

# LSEG WORKSPACE SUPPORT POLICY

## Purpose and scope of this policy

LSEG maintains support and testing environments for supported versions of LSEG 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

### Supported versions

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

LSEG provides operational support for versions of Workspace<sup>1</sup> released during the previous nine months (the [obsolescence period](#)), unless there have been more than three versions released, in which case we support only the most recent three.

LSEG reserves the right to change how many versions are supported.

### Obsolete versions

Any release not on the list of supported versions<sup>2</sup> of LSEG Workspace is an obsolete version. Customers are notified by PCN whenever a new version is released.

### Obsolescence period

The obsolescence period is the next nine (9) months following the global release date of an LSEG Workspace update.

Customers receive an alert on LSEG Workspace that their version should be updated, and this constitutes notification of the obsolescence period.

Customers using an obsolete version will receive an alert each time they log into Workspace, stating that they should promptly update to a supported version.

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<sup>1</sup> Releases that have been superseded by a patch release are not counted, as only the patched version is supported.

<sup>2</sup> The list of supported versions is published in the [Release Notes](#).

# LSEG Workspace updates

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

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

## Version obsolescence process

Version obsolescence is a rolling process, where every new release makes the oldest supported version of LSEG Workspace obsolete, unless explicitly stated otherwise.

## Updating LSEG Workspace automatically

LSEG 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>3</sup>.

## Finding the LSEG Workspace version

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

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

## Changes to this policy

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

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

LSEG Workspace customers will be notified if such a change occurs.

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

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<sup>3</sup> For further information about handling automatic and mass deployments of Workspace, refer to the [Installation and Configuration Guide](#).