

REFINITIV WORKSPACE SYSTEM REQUIREMENTS

The list of system requirements that users must meet to run Refinitiv Workspace® on a personal computer, where the operating system is either Microsoft® Windows® or Apple® macOS®.

Desktop access ¹

	Recommended	Minimum
Processor ²	Intel® i7 or faster processor Logical processors: 3	Intel i5 Logical processors: 2
Graphics Processing Unit (GPU)	It is strongly recommended that 3D GPU acceleration is enabled. Workspace is based on Chromium, which uses the GPU for rendering environments.	
Memory	Single screen: 8Gb Multiple Screens ³ : 16Gb	8Gb
Hard Disk	SSD, 3 GB free disk space or higher	1 GB free disk space
Display Settings	1920 x 1080	1280 x 1024
Virtual Desktop Infrastructure ⁴	Support is based on the ability of VDI platforms to continuously meet the minimum system requirements.	
Windows OS	10 64-bit	
macOS ⁵	10.13 (High Sierra) or higher	
Microsoft Software ^{6 7}	The latest versions of: • Office 2013 • Office 2016 • Office 2019 • Microsoft 365®	

Web access

	Recommended	Minimum
Display Settings	1920 x 1280	1024 x 768
Web Browser ⁸	Workspace web access is supported on the following versions of: Google Chrome™ - Stable channel version(s) Microsoft Edge - Microsoft-maintained version(s) Apple Safari® - running under the Workspace-supported versions of macOS	

¹ Higher specifications may be required depending on concurrent use of Workspace with other Refinitiv or third-party applications.

² Apple M1 processor support is currently scheduled for early 2022.

³ With Advanced Monitoring - multiple screens, running different applications.

⁴ Refinitiv currently provides limited testing support and technical advice on Citrix® VDI solutions. However, customers deploying a VDI solution should consider the following when deploying, updating, and running Workspace:

- The impact of network latency and equipment used.
- The potential for virtualization machines to adversely affect performance for end users.

⁵ Support for macOS 11 (Big Sur) was added in Workspace version 1.13. It is not supported in earlier releases.

⁶ Workspace supports 32-bit and 64-bit versions of Microsoft Office (for Windows only).

⁷ Microsoft Office is not supported:

- On Windows, if it is installed through Windows Store.
- On macOS, currently.

⁸ Workspace may run on other releases of these browsers, but you might not be able to use all features.

Mobile access

		Recommended	Minimum
Required Storage			64Mb
Display Settings		2436 x 1125	1136 x 640
Supported Models	iPhone	X (or newer)	iPhone 5s (or newer)
Operating System	iOS		13 (or higher)

Virtualized environments

Requirements

	Recommended	Minimum
vCPUs (per user)⁹	6	4

Citrix

In the following tables, for each Citrix environment, the columns group CVAD combinations that Refinitiv has tested:

XenApp			
Long Term Service Release	7.6	7.15	CVAD 7 1912
Cumulative Update	9	5	2
Server OS	Windows Server 2012 R2 Datacenter	Windows Server 2016 Datacenter	Windows Server 2019 Datacenter and Standard edition

XenDesktop			
Environment version	7.6	7.15	CVAD 7 1912
Cumulative Update	9	5	2
Hypervisor	Citrix XenServer 7.6	Citrix XenServer 7.6	Citrix XenServer 8.1

Workspace app			
App version	LTSR 4.9 (14.9.9000.33)	1911 for Windows (19.11.0.50)	1912 for Windows (19.12.2000)
Cumulative Update	9	-	2

Data transfer

User type ▼ \ Deployment ►	Desktop	Web
Investment Banking	85 kb/s	75 kb/s
Wealth Management	110 kb/s	85 kb/s

⁹ A minimum of two logical processors are required per user. Power and multi-screen users require more logical processors per user.