LSEG Workspace for HERE Core

Frequently Asked Questions

LSEG DATA & ANALYTICS

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About this document

This document outlines answers to questions that may arise when customers are deploying and running LSEG Workspace for HERE Core™ (formerly OpenFin).

In this guide

This is a short guide featuring answers to frequently asked questions from customers using LSEG Workspace for HERE Core.

Intended readership

Customers using LSEG Workspace for HERE Core.

Additional resources

To:

- Find more information about Workspace for HERE Core and Entra authentication, see the Workspace technical documentation site.
- Request further assistance with the points discussed in this FAQ, contact Support.
- Find more detailed technical information about Entra configuration, see the Entra Administrator Guide and Entra FAQ.

HERE Core fundamentals

How does HERE™ Core (formerly known as OpenFin) work?

The software model of LSEG Workspace and HERE Core can be compared to how websites load on the Google Chrome browser. HERE Core provides an interface (which can be considered as equivalent to the Google Chrome browser) which is installed on the user's machine. Just as Chrome allows you to open any website in a standardised and seamless way, HERE Core allows you to launch different applications (for example, LSEG Workspace or internal apps) with a seamless experience inside the HERE Core framework.

Like Google Chrome, HERE Core rarely needs to update, even when applications (for example, LSEG Workspace) update frequently.

How does the HERE Core technology stack compare to the previously deployed desktop?

LSEG Workspace integrated with HERE Core introduces the following changes:

Change	Description
Advanced version management	• LSEG Workspace integrated with HERE Core uses HERE Core's near real-time deployment and version control technology. • As a result, customers no longer need to package and roll out new versions to retain version control. • This functionality is provided by the HERE Core Runtime Version Manager.
HERE Core window handling	• LSEG Workspace integrated with HERE Core uses HERE Core's windows and layouts. • This replaces the LSEG-developed version of the Electron-based desktop container. This represents a swap in the technology stack, so users should not notice significant changes. • This functionality is provided by the HERE Core container.
FDC3 interoperability	• Over time, LSEG Workspace integrated with HERE Core will be developed to share context with the other applications (within the HERE Core ecosystem) that are running on the same user's desktop. • This will be provided by HERE Core interoperability and aligned with the FDC3 open-standard for financial desktop.

How does a basic installation of LSEG Workspace using HERE Core technology work?

LSEG Workspace for HERE Core can be downloaded from the LSEG website. The installer will follow this sequence:

1. The HERE Core Runtime Version Manager (RVM) will be installed.
2. The RVM will download and launch the HERE Core Runtime.
3. The RVM will download and run LSEG Workspace within the HERE Core Runtime.

How does HERE Core keep the software up to date?

For basic installations, the HERE Core RVM ensures that all software is running the latest version. HERE Core releases approximately six to eight new RVM versions each year. These are installed automatically onto a user's machine. Each time the user logs in, the RVM will read the LSEG manifest file which will determine whether a new LSEG Workspace release should be installed.

📌 If the customer's HERE Core environment has been customised, a separate process may be required to keep the environment up to date.

How do I prepare for this change?

Preparations can be considered in terms of three separate areas:

- Infrastructure preparation
- Authentication preparation
- Product preparation

Infrastructure preparation

The infrastructure requirements are different for:

- Customers who connect LSEG Workspace to their local RTDS
- Customers who connect LSEG Workspace to RTMDS
- Customers who connect LSEG Workspace to a private network

Customers who connect LSEG Workspace to their local RTDS

Product and service	Action required
DACS sync	• Upgrade your user data synchronization mechanism to DACS Sync. For information on how to set this up, see the DACS Permission Synchronization guide. 📌 LSEG announced that the legacy Data Synchronization mechanism DPRM will be obsolete at the end of 2025. For details, refer to this Product Change Notification.
RTDS upgrade	• Upgrade to a minimum version of 3.7.2 at least, for the ADS component. For more information, refer to this Product Change Notification. • LSEG recommends customers always upgrade to the latest version of RTDS. • Workspace allows users to connect to their own RTDS servers to retrieve streaming data (including Elektron Real-Time content). This must be done within the Workspace client admin app, using the following two protocols only: • **wss://** - connection is done via a secure WebSocket and data is encoded in JSON (text-based format). 📌 **rwf+wss://** - connection is done via a secure WebSocket and data is encoded in binary. For more information refer to this Product Change Notification. 📌 Note that **rssl://**, **ws://**, **rwf+ws://** are no longer supported.

Customers who connect LSEG Workspace to RTMDS

Product and service	Action required
RTMDS	Connect Workspace for Desktop (HERE Core) to RTMDS v3 with Enable Encryption features. This requires users to be: • Onboarded for MS Entra Authentication. • Configured within Client Admin Tools to connect to RTMDS v3 via F5 Load Balance with port 443.
DACS Sync	• Upgrade your user data synchronization mechanism to DACS Sync. For information on how to set this up, see the DACS Permission Synchronization guide. 📌 LSEG announced that the legacy Data Synchronization mechanism DPRM will be obsolete at the end of 2025. For details, refer to this Product Change Notification.

Customers who use LSEG Workspace via a Private Network

Product and service	Action required
Delivery Direct / Private Network	Update network configuration – see Internet and Private Network.

Authentication preparation

Product and service	Action required
Entra Authentication Enablement	• For customers who chose to connect to LSEG via an SCIM API - customer Entra Administrators should follow the instructions to enable all their users onto Entra centrally. • Customers who have no restrictions on users auto-registering Microsoft applications can chose to allow user led provisioning via deep link or expect an in-product notification to start appearing in their current LSEG Workspace application. Users should follow the instructions provided.

Product preparation

Product and service	Action required
Desktop (and Office add-in)	• Update to Workspace for HERE Core as soon as practical after it has been released and supports a customer user's workflows. • Update network configuration – see Internet and Private Network. • For current product limitations, see the Workspace Desktop and Web Comparison guide.
Standalone Messenger	• If you install Workspace for HERE Core for Messenger, you will only have access to LSEG Messenger (M2). • Eikon Messenger is not available because it has reached end of life and will be fully retired in June 2026.
Web, Web Messenger, Office Web add-in (Refinitiv 365)	• Update network configuration – see Internet and Private Network. • If you are a web user and have the URL for the https://workspace.refinitiv.com/web net login page bookmarked, you must update your browser bookmark to https://login.workspace.lseg.com/ to ensure you can continue to access the service.
Mobile	• Upgrade to the LSEG Workspace mobile app. • Users will receive a pop-up window to sign in via Entra.
SDK API	You should validate your authentication flow in SDK after the Workspace Web or Desktop that you use is switched to the new authentication platform.
Single Sign-On	Change SSO protocol from SAML 2.0 to Entra via an OpenID connect authentication. For more information, see the Authentication section of this document.

Network access

The new identity and authentication service is cloud-hosted and does not use static IP addresses.

⚠ It is expected that customers will adopt the correct setup, in accordance with the specific requirements of their own organisations, to authenticate their end users into their corporate Entra tenants. As a result, Entra authentication and related domains are outside scope of this document. For more information on Entra authentication, see the Entra authentication FAQ.

How do I gain access using the Internet?

If you whitelist access to the public Internet, you will need to permit the following list of Fully Qualified Domain Names (FQDNs) [1].

FQDN1	Protocol/Port	New domain	Delivery	Description
openfin.co	HTTPS, 443		WWW	Download HERE Core Runtime (RVM) and upgrades
lseg.com	HTTPS, 443	token.workspace.lseg.com login.workspace.lseg.com workspace.lseg.com api.workspace.lseg.com	WWW	Authorisation security token issuance and refresh
All existing WWW domains [2]	HTTPS, 443 WSS, 443 [3]	*.Refinitiv.com *.refinitiv.net	WWW	Application access

How do I gain access using private networks?

For information on how to access LSEG Workspace for HERE Core using private networks, see the LSEG Workspace Installation and Configuration guide.

When can I test the new FQDN service?

You will be provided with a tool enabling you to test the new service, along with instructions on how to use it.

1 Any existing whitelisted domains LSEG has previously communicated should not be removed.
2 For further information, refer to configuration and administration guides, found in the Workspace technical guides site.
3 For market data streaming.

User experience

What will the new login page look like?

When you are setup to authenticate through Entra, you are prompted to enter your usual corporate credentials – email address and password, for example. However, not only will this single sign on provide you with access to your corporate Windows desktop environment, but also to LSEG Workspace. The exception to this process is if you have already authenticated elsewhere, in which case access to Workspace will be seamless.

Can I still change my password?

Yes, you can still change your corporate password. However, once you are setup to log into Workspace through your corporate identity, LSEG does not play any role in storing or resetting the password for your corporate account.

Workspace provides a seamless single sign on based on your corporate identity. So, resetting your corporate password is done using your existing IT processes.

Will other products be impacted by this change?

At present, Entra authentication provides seamless login to Workspace and LSEG's support and training portals. We are in the process of expanding the number of products in the LSEG product suite that support Entra, which will allow you to experience all of your touchpoints seamlessly using your corporate identity.

If I am running Workspace and FX Trading, will my password stay the same?

Currently, FX Trading and FXall standalone applications retain their existing login experience, using the login credentials issued by LSEG.

Do I have to upgrade my RTDS for HERE Core?

For HERE Core and Entra, the minimum required version is 3.7.2. Customers running an older version must complete the RTDS upgrade. RTDS has a rolling obsolescence plan (see PCN209102), in which only the current version and two previous major versions of ADH, ADS and RTC software will be supported. However, in this case it will be necessary to upgrade to version 3.7.2.

What are my options for upgrading RTDS if I am not already running version 3.7.2?

A customer's options are as follows:

- Customers complete the upgrade themselves (Refinitiv Real-Time Advanced Distribution Hub System Administration Manual).
- Customers with a Professional Care Services (PCS) contract have an allowance of one free RTDS upgrade every two years carried out by LSEG.
- LSEG Customer Consulting teams can carry out the upgrade under a Statement of Work (SOW).

Additional help

Where can I learn more about the LSEG Workspace for HERE Core deployment process?

You will be provided with detailed instructions on all available installation and configuration options for the LSEG Workspace for HERE Core installation process. The currently available documentation is here.

Where can I learn more about HERE Core as part of the LSEG Workspace strategy?

Contact your own LSEG Account Team for more information.

How do I get more direct help?

For help with any of the FAQs outlined in this guide, click here to contact our Customer Services team.

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