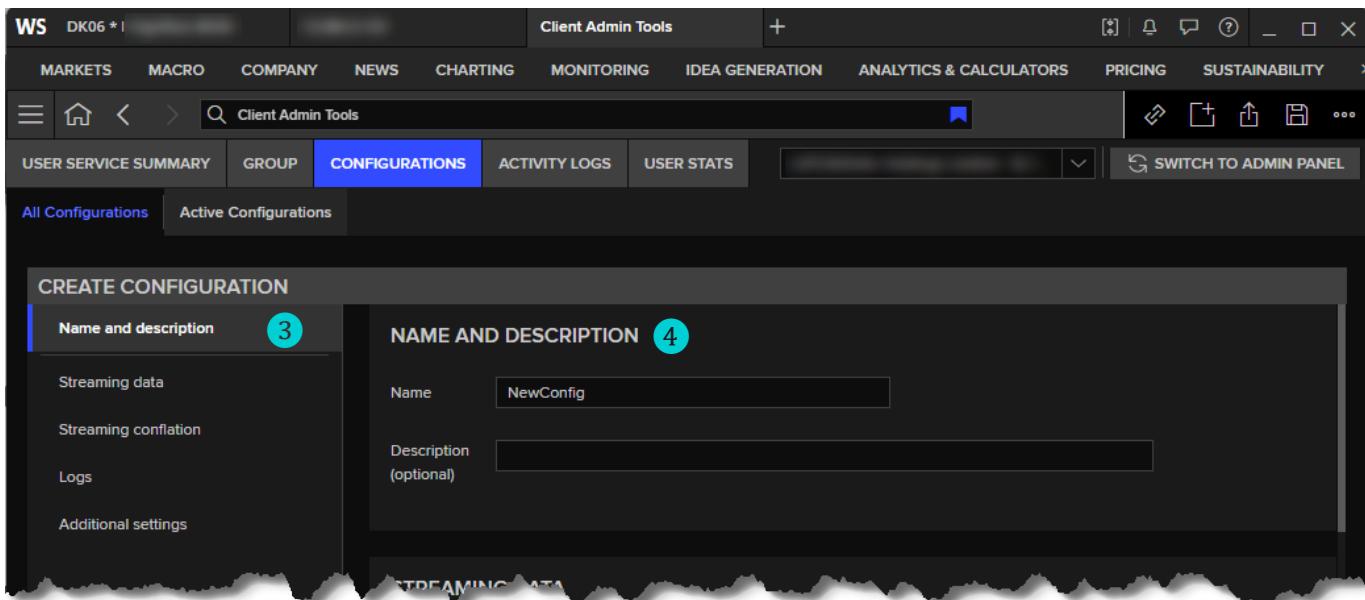
- Directly, using the Admin Tools app, or
- In LSEG Workspace, using Configuration Manager. For detailed information about using Configuration Manager, see the [Configuring Workspace](#) section of the [Workspace Installation and configuration guide](#).

To create a configuration in Admin Tools, do the following:

1. Select the **Configurations** option ①.
2. Click the **Create New** button ②.

3. The **Create Configuration** panel is displayed, which is divided into five sections:

- Name and description
- Streaming data
- Streaming conflation
- Logs
- Additional settings



You can move between sections by:

- selecting the section name from the menu 3, or
- simply by using standard scroll controls, for instance, the wheel button on your mouse.

Alternatively, once you have selected the first entry field, you can move between them using the **TAB** or **Shift+TAB**.

Name and description

4. In the Name and description section 4:

- i. type the **Name** you want to give to the configuration, without spaces, and
- ii. a brief **Description** of its purpose.

Streaming data

5. In the **Streaming data** section 5, select the source of the streaming data for this configuration. This can be either:

- an LSEG-hosted server 6, or
- your local Real-Time Advanced Distribution Server 7.

STREAMING DATA 5

Select source for streaming data

Real-time data can be received from either the LSEG data platform or by defining local LSEG real-time Advanced Distribution Servers (ADS). For the local LSEG Real-time Advanced Distribution Servers option, if you do not add any server or feed information you will connect to the LSEG Data Platform by default.

6 LSEG data platform

7 Local LSEG real-time Advanced Distribution Servers (ADS)

If a local server is selected, three additional sections are shown below **Streaming data**:

- Advanced Distribution Servers (ADS)
- Feeds
- Data Access Control System (DACS)

For details, see [Configuring local servers](#), below.

Advanced Distribution Servers (ADS)

- In the **Advanced Distribution Servers** section 8, shown opposite, enter the LSEG Real-Time Advanced Distribution Server IP address or hostname, together with the port. You can also select the WebSocket protocol¹⁰ from a dropdown list 9, used to enable encrypted or unencrypted connections to the Workspace platform for streaming services.
- Click + 10 to add additional servers to which connections are made simultaneously. These are used if you have data feeds from different servers.

For fallback configuration, you need to add server entries in the same tab (**Additional 1**, and so on) as the **Primary** server to be supported.

Feeds

- In the **Feeds** section 11, shown opposite, configure feeds provided by your local LSEG Real-Time Advanced Distribution Server. In Workspace, key letters¹¹ can be used as single-character shortcuts to identify different real-time feeds. Aliases, which perform a similar function for Office add-ins, can be up to 32 characters.

While you can assign any of the supported letters or digits to your feeds, the **Q** key letter 12 must be used to identify a feed that provides trade-safe Elektron Real-Time data.

Data Access Control System (DACS)

- In the **Data Access Control System (DACS)** section 13, enter the LSEG Real-Time Data Access Control System¹² username and position.

¹⁰ The WebSocket(ws) protocol provides full-duplex communication channels over a single TCP connection. For further information, see [RFC 6455: The WebSocket Protocol \(rfc-editor.org\)](#).

For further information on WebSocket and Refinitiv Wire Format (RWF), refer to the Streaming protocols section of the [Workspace Installation and Configuration Guide](#).

¹¹ For key letters and aliases, Workspace supports only a subset of ASCII printable characters. That is, the values a-to-z, A-to-Z, and 0-to-9.

¹² For further information about configuring Real-Time data, refer to the Configuring Real-Time Data products appendix of the [Workspace Installation and Configuration Guide](#).

Streaming conflation

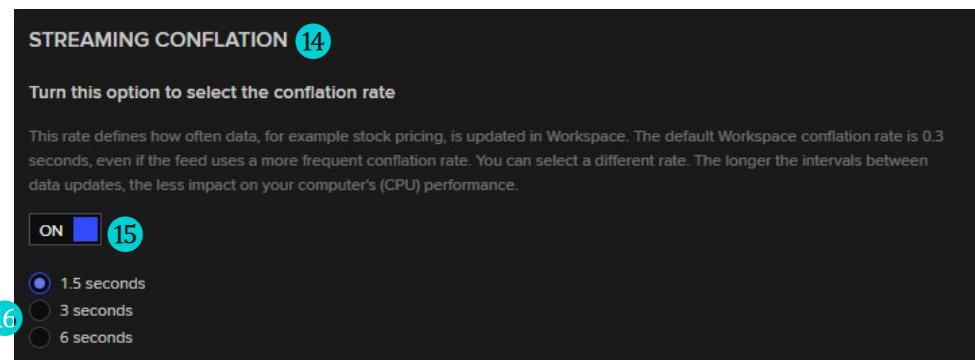
10. The **Streaming conflation** section

section 14 allows you to control whether you use the default conflation rate for Workspace data or choose your own.

By default, the slider switch 15 is set to **OFF**. This indicates that the default conflation rate of 300 milliseconds (0.3 seconds) is applied.

To choose the conflation rate:

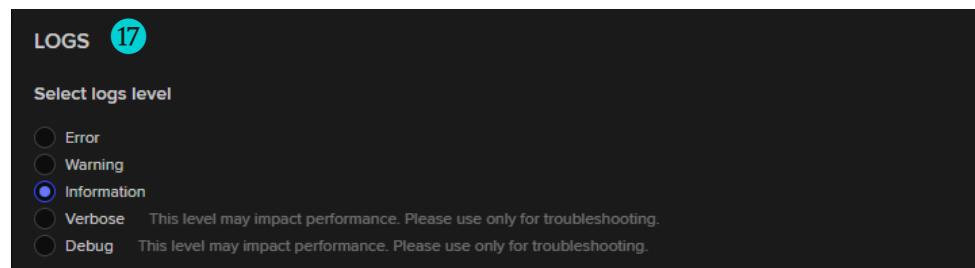
- Click the slider switch 15 to toggle the setting to **ON**.
- Select the radio button 16 that is adjacent to the conflation rate you require.



Logs

11. In the **Logs** section

17, select the level of granularity required in your Workspace log files.



Additional settings

12. In the **Additional settings**

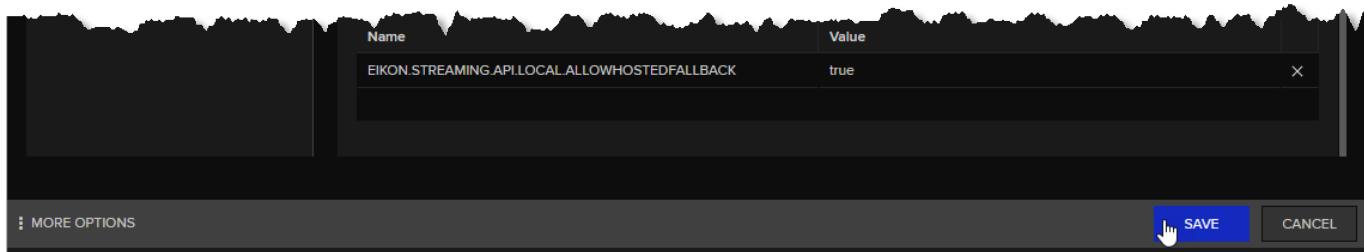
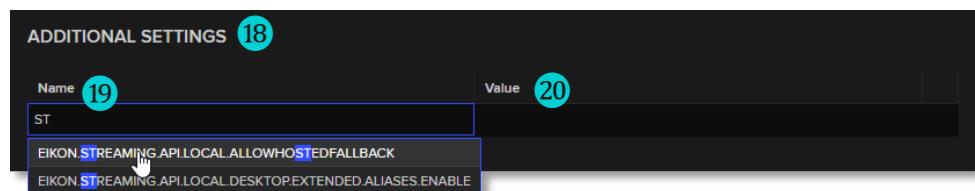
section 18, shown opposite, you can add further statements to your configuration.

To do so:

- Select the **Name** field 19 and either select a statement from the list or filter the list by typing.

The default value for the statement is added to the **Value** field 20. However, this can be amended by selecting the **Value** field.

Once you have added all the entries you require, click the **Save** button.



The created configuration can now be applied to groups.

Working with existing configurations

Currently, Client Admin Tools provides a mechanism for importing a configuration file that was created using Configuration Manager in Workspace. This process is covered in the following section.

However, in the latter half of Q4 2025, we will be introducing the following capabilities:

- Override the default Workspace configurations with a URL link to a configuration file.
- Duplicate existing configuration files for faster editing.

For further information regarding these new features, see the [New configuration management features](#) section.

Importing a configuration file

Client Admin Tools provides a mechanism for importing a configuration file that was created using Configuration Manager in Workspace.

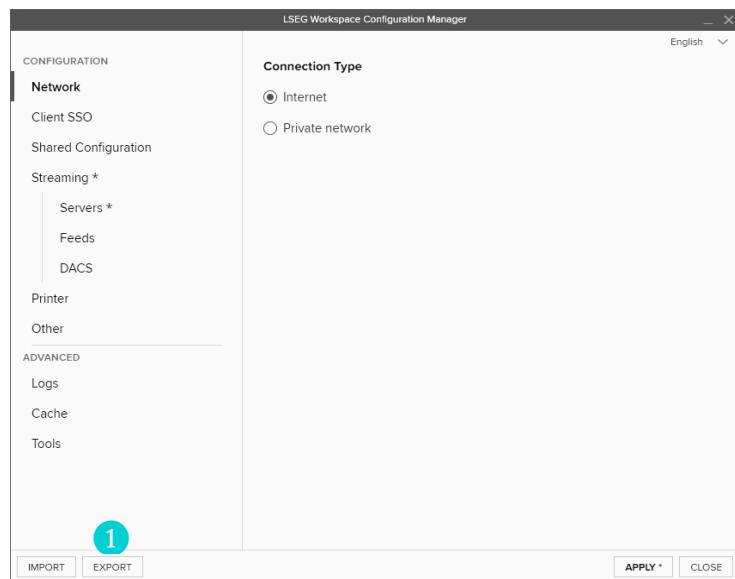
Creating a file using Configuration Manager

Creating a configuration in LSEG Workspace, using Configuration Manager, is covered in extensive detail in the [Workspace Installation and Configuration Guide](#). For details, refer to the Configuring Workspace section of the document.

However, as a high-level overview, to create a configuration and save the JSON file so that it can be imported into Admin Tools, do the following:

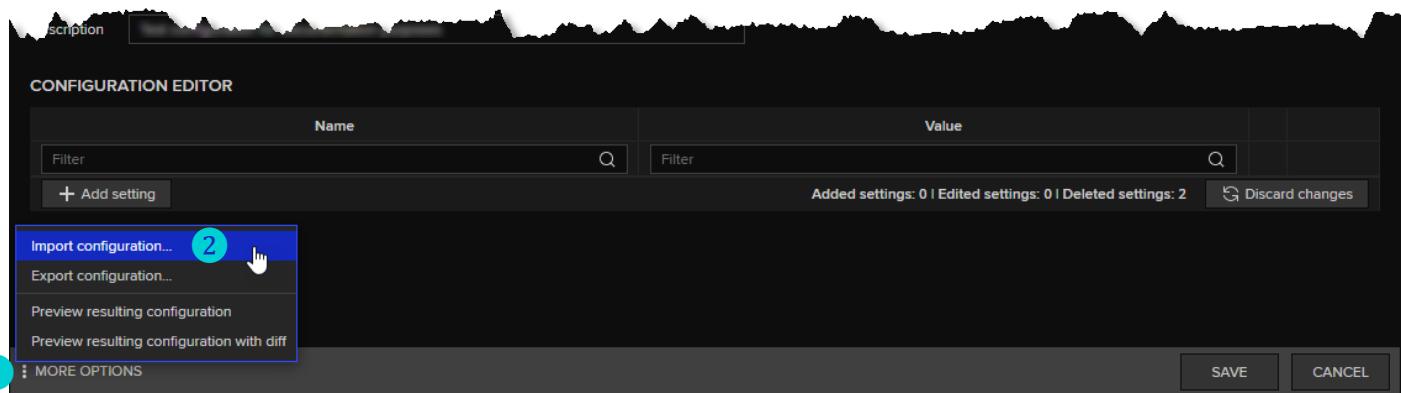
1. In LSEG Workspace, select **① (Help) > Configuration Manager**.
2. Choose the configuration settings you require.
3. Click the **Export** button **①**, at the bottom left of the dialog, and save your configuration settings to a JSON file.

The JSON file can be imported into Admin tools [using the Import facility](#), described below.



Importing the JSON file

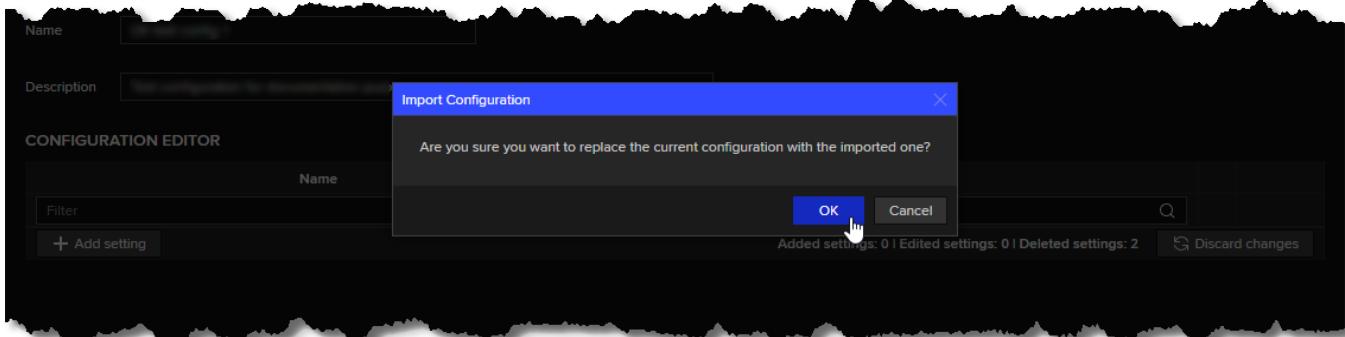
Configuration files that were created [using Configuration Manager](#) in LSEG Workspace can be imported into Admin Tools using the Import feature.



To import a JSON configuration file, do the following:

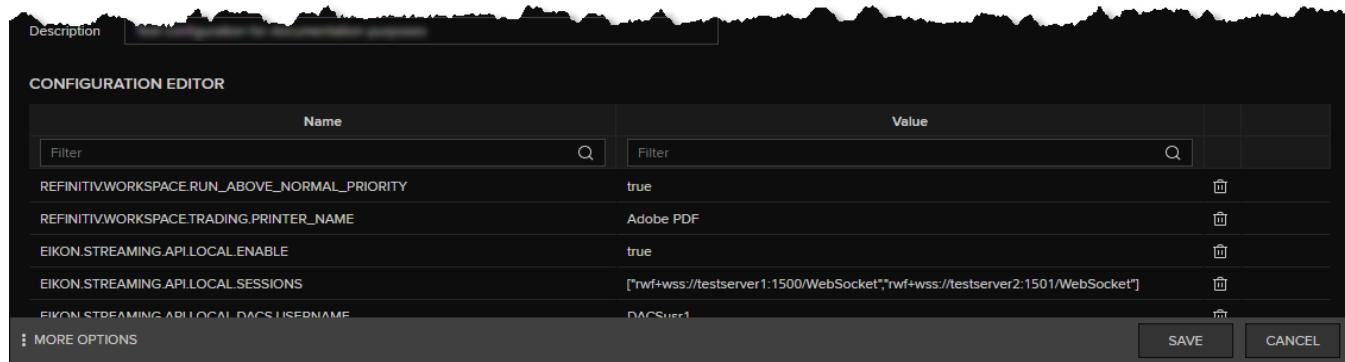
1. At the bottom left of the Edit Configuration panel, click the **: (More Options)** button **①**.
2. From the menu, select **Import configuration...** **②**.
3. In the Windows Open dialog, navigate to the folder containing the exported JSON configuration file, select the file, and click the **Open** button.

4. The following confirmation dialog is displayed:



5. To add the JSON configuration file statements to the selected configuration, click **OK**.

The entries in the JSON file are added to the configuration, replacing any entries that already exist.



Once imported, entries can be edited or deleted, as required.

New configuration management features

In the latter half of Q4 2025, we are planning to introduce the following capabilities:

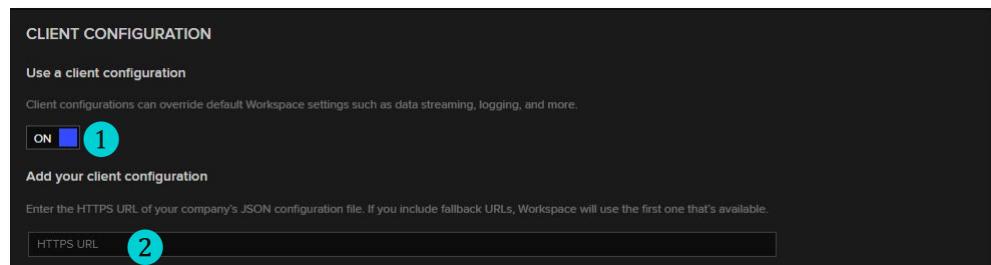
- Override the default Workspace configurations with a URL link to a configuration file.
- Duplicate existing configuration files for faster editing.

These new features are illustrated in the sections that follow.

Overriding a configuration

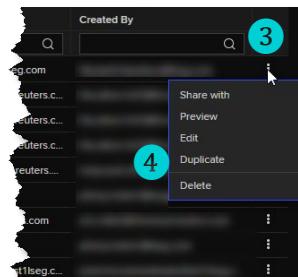
When editing your default Workspace configuration, you will have the option to activate an additional Client Configuration panel, shown opposite.

Once this capability is activated by clicking the slider switch ①, you can add the URL path ② to a JSON configuration file. This will override the selected configuration.



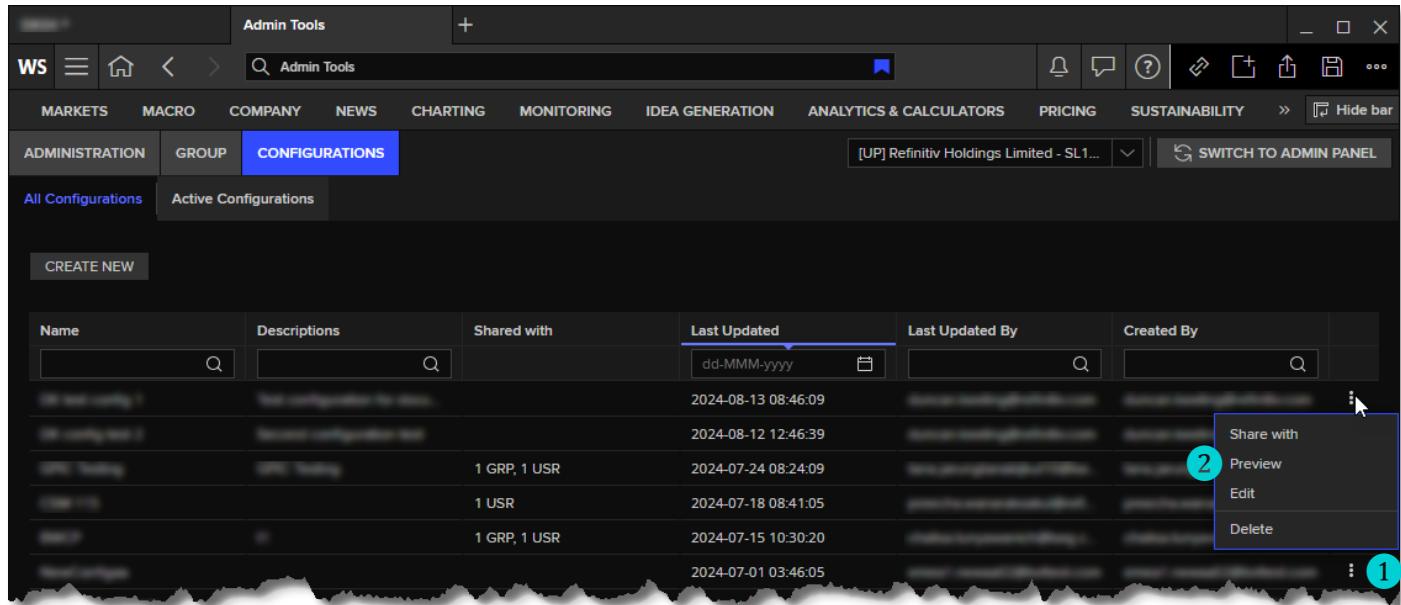
Duplicating a configuration

A further option will be added under the configuration : menus ③ in the Configurations > All configurations panel, allowing you to duplicate the selected configuration. Once you select the **Duplicate** option ④, a copy of the selected configuration will open in edit mode.



Configuration context functions

Using the configuration : context menu, you can share, preview, edit, or delete a selected configuration.



Sharing configurations

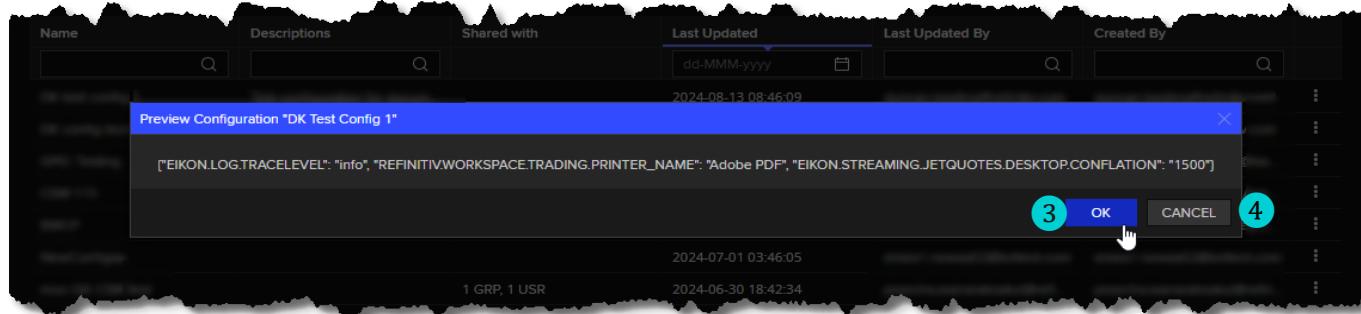
For information regarding sharing and assigning configurations, refer to the following section, [Assigning configurations](#).

Previewing configurations

You can preview the configuring statements that are defined under a configuration. To do so, do the following:

1. Under the Configurations panel, at the end of the configuration row you want to preview, select the : context menu 1.
2. Choose the **Preview** option 2.

The Preview Configuration <Configuration> dialog is displayed:



3. To return to the Configurations panel, click the **OK** 3 or **Cancel** button 4.

Editing configurations

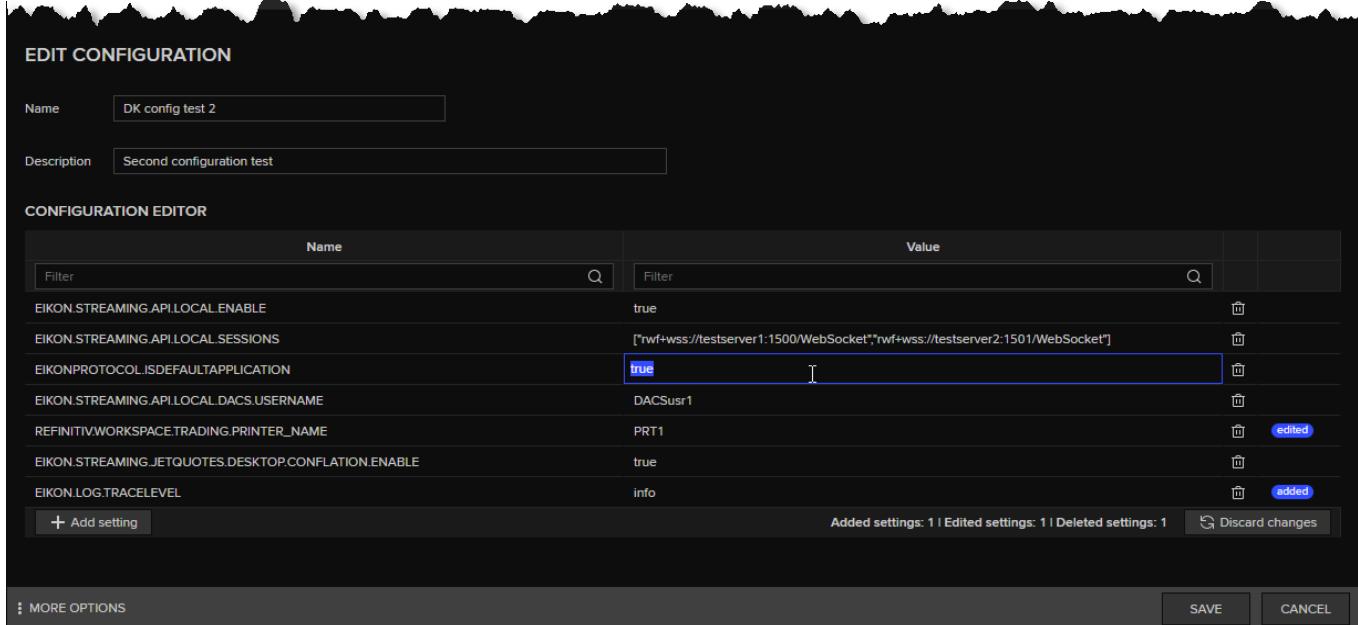
You can review, amend, and edit the configuration statements in a configuration. To do so, do the following:

1. Under the Configurations panel, at the end of the configuration row you want to edit, select the : context menu.
2. Choose the **Edit** option.

The Edit Configuration panel is displayed, giving you access to the same add and import functions outlined earlier. You can also:

- Select and edit any field, including the configuration Name, Description, and setting value.
- Delete individual settings, using the  function.

Any changes made are labelled and enumerated.



EDIT CONFIGURATION

Name: DK config test 2

Description: Second configuration test

CONFIGURATION EDITOR

Name	Value
EIKON STREAMING API.LOCAL.ENABLE	true
EIKON.STREAMING.API.LOCAL SESSIONS	["rwl+wss://testserver1:1500/WebSocket","rwl+wss://testserver2:1501/WebSocket"]
EIKONPROTOCOLISDEFAULTAPPLICATION	true
EIKON.STREAMING.API.LOCAL.DACS.USERNAME	DACSusr1
REFINITIV/WORKSPACE/TRADING.PRINTER_NAME	PRT1
EIKON STREAMING JETQUOTES.DESKTOP.CONFLATION ENABLE	true
EIKON.LOG.TRACELEVEL	info

+ Add setting

Added settings: 1 | Edited settings: 1 | Deleted settings: 1

MORE OPTIONS SAVE CANCEL

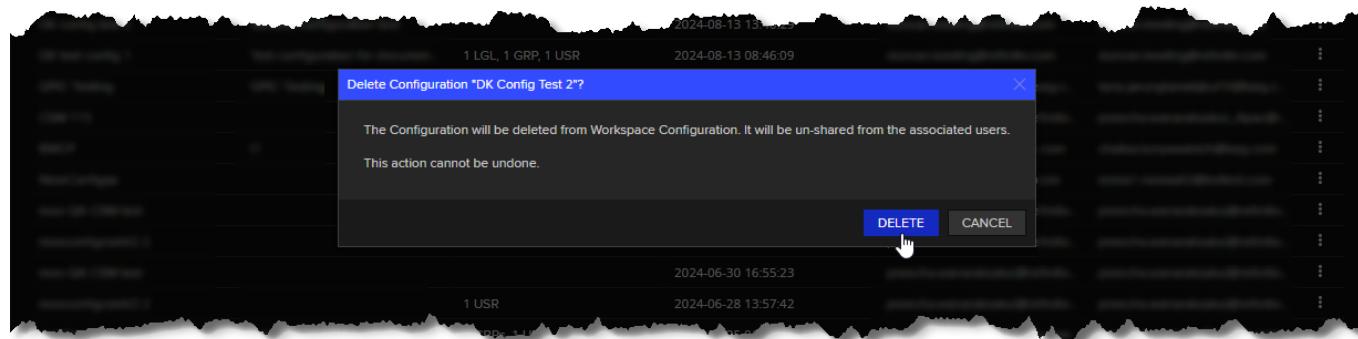
- Once you have made your amendments, click **Save** to retain your changes and return to the main Configurations panel.

Deleting configurations

Through the Configurations panel, you can delete individual configurations. To do so, do the following:

- Under the Configurations panel, at the end of the configuration row you want to delete, select the  context menu.
- Choose the **Delete** option.

A confirmation dialog is displayed:



2024-08-13 13:13

1 LGL, 1 GRP, 1 USR 2024-08-13 08:46:09

Delete Configuration *DK Config Test 2*?

The Configuration will be deleted from Workspace Configuration. It will be un-shared from the associated users.

This action cannot be undone.

DELETE CANCEL

2024-06-30 16:55:23

1 USR 2024-06-28 13:57:42

- To delete the configuration, click the **Delete** button, or click **Cancel** to return to the Configurations panel without deleting the configuration.

 Deleted configurations cannot be retrieved.

Assigning configurations

You can create groups of users, legal entities and/or locations using the capabilities outlined in the [Managing groups](#) section. Configurations can then be assigned to these groups using the Share with capability.

For easier to maintain organization, it is recommended that you assign one group to a configuration. Where there is a need to assign that configuration to more users, you can simply add these users into the group to which that configuration is assigned.

Under the Configurations option, you can:

- Share a configuration with a single or multiple users or groups, or
- Search for a user or group and assign a configuration to them

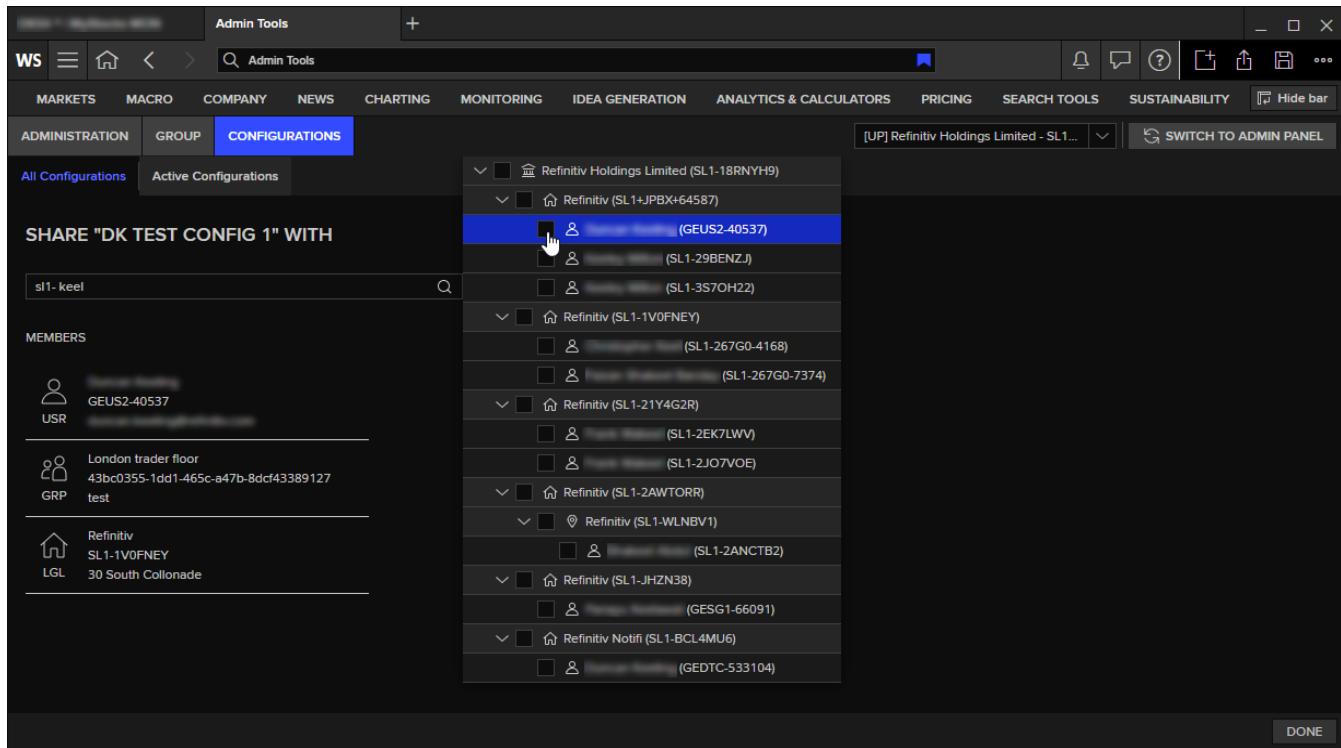
☞ Users who receive administrator-assigned configurations on Workspace Desktop also receive the same configuration on Workspace for OpenFin. However, not all settings may be applicable due to compatibility¹³.

Sharing a configuration

To share a configuration with pre-defined groups, entities, or users, do the following:

1. On the Admin Tools menu bar, click the **Configurations** option.
2. Under the **All configurations** tab, at the end of the configuration row you want to share with users or groups, select the : context menu.
3. Choose the **Share with** option.

The Share <Configuration> With panel is displayed:



4. Using the search facility, add groups and individual users, as required.
5. Click the **Done** button to save your selections and share the configuration.

¹³ For further information regarding setting compatibility, refer to the Appendix G: Shared configuration **Settings** section of the [LSEG Workspace Installation and Configuration Guide](#).

Assigning configurations

To assign a configuration to a particular user or group:

1. On the Admin Tools menu bar, click the **Configurations** option 1.
2. The **All Configurations** panel is displayed.
3. Click the **Active Configurations** tab 2, which lists the configurations that have been assigned to individual users and groups.
4. Click the **Active Configuration** button 3.

The Active Configuration panel is shown:

The screenshot shows the 'ACTIVE CONFIGURATION' panel. On the left, a table lists assigned configurations with columns: 'Users and Groups', 'Account Type', 'Active Configuration...', 'Last Updated', 'Last Updated By', and 'Created By'. The 'Active Configuration...' column shows configuration names like 'TEST admintools24', 'amers2.testA01@tr...', 'amers1.testB05@tr...', and 'London market dat...'. The 'Last Updated' column shows dates like '2024-09-23 04:41:...' and '2024-06-06 02:10:...'. The 'Last Updated By' and 'Created By' columns show email addresses like 'emea1.testA05@tr...' and 'emea1.academic0...'. On the right, a search dropdown labeled 'ACTIVE CONFIGURATION' is open, showing a list of users and groups: 'User, Group, Account entity', 'Search by name for user, group, account, entity id', 'Active Configuration', 'Select shared configuration', and a dropdown menu with '6' items. At the bottom right are 'SAVE' and 'CANCEL' buttons.

4. Select the **User, Group, Account entity** field 4 and start typing the name of the user or group to which you want to assign a configuration.
5. As you type, a list of matching names is shown.
6. Click the checkbox 5 next to the name you want to assign a configuration.
7. Once you have selected a name, to return to the Active Configuration panel, click anywhere outside of the list of matching names.
8. Click the **Active Configuration** dropdown list 6.

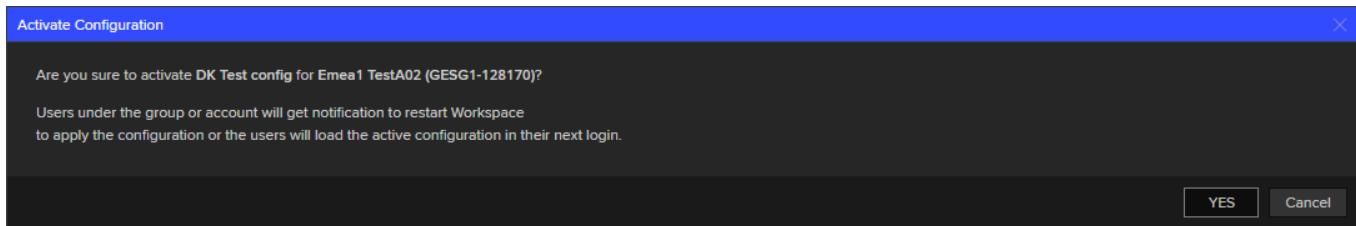
All configurations that have been shared with the selected name are listed.

8. From the dropdown list, select the configuration 7 you want to assign to the chosen user, group, or account entity.
9. Click **Save** 8.

The screenshot shows the 'ACTIVE CONFIGURATION' dropdown list. It shows a tree structure of locations: 'BVT TEST (SL1-3GIA6TA)', 'BVT-EMEA (SL1-CCZ1JIZ)', 'London (SL1-CCZB9Y5)', and 'St Helier (SL1-CCZBIW0)'. Under 'London', there are two entries: 'Emea1 TestA02 (GESG1-128176)' and 'Emea1 TestA03 (GESG1-128171)'. The 'Emea1 TestA03' entry is highlighted with a blue selection bar and has a checkmark next to it. A cursor is pointing at the 'Emea1 TestA03' entry.

The screenshot shows the 'ACTIVE CONFIGURATION' dropdown list. It shows a tree structure of locations: 'BVT TEST (SL1-3GIA6TA)', 'BVT-EMEA (SL1-CCZ1JIZ)', 'London (SL1-CCZB9Y5)', and 'St Helier (SL1-CCZBIW0)'. Under 'London', there are two entries: 'Emea1 TestA02 (GESG1-128176)' and 'Emea1 TestA03 (GESG1-128171)'. The 'Emea1 TestA03' entry is highlighted with a blue selection bar and has a checkmark next to it. A cursor is pointing at the 'Emea1 TestA03' entry. Below the dropdown, a message box says 'ACTIVE CONFIGURATION' and 'Select shared configuration'. A dropdown menu is open with 'DK Test config' selected.

A message is displayed, requiring you to confirm the configuration assignment.



10. To assign the configuration and return to the Active configurations panel, click **Yes**.

The Active configurations panel is shown, which is updated to include your assigned configuration, and a banner message is displayed confirming the assignment.

Users and Groups	Account Type	Active Configuration	Last Updated	Last Updated By	Created By
emea1.testA02@tr.com	USR	DK Test config	2024-11-14 10:56:63	duncan.keeling@refinitiv.com	duncan.keeling@refinitiv.com
TEST admintools24	GRP	TEST admintools24 config	2024-09-23 04:41:25	emea1.testA05@tr.com	emea1.testA05@tr.com
amers2.testA01@tr.com	USR	PostcheckWSConfigAdmin10	2024-06-06 02:10:37	amers2.testA01@tr.com	amers2.testA01@tr.com
amers1.testB05@tr.com	USR	TEST admin113	2024-06-06 02:10:42	emea1.testA05@tr.com	emea1.testA05@tr.com
London market data team	GRP	London A	2024-06-06 02:10:24	emea1.academic04@bvttest.c...	emea1.academic04@bvttest.c...

Applying the configuration

Within one (1) minute of a configuration being assigned through Admin Tools, users of Workspace Desktop receive a notification to restart Workspace and apply the configuration. They also have the option of restarting later to apply the configuration when they next log in.

The restart Workspace notification is triggered once the `admin-managed-settings.json`, located in `%AppData%\Refinitiv\Refinitiv Workspace\Cache\Config`, has been updated on the user's device. If the file has not been received within one (1) minutes, it is recommended that affected users sign out and back into Workspace. This will clear their cache and download the file to their device.

Viewing shared and assigned configurations

Administrators can check which configuration users should receive and when it was assigned to the user using the Administration facility in Admin Tools.

For further information on the Administration option, refer to the [Administration management](#) section.

Users can also find configurations that have been shared with or assigned to them under **WS > Settings > Configuration Presets**:

Name	Description	Last updated	Last updated by	Created by	
DK test config 1	Test configuration for documentation purposes	2024-08-13 11:41:05	duncan.keeling@refinitiv.com	duncan.keeling@refinitiv.com	Preview

Activating assigned configurations

To activate an assigned configuration, users can do the following:

1. Select the radio button adjacent to the configuration to be activated.

Name	Description	Last updated	Last updated by	Created by	
DK test config 1	Test configuration for documentation purposes	2024-08-13 11:41:05	duncan.keeling@refinitiv.com	duncan.keeling@refinitiv.com	Preview

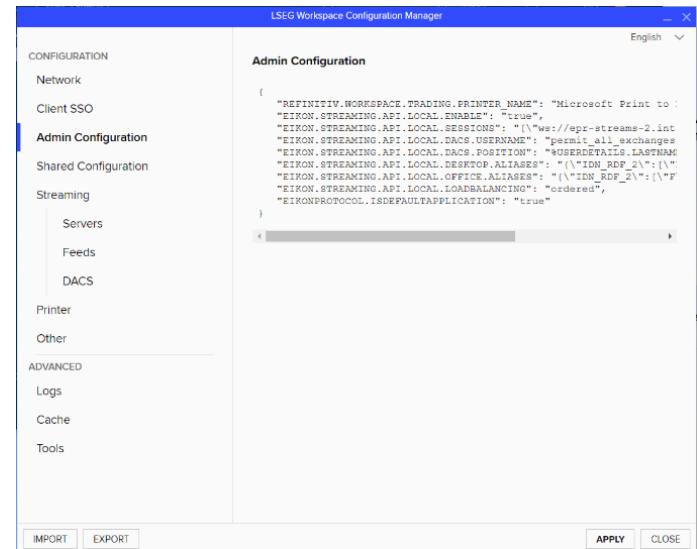
2. Click the **Save Changes** button, in the bottom right corner of the panel.

Users will be prompted to restart Workspace to activate the selected configuration.

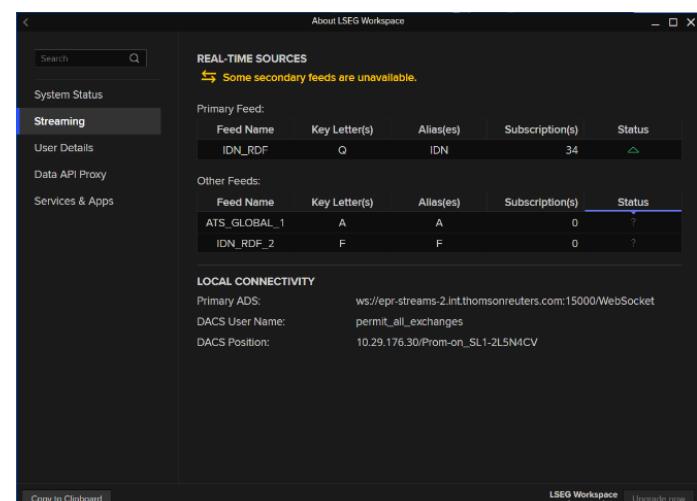
Reviewing assigned configurations

After restarting Workspace, users can either:

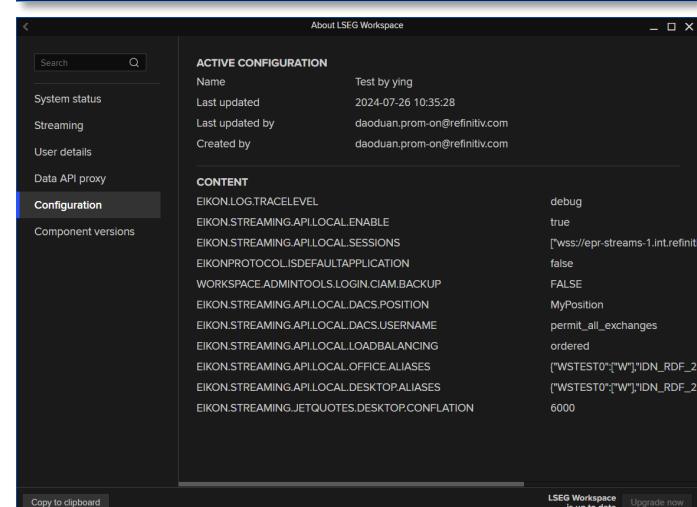
- Review the configuration assigned to them through Configuration Manager, or



- In Workspace, open **About LSEG Workspace** and select either of the following panels:



- The Configuration panel, to view details of the administrator-assigned configuration.



Troubleshooting

Settings file location

The location of the Admin-managed `settings.json` is dependent on the installation mode:

Installation mode	Settings location
--user	<code>%APPDATA%\Refinitiv\Refinitiv Workspace\Cache\Config\admin-managed-settings.json</code>
--machine-autoupdate-service	<code>%PROGRAMDATA%\Refinitiv\Refinitiv Workspace\Cache\Config\admin-managed-settings.json</code>
--machine-autoupdate-no	<code>%PROGRAMDATA%\Refinitiv\Refinitiv Workspace\Cache\Config\admin-managed-settings.json</code>
--machine-autoupdate-peruser	<code>%PROGRAMDATA%\Refinitiv\Refinitiv Workspace\Cache\Config\admin-managed-settings.json</code>

Accessing activity logs

The Activity Logs option allows you to review the maintenance activities that were performed on the Ultimate Parent account by client administrators.

By default, all log entries are show, sorted in new-to-old date order:

Log Date-Time	Log by	Account ID	Action	Application	Message
29 Oct 2024, 08:07:00			Delete	Group	
29 Oct 2024, 08:06:10			Update Group Memb...	Group	
29 Oct 2024, 08:05:22			Update Group Memb...	Group	
29 Oct 2024, 07:40:53			Update Group Memb...	Group	
29 Oct 2024, 07:33:53			Delete	Group	
29 Oct 2024, 07:33:35			Update Group Memb...	Group	
29 Oct 2024, 07:33:10			Update Group Memb...	Group	
29 Oct 2024, 07:33:00			Update Group Memb...	Group	
29 Oct 2024, 07:32:31			Update	Group	

However, they can be:

- Filtered by activities performed under the Configurations or Group menu items, and by a range of dates
- Sorted (or reverse sorted) by date, administrator, action, application, or message

Recorded activities

The following activities under the Group and Configurations menu items are recorded:

- Group
 - Create or delete group
 - Update group description
 - Add members using a CSV file
 - Remove members from the group
- Configurations
 - Create, delete or update a configuration
 - Share with or remove sharing from users or groups
 - Activate a configuration

Filtering activity logs

To filter activity logs by menu item, do the following:

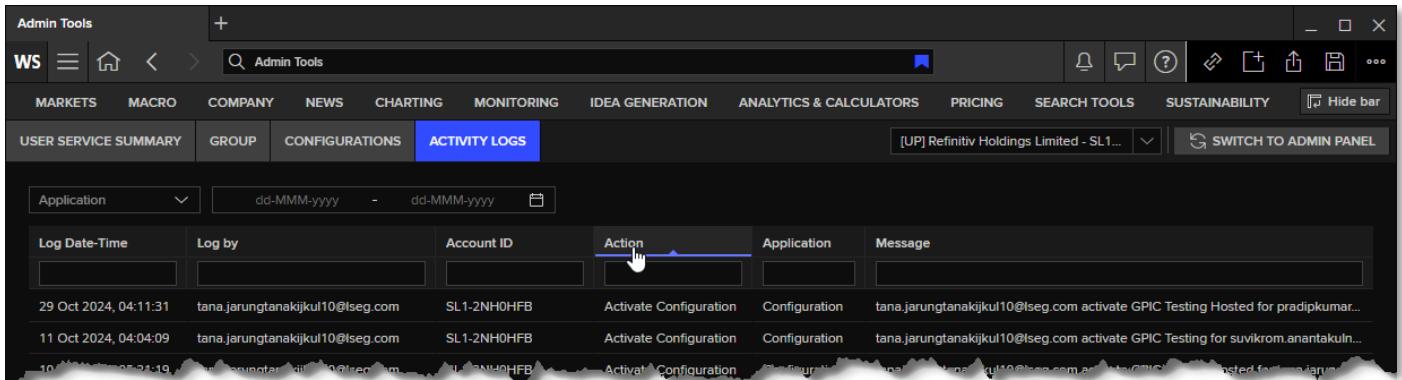
1. Click the **Application** drop down box.
2. From the list displayed, choose:
 - i. **All**, to display logs created by every activity performed using the Group and Configurations menu items.
 - ii. **Configuration**, to display only those logs created by activities performed using the Configurations menu item.

Application	dd-MMM-yyyy	dd-MMM-yyyy	Log by	Account ID
All				
Configuration				
Group				
Group	29 Oct 2024, 08:07:00			
Group	29 Oct 2024, 08:06:10			
Group	29 Oct 2024, 08:05:22			

- iii. **Group**, to display only those logs created by activities performed under the Group menu item.

Sorting activity logs

To sort activities, simply click the table heading by which you want to sort the activity list:



Log Date-Time	Log by	Account ID	Action	Application	Message
29 Oct 2024, 04:11:31	tana.jarungtanakijkul10@lseg.com	SL1-2NH0HFB	Activate Configuration	Configuration	tana.jarungtanakijkul10@lseg.com activate GPIC Testing Hosted for pradipkumar...
11 Oct 2024, 04:04:09	tana.jarungtanakijkul10@lseg.com	SL1-2NH0HFB	Activate Configuration	Configuration	tana.jarungtanakijkul10@lseg.com activate GPIC Testing for suvikrom.anantakul...
10 Oct 2024, 02:24:19	tana.jarungtanakijkul10@lseg.com	SL1-2NH0HFB	Activate Configuration	Configuration	tana.jarungtanakijkul10@lseg.com activate GPIC Testing Hosted for tana.jarung...

Mapping Entra accounts

System Cross-domain Identity Management (SCIM) is a protocol used to standardise how identity information is exchanged between entities. If your organisation is already using Entra, use of the **SCIM Integration** feature of Admin Tools allows you to register your Entra tenant on the LSEG platform, so Workspace users can authenticate through their Microsoft Windows SSO.

For more detailed information, refer to the [LSEG Workspace | Entra Administrator's Activation Guide](#).

Prerequisites

To register your Entra tenant on the LSEG platform, the following prerequisites must be met.

LSEG tasks:

- On the Ultimate Parent account of your organisation, set up a PLATFORM ADMIN IAM SCIM license (using deployment method 7).

Customer administrator tasks:

- Gain access to Workspace.
- Gain access to Admin Tools, permissioned with access to the SCIM Integration feature.
- Obtain the tenant Name and ID of your organisation. These can be found on portal.azure.com (opposite) or entra.microsoft.com.

Registering your Entra tenant

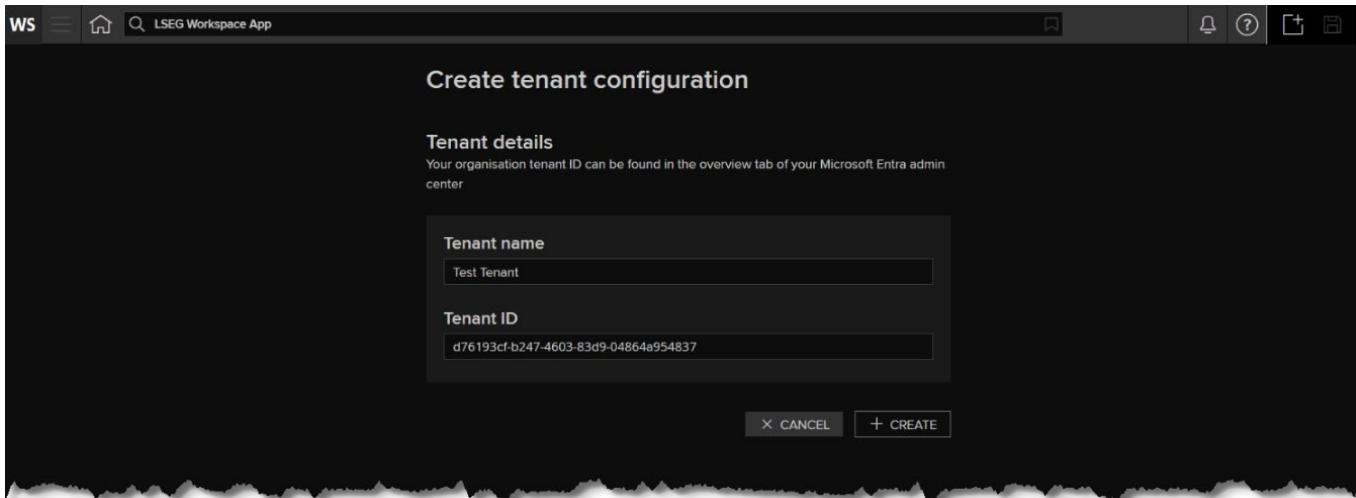
To register your Entra tenant information, do the following:

- In Admin Tools, select SCIM Integration¹⁴:

- Click + NEW TENANT.

¹⁴ If you have yet to install a SCIM license under your ultimate parent location, in Admin Tools version 2.7, a SCIM integration access restricted message is displayed in the panel.

The Create tenant configuration panel is shown.



3. Do the following, using information retrieved during the [Prerequisites](#) phase:

- In the **Tenant name** field, type the Tenant name of your organisation.
- In the **Tenant ID** field, type the Tenant ID of your organisation.
- Click **+ CREATE**.

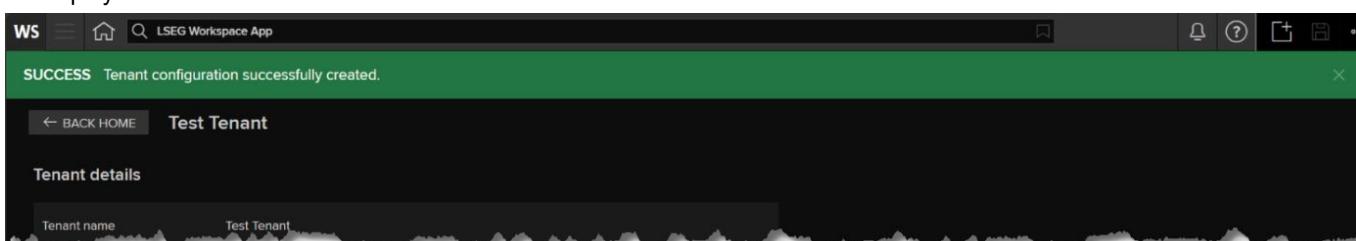
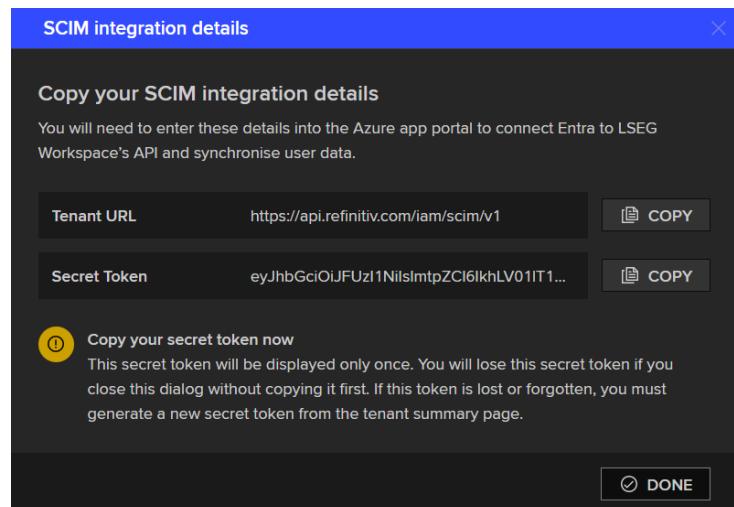
The SCIM Integration feature performs a series of tasks and informs you of progress using a checklist. Once integration is complete, the SCIM Integration details panel (opposite) is shown, containing the generated service account details:

- Tenant URL
- Secret Token¹⁵

4. Record¹⁶ these details for use in SCIM integration step 6, below, on the Azure / Microsoft Entra portal.

5. Click **DONE**.

The SUCCESS message shown in the example below is displayed.



6. On the Azure / Microsoft Entra portal, create a new non-gallery application¹⁷ for the appropriate product¹⁸.

¹⁵ The secret token is valid for six months. As such, as a half-yearly maintenance activity, you will need to generate a new token to re-link your Entra tenant to Workspace. As a reminder, admins will receive notifications at 30 days, 10 days, and one (1) day before the token expires.

¹⁶ If the service account details are misplaced, simply re-generate them using the Create tenant configuration panel.

¹⁷ For detailed information about this process and on provisioning users, refer to the [LSEG Workspace | Entra Administrator's Activation Guide](#).

¹⁸ Companion documents will be made available in Q4 2024 for Meeting Prep and LSEG Workspace.

7. In the Admin Credentials section, enter the Tenant URL and Secret Token obtained in step 4.
8. Click **Test Connection**.
9. Once connection is confirmed, to set up the SCIM provisioning, click **Save**.
10. Provision users¹⁷ to access the Meeting Prep application.

Provisioned user information is sent to LSEG to map their Entra Object IDs to their AAA User IDs, allowing users to authenticate into Workspace¹⁹ through the Entra SSO.

Once the tenant configuration has been created for your Ultimate Parent account, the tenant configuration is shown on the **SCIM Integration** landing page.

Microsoft Azure

Home > LSEG Workspace A | Enterprise applications > Enterprise applications | All applications > heimdall-test-scim | Overview

Provisioning

Save Discard

Provisioning Mode

Automatic

Use Microsoft Entra to manage the creation and synchronization of user accounts in heimdall-test-scim based on user and group assignment.

Admin Credentials

Admin Credentials

Microsoft Entra needs the following information to connect to heimdall-test-scim's API and synchronize user data.

Tenant URL * ⓘ

https://api.ppe.refinitiv.com/iam/scim/v1

Secret Token

Test Connection

Tenant name	Tenant ID	Service account	Status
Test Tenant	d76193cf-b247-4603-83d9-04864e954837	SCIM-04864a954837-account	Enabled

¹⁹ Entra SSO authentication is currently available for the Web (through <https://login.workspace.lseg.com/>) and OpenFin variants of Workspace.

Viewing user statistics

The **User Stats** option allows you to view usage history and technical information of a user after a successful login to Workspace Desktop, Workspace for Web, and Workspace for OpenFin. The display is divided into several sub-panels and includes:

- User information – Workspace user account information, such as user role, location, language, and so on.

This information provides you with details that can be used for Workspace-related issue investigation.

- PC information – The technical hardware and software specification of the selected user's PC, such as CPU, memory, OS version, computer name, OpenFin version, and so on.
- Workspace startup history – The five (5) most recent records where the selected user is successfully launched Workspace application.
- Streaming information – The user's Workspace streaming configuration, including connection protocols, load balancing setting, and so on.
- Connectivity health check – Important connectivity health check, such as the protocol used, whether the user has connectivity to Workspace platform, applications, Messenger, OpenFin, and so on.
- Application version information – For the November 2025 release, the Application Information panel has been extended to include additional information for Microsoft Office. The additional fields are:
 - Microsoft Office product details and version number
 - Workspace add-in for Office version number

For a detailed list of fields, refer to [Appendix B: User Stats fields](#).

STAT INFORMATION	
USER INFORMATION	
User Community	Equities
User Job Role	TRD
Account Name	Refinitiv
Ultimate Parent Name	Refinitiv Holdings Limited
Homepage	emea1.refinitiv
User Geographical Focus	Global
User Language	en-US
User Location	United Kingdom
Time Zone	UTC+01:00
PC INFORMATION (25 ITEMS)	
Available memory	12860.82421875
OS platform	Windows
Client OS edition	Windows 11 Enterprise 64-bit
OS version	10.0.22621
Computer name	[REDACTED]
CPU cores	16
CPU speed (MHz)	1400
Microsoft Excel version (32- or 64-bit)	64
Free disk space (bytes)	381964664832
OpenFin	true
CPU Threads/Logical processors	22
NICs	1
Screens	2
OpenFinRVM version	15.1.0.2
OS language	English United Kingdom
Physical memory (GB)	32
Primary screen scale factor	1

WORKSPACE STARTUP HISTORY	
1	23-May-2025 11:45:55 GMT
2	22-May-2025 14:18:28 GMT
3	21-May-2025 09:33:51 GMT
4	20-May-2025 12:00:08 GMT
5	19-May-2025 14:09:46 GMT

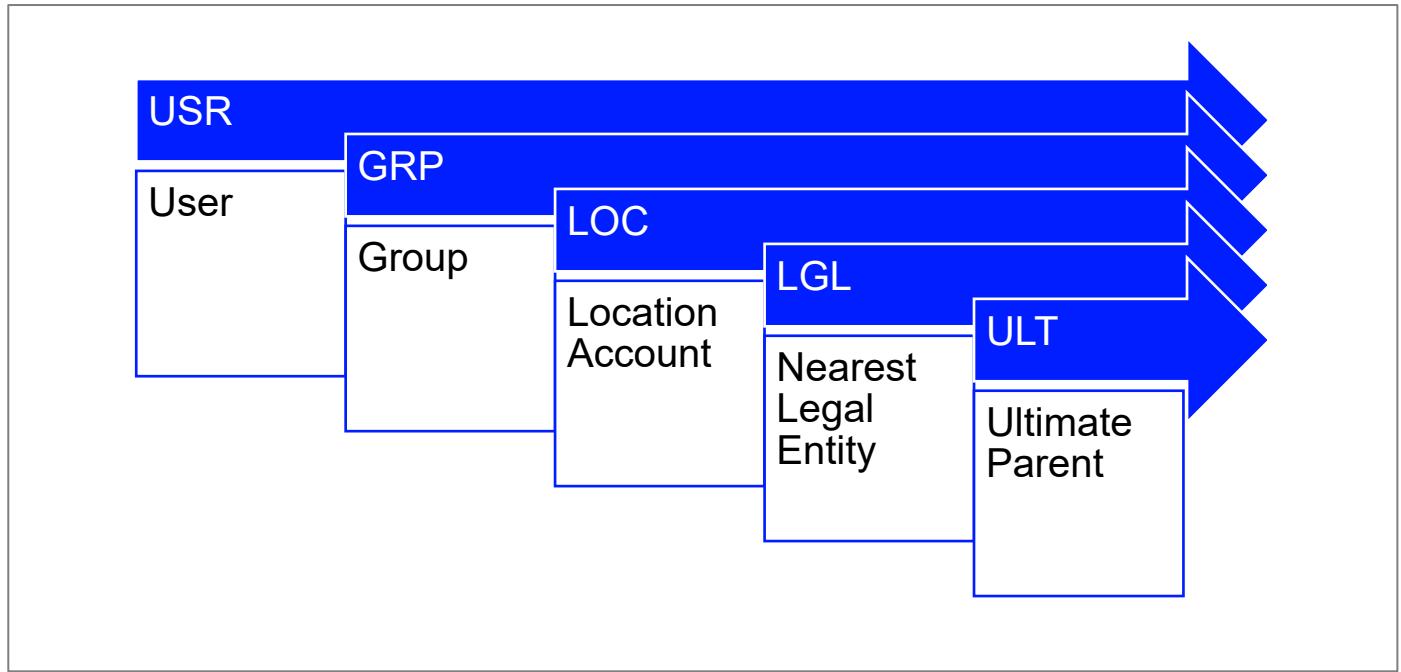
STREAMING INFORMATION	
STREAMING CONFIGURATION INFORMATION (10 ITEMS)	
Is Local Connection Used	false
Random Load Balancing Used	true
Multiple ADS (fallback ADS) Used On Primary Connection	false
No. of Local RTDS Connections Configured (Local + Additional)	0
Confabulation Rate (ms)	300
No. of Aliases Defined	0
Default DACS Username	true
Default DACS Position	true
Disabled Contribution For Feeds	false
STREAMING CONNECTION INFORMATION (3 ITEMS)	
Protocol Used	rwlwss://
Connection Name	hosted
Real-Time Connectivity Mode	hosted

APPLICATION INFORMATION	
Chrome version	Not installed Chrome
Microsoft Excel version (32- or 64-bit)	64
OpenFin	true
OpenFinRVM version	18.0.0.81
Messenger license	true
Messenger app version	1.18.1.19
Office product	Microsoft 365 Apps for enterprise
Office product version	Bulid: 19231.20246 Click-to-Run (x64)
Workspace add-in version	26.18.8.0

Appendix A: User permissions hierarchy

Configurations or content settings can be assigned to users, account entities, and groups. As such, it is important to consider the hierarchy that determines which settings are applied.

The following diagram illustrates the override user permission hierarchy:



Appendix B: User Stats fields

For administrators of Workspace Desktop, Workspace for OpenFin, and Workspace for Web, the fields listed below are found under the User Stats section of Admin Tools.

Field name	Description	Example value
User Information		
User community	LSEG-assigned role category, assigned during user creation	Equites
User job role	LSEG-defined job role, user selection during first login	MKD
Account name	Account or company name of the user	Refinitiv
Ultimate parent name	Parent account name, usually the full company name, for the user	Refinitiv Holdings Limited
Homesite	Primary LSEG service location for the user	emea1refinitivmon
User geographical focus	User geographical focus, related to licensing	Global
User language	The Language setting, defined when the selected user's profile was created in the Workspace user database.	en-US
User location	User location setting	United Kingdom
Time zone	User time zone setting	UTC+01:00
PC Information		
Available memory	Free RAM, shown in bytes, on the selected user's machine.	30000.12345678
OS platform	The operating system installed on the selected user's machine	Windows
Client OS edition	The operating system edition	Windows 11 Enterprise 64-bit
OS version	The operating system version number	10.0.22631
Computer name	The name given to the selected user's computer	CPC-A-DW00K
CPU cores	Number of CPU cores	16
CPU speed (Mhz)	CPU speed, in megahertz	2450
Microsoft Excel version (32- or 64-bit)	Microsoft Excel version	64
Free disk space (bytes)	Available disk space, in bytes	207036500000
OpenFin	Whether OpenFin RVM is installed	true
CPU threads/Logical processors	Number of CPU threads / logical processors	22
NICs	Number of network interface cards	1
Screens	Number of active screens connected to the selected user's machine	2

Field name	Description	Example value
OpenFinRVM version	The Runtime Version Manager (RVM) is a background process that manages OpenFin updates and other functions	15.1.0.2
OS language	Operating system language	English United Kingdom
Physical memory (GB)	Physical memory, in gigabytes	32
Resolution – screen 1	Resolution of screen 1, in pixels, as defined in your operating system display settings.	1536 x 864
Resolution – screen 2	Resolution of screen 2, in pixels.	1920 x 1080
Secure protocol	Selected secure communication protocol(s)	TLS 1.2, TLS 1.3
System memory usage (GB)	System memory usage, in gigabytes	19.12345678901234
Resolution - all	The total width of all connected screens by the largest height, in pixels	3456 x 1080
Windows login user ID	The Windows login ID of the selected user	jdoe
Workspace memory usage	Workspace app usage in MB	1150
User time zone	User Time Zone	UTC+01:00
Workspace Desktop		
Account name	Account name for the user	Refinitiv
Cache ²⁰ path	Application catch path	%APPDATA%\Refinitiv\Refinitiv Workspace\Cache
External IP	External IP addresses that connect to LSEG Workspace	167.103.63.94, 64.252.103.239
Application installation path	Workspace installation path	%PROGRAMFILES%\Refinitiv\Refinitiv Workspace\1.26.155
Log folder size (MB)	Workspace log folder size in MB	1.44
Application log path	Workspace log path	%LOCALAPPDATA%\Refinitiv\Refinitiv Workspace Logs
Product version	Workspace desktop version	1.26.170
User ID	Workspace login username	jane.doe@lse.com
Connection type	Whether Workspace connects to the Internet or through a Private network	internet
Installer mode	Workspace installation mode ²¹	machine-autoupdate-service

²⁰ OpenFin only: A cache of important user data is stored in the Core Runtime path, which contains login details and window positions. It is also used to store typical Web browser cache data, such as cookies and information stored using the standard IndexedDB or local storage APIs.

²¹ For more information about installer modes, refer to the Installing Workspace section of [Workspace Installation and Configuration Guide](#).

Field name	Description	Example value
Is installed messenger only mode	Whether Workspace is installed as Messenger only mode. If this is has the value <code>true</code> , the selected user is only able to run Workspace Messenger and cannot access Workspace desktop or other features.	false
Connection mode	User authentication method	AAA
User local usage	Language setting currently in use on the Workspace desktop	en-US
Workspace user log level setting	Application log level ²²	info
Connectivity Platform - OpenFin		
app-directory.openfin.co		true
cdn.openfin.co		true
dl.openfin.co		true
ingest.openfin.co	Whether the selected user can connect to the required OpenFin domains.	true
install.openfin.co	To allow access to multiple subdomains, *.openfin.co must be whitelisted in the user's network.	true
of.os.openfin.co	For further information, refer to Antivirus and access controls Here Core Developer Guide .	true
start.openfin.co		true
workspace.openfin.co		true
is-local-enabled		true
Streaming configuration information		
Local connection	Whether the selected user's connection is local connection mode	false
Random load balancing	Whether random load balancing is defined in the selected user's streaming configuration	false
Multiple ADSs (fallback) on primary connection	Whether multiple ADSs (used for fallback) are used on primary connection	false
Local RTDS connections configured (Local + Additional)	The number of local RTDS connections configured (local + additional)	1
Conflation rate (ms)	Conflation (or <i>data refresh</i>) rate, in milli-seconds	300
Aliases	Number of local feed aliases defined	18
Default DACS username ²³	Whether the default Real-Time Data Access Control System username is used	true
Default DACS position ²³	Whether the default Real-Time Data Access Control System position is used	true
Disabled contribution for feeds	Whether data feed contribution is disabled for the selected user (the	false

²² For further information, refer to the **Using the logs viewer** section of the [Workspace Installation and Configuration Guide](#).

²³ For further information, refer to the **Real-Time Data Access Control System configuration** section of the [Workspace Installation and Configuration Guide](#).

Field name	Description	Example value
	EIKON.STREAMING.API.LOCAL.DISABLEDCONTRIBUTIONOURCES setting ²⁴).	
DPRM port	The port used by Deployed Permissions Reconciliation Manager (DPRM) service ²⁵	
Connectivity Testing		
sts.identity.ciam.refinitiv.net login.ciam.refinitiv.com	Check connectivity to login services	
amers1.heartbeat.ciam.refinitiv.net amers1.identity.ciam.refinitiv.net amers2.heartbeat.ciam.refinitiv.net amers2.identity.ciam.refinitiv.net apac1.heartbeat.ciam.refinitiv.net apac1.identity.ciam.refinitiv.net emea1.heartbeat.ciam.refinitiv.net emea1.identity.ciam.refinitiv.net sts.identity.ciam.refinitiv.net	Check connectivity to the login service heartbeat	
https://wag.workspace.lseg.biz/healthcheck (new) https://wag.workspace.lseg.com/healthcheck (new)	Connectivity to the new Geenfield Azure	
workspace.refinitiv.com	Connectivity to Workspace product page - internet	
workspace.extranet.refinitiv.biz amers1-workspace.extranet.refinitiv.biz amers2-workspace.extranet.refinitiv.biz apac1-workspace.extranet.refinitiv.biz emea1-workspace.extranet.refinitiv.biz	Connectivity to Workspace product page - private	
cdn.refinitiv.com	Tests connectivity to content delivery network over internet	
amers1-cdn.extranet.refinitiv.biz amers2-cdn.extranet.refinitiv.biz apac1-cdn.extranet.refinitiv.biz emea1-cdn.extranet.refinitiv.biz	Tests connectivity to content delivery network over private network	
apps.platform.refinitiv.com amers1-apps.platform.refinitiv.com amers2-apps.platform.refinitiv.com apac1-apps.platform.refinitiv.com emea1-apps.platform.refinitiv.com apps.platform.refinitiv.biz amers2-apps.platform.refinitiv.biz emea1-apps.platform.refinitiv.biz apac1-apps.platform.refinitiv.biz	Tests connectivity to Workspace applications over internet and private network	

²⁴ For further information about the disabled data feed contribution and other settings, see the **Workspace configuration** section of the [Workspace Installation and Configuration Guide](#).

²⁵ For further information regarding the DPRM service, refer to the **DPRM configuration** section of the [Workspace Installation and Configuration Guide](#).

Field name	Description	Example value
app.rad.refinitiv.com app.rad.refinitiv.biz	Tests connectivity to Advanced Dealing	
amers1-views.platform.refinitiv.com amers2-views.platform.refinitiv.com apac1-views.platform.refinitiv.com emea1-views.platform.refinitiv.com amers1-views.platform.refinitiv.biz amers2-views.platform.refinitiv.biz apac1-views.platform.refinitiv.biz emea1-views.platform.refinitiv.biz	Tests connectivity to Workspace View over internet and private network	
api.refinitiv.com amers1-gateway.platform.refinitiv.com amers2-gateway.platform.refinitiv.com apac1-gateway.platform.refinitiv.com emea1-gateway.platform.refinitiv.com amers1-proxy.platform.refinitiv.com amers2-proxy.platform.refinitiv.com apac1-proxy.platform.refinitiv.com emea1-proxy.platform.refinitiv.com	Checks connectivity to API/s	
messenger.collaboration.refinitiv.com messenger.refinitiv.com	Checks connectivity to Messenger platform over internet	
messenger.collaboration.refinitiv.com messenger.refinitiv.com	Checks connectivity to Messenger platform over internet	
amers-messenger.collaboration.refinitiv.biz amers1-messenger.extranet.refinitiv.biz amers2-messenger.extranet.refinitiv.biz apac-messenger.collaboration.refinitiv.biz apac1-messenger.extranet.refinitiv.biz emea-messenger.collaboration.refinitiv.biz emea1-messenger.extranet.refinitiv.biz messenger.extranet.refinitiv.biz	Checks connectivity to Messenger platform over private network	
app-directory.openfin.co cdn.openfin.co dl.openfin.co ingest.openfin.co install.openfin.co of.os.openfin.co start.openfin.co workspace.openfin.co	Checks connectivity to OpenFin	

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