

# LSEG Workspace | Messenger

## Release Notes

EAP release version

**LSEG Messenger version 1.20** is a consolidated release that includes all enhancements and fixes introduced in EAP version 1.19, providing a unified and optimized experience. This document summarises these features and fixes.

### Release schedule

EAP release date: 10 January 2026  
General release date: 20 January 2026

### Release summary

The table below lists the improvements made and issues resolved in this release:

New features	Fixes
<b>Messenger</b> <ul style="list-style-type: none"><li>Pinned conversations: Increased to 20 conversations.</li><li>Increase contact limits: Contact limit raised from 1,000 to 1,500 to support larger teams and growing communication needs.</li><li>Chatroom participant count: A bubble showing the number of online participants in a chat is now displayed.</li><li>Layout Sharing to BLC and MCR: Users can now share layouts through Messenger; not only with individual contacts but also with BLCs and MCRs. Previously, sharing was limited to individuals.</li><li>Messenger pop-out: Refactor the Messenger pop-out component to modernize its architecture and improve platform stability and scalability. This update reduces pop-out errors, ensures the platform can handle growing usage demands, and provide a smoother, more reliable user experience when using the pop-out feature.</li><li>Chatroom ID in the profile card: Users can view the chatroom ID in profile card. This aids support and troubleshooting.</li><li>UI enhancement: Enhance the Messenger UI by updating the order of contacts and group names displayed via the top navigation search. The new order—Desk, BLC, MCR, 1-1, and Blast—improves discoverability and prioritization of key communication channels, enabling users to find the most relevant contacts faster and enhancing overall efficiency and user experience.</li><li>Virtual scrolling: Introduce virtual scrolling to optimize memory utilization in the Messenger platform. By rendering only visible messages, we significantly reduce resource consumption, leading to improved performance,</li></ul>	<ul style="list-style-type: none"><li>Fix incorrect sequence display: When users entered a numbered list, such as 1., 2., 3., 4., Messenger incorrectly displayed message 1. repeatedly, instead of the correct numerical sequence.</li><li>Forcibly removed users: 'B' provisioned users were being forcibly removed from managed chatrooms with the <b>BLOCKED: Joining this multilateral chat is prohibited by your organization's active compliance policy error message.</b></li><li>Fix inconsistent UI display: Print page was incorrectly added at the bottom of the Messenger screen and caused the top section to be hidden.</li><li>Message history not loading on pop-out: When the main Messenger window is reloaded, the message history fails to load in conversations that were previously popped out and remain open.</li><li>MCR chat room removal: When selecting the <b>Remove Contacts</b> option, chat rooms are not properly removed from the group chat.</li><li>Incorrect display: When using CTRL + Down with Print Chat Messages feature, the user interface is displayed incorrectly</li><li>App freezing: In MCR, the Messenger app freezes if users attempt to print more than 1000 messages from a chat group with more than 1000 members.</li></ul>

New features	Fixes
<p>smoother scrolling, and enhanced platform stability. These changes strengthen reliability and scalability, ensuring a better user experience while supporting future growth.</p> <ul style="list-style-type: none"> <li>Performance improvement: Improve Messenger platform performance by reducing app start-up time and enabling parallel processing for the user presence status workflow. This update addresses inconsistencies in user presence across messaging activities, ensuring faster access, more accurate status updates, and a smoother, more reliable user experience.</li> <li>Error handling: Improved error handling when adding duplicated bot service accounts in a contact list.</li> </ul>	
Trading	
<ul style="list-style-type: none"> <li>Advanced Dealing (AD) Access on Web Messenger: AD users can now trade directly on Web Messenger, providing a more convenient and streamlined trading experience without switching platforms. AD administrators have the flexibility to enable or disable web access for individual users, ensuring better control and security. This enhancement improves efficiency and user experience by integrating trading capabilities within the Messenger interface.</li> <li>Customisable keypad sounds: New sound feedback for trading keypad actions, configurable through Messenger settings.</li> <li>Command Update: The <code>/REJECT CONFIRM</code> command is now displayed as <code>/AMEND</code> in the user interface. The description for the command is Amend the ticket details.</li> </ul>	<ul style="list-style-type: none"> <li>Incorrect slash command visibility: The <code>/TRANSFER</code> command is no longer shown in the slash command panel for users with the Initiator role.</li> <li>Missing trade details on pop-out: Trade details are missing in pop-out windows when sent from the New Trade Ticket or New Trade Affirmation.</li> <li>Wrongly displayed Bot messages: Trading Bot messages are shown in Message Monitor.</li> <li>Incoming trade requests and Interest messages: These messages are not shown in the incoming request after reloading or re-login.</li> <li>Lost trade details: When switching to pop-up during negotiation, trade details are not displayed.</li> </ul>

## Version History

This table provides a summary of features and fixes that were introduced in previous releases of LSEG Messenger:

Ver.	Released	Function	Features	Fixes
1.18 <sup>1</sup>	15 Nov 2025	Messenger	<ul style="list-style-type: none"> <li>Performance enhancements: Implemented parallel processing and shared context for messaging activities to optimize system performance. These improvements enhance the efficiency of 1:1 chats, group chats, and Blast messaging, reducing delays in trade execution and, in most cases, resolving inconsistencies in user presence status.</li> <li>Enhanced error handling for pop-outs: Improved error handling ensures a smoother experience when working with pop-out windows.</li> <li>Quick Blast: Send Quick Blast messages instantly by pressing the Enter key.</li> <li>Auto-restore focus when switching conversations: For a smoother experience, conversation switching now focuses automatically on the most recent chat.</li> <li>Resizable message box: For a more comfortable experience, users can now adjust the size of the message input area.</li> </ul>	<ul style="list-style-type: none"> <li>Send email from contact name card: It was not possible to create an email by clicking the icon in the name card of a contact.</li> <li>Incorrect status name: The wrong status name was displayed on Web Messenger.</li> <li>Persistent selection in Print options: The Print and Select All options remained selected after choosing Select None.</li> <li>Message colour persistence: Message colours persisted incorrectly across sessions or messages.</li> <li>Font settings saved: User font preferences were lost between logins.</li> <li>Duplicate user validation in MCR chatroom: Chatroom users could be duplicated during domain changes.</li> </ul>

<sup>1</sup> Version 1.18 was a consolidated release that was made available for EAP customers only.

Ver.	Released	Function	Features	Fixes
			<ul style="list-style-type: none"> <li>• Increase contact limits: Contact limit raised from 1,000 to 1,500 to support larger teams and growing communication needs.</li> <li>• Layout Sharing to BLC and MCR: Users can now share layouts through Messenger; not only with individual contacts but also with BLCs and MCRs. Previously, sharing was limited to individuals.</li> </ul>	
		Trading	<ul style="list-style-type: none"> <li>• Create a trade from a custom folder: Traders can now initiate a trade directly from a custom folder in the main window. The NEW TRADE function opens in a pop-out window, with the Desk member field pre-filled, enabling faster and more accurate trade setup.</li> <li>• Customisable keypad sounds: New sound feedback for trading keypad actions, configurable through Messenger settings.</li> <li>• Command Update: The /REJECT CONFIRM command is now displayed as /AMEND in the user interface. The description for the command is Amend the ticket details.</li> </ul>	<ul style="list-style-type: none"> <li>• Autocomplete selection issue: Clicking a suggestion did not select the autocomplete message.</li> <li>• Missing suggestion panel: The suggestion panel did not appear correctly when typing words that matched previous messages.</li> <li>• Unintended placeholder text: Placeholder text appeared unexpectedly when users began typing a new message.</li> </ul>
1.16 <sup>2</sup>	04 Oct 2025	Messenger	<ul style="list-style-type: none"> <li>• Message preview improvement</li> <li>• Message colour customization</li> <li>• Switch between chats using keyboard shortcuts</li> <li>• Improve print and save chat messages</li> <li>• Improve UI synchronization and chart initialization</li> <li>• Start chat from participant list</li> <li>• Save selection after adding new user in Blast</li> <li>• Compact mode</li> <li>• Preview lines</li> <li>• Navigation to Chat from BLCs/MCRs/Blasts</li> <li>• Add company name in Compact mode</li> </ul>	<ul style="list-style-type: none"> <li>• Cuts text after hyphen</li> <li>• Profile card delay</li> <li>• Copy/paste bug</li> <li>• Sharing bug</li> </ul>
		Advanced Dealing	<ul style="list-style-type: none"> <li>• Introduce New Trade from custom folder</li> <li>• Auto-complete message enhancement</li> <li>• Trading command enhancement</li> <li>• Performance improvements</li> </ul>	
1.14	27 Aug 2025	Messenger	<ul style="list-style-type: none"> <li>• Blast chat pop-out</li> <li>• Increase max pop-outs from 10 to 30</li> </ul>	<ul style="list-style-type: none"> <li>• Scrolling</li> <li>• Undefined user loading</li> </ul>
1.13.1	04 Aug 2025	Messenger	<ul style="list-style-type: none"> <li>• Performance improvement</li> <li>• Standalone mobile messenger</li> <li>• Internal vs external notification</li> <li>• MCR admin email update</li> <li>• Switch between chats</li> </ul>	<ul style="list-style-type: none"> <li>• Pop-out window bug</li> <li>• Blast lag fix</li> </ul>
1.13	12 Jul 2025	Messenger	<ul style="list-style-type: none"> <li>• Pop-out resize</li> <li>• CRO leaving chat workflow</li> </ul>	<ul style="list-style-type: none"> <li>• Search profile display slowness</li> <li>• Disclaimer scroll issue</li> <li>• Typing indicator disabled</li> <li>• Various bug fixes</li> </ul>

<sup>2</sup> Version 1.16 included features and fixes for version 1.15.

## About this document

The LSEG Messenger Release Notes document provides a summary of the features and fixes introduced in each release of the app. The improvements that are introduced in each subsequent release of LSEG Messenger are intended to enhance the user experience of brokers and sales traders, while addressing any issues that were discovered.

## Additional resources

To:

- 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](mailto:DocFeedback@lseg.com).

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