

LSEG WORKSPACE

DESKTOP SUPPORT AND OBSOLESCENCE POLICY

Scope of this policy

Over the next 18 months, LSEG Workspace desktop is transitioning to the industry leading OpenFin operating environment. Once it reaches the target state of functional parity, LSEG Workspace desktop will be replaced by LSEG Workspace for OpenFin.

This policy applies to all users of LSEG Workspace desktop and is effective from September 2024.

What this policy covers

This policy covers all currently supported and planned versions of Workspace desktop.

Version obsolescence

Versions of Workspace desktop will be supported until they reach End of Life. These key dates are outlined in the table, below:

Workspace Desktop version	End of Life
1.23	TBC
1.24 / 1.24.1	TBC
1.25 / 1.25.1 / 1.25.2	TBC
1.26	TBC

Customers will be provided with specific End of Life dates for versions listed in this table, no later than three (3) months before the planned date.

Obsolescence notifications

Customers receive two in-product warnings before access to their version of Workspace is withdrawn.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

- Three (3) months before a Workspace version reaches End of Life.
- One (1) month before a Workspace version reaches End of Life.
- At End-of-Life, where customers must either access Workspace through the Web or upgrade to a supported version.

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.



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](#).