

REFINITIV[®] EIKON – PC REQUIREMENTS

Refinitiv[®] Eikon 4.0

PC requirements

	RECOMMENDED REQUIREMENTS	MINIMUM REQUIREMENTS
	These specification guidelines are for all users, especially new users. Refinitiv® FX Trading users should consider these recommendations a minimum (see FX Trading (FXT): Supported Environments)	For basic usage on computers dedicated to Eikon
Processor	5th Generation Intel Core i7	Intel Core 2 Duo, 2.4GHz or higher
Physical memory	8GB RAM (16GB preferred)	4GB RAM or higher
Disk space	5GB free disk space	1.6GB free disk space or higher
Video card	PCI Express (PCIe) card with minimum of 256MB memory per port. DirectX 11.x. compatible	PCIe card with minimum of 128MB memory per port. DirectX 9.x. compatible
Color depth	32-bit	16-bit
Temporary Internet files size	250MB or higher	250MB
Operating system	Microsoft Windows® 7 64-bit ¹ SP1 + KB3033929 – Home Premium, Professional, Enterprise, Ultimate Microsoft Windows 8 64-bit – Basic, Professional, Enterprise Microsoft Windows 8.1 64-bit, update 1 – Basic, Professional, Enterprise Microsoft Windows 10 64-bit ^{2,3} – Home, Professional, Enterprise	

These are the requirements for Eikon. You must also consider all the requirements for any applications you plan to run alongside Eikon.

¹ 64-bit operating system is recommended, although 32-bit is still supported.

² Windows 10 preview versions are not supported. Windows 10 support covers Microsoft Office® 2013 SP1 or above.

³ Windows 10 is supported from Eikon 4.0.32 onwards.

Required and supported software

SOFTWARE	SUPPORTED VERSIONS
Microsoft Office	<p>32-bit only:</p> <ul style="list-style-type: none"> • Microsoft Office 2007 SP3¹ – Professional Plus • Microsoft Office 2010 + KB2405840 + KB2598139, SP1 + KB2598139, SP2 – Professional Plus <p>32-bit and 64-bit:</p> <ul style="list-style-type: none"> • Microsoft Office 2010 SP1 + KB2598139, SP2 – Professional Plus • Microsoft Office 2013 SP1² – Professional Plus • Microsoft Office 365 with Office 2013 – Professional Plus and Enterprise E3 • Microsoft Office 2016³ – Professional Plus • Microsoft Office 365 with Office 2016³ – Professional Plus and Enterprise E3 <p>Please note that for 64-bit Office versions, the following features are not supported in Eikon – Microsoft Office: Metastock charts, RCalc, RHistory VBA API and RTX.</p> <p>Please note that for the 64-bit Office and Office 365 versions listed above, you must install the VBA 32-bit version provided by Refinitiv.</p>
VBA (32-bit)	<p>Versions 6.4, 6.5, 7.0, 7.1</p> <p>Note: version 7.1 is recommended.</p>
MSI Installer	<p>Version 5.0</p> <p>Note: from Eikon version 4.0.37 onwards, this dependency is not present.</p>
Microsoft XML 3.0	<p>Version 3.0 SP1 or higher</p>
Microsoft XML 6.0	<p>Version 6.0 or higher</p>
Internet Explorer	<p>Versions 8, 9, 10, 11</p> <p>Note: Internet Explorer 11 is recommended.</p>
Microsoft .NET Framework	<p>Minimum: Microsoft .NET Framework 4.0</p> <p>Recommended: Microsoft .NET Framework 4.5.2 or higher</p> <p>Note: Microsoft only supports version 4.5.2 or higher. You can see more details at: https://support.microsoft.com/en-us/help/17455/lifecycle-faq-net-framework</p> <p>For .NET Framework system requirements, see: https://docs.microsoft.com/en-us/dotnet/framework/get-started/system-requirements</p>
Adobe	<p>Acrobat Reader 10.0 or higher</p>

For optimal performance and assistance, Eikon must be installed on computers that meet the system requirements. To ensure your computer meets the prerequisites, please run [System and Network Test](#) prior to installation.

Additional desktop and infrastructure settings are explained in the Eikon Networking Guide.

¹ Microsoft stopped extended support for the Office 2007 SP3 in October 2017. Refinitiv stopped qualification of this Office version on the same date.

² Windows 10 support covers Microsoft Office 2013 SP1 or above.

³ Microsoft Office 2016 is supported from Eikon 4.0.33 onwards.

PC requirements for Web access to Eikon

OPERATING SYSTEM

Windows 7, Windows 8/8.1 or Windows 10:

- Home Premium, Professional, Enterprise, Ultimate – SP1 or higher, 64-bit versions
- Browser – Google Chrome (latest five versions), Internet Explorer 11

Mac:

- OS X 10.7 (aka Lion) or above
- Browser – Google Chrome (latest five versions), Safari 8 or above

MINIMUM REQUIREMENTS – HARDWARE AND SOFTWARE

- Processor: 2GHz (required: 1.5GHz)
- RAM: 4GB
- 1024x768 required; 1280x1024 is recommended

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