

REFINITIV WORKSPACE CHROME EXTENSION

INSTALLATION GUIDE

Workspace Chrome Extension 1.8 or higher

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About this document

The Refinitiv Workspace Chrome Extension allows you to access at the same time, on the same computer:

- Refinitiv Workspace through the desktop
- Refinitiv Workspace through a Web browser
- Refinitiv Workspace through Excel

Without the extension, an Exclusive Sign-On (ESO) policy is enforced. This means that when a user signs in to Refinitiv Workspace through a Web browser, it closes the desktop session. Similarly, if a user signs in to Refinitiv Workspace through the desktop, it closes the Web browser session.

The extension works on Windows and macOS. It requires Refinitiv Workspace 1.8 or higher.

In this guide

This document gives an overview of the extension and explains how to install it. It also describes differences in functionality for Windows and macOS operating systems.

Intended readership

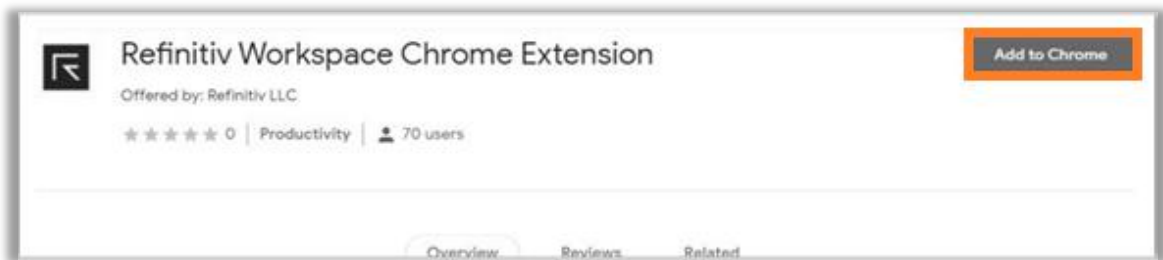
This document is for IT / Market Data teams who want to install the extension for their users, or for end users who want to install the extension on their own computer.

How to install the extension

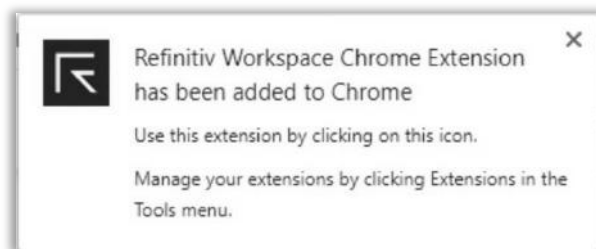
To install the extension on your own computer, follow these steps. The procedure for enterprise installation is set out later.

Individual user installation

1. Search for 'Refinitiv Workspace' at the home page of Google's Chrome Web Store, or select this link
2. Select **Add to Chrome** to start installation:



3. Select **Add extension**. After the extension is installed, this message is displayed ►



Enterprise Installation

Google provides the following guidance for enterprise administrators:

- Deploying the Chrome browser
- Setting policies for Chrome users, including extensions
- Setting up Chrome app and extension policies for Windows, in five steps

At step four of these five steps you need this extension unique id:

```
{
  "nlhf1cnldackmdoedilkogjbpnbknbin": {
    "installation_mode": "force_installed",
    "update_url":
    "https://clients2.google.com/service/update2/crx"
  }
}
```

Extension behavior and menu

Extension behaviour



The icon for the extension is on the top right-hand side of the Chrome browser. By default, the Refinitiv icon is greyed out, meaning the extension is not active.



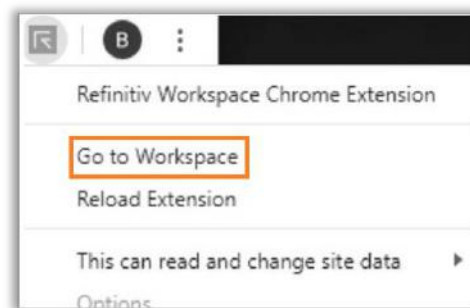
On the Web sign-in page for Workspace, the icon turns to blue, which indicates that the extension is active.

You can access Workspace through a Web browser and Workspace through Excel at the same time as you access Workspace through your desktop. However, you must sign into each separately.

Extension menu

To open Refinitiv Workspace in Chrome:

1. Click the Refinitiv extension icon.
2. The Refinitiv Workspace Chrome Extension menu is displayed.
3. Select Go to Workspace ►



Guidance for information security and technical managers

This information will help information security and technical managers to check that the extension is not disabled by security software that blocks malware, data loss, or intruders.

Windows

In Windows the extension will start `refinitiv-host.exe`, which is part of the Refinitiv Workspace installation. This executable code must not be blocked by security software.

During installation, a registry key is added to the Chrome extension management section of the registry to allow the extension to communicate with the desktop. There are two possible locations for this key, depending on how you package Chrome extension for your individual users:

```
HKLM\SOFTWARE\Google\Chrome\NativeMessagingHosts\com.refinitiv.workspace.sessionsharing
```

or

```
HKCU\SOFTWARE\Google\Chrome\NativeMessagingHosts\com.refinitiv.workspace.sessionsharing
```

macOS

Refinitiv Workspace Web must be started at least once to create a manifest file in Chrome extension management that allows the extension to communicate with the desktop:

```
~/Library/Application Support/Google/Chrome/NativeMessagingHosts/com.refinitiv.workspace.sessionsharing.json
```

Troubleshooting

If you are having technical problems, open the extension menu and select **Reload Extension**. If after this you are still having problems, you can [Contact Us](#).

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