

# LSEG WORKSPACE

## SUPPORT AND OBSOLESCENCE POLICY

## Purpose and scope of this policy

LSEG maintains support and testing environments for supported versions of LSEG Workspace (hereafter, Workspace). We advise customers to run a supported version to ensure its compatibility with upgrades to the following:

- Operating systems on which Workspace runs
- Common third-party applications

This policy applies to all users of LSEG Workspace and is effective from 29 June 2023.

## What this policy covers

The support model described in this policy is the final target state for rolling obsolescence of Workspace versions. To minimize disruption to customers, access to older versions of Workspace will be withdrawn gradually over an 11-month period. Therefore, this policy will reach full implementation in the last quarter of 2024.

## Supported versions

LSEG provides full operational support for the latest version<sup>1</sup> of any quarterly release of Workspace<sup>2</sup> for a period of nine months (the [obsolescence period](#)).

## Unsupported versions

During the three-month unsupported period that follows End of Support, LSEG provides support for market content, accessed through Workspace, only.

LSEG reserves the right to change which versions are supported <sup>3</sup>.

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<sup>1</sup> This includes the major version itself (x.xx) and any patch releases (x.xx.x).

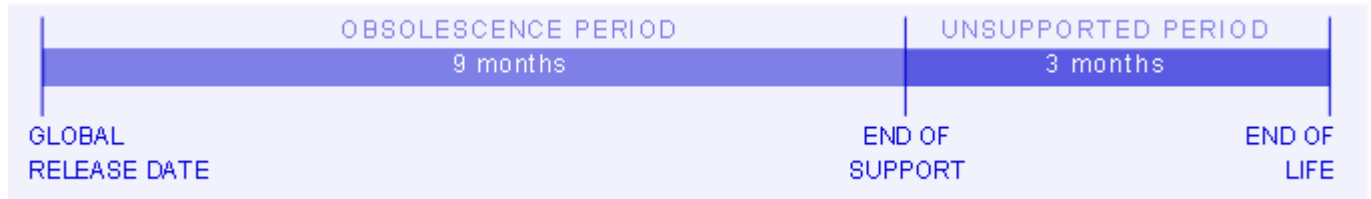
<sup>2</sup> Releases that have been superseded by a patch release are not supported.

<sup>3</sup> The list of supported and unsupported versions are published in the [Release Notes](#).



# Obsolescence timeline

The terms used in this graphic are defined further below:



## Obsolescence period

The obsolescence period is the nine (9) months that follow the global release date of a Workspace update. At the end of this period, the version becomes unsupported (see [Unsupported version](#)).

## Unsupported version

An unsupported version<sup>3</sup> is any release of Workspace that has passed through its [obsolescence period](#), reached End of Support, and has entered the unsupported period.

Unsupported versions may be used for up to three (3) months before they reach [End of Life](#). However, LSEG does not maintain Support environments for unsupported versions and, subsequently, cannot provide technical support for issues that may arise during this period of use. Market content that is accessed during this period remains fully supported.

## End of Life

Access to obsolete versions of Workspace will be blocked and customers will be required to update their version to continue using the service.

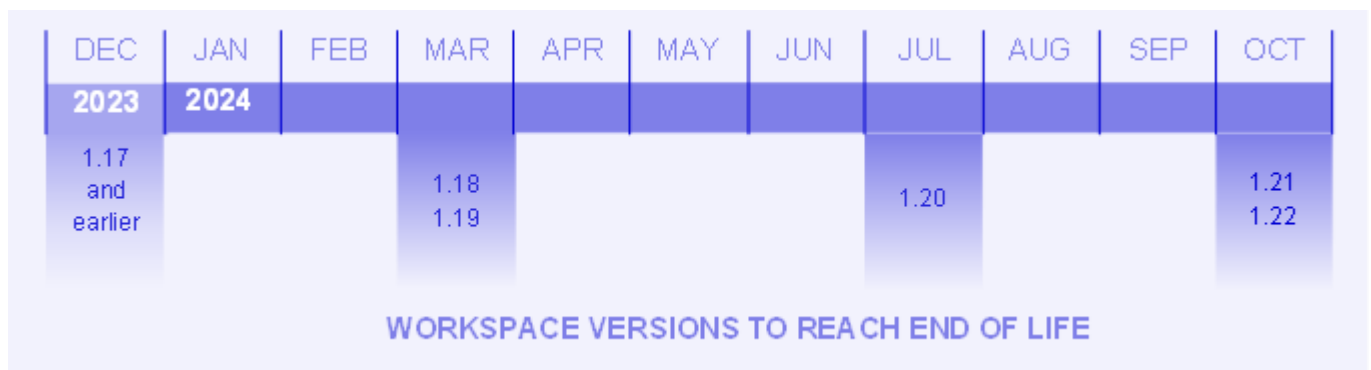
For further information about the introduction of this policy, refer to the [Version obsolescence process](#).

# Version obsolescence process

Version obsolescence will be introduced gradually from Q4 2023. It will become a rolling process from H2 2024. Under the rolling process, every new release will make the oldest supported version of Workspace obsolete, unless explicitly stated otherwise.

## Version obsolescence process timeline

Blocking access to older versions of Workspace will be undertaken gradually over the period<sup>4</sup> summarized below:



<sup>4</sup> This schedule may be subject to change. For the most recent updates, refer to the [Workspace Support and Obsolescence FAQ](#).

# Notifications

This section describes the final target state for notifications and their intervals once the rolling obsolescence policy is fully implemented. However, every effort will be made to provide sufficient notification to customers, based on the schedule outlined in the [Version obsolescence process timeline](#).

## New versions

LSEG notifies customers with a Product Change Notification (PCN) when a [Workspace update](#) is available.

## Obsolescence

Customers receive three in-product warnings before access to their version of Workspace is withdrawn. These occur at:

- Three (3) months before their version of Workspace reaches the End of Support date, thus becomes [unsupported](#).
- Once their version reaches the End of Support date.
- One (1) month before Workspace reaches End of Life.

A final in-product notification appears at End-of-Life, where customers must either access Workspace through the Web or upgrade to a supported version.

# Workspace updates

In this policy and in release documentation, a Workspace update (or otherwise referred to as an upgrade) is any release version of Workspace, whether it includes:

- New features
- Additional functions
- Bug fixes
- Service packs, or
- Maintenance releases

## Updating Workspace automatically

Workspace comes with built-in automatic update functionality. By updating automatically, customers incur less packaging and deployment costs, and always have access to the latest features and fixes. LSEG recommends that customers always use the latest version of Workspace. For further information, refer to the content on the [Workspace support and training](#) site.

IT-managed customers can also use manual updates. For these, Market Data IT administrators can download the package from the [Software Download Center](#) on the authenticated website and then install the updates with their mass deployment tool<sup>5</sup>.

## Finding the Workspace version

Customers can find their LSEG Workspace version by using the methods below:

- In Workspace or Workspace Messenger standalone, select **Help > About LSEG Workspace**.
- In Refinitiv Workspace – Excel, select **Help > About**.

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<sup>5</sup> For further information about automatic and mass deployments of Workspace, refer to the [Installation and Configuration Guide](#).

# Changes to this policy

LSEG reserves the right to divert from or amend this policy due to changing circumstances. These circumstances may include, but are not limited to:

- Functional changes
- Regulatory changes
- Security incidents
- Support incidents

Workspace customers will be notified if such a change occurs.

For further information or questions, [contact us](#).