REFINITIV EIKON
SYSTEM REQUIREMENTS

The list of system requirements that users must meet to run Refinitiv Eikon on a personal computer.

For optimal performance and assistance, Eikon must be installed on computers that meet the system requirements.

To ensure your computer meets the prerequisites, run System and Network Test prior to installation. Additional desktop and infrastructure settings are explained in the Eikon Networking Guide.

Desktop requirements [1,2]

	Recommended [3]	Minimum [4]
Processor	Intel® 5th Generation Core™ i7	Intel Core 2 Duo, 2.4GHz
Physical memory	32GB RAM	4GB RAM
Disk space	5GB free disk space	1.6GB free disk space
Temporary internet files size	250 MB or higher	
Virtual Desktop Infrastructure [5]	Support is based on the ability of VDI platforms to continuously meet the minimum system requirements.	
Windows OS®	10 64-bit[6] - Home, Professional, Enterprise, LTSB (Long Term Servicing Branch)	

Web requirements

	Minimum
Processor	2GHz
Physical memory	4GB RAM
Display resolution	1024 x 768 (recommended: 1280 x 1024)
Temporary internet files size	250MB or higher

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[1] You must also consider all requirements of any other applications that you plan to run alongside Eikon.

[2] Higher specifications may be required depending on concurrent use of Eikon with other Refinitiv or third-party applications.

[3] Specification guidelines for all users, but notably for new users. FXT users should consider these recommendations as a minimum (FXT supported environments).

[4] For basic usage on computers dedicated to Eikon.

[5] Refinitiv currently provides limited testing support and technical advice on Citrix® VDI solutions. However, customers deploying a VDI solution should consider the following when deploying, updating, and running Eikon:

- The impact of network latency and equipment used.
- The potential for virtualization machines to adversely affect performance for end users.

[6] Windows 10 Preview versions are not supported.

	Minimum	
Operating system	Windows	10
	macOS®	10.13 (High Sierra) or higher
Browser	Windows	Google Chrome™ (latest two versions), Internet Explorer 11[7]
	macOS	Google Chrome (latest two versions), Safari 8 or above

Third-party software support

	Recommended
Microsoft Office[8]	32-bit and 64-bit[9, 10]: − 2013 (Version 15) SP1 or above − 2016 (Version 16) + KB3114374 + KB4461542 [11, 12] − 2019 (Version 16) − 365 (up to version 16) aligned with Microsoft Office 2016 and 2019
Visual Basic for applications (32-bit)	7.1[13]
Microsoft .Net Framework[14]	Microsoft .NET Framework 4.5.2[15] or higher

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[7] Microsoft Internet Explorer 11 is supported for Eikon installations on Windows 10. However, Microsoft is ending support of Internet Explorer 11 for 365 apps on 17 August 2021 and, currently, Refinitiv is not extending this contract. As such, its support will be discontinued in a future release and a PCN will be issued confirming the release once it has been determined.

[8] Microsoft Office installed through the Windows Store is not supported.

[9] Users must install VBA 32-bit version provided by Refinitiv if using the 64-bit Microsoft Office versions listed above.

[10] Feature not supported in Eikon, if using 64-bit Microsoft Office versions: Metastock Charts, RCalc, RHistoryVBA, VBA API and RTX.

[11] KB3114374 and KB4461542 are required for Volume License (MSI Installer).

[12] For Microsoft Office 2016 Click-to-Run editions, fix is available from build 11029.20108 Monthly Channel (December 2018).

[13] Refinitiv also supports versions 6.4, 6.5, and 7.0.

[14] .NET Framework system requirements: https://docs.microsoft.com/en-us/dotnet/framework/get-started/system-requirements

[15] Microsoft only supports version 4.5.2 or higher. You can see more details at: .NET Framework lifecycle FAQ: https://support.microsoft.com/en-us/help/17455/lifecycle-faq-net-framework