

FRAMEWORK LIFECYCLE POLICY

Each new FactSet Workstation release contains important new features, speed improvements and stability enhancements. Using the latest FactSet Workstation release helps ensure the best experience.

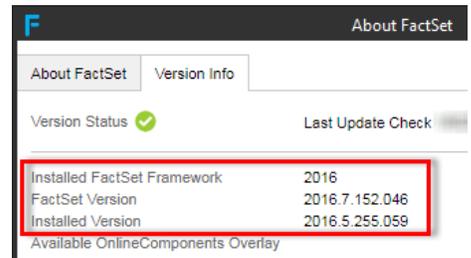
The Framework Lifecycle Policy defines the release to retirement cycle for the FactSet Workstation.

Framework Lifecycle Policy and OnlineComponents

The Framework Lifecycle Policy must be viewed alongside OnlineComponents, which is the technology used to update the FactSet Workstation. OnlineComponents is designed to keep clients on the most appropriate release seamlessly, without the need to manually upgrade. OnlineComponents has been designed to work in most client environments and does not require the FactSet user to have administrative privileges on the machine.

OnlineComponents allows FactSet Workstations that may originally have been installed many months previously to automatically update with the latest features, enhancements and bug fixes.

Both the installed version (original base installation) and the FactSet version (version currently being used, delivered via OnlineComponents) are displayed within the 'About FactSet' window within the FactSet Workstation.



Lifecycle Policy

Each FactSet release is retired approximately 15 months after being made available to 'General Release' clients.

Please note that retirements only impact the FactSet version and not the installed version. If the version currently being used (delivered via OnlineComponents) is supported, then the original base installation is not relevant.

In practice, this means that most clients do not see a retirement message, as they have downloaded and are using a supported release by the time the retirement occurs.

If a client does attempt to launch a retired version of the FactSet Workstation, the following message is displayed. This triggers the FactSet Workstation to automatically download the latest release, which usually takes about 10 minutes (depending upon Internet bandwidth). Once the download has completed, the client is prompted to restart FactSet and login.



Recommendations

While OnlineComponents is designed to keep the FactSet Workstation up to date between manual installations, it is still recommended that clients upgrade the FactSet Workstation once every 12 months. Upgrading helps to ensure the installed base version of FactSet is up to date, therefore reducing the chance of any delay during start-up if a supported release is required to launch.

Reference Documentation

White paper containing further details on the FactSet Lifecycle Policy and OnlineComponents can be downloaded using the link below.

https://download.factset.com/documents/workstation/Framework_Lifecycle_Policy_and_OnlineComponents.pdf

Past and future retirement dates are listed on <https://support.factset.com>