

# LSEG WORKSPACE SUPPORT AND OBSOLESCENCE FAQ

This document is intended to provide responses to frequently asked questions concerning the implementation of a rolling obsolescence policy for LSEG Workspace. For details about the policy, refer to the [Workspace Support Policy](#).

## In this FAQ

- [What is the long-term policy for Workspace support?](#)
- [What product notifications are available?](#)
- [What notifications are sent for Workspace releases?](#)
- [What is the current timeline for version obsolescence?](#)
- [What happens when my Workspace access is withdrawn?](#)
- [Where can I download the latest version of Workspace?](#)
- [What do I do if my Workspace version is IT-managed?](#)

## What is the long-term policy for Workspace support?

By Q4 2024, any new Workspace global release version has a total lifespan of 12 months – from release date until End-of-Life, where access the version is withdrawn. This 12-month period is comprised of:

- Nine (9) months – Release until End of Support – where customers receive full operational and market content support, and
- Three (3) months – End of Support until End-of-Life – where only market content is supported.

## What product notifications are available?

For Workspace release purposes, there are two forms of notification – in-product notifications, Product Change Notifications (PCNs), and Workspace Release Notes.

- In-product notifications are available in two forms:
  - **Message:** A red message box containing the alert appears in the top right corner of the Workspace desktop.
  - **Upgrade Now:** For users that have administrative control, in the **Help > About LSEG Workspace** dialog, the **Upgrade Now** button becomes active.
- The [PCN facility](#) is available through MyRefinitiv and is provided on a [subscription](#) basis, by product.
- The [Workspace Release Notes](#) document, together with a summary of new features and product enhancements, contains a table listing the supported and unsupported versions. It also indicates when versions will become unsupported and reach End-of-Life.



## What notifications are sent for Workspace releases?

From 2024, in accordance with the Workspace Support Policy, you will receive in-product<sup>1</sup> notifications and **PCNs** at several points in the lifespan of a Workspace version:

Point	Message	Upgrade Now	PCN
Version launch		●	●
Three months before a release reaches End of Support	●	●	
At End of Support	●	●	
One month before a release reaches End-of-Life	●	●	
At End of Life	●	●	

## What is the current timeline for version obsolescence?

Precise dates for the obsolescence events in 2024 will be provided through in-product notifications, the PCN facility, and Workspace Release Notes.

Date	Event	State
20 November 2023	In-product notifications will be introduced for versions reaching End of Life.	<input checked="" type="checkbox"/>
09 December 2023	Access to Workspace 1.17 and all earlier versions will be withdrawn.	<input checked="" type="checkbox"/>
30 March 2024	Access to Workspace 1.19 and 1.18 will be withdrawn.	
July 2024	Access to Workspace 1.20 will be withdrawn.	
October 2024	Access to Workspace 1.22 and 1.21 will be withdrawn.	

## What happens when my Workspace access is withdrawn?

When a version of Workspace reaches the End-of-Life date, you will not be able to open the desktop. However, when a login is attempted, a pop-up message will be displayed, prompting you to install the latest version.

Depending on your installation mode and/or configuration, you may also receive warning messages in the weeks preceding the End of Support and End-of-Life date. These messages will disappear when you are running a supported version.

## Where can I download the latest version of Workspace?

You can download the latest LSEG Workspace version from:

- [The Workspace download page](#), or
- [The LSEG Workspace product page](#) on MyRefinitiv.

## What do I do if my Workspace version is IT-managed?

Contact your company IT administrator to request an upgrade to the latest version of LSEG Workspace. Your IT administrator is required to qualify the latest version of LSEG Workspace and distribute it to all users in your company.

<sup>1</sup> Whether you receive in-product notifications depends on your installation mode. Typically, if your IT administrators manage your installation, these notifications are not shown.