

REFINITIV WORKSPACE

VERSION OBSOLESCENCE POLICY

Refinitiv Workspace version obsolescence policy

Aim and scope of this policy

The aim of this policy is to ensure that clients are working with the most up to date and supported versions of Refinitiv Workspace. This improves the functioning of the product on several levels, including correction of errors, security, improved performance, and supportability.

This policy applies to all users of Refinitiv Workspace and is effective from 30 September 2019.

What this policy covers

Supported versions

Refinitiv notifies clients with a Product Change Notification (PCN) when an update is available. Supported versions of Refinitiv Workspace are:

- The current version
- The two (2) versions released before the current version

Only supported versions receive operational support from Refinitiv.

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

Obsolete versions

Any release not on the list of supported versions of Refinitiv Workspace is an obsolete version. The client is notified whenever there is a new version.

Obsolescence period

The obsolescence period is:

- Nine (9) months after the general availability of a Refinitiv Workspace update, or
- When a newly released version puts a supported version into the obsolescence period, as defined above

Clients receive an alert on Refinitiv Workspace that their version should be updated, and this constitutes notification of the obsolescence period. Within this period, clients receive a specific date, 30 days after their version becomes obsolete, after which they cannot connect to the Refinitiv Platform

Clients using an obsolete version after the 30 days receive an alert stating that they must update to a supported version to use the product.

Release notes

A summary document of all major enhancements, changes, and fixes in each Refinitiv Workspace update can be found on MyRefinitiv.

End of life

Clients are not able to access the Refinitiv platform after the obsolescence period has expired.

Refinitiv Workspace update and release schedule

Any release or version of Refinitiv Workspace which includes new features or additional functionality constitutes an update. In any release, the version is numbered as set out below.

Major releases

Major releases are indicated by the first delimited numbers and contain significant changes and new features. They are assigned a major version number, such as 1.x.xxx, 2.x.xxx, or 3.x.xxx.

Minor releases

Minor releases are indicated by the second delimited numbers and contain product enhancements, fixes and technical changes. They are assigned a minor version number, such as 1.7.xxx or 1.8.xxx.

Builds

Build numbers identify a specific release and are used for both major and minor releases. These are assigned a third delimited number such as 1.7.034, or 1.8.045.

Version obsolescence process

Version obsolescence is an automatic rolling process based on the version release program for Refinitiv Workspace. As described above, every new release makes the oldest supported version of Refinitiv Workspace obsolete, unless stated otherwise.


When there is a Refinitiv Workspace update, clients are notified in a PCN.

Updating Refinitiv Workspace automatically

Refinitiv Workspace comes with built-in automatic update functionality. By updating automatically, clients incur less packaging and deployment costs, and always have access to the latest features and fixes. Refinitiv recommends that clients always use the latest version of Refinitiv Workspace. More information can be found on MyRefinitiv.

IT-managed clients on Refinitiv Workspace can also use manual updates. For these, Market Data IT administrators can download the package from MyRefinitiv and then install the updates with the client's mass deployment tool.

How can I tell which version of Refinitiv Workspace I am using?

In Refinitiv Workspace or Refinitiv Messenger standalone, select  > About Refinitiv Workspace

In Refinitiv – Microsoft Excel, select Help > About

Changes to obsolescence policy

Refinitiv 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

Refinitiv Workspace users are notified in writing whenever this happens. For further information or questions, [contact us](#).

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