

# REFINITIV WORKSPACE

SYSTEM TEST GUIDE

# Version history

Document version	Summary of Changes
1.0	Initial version of the Refinitiv Workspace System Test Guide

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# About this document

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## In this guide

A System Test is a suite of tests that verifies whether your hardware, software, and network environments are suitable to run Refinitiv Workspace and its associated applications.

The set of tests performed depends on when you run them; before installation, during installation, or once the product is installed.

For information about the Financial Community Network (FCN) and Delivery Direct, see the repository for the Customer Connectivity DNS Migration Guide and Finance Community Network (FCN) document:

<https://my.refinitiv.com/content/mytr/en/policies/private-network-overview.html>

## Intended readership

This document is targeted at the following:

- Anyone who is considering installing Workspace can run System Test to make sure that their computer meets the necessary minimum requirements.
- Any Workspace user can run System Test at any time to verify that Workspace is running correctly.

## Contact information

To:

- Receive further assistance, contact [Refinitiv Support](#).
- Provide feedback on this document or other [Workspace technical content](#), contact [DocFeedback@lseg.com](mailto:DocFeedback@lseg.com).

# Running system and network testing

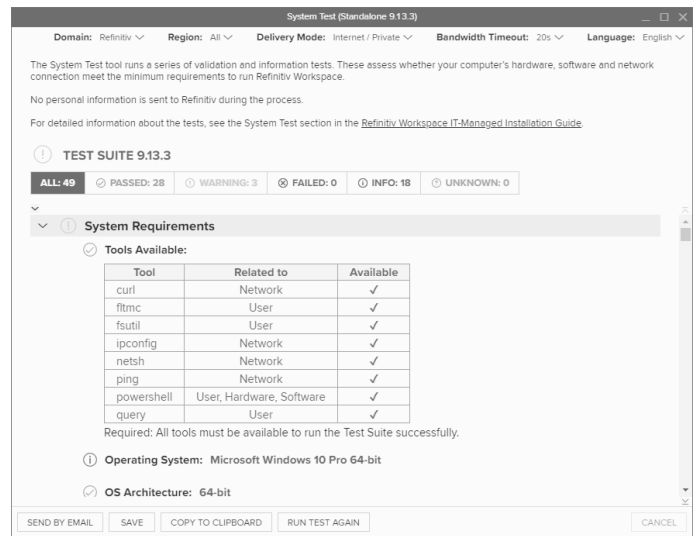
To check whether your system meets the minimum requirements, run one of the following:

- standalone System Test, illustrated opposite, or
- embedded System Test
- Web System Test

## Running the standalone System Test

The System Test (Standalone) product is updated more frequently than the embedded version. As such, it is highly recommended that you use this method to assess system compatibility, before installing Workspace for the first time.

1. Go to the Refinitiv Workspace download page that is accessible in your enterprise. See [Download locations](#), below.
2. Click the **Download for Windows** button.
  - ① To toggle the operating system, click the **macOS** hyperlink.
3. Open the downloaded executable to run System Test (Standalone).



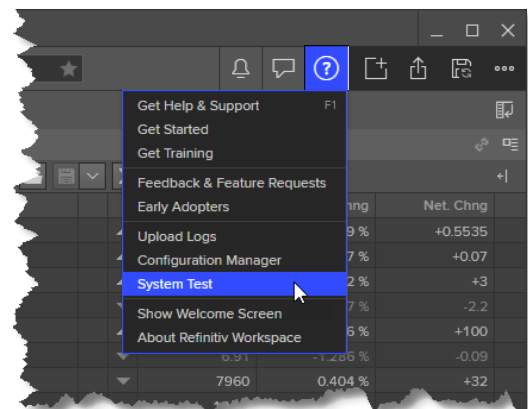
## Running the embedded System Test

### From the command line

1. Open a command prompt and navigate to the Workspace executable location.
2. Run the following command:  
`Refinitivworkspace.exe --systemtest`

### From in-product

1. Run Workspace
2. Select the **Help** menu > **System Test**



## Running the Web System Test

1. Go to the Refinitiv Workspace download page that is accessible in your enterprise. See [Download locations](#), below.
2. Click the **Open in Web** button.
  - Web System Test opens in the same tab and runs immediately.

## Download locations

For both Windows and macOS, you can download Workspace and the standalone version of System Test from the following locations:

- <https://workspace.refinitiv.com/Apps/ProductSystemTest/>
- <https://workspace.refinitiv.biz/Apps/ProductSystemTest/>

# System Test user interface

**Region filters**  
AMERS  
EMEA  
APAC  
All

**Delivery Mode filters**  
Internet  
Private  
Internet / Private

**Bandwidth Timeout**  
If you have a low bandwidth, a higher setting is recommended  
5 s[econds]  
10 s[econds]  
20 s[econds]

**Domain filters**  
Refinitiv  
Thomson Reuters  
All

**Language**  
English  
Simplified Chinese  
Traditional Chinese  
Japanese

**Test sections**  
The sections and the tests they contain depend on the type of test that is run (standalone, web, and so on).

**Controls**

**Send by email** creates an email in your default email app, containing the test results in plain text and attaches the results as HTML and XML files.

**Save** allows you to save the results to your network in HTML, XML, or text format.

**Copy to clipboard** copies the results in plain text format.

**Run test again** reruns the test, including any changes you make to filter selections.

**Cancel** ends the currently running test.

The screenshot shows the System Test (Standalone 9.20.9) window. At the top, there are dropdown menus for Domain (Refinitiv), Region (All), Delivery Mode (Internet / Private), Bandwidth Timeout (10 s), and Language (English). Below these is a text area explaining the tool's purpose. A section titled 'TEST SUITE 9.20.7' displays a summary of results: ALL: 61, PASSED: 25, WARNING: 4, FAILED: 13, INFO: 19, UNKNOWN: 0. Below this is a list of test sections: System Requirements, Computer Information, Office, Bandwidth, Network, FX Trading (FXT), and Partner Domains Check. At the bottom of the window are buttons for 'SEND BY EMAIL', 'SAVE', 'COPY TO CLIPBOARD', 'RUN TEST AGAIN', and 'CANCEL'.

# Pre-requisites

System Test requires the following operating system tools to produce the full set of results.

## Windows tools

Tool	Type	Summary	System Test use
<b>chcp</b>		Used to change the active console code page to UTF-8.	Changes the default console code page to UTF-8.
<b>cmd</b>		Used to run other commands, such as curl..	
<b>curl</b>	Network	Used to get or send data including files using URL syntax.	Tests IP address accessibility.
<b>findstr</b>		Used to search for a specific text string in files.	Retrieves a specific text string in a file.
<b>fltmc</b>	User	Used to load and unload mini-filter drivers, which monitor or track file system data, attach, or detach mini-filter drivers from volumes, and enumerate mini-filter drivers, instances, and volumes.	Retrieves the installed mini-filter drivers.
<b>fsutil</b>	User	Lists hard links for a file or creates a hard link (a directory entry for a file).	Checks admin rights.
<b>ipconfig</b>	Network	Determines the IP address of your computer, together with other information, such as the address of its default gateway.	
<b>netsh</b>	Network	Allows you to display or modify the network configuration of a computer that is currently running.	Retrieves the proxy settings.
<b>netstat</b>	Network	Displays incoming and outgoing TCP network connections, routing tables, and several network interface and network protocol statistics.	Retrieves the routing table.
<b>ping<sup>1</sup></b>	Network	Used to troubleshoot connectivity, reachability, and name resolution.	Tests IP address accessibility.
<b>powershell</b>	Hardware, Software	A task-based command-line shell and scripting language, used to automate tasks in the Windows ecosystem, including active directory and exchange.	Retrieves screen resolutions.
<b>query</b>	User	Displays information about processes, sessions, and Remote Desktop Session Host servers.	
<b>reg</b>	Hardware, Software	Used to perform operations on registry subkey information and values in registry entries.	Reads registry entries.
<b>taskkill</b>		Used to end the RefinitivWorkspace.exe process.	
<b>tasklist</b>		Often used in conjunction with taskkill, this identifies whether RefinitivWorkspace.exe and Microsoft Office applications are running.	
<b>where</b>	Software	Displays the location of files that match a search pattern.	Retrieves the location of tools files.
<b>whoami</b>	User	Used to display user, group, and privilege information for the user who is currently logged into the local system. If used without parameters, it displays the current domain and username.	Retrieves the security identifier of the current user.

<sup>3</sup> Currently, some of the values returned by System Test are not in line with the system requirements for Workspace. For further information, refer to the [Workspace System Requirements](#) document.



## macOS tools

Tool	Type	Summary	System Test use
<b>cat</b>	Software	Allows the creation of single or multiple files, view contents of files, concatenate files, and redirect output.	
<b>defaults</b>			Used to retrieve the language settings on the machine.
<b>df</b>	Hardware	Displays disk usage information based on file system.	Retrieves the amount of available disk space.
<b>diskutil</b>	Hardware	A native Apple command-line utility used to retrieve detailed disk information, such as disk partitioning.	Retrieves disk and partitioning information.
<b>echo</b>	Software	Used to output the strings it is passed as arguments.	
<b>exec()</b>		This command can be used to run a script file on a local computer. It can also be used perform tasks in a backup or restore process.	
<b>grep</b>	Software	Used to search text and strings in files.	
<b>hostname</b>			Used to retrieve the machine ID.
<b>ioreg</b>	Hardware	Displays the I/O Kit registry.	
<b>ifconfig</b>	Hardware, Software	Used to configure network interface parameters.	Retrieves network information.
<b>ipconfig</b>	Software	Manages the IP configuration state.	
<b>locale</b>			Used to retrieve the system language.
<b>netstat</b>	Network	Displays incoming and outgoing TCP network connections, routing tables, and several network interface and network protocol statistics.	Retrieves the routing table.
<b>route</b>	Network	Used to retrieve network routing table information, such as the default gateway.	Retrieves information on the default gateway and network interfaces.
<b>scutil</b>	Network	Used to manage system configuration parameters: scutil-nwi      Retrieves network information scutil-dns      Retrieves DNS information scutil-proxy    Retrieves system proxy settings	Retrieves network, DNS, and system proxy information.
<b>sw_vers</b>	Software	Displays the macOS version.	Retrieves the macOS version.
<b>sysctl</b>	Software	Allows kernel variables to be queried and set.	Retrieves system information.
<b>system_profiler</b>	Hardware, software	Used to retrieve system hardware and software configuration information.	Retrieves memory system information.
<b>vm_stat</b>			Used to retrieve machine virtual memory statistics.
<b>who</b>	User	Displays who is currently logged into a machine.	
<b>whoami</b>	User	Used to display user, group, and privilege information for the user who is currently logged into the local system. If used without parameters, it displays the current domain and username.	Retrieves the security identifier of the current user.

# Test sections and results

## Test result icons

When you run a System Test, Refinitiv Workspace displays the test results with relevant messages and a status. The result displays the test status as an icon.




The tables that follow summarise the meaning of the network test and system test result icons.

### Network tests






For the standalone and embedded versions of System Test, checks are performed using the following command:

```
curl -v -I -L -s -connect-timeout 5 -m 5
https://login.ciam.refinitiv.biz/.well-known/openid-configuration
```

For the Web version of System Test, the browser uses the Fetch method to check network accessibility.

Result	Icon	Description
Success		the host IP address is discoverable and was contacted successfully.
Unable to connect		The host IP address is discoverable but is not responding or is returning an error, which is usually a security or credential issue. This can be expected occasionally, as some servers may require a login token. However, in this case, the System Test is disconnected.
Failed to resolve IP address		The host IP address is not discoverable. This may be caused by any of the following: <ul style="list-style-type: none"> <li>– An authorization issue, due to a security tool blocking access.</li> <li>– The server, IP address, or domain is currently not accessible.</li> <li>– The server, IP address, or domain has been removed.</li> </ul>

### System tests

Result	Icon	Description
None / Unknown		No test status has been found.
Passed		Test matches the required conditions. No further action is required.
Failed		Test does not match the required conditions. Further action needs to be taken to address the issue.
Warning		Test results may not be critical. If Refinitiv Workspace displays a warning message while running the prerequisite tests, you can continue with the installation process. While running the diagnostics tests, this status may restrict some features, but will not prevent you from using the product.
Information		No validation is required for the test, and it is only for information. No further action is required.

# System Requirements

## Web version

For the Web-based System Test, the System Requirements tests are limited to the following:

Test	Description	Type
Browser version	Displays your browser name and version. It also indicates whether you are using a supported product.	Validation

## Embedded and standalone versions

For the embedded and standalone System Tests, this section checks for the pre-requisite operating system tools, described in the [Pre-requisites](#) section. It also returns the information described in the table below regarding your operating system.

These initial tests ensure that all software prerequisites<sup>3</sup> (such as operating system version, third-party software, and so on), and all hardware prerequisites (such as the CPU speed, RAM size, and so on), meet the minimum requirements to install Refinitiv Workspace:

Test	Description	Type
Operating System	Verifies if the operating system version installed on your workstation is compatible with Refinitiv Workspace.	Information <ul style="list-style-type: none"> <li>Windows release number See Windows 10 in the <a href="#">list of Microsoft Windows versions</a>.</li> <li>Mac release number See macOS 10.13 onwards in <a href="#">macOS version history</a>.</li> </ul>
OS Architecture	Checks whether the operating system is 32- or 64-bit.	Validation <ul style="list-style-type: none"> <li>Required: 64-bit</li> </ul>
OS Version	Checks whether the operating system version is supported.	Validation <ul style="list-style-type: none"> <li>Supported versions are specified in the Workspace System Requirements document.</li> </ul>
OS Service Pack	If relevant, the service pack number of your operating system.	Information
Operating System Language	Displays the interface language of your system.	Information
CPU Description	Displays a description of your system.	Information
CPU Type	Provides information regarding the type of CPU you use.	Information
CPU Speed	Checks whether the minimum CPU speed (in GHz) of your computer supports Refinitiv Workspace.	Information
Number of CPU Cores	The CPU number of cores (= logical cores = physical cores x threads)	Validation <ul style="list-style-type: none"> <li>Required: 2 cores</li> </ul>

<sup>3</sup> Currently, some of the values returned by System Test are not in line with the system requirements for Workspace. For further information, refer to the [Workspace System Requirements](#) document.

Test	Description	Type
Installed Memory	This test verifies if you have enough memory installed on your computer for optimal performance. Installed memory is also known as physical memory or random access memory (RAM).	Validation – Required: 8GB
Primary Screen Resolution	This test is run to verify whether the resolution on your primary screen meets the minimum requirements to support Refinitiv Workspace.	Validation – Required: 1280 x 1024
Color Depth <sup>4</sup>	Verifies if the value of the color depth that you have on your computer supports Refinitiv Workspace.	Validation – Required: 24-bit
Free Disk Space	Displays the drive that has the most available free space. It provides information on whether enough free disk space is available for installation of Refinitiv Workspace.	Validation – Required: 1 GB
Disk Write Permissions	Verifies that you have access rights to the required folders.	Validation
Registry Access Rights	Verifies that you have access rights to the required registry.	Validation

## Computer Information

These tests provide information about the machine on which System Test is run. These details can help your support team identify and rectify issues.

Test	Description	Type
Computer Name	Displays the name of the computer.	Information
Computer Domain	Displays the name of the computer domain.	Information
User Account Name	Displays the username used in the current login session. You can see the login information.	Information
Admin Rights	Displays whether you have admin rights on the computer	Information
User Time Zone	Displays the time zone that is set on your system.	Information
Local Time	The Local Time test displays the local time that is set on your system.	Information
User Locale	Displays the language code from your Regional and Language Options. For example, en-US represents English (United States) or en-GB represents English (United Kingdom).	Information
Thin Client Run Mode	Verifies if the current session is running remotely or locally.	Information
Screens	This test collects information on the number of screens.	Information
Screen Details	Displays: – Model Name – Screen Resolution – Primary Screen	Information

<sup>4</sup> Uses the RstPlugPrerequisites.dll plug-in and Win32 APIs to determine the color depth

Test	Description	Type
Video Adapters	Displays the model, RAM, and manufacturer of the video adapter on your computer.	Validation Required: 128 MB

## Office

Test	Description	Type
Microsoft Office	Displays the installed Microsoft Office variant	Information
Microsoft Office version	Verifies the version of Microsoft Office.	Validation – Required: Version 15 or higher
Microsoft Office installed through Windows Store	Verifies the installation type of Microsoft Office. If the variant was installed through Microsoft Store, it is unsupported by Refinitiv Workspace.	Validation – Required: false
Microsoft Office language	The Microsoft Office Language test displays the language that you have set for Microsoft Office.	Information

## Bandwidth

Test	Description	Type
Content Delivery Network (CDN)	Checks connectivity with the main and regional CDN servers	Validation – Minimum recommended download speed: 175 kbit/s
Reverse Proxy		Validation – Minimum recommended download speed: 175 kbit/s

## Network

Network tests are used to test connectivity, including:

- Missing connection
- Speed of connection
- Connection to services
- Connection to real-time data
- Connection to time series data

Test	Description	Type
Certificates	Checks whether the trusted Commodo root certificate is installed.	Validation
Check for publisher's certificate revocation	Activating this setting may cause installation to fail because Refinitiv certificates cannot be updated on a private network without direct Internet access.	Validation – Required: false

Test	Description	Type
Check for server certificate revocation	Activating this setting may cause the installation to fail because Refinitiv certificates cannot be updated on a private network without direct Internet access.	Validation – Required: false
Product page	Tests connectivity to the product page of Refinitiv Workspace.	Validation
Content Delivery Network	Tests connectivity to content delivery network.	Validation
Login – Authentication	Checks login authentication.	Validation
Login – Heartbeat	Checks login heartbeat.	Validation
Customer Identity and Access Management (CIAM)	Checks the accessibility to new authentication services.	Information
Support	Checks connectivity to Support.	Validation
API/s	Checks connectivity to API/s.	Validation
Messenger	Checks connectivity to Messenger.	Validation
Apps	Checks connectivity to Apps.	Validation
Views	Checks connectivity to Views.	Validation
Real-time	Checks the availability of real-time data, the type of network you are using for real-time data delivery (Private or Internet), your deployment model, and whether your IDN permissions are synchronized.	Validation
Datastream	Checks connectivity to Datastream.	Validation

## FX Trading (FXT/FxAll)

Test	Description	Type
Single Sign On (SSO)	Checks connectivity to SSO servers	Validation
Dealing/Trading session	Checks connectivity to trading servers	Validation
FXall Apps (example Treasury Center)	Checks connectivity to regional servers hosting FXall apps	Validation
Aggregator access to Order Book, Pricestream, Refinitiv FX Matching		Validation
Trade blotter		Validation
Credit admin		Validation
Connectivity test		Validation
FB	Checks connectivity to the Feed Blender service.	Validation
POMS	Checks connectivity to the Portfolio Order Management System, which is an automated FX trade order management and execution system.	Validation
QT	Checks connectivity to the QuickTrade service.	Validation
TC	Checks connectivity to the Trading Code service.	Validation
Options	Checks connectivity to the Trading Code Options service.	Validation

# Partner Domains Check

Test	Description	Type
Frequently used Partner Domains	Checks DNSs that are permitted and commonly used by Refinitiv Workspace customers. This includes news and search services.	Validation

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