

LSEG Workspace | Messenger

Release Notes

EAP release version

LSEG Messenger version 1.23 delivers a cleaner, more consistent interface with refined interactions and improved usability across the message experience. This document summarises these features and fixes.

Release schedule

EAP release date: 26 February 2026

General release date: 28 February 2026

Release summary

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

New features	Fixes
Messenger <ul style="list-style-type: none">• Clearer message formatting: In sent messages, line breaks and blank space are preserved.• Consistent chat highlighting: Improvements made to the visibility of chat highlights.	<ul style="list-style-type: none">• Switching chatrooms: The Enter message button is disabled when switching between the same chatroom type.• Blocked contacts: Access Control List issue where blocked contacts reappear in conversations.• Hidden message lines: Cannot access the first few lines of long messages – ones with over 16 lines – in the input box.• Removed participants: On the Blast pop out, removed participants were automatically re-added.• Web disclaimer display: When switching between conversations, the Web disclaimer is displayed incorrectly.
Trading <ul style="list-style-type: none">• Ticket suppression: New setting to suppress Advance Dealing tickets.• Autosuggestion: Added Manual mode autosuggestions on the Trade tab.• Performance improvements: Trading workflow enhancements, including IndexedDB migration optimisation.• Pop out improvements: The performance and synchronization reliability for pop outs is enhanced.	<ul style="list-style-type: none">• UI flicker: When the main app is zoomed, pop out windows flicker.• Pop out duplication: During high usage, Trading pop outs are duplicated.• Message history: Network issues may cause the loss of Trading message history.• Web Trader name: The user name displayed for Web traders is shown as Unknown.

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
1.22	14 Feb 2026	Messenger	<ul style="list-style-type: none"> Hidden participant list: In a group chat: the participants list on the right-side panel is now hidden, by default. This reduces CPU and memory usage by the Messenger app when accessing chatroom. Search shows active users only: Search results previously contained all AAA users, including inactive and those without a Messenger license. With this change, only those users that have been active on Messenger, within the last 180 days, are shown. Auto-chatroom archiving turned off: To streamline operations, this feature is turned off, by default. It will be revisited based on IT control and governance requirements. 	<ul style="list-style-type: none"> Missing chat history: Brief network interruptions or blips may cause sporadic losses of chat history.
		Trading	<ul style="list-style-type: none"> Grid mode freezes: Improvements to grid mode rendering to prevent freezing during high volume trading activity. 	<ul style="list-style-type: none"> Offline user status: The present status for users is displayed incorrectly in trade tickets. The UI always shows the user status as offline. Negotiations chat location: Some negotiation chatrooms are displayed in the Recent section, rather than under Negotiations. Recent chat persistence: After re-logging into Messenger, recently closed trade negotiations are not shown in the Recent section. Access control: Users defined as Workspace-only, when accessing Messenger for Web, should not be able to perform trade commands.
1.21	07 Feb 2025	Messenger	<ul style="list-style-type: none"> 1:1 chat: Click a chatroom participant to instantly open a direct conversation. Emoji enhancements: Emoji shortcuts and larger emoji sizes are now supported. Performance improvement: Refined application synchronization across Messenger windows. BLC/MCR room renaming: Updated room names no longer show the previous name in brackets. Remote logging: This new feature enables LSEG to investigate issues, using more detailed technical information. 	<ul style="list-style-type: none"> Scrolling issue: Users do not jump to the latest message when content exceeded the display window. Buzz messaging: If the text in a sent message contained the word <code>buzz</code>, the system sent a buzz instead of the actual message. Updating custom groups: Add, rename, and delete actions in the contact lists of custom groups were not reflected consistently. Blank conversations: BLC/MCR conversations appeared blank due to access control list issues. Chat history loading: After re-logging in, chat history would occasionally fail to load in pop out. Multiple Blast issues: These included errors when sending to large participant groups, missing Blast tab, and automatic removal of MCR participants.
		Trading	<ul style="list-style-type: none"> Clearing history Warning prompt: When clearing autocomplete history, a warning prompt is now displayed, requiring users to confirm this action. 	<ul style="list-style-type: none"> Conversation visibility: Ended conversations were occasionally still visible in the conversation panel. Text formatting: Negotiation text displaying incorrectly in grid and tile modes. Keypad navigation: Using the keypad to navigate can result in switching to invalid chats. Frozen trade status: Trades could get stuck in <code>waiting</code> state after text is entered, preventing completion. Autosuggested messages: The chronological order is not always correct.

Ver.	Released	Function	Features	Fixes
1.20 ¹	20 Jan 2025	Messenger	<ul style="list-style-type: none"> Pinned conversations: Increased to 20 conversations. Increase contact limits: Contact limit raised from 1,000 to 1,500 to support larger teams and growing communication needs. Chatroom participant count: A bubble showing the number of online participants in a chat is now displayed. 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. 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. Chatroom ID in the profile card: Users can view the chatroom ID in profile card. This aids support and troubleshooting. 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. 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, smoother scrolling, and enhanced platform stability. These changes strengthen reliability and scalability, ensuring a better user experience while supporting future growth. 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. Error handling: Improved error handling when adding duplicated bot service accounts in a contact list. 	<ul style="list-style-type: none"> 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. Forcibly removed users: 'B' provisioned users were being forcibly removed from managed chatrooms with the <code>BLOCKED: Joining this multilateral chat is prohibited by your organization's active compliance policy error</code> message. Fix inconsistent UI display: Print page was incorrectly added at the bottom of the Messenger screen and caused the top section to be hidden. 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. MCR chat room removal: When selecting the Remove Contacts option, chat rooms are not properly removed from the group chat. Incorrect display: When using CTRL + Down with Print Chat Messages feature, the user interface is displayed incorrectly 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.
		Trading	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> Incorrect slash command visibility: The <code>/TRANSFER</code> command is no longer shown in the slash command panel for users with the Initiator role. 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. Wrongly displayed Bot messages: Trading Bot messages are shown in Message Monitor.

¹ Version 1.20 was a consolidated release that includes all enhancements and fixes introduced in EAP version 1.19.

Ver.	Released	Function	Features	Fixes
			<ul style="list-style-type: none"> Customisable keypad sounds: New sound feedback for trading keypad actions, configurable through Messenger settings. 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. 	<ul style="list-style-type: none"> Incoming trade requests and Interest messages: These messages are not shown in the incoming request after reloading or re-login. Lost trade details: When switching to pop-up during negotiation, trade details are not displayed.
1.18 ²	15 Nov 2025	Messenger	<ul style="list-style-type: none"> 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. Enhanced error handling for pop-outs: Improved error handling ensures a smoother experience when working with pop-out windows. Quick Blast: Send Quick Blast messages instantly by pressing the Enter key. Auto-restore focus when switching conversations: For a smoother experience, conversation switching now focuses automatically on the most recent chat. Resizable message box: For a more comfortable experience, users can now adjust the size of the message input area. Increase contact limits: Contact limit raised from 1,000 to 1,500 to support larger teams and growing communication needs. 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. 	<ul style="list-style-type: none"> 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. Incorrect status name: The wrong status name was displayed on Web Messenger. Persistent selection in Print options: The Print and Select All options remained selected after choosing Select None. Message colour persistence: Message colours persisted incorrectly across sessions or messages. Font settings saved: User font preferences were lost between logins. Duplicate user validation in MCR chatroom: Chatroom users could be duplicated during domain changes.
		Trading	<ul style="list-style-type: none"> 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. Customisable keypad sounds: New sound feedback for trading keypad actions, configurable through Messenger settings. 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. 	<ul style="list-style-type: none"> Autocomplete selection issue: Clicking a suggestion did not select the autocomplete message. Missing suggestion panel: The suggestion panel did not appear correctly when typing words that matched previous messages. Unintended placeholder text: Placeholder text appeared unexpectedly when users began typing a new message.
1.16 ³	04 Oct 2025	Messenger	<ul style="list-style-type: none"> Message preview improvement Message colour customization Switch between chats using keyboard shortcuts Improve print and save chat messages Improve UI synchronization and chart initialization Start chat from participant list Save selection after adding new user in Blast Compact mode Preview lines Navigation to Chat from BLCs/MCRs/Blasts Add company name in Compact mode 	<ul style="list-style-type: none"> Cuts text after hyphen Profile card delay Copy/paste bug Sharing bug

² Version 1.18 was a consolidated release that was made available for EAP customers only.

³ Version 1.16 included features and fixes for version 1.15.

Ver.	Released	Function	Features	Fixes
		Advanced Dealing	<ul style="list-style-type: none"> Introduce New Trade from custom folder Auto-complete message enhancement Trading command enhancement Performance improvements 	
1.14	27 Aug 2025	Messenger	<ul style="list-style-type: none"> Blast chat pop-out Increase max pop-outs from 10 to 30 	<ul style="list-style-type: none"> Scrolling Undefined user loading
1.13.1	04 Aug 2025	Messenger	<ul style="list-style-type: none"> Performance improvement Standalone mobile messenger Internal vs external notification MCR admin email update Switch between chats 	<ul style="list-style-type: none"> Pop-out window bug Blast lag fix
1.13	12 Jul 2025	Messenger	<ul style="list-style-type: none"> Pop-out resize CRO leaving chat workflow 	<ul style="list-style-type: none"> Search profile display slowness Disclaimer scroll issue Typing indicator disabled Various bug fixes

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.

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