

Bloomberg Software Update and Expiration Policy.

English

September 1, 2024

Version: 2.0

Table of contents

1. Overview	3
2. Software Release	4
Software Components	4
Version Format	4
Release Cadence	4
3. Software Update	5
Download	5
Installation	5
More Information	6
4. Software Expiration	9
Soft Warning - Login allowed	9
Hard Block - Login not allowed	10
Extension Requests	10

1. Overview

This document provides release, update and expiration specifications for the Bloomberg Terminal software. The information given is intended to make the software release process easy and reliable, for both initial setup and regular updates.

Bloomberg also provides a range of other supplemental documentation on setting up, configuring and maintaining the Bloomberg Terminal. These are available on our [Documentation](#) support website. For further information on procedures, technical questions, and common troubleshooting steps, visit the [FAQ](#) section. For any additional clarification or assistance regarding any of the topics covered here or in other documents, [Bloomberg Customer Support](#) is available 24/7 for any queries.

2. Software Release

Software Components

The following table describes the software components of the Bloomberg Terminal:

Software Component	Description
Bloomberg Application	Main application of the Bloomberg Terminal
Bloomberg Update Manager	Software component that starts Bloomberg Update Service
Bloomberg Update Service	Software component that checks for and downloads available software updates
BBComm	Bloomberg Communications Server for the Bloomberg Desktop API
Office Tools	Bloomberg add-ins that pull API data into Microsoft Office applications
Webview	Software component that displays web content within Bloomberg Application and Office Tools
Bloomberg Voice Fonts	Text-to-speech software component

Software components of the Bloomberg Terminal

Version Format

The Terminal software version is represented in the following format: **Branch.Build.Type** (e.g., version 141.5.81).

- **Branch** is the major version of the software.
- **Build** is the minor version within the Branch.
- **Type** is the build type of the software.

Bloomberg Application has the build type **80** or **81** for production software.

Other software components follow the same format. Note that Bloomberg Update Manager and Bloomberg Update Service are currently using an old version number that resembles a date (e.g., 03/01/24) but will be migrated to the same Branch.Build.Type format in the future.

Release Cadence

Typically, the Bloomberg Terminal software is updated **twice per month**. Once a new version is available, the Terminal will download and install the update automatically when the Terminal is not in use (not logged in). The same update will also be available in our website bloombergsoftware.com if a manual installation is needed.

The release cadences for other software components vary.

3. Software Update

Download

Once a new version is available, Bloomberg Update Service (clientrater.exe) will detect and download it in the background.

The download progress can be monitored by running **UPGR <GO>** on the Terminal.

The UPGR function shows two columns of version:

- **Current Version** is the version currently installed on your computer.
- **Rated Version** is the version that you should have, typically the latest production version. If the rated version is different from the current version, the rated version will be downloaded and eventually installed.

The most common types of status are listed below:

- **Up To Date** means the software component is up-to-date.
- **Downloading Full Version** means an available update is being downloaded in the background.
- **Launch On Exit** means an available update is scheduled for installation when the Terminal is not in use (not logged in).

Bloomberg Software Component Status			
Bloomberg Software Component Status			
S/N: 1234567			
Software Component	Current Version	Rated Version	Status
Bloomberg Application	149.4.81	150.6.81	Launch On Exit
BBComm	68.2.88	68.2.88	Up To Date
Bloomberg Update Service	07/02/24	07/02/24	Up To Date
Bloomberg Update Manager	03/01/24	03/01/24	Up To Date
Webview	125.5.60	127.5.60	Downloading Full Version (10%)
Office Tools (64-bit)	68.8.57	69.10.57	Downloading Full Version
Bloomberg Voice Fonts	23.1.85	23.1.85	Up To Date

Software component status in UPGR <GO>

Installation

Once the download has completed, Bloomberg Update Service will verify the update and schedule the automatic installation when the Terminal is not in use (not logged in).

Note: For Office Tools installation, all Microsoft Office applications must also be closed for the installation to begin.

If the Terminal is open

The installation will start five minutes after the Terminal has been logged off and idle. That is:

1. User must be logged off (an update will never take place if the user is still logged in); and
2. User must be idle for five minutes (idle = no keyboard/mouse activity).

The Terminal will be closed during the installation.

Once the installation completes, the Terminal will open automatically.

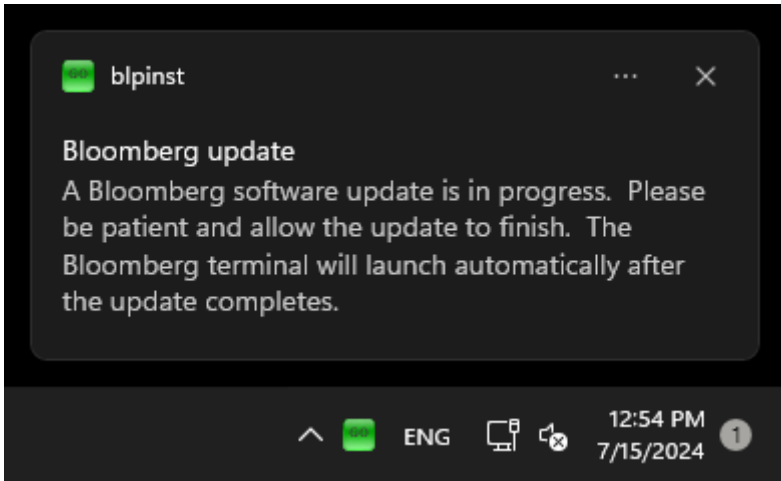
If the Terminal is closed

The installation will start two minutes after the Terminal has been fully closed.

Once the installation completes, the Terminal will remain closed.

During Installation

If a user tries to open the Bloomberg Terminal while an update is in progress, a notification will be shown to the user. Once the update completes, the Terminal will open automatically.



Notification showing software update in progress

If the update is not successful (e.g., not started or interrupted because of a Windows logoff or shutdown, or error in file operations), the update will resume immediately at the next Windows login.

More Information

The following list describes the main processes that are involved in the installation. The list is not exhaustive.

Bloomberg Update Manager (clientratermgr.exe)

This process ensures that Bloomberg Update Service (clientrater.exe) is always running.

Bloomberg Update Manager is launched when the main Terminal process (wintrv.exe) is launched. It can also be launched in the background when the Terminal is not running, in order to keep the software up-to-date.

Bloomberg Update Service (clientrater.exe)

This process checks for and downloads available updates of various software components of the Bloomberg Terminal. Once the download has completed, it will also schedule Bloomberg Install (blpinst.exe) or Component Install (*upd.exe) to take place when the Terminal is not in use (not logged in).

Bloomberg Update Service keeps running in the background, even after you close the Bloomberg Terminal.

Bloomberg Install (blpinst.exe)

This process installs software updates using our modern software update mechanism.

Once the download has completed, Bloomberg Update Service (clientrater.exe) will verify the download (digitally signed by Bloomberg) and write encoded data to Bloomberg's Content Archive directory (%ProgramData%\BLP), which will contain Bloomberg-signed manifest files. Then, Bloomberg Update Service will schedule Bloomberg Install with appropriate parameters (component name and version number) to run when the Terminal is not in use (not logged in).

Component Install (*upd.exe)

This process installs software updates using our legacy software update mechanism.

Once the download has completed, Bloomberg Update Service (clientrater.exe) will verify the download (digitally signed by Bloomberg) and write data into a self-contained installer file (*upd.exe) in the Bloomberg installation directory (e.g., C:\blp). Then, Bloomberg Update Service will schedule Component Install to run when the Terminal is not in use (not logged in).

Component Restore (*rst.exe)

This process restores the software version previously installed on the client PC.

Component Restore is created during the software update and can be used for restore if needed.

Note that running Component Restore will not prevent the software from updating again. Contact us if you need further assistance.

Main Processes by Software Component

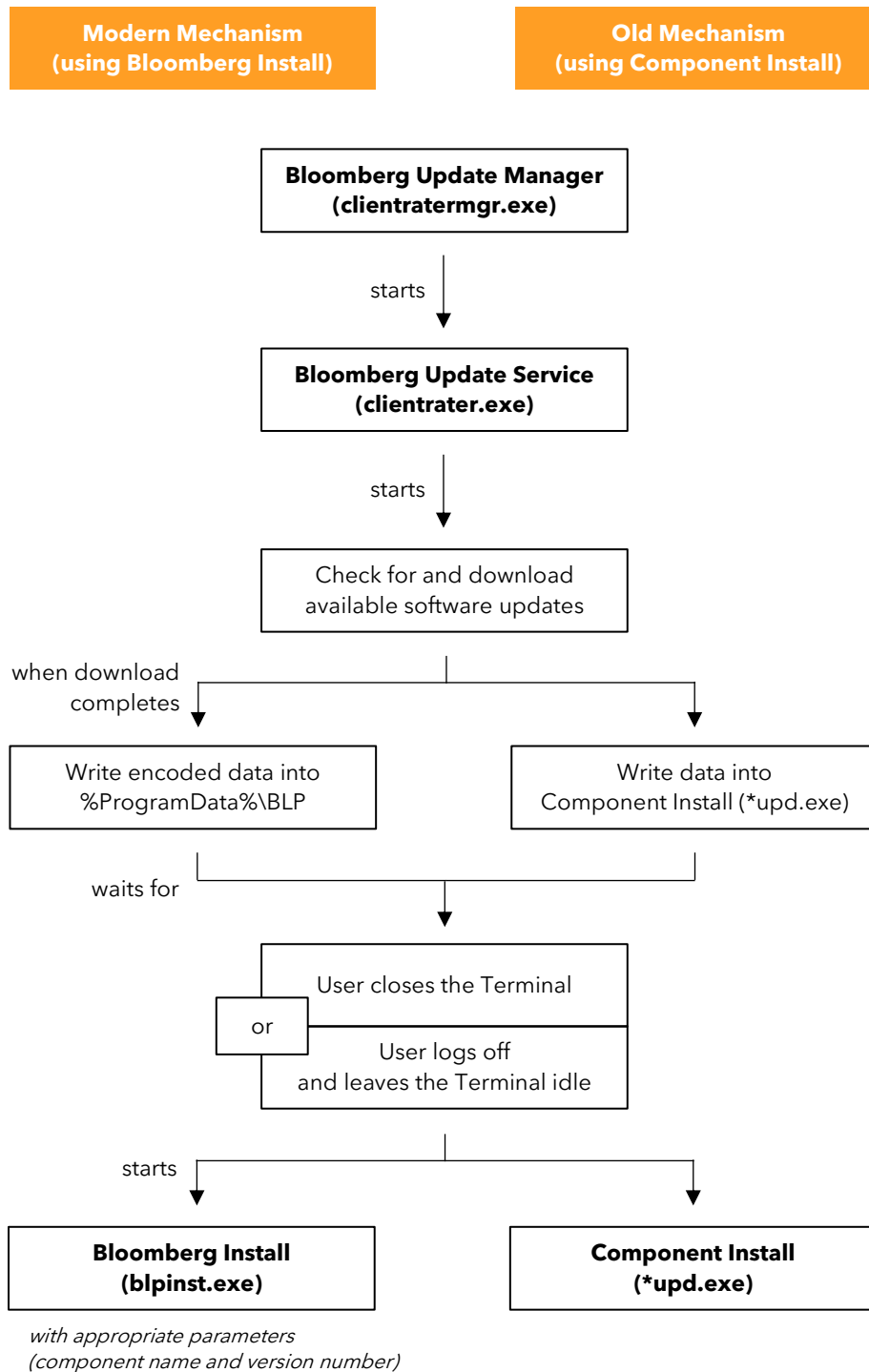
The following list shows the main installation and restore process for each software component of the Terminal:

Software Component	Installation Process	Restore Process
Bloomberg Application	blpinst.exe	blprst.exe
Bloomberg Update Manager	umgrupd.exe	umgrrst.exe
Bloomberg Update Service	bbusupd.exe	bbusrst.exe
BBComm	tbbcupd.exe	tbbcrst.exe
Office Tools (32-bit)	bxlaupd.exe	bxlarst.exe
Office Tools (64-bit)	ot64upd.exe	ot64rst.exe
Webview	wbvwupd.exe	wbvwrst.exe
Bloomberg Voice Fonts	bvftupd.exe	bvfrst.exe

Installation and restore process for each software component of the Bloomberg Terminal

Main Process Flow

The following diagram illustrates the main download and installation processes of the Bloomberg Terminal software in the modern and old mechanism.



Download and installation processes of the Bloomberg Terminal software

4. Software Expiration

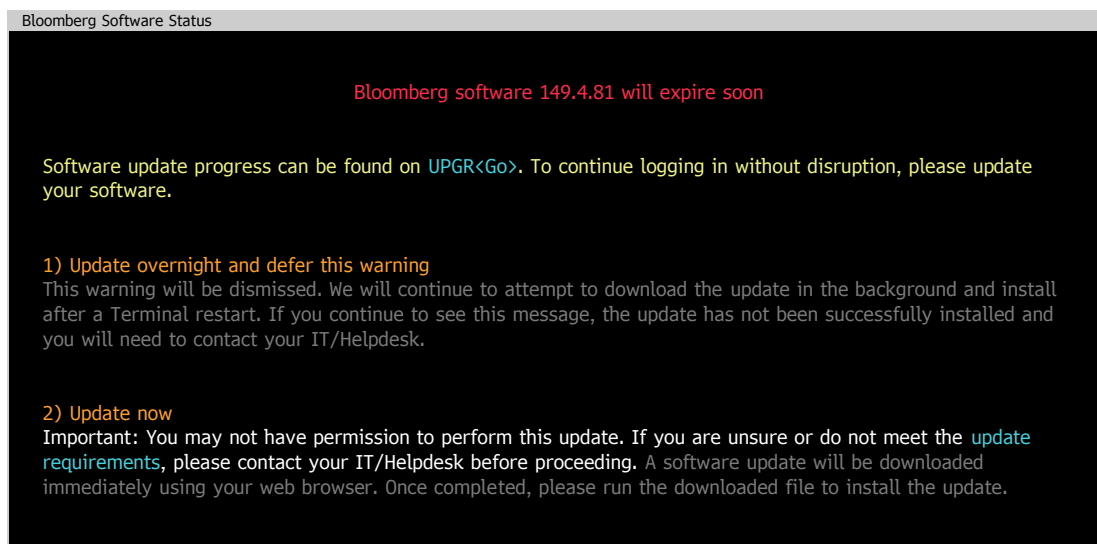
Bloomberg recommends that clients run the current production version of the Bloomberg Terminal software at all times. This is to ensure they have important fixes and security updates, and to take advantage of new features. Software updates are typically released every two weeks and are seamlessly pushed down to each installation.

At any given time, the **six most recent versions (Branches)** of the Bloomberg Terminal software are considered valid for login and fully supported by Bloomberg. Software prior to the six most recent versions will be marked as expired and can no longer be logged into. Expired software must be updated to one of the six most recent versions before a user can log into it. On average, a version released to production will be supported for login for **approximately three months** before it is marked as expired.

Our [Release Notes](#) page shows the history of releases.

Soft Warning - Login allowed

Typically, five to ten days prior to software expiration, the Terminal will start to display a soft warning to users upon login, to alert them that an update is required to continue to use the software. This notification does not prevent the user from using the Bloomberg Terminal, however action must be taken before expiration.



Bloomberg Software Status

Bloomberg software 149.4.81 will expire soon

Software update progress can be found on [UPGR<Go>](#). To continue logging in without disruption, please update your software.

1) Update overnight and defer this warning
This warning will be dismissed. We will continue to attempt to download the update in the background and install after a Terminal restart. If you continue to see this message, the update has not been successfully installed and you will need to contact your IT/Helpdesk.

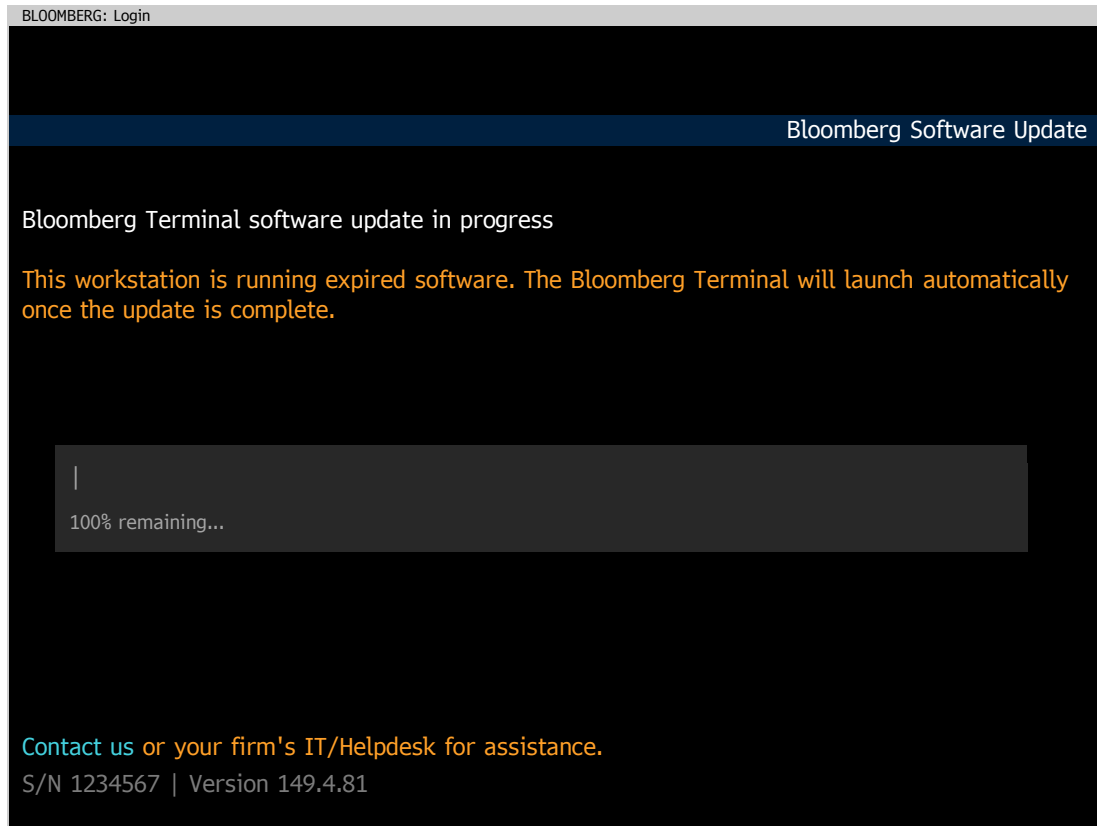
2) Update now
Important: You may not have permission to perform this update. If you are unsure or do not meet the [update requirements](#), please contact your IT/Helpdesk before proceeding. A software update will be downloaded immediately using your web browser. Once completed, please run the downloaded file to install the update.

Software expiration notification

Hard Block - Login not allowed

Once the Bloomberg Terminal software has expired, it can no longer be logged into. In order to proceed, the software must be updated to a supported version. In this scenario, the Bloomberg Terminal will still try to download and install the update automatically and a progress bar will be displayed to the user.

It is very important to ensure that the software is updated before it expires, so users are not blocked from logging into the Terminal.



Software expiration block

Extension Requests

To ensure a stable environment for users of the Bloomberg Terminal software, we recommend always updating to the latest version available. By doing so, users will receive new features, up-to-date security patches and performance optimizations, and they will be able to continue to login with no disruptions.

In the exceptional case that the software cannot be updated in time and an extension is required, please reach out to Bloomberg Technical Support. Your request will be reviewed and if approved, a single short-term extension will be granted to allow users to log in temporarily with the expired version. **Please note that running an unsupported/expired version of the Bloomberg Terminal software puts users at risk of disruption in service.**

Take the next step.

For additional information, press the <HELP> key twice on the Bloomberg Terminal®.

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