

# LSEG WORKSPACE

GOOGLE CHROME EXTENSION GUIDE



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# About this document

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

- LSEG Workspace<sup>1</sup>
- LSEG Workspace – Web<sup>2</sup>
- LSEG 365 app (Chrome extension)<sup>3</sup>
- LSEG menu (LSEG Workspace for MS Office)<sup>4</sup>

① Without the extension, an Exclusive Sign-On (ESO) policy is enforced. This means that when a user signs in to LSEG Workspace through a Web browser, it closes the desktop session. Similarly, if a user signs in to LSEG Workspace through the desktop, it closes the Web browser session.

## 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<sup>5</sup> 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.

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<sup>1</sup> Desktop version.

<sup>2</sup> Supported browsers are Chrome and Edge; Safari is not currently supported.

<sup>3</sup> Displayed as 'LSEG 365' on your Excel and PowerPoint menu bars.

<sup>4</sup> Displayed in Excel, Word, and PowerPoint.

<sup>5</sup> The 'LSEG menu' is not available on macOS.

# Installing the Chrome extension using the Google Chrome Web Store

Follow the steps below to install the extension:

- [On your own computer](#), or
- [As an enterprise installation](#)

## Individual user installation

To install the extension on your own computer:

1. Either:
  - Search for 'LSEG Workspace' on the home page of the Google Chrome Web Store, or
  - Click [this link](#).
2. Select **Add to Chrome** to start the installation.
3. Select **Add extension**.  
After the extension has been successfully installed, a confirmation 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 will need this unique extension ID:  
n1hf1cn1dackmdoedi1kogjbbpebkbnin

# Installing the Chrome extension using the registry key

This section describes how to install the Chrome extension using the registry. You should follow these steps if, for any reason, you cannot use the procedure described above, or if your company's policies forbid you to use the Microsoft store.

- ① **Important:** This procedure should be performed by an Enterprise user only. Individual users should not do this.

To install the Chrome extension using the registry:

1. Find or create one of the following keys in the registry.
  - If you want your users to be able to uninstall the Chrome extension from their machines themselves, use one of the following keys (depending on the processor):

32-bit Windows	64-bit Windows
HKEY_LOCAL_MACHINE\Software\Google\Chrome\Extensions	HKEY_LOCAL_MACHINE\SoftwareWow6432Node\Google\Chrome\Extensions

- If you do **not** want your users to be able to uninstall the Chrome extension from their machines themselves, use this key (regardless of the processor):
    - HKEY\_LOCAL\_MACHINE\Software\Policies\Google\Chrome\ExtensionInstallForcelist
2. Create a new key (folder) under the extension key with the same name as the ID of your extension (for example, aaaaaaaaaabbbbbbbbbbbccccccccc).
  3. In your extension key, create a property, "update\_url", and set it to this value:  
`https://clients2.google.com/service/update2/crx`  
 This points to your extension's crx in the Chrome Web Store.
 

```
{
  "update_url": "https://clients2.google.com/service/update2/crx"
}
```
  4. Launch the browser and go to `chrome://extensions`.  
 The extension will now be listed.

# Updating and uninstalling the extension

Google Chrome scans the metadata entries in the preferences and registry each time the browser starts and makes any necessary changes to the installed external extensions.

## Updating your extension

To update your extension to a new version, update the file, and then update the version in either the preferences or the registry.

## Uninstalling your extension

In some situations, you may need to uninstall your extension. For example, if LSEG Workspace has been uninstalled.

To uninstall your extension, you should remove your preference file (aaaaaaaaabbbbbbbbbbbccccccccc.json) or the metadata from the registry.

# Opening the extension

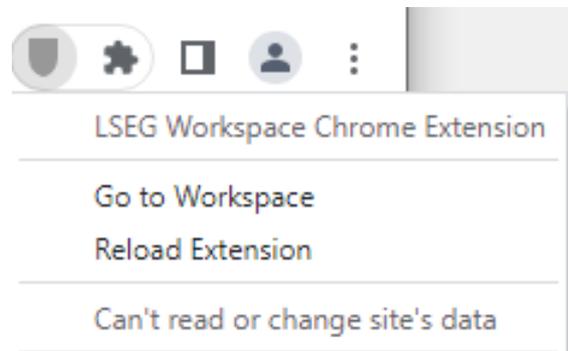
-  The icon for the extension is on the top right-hand side of the Chrome browser. By default, the icon is greyed out, meaning the extension is not active.
-  On the Web sign-in page for LSEG Workspace, the icon turns to blue, which indicates that the extension is active.

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

## Extension menu

To open LSEG Workspace in Chrome:

1. Click the extension icon.
2. The LSEG 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 LSEG 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 the 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

LSEG Workspace Desktop 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. After doing this, if you still have problems, you can [Contact Us](#).