

# Quarterly Newsletter

## Microsoft Support Lifecycle

March 13, 2018  
Version 1.0

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## Introduction

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The objective of this document is to provide an overview of Microsoft Lifecycle policies, recent announcements and changes, as well as highlight the upcoming support deadlines (products reaching end of life or transitioning to the Extended Support phase) for Business, Developer, and Desktop Operating System products.

This quarterly newsletter is distributed with an updated MSL spreadsheet, including the major enterprise products only.

For a comprehensive list of products, please go to the public-facing Lifecycle web site:  
<http://www.microsoft.com/lifecycle>.

For more information regarding Microsoft Support Policies or for specific questions related to your production environment, please contact your Service Delivery Manager.

## What's new this quarter

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The following announcements have been included in this document:

- Changes to Office and Windows servicing and support
- Office 2019 On-Premises Release Details
- Microsoft Dynamics Marketing discontinued on May 15, 2018

The next End of Support deadline is **April 10, 2018**.

The following products and Service Packs will NO longer be supported after this date:

- **Windows Embedded CE 6.0**
- **SQL Server Compact 3.5**
- **Dynamics CRM 4.0**
- **Visual Studio 2008**
- **Visual Studio Team Foundation Server 2008**

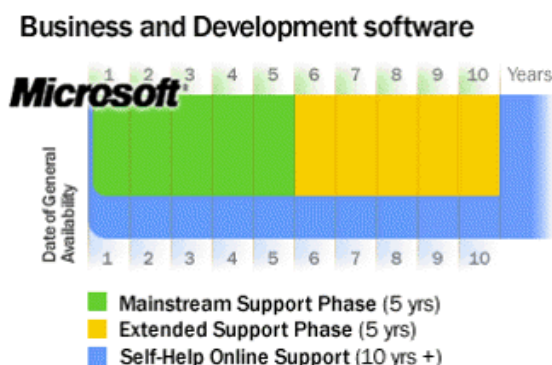
## Overview of Microsoft Lifecycle policies

Microsoft provides industry-leading lifecycle policies – in length and provision – giving customers consistent, transparent, and predictable software support and servicing guidelines.

### Fixed Policies (defined end-of-support dates)

#### Business, Developer and Desktop Operating System Policy

Microsoft Business, Developer, and Desktop Operating System Support Lifecycle policy provides consistent and predictable guidelines for product support availability at the time of product release. Microsoft will offer a minimum of 10 years support (5 years of Mainstream support and 5 years of Extended) at the supported service pack level for Business, Developer and Desktop Operating System products.



#### Consumer and Multimedia Policy

#### Device Operating System Policy

### Modern Policies (continuous support and servicing)

The Modern Lifecycle Policy covers products and services that are serviced and supported continuously. Under this policy, the product or service remains in support if the following criteria are met:

1. Customers must stay current as per the servicing and system requirements published for the product or service.
2. Customers must be licensed to use the product or service.
3. Microsoft must currently offer support for the product or service.

#### Change Notification

Changes for these products and services may be more frequent and require customers to be alerted for forthcoming modifications to their product or service. For products and services governed by the Modern Lifecycle policy, unless otherwise noted, Microsoft's policy is to provide a minimum 30 days' notification when customers are required to take action in order to avoid significant degradation to the normal use of the product or service.

#### Continuity and Migration

For products governed by the Modern Lifecycle Policy, Microsoft will provide a minimum of 12 months' notification prior to ending support if no successor product or service is offered – excluding free services or preview releases.

For detailed information regarding Microsoft Lifecycle policies or the support lifecycle of a specific product, please go to the public-facing Lifecycle web site: <http://www.microsoft.com/lifecycle>.

## Changes to Office and Windows servicing and support

On February 1<sup>st</sup>, 2018 – two years before the end of extended support for Windows 7 and Office 2010 – **Microsoft announced servicing extensions for Windows 10, changes to the Office 365 ProPlus system requirements, and new details on the next perpetual release of Office and Long-Term Servicing Channel (LTSC) release of Windows.**

For more information, go to: <https://blogs.technet.microsoft.com/windowsitpro/2018/02/01/changes-to-office-and-windows-servicing-and-support/>

### Servicing extensions for Windows 10

To help customers manage their ongoing deployment of Windows 10, we are announcing an additional six months of servicing for the Enterprise and Education editions of Windows 10, versions 1607, 1703, and 1709. Additional servicing for Windows 10, version 1511 was announced in November. This extension will be offered via normal channels.

The chart below outlines the impact of these extensions for each of the last four Windows 10 releases:

Release	Release date	End of support	End of additional servicing for Enterprise, Education
Windows 10, version 1511	November 10, 2015	October 10, 2017	<b>April 10, 2018</b>
Windows 10, version 1607	August 2, 2016	April 10, 2018	<b>October 9, 2018</b>
Windows 10, version 1703	April 5, 2017	October 9, 2018	<b>April 9, 2019</b>
Windows 10, version 1709	October 17, 2017	April 9, 2019	<b>October 8, 2019</b>

We will also offer additional paid servicing options for Windows 10 Enterprise and Education releases starting with Windows 10 version 1607.

### Updates on the Office 365 ProPlus system requirements

To ensure that customers get the most secure and efficiently managed experience from Office 365 ProPlus and Windows 10 together, we are providing updates on the Windows system requirements for Office 365 ProPlus.

To clarify our current support practices for running on Windows 10, Office 365 ProPlus will not be supported on Windows 10 Semi-Annual Channel (SAC) versions that are no longer being serviced.

Effective **January 14, 2020**, Office 365 ProPlus will no longer be supported on the following versions of Windows:

- Any Windows 10 LTSC release
- Windows Server 2016 and older
- Windows 8.1 and older

This will ensure that both Office and Windows receive regular, coordinated updates to provide the most secure environment with the latest capabilities.

## Office 2019 On-Premises release details

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On February 1<sup>st</sup>, 2018, Microsoft announced the Lifecycle Support Policy for Microsoft Office 2019.

**Microsoft Office 2019 will provide 5 years of mainstream support with 2 years of extended support as an exception to the 10-year Fixed Lifecycle Policy term.** This 7-year term will align with the support period for Microsoft Office 2016.

For more information, go to: <https://support.microsoft.com/en-us/help/4086137/office-2019-on-premises-release-details-february-1-2018>

Last year, we announced that Microsoft Office 2019 will ship in the fall of 2018. Previews will be available in the second quarter of 2018. This includes applications (Microsoft Word, Excel, PowerPoint, Outlook, and Skype for Business) and servers (Microsoft Exchange, SharePoint, and Skype for Business).

Microsoft Office 2019 will be supported on:

- Any supported Windows 10 Semi-Annual Channel
- Windows 10 Enterprise Long-Term Servicing Channel (LTSC) 2018
- The next LTSC release of Windows Server

The Microsoft Office 2019 client applications will be released with Click-to-Run installation technology only. We will not provide MSI as a deployment methodology for Microsoft Office 2019 clients. We will continue to provide MSI for Microsoft Office Server products.

## Microsoft Dynamics Marketing discontinued on May 15, 2018

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**Microsoft has made the decision that Microsoft Dynamics Marketing will be discontinued as of May 15, 2018.** Last year, we announced that Microsoft Dynamics Marketing would no longer be sold to new customers starting November 2016.

Please read the following announcement for more information:

<https://blogs.msdn.microsoft.com/crm/2017/08/18/microsoft-dynamics-marketing-service-will-be-discontinued-and-learn-whats-coming-next/>

With the discontinuation of service, Microsoft suggests customers explore a few options that may serve their on-going marketing needs, such as Microsoft Dynamics 365 for Marketing, Adobe Marketing Cloud, and other partner solutions. We also recommend that you refer to [AppSource](#) to help you find additional applications built on Microsoft Dynamics 365 that may align to your business or department needs.

**A new online service, Microsoft Dynamics 365 for Marketing is expected to release in Spring 2018 and will be available for customers to preview before then.**

Microsoft Dynamics 365 for Marketing

<https://www.microsoft.com/en-us/dynamics365/marketing>

You can sign up for the preview and will be notified when the preview is available:

<https://connect.microsoft.com/dynamicscustomerengagement>.

## Products retiring

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**IMPORTANT:** Security fixes are **NO LONGER** available for unsupported products. It is recommended to upgrade as soon as possible before this date.

On **April 10, 2018** the following products will **NO** longer be supported:

- Windows Embedded CE 6.0
- SQL Server Compact 3.5
- Dynamics CRM 4.0
- Visual Studio 2008
- Visual Studio Team Foundation Server 2008

On **July 10, 2018** the following products will **NO** longer be supported:

- Search Server 2008

On **October 9, 2018** the following products will **NO** longer be supported:

- Enterprise Desktop Virtualization (MED-V) 1.0
- Windows 10 Mobile (released in Aug. 2016)
- Expression Studio 2

On **January 8, 2019** the following products will **NO** longer be supported:

- Windows Embedded Standard 2009
- Application Virtualization (APP-V) 4.5
- Diagnostics and Recovery Toolset (DART) 6.5

On **April 9, 2019** the following products will **NO** longer be supported:

- Windows Embedded POSReady 2009
- System Center Virtual Machine Manager 2008
- System Center Virtual Machine Manager 2008 R2

## Service Packs retiring

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**IMPORTANT:** Security fixes are **NO LONGER** available for unsupported service packs. It is recommended to test and deploy the latest Service Pack as soon as possible before this date.

On **April 10, 2018** the following Service Packs will **NO** longer be supported:

On **July 10, 2018** the following Service Packs will **NO** longer be supported:

- **Dynamics CRM 2016 RTM**

On **October 9, 2018** the following Service Packs will **NO** longer be supported:

- **SQL Server 2012 SP3**

On **January 8, 2019** the following Service Packs will **NO** longer be supported:

On **April 9, 2019** the following Service Packs will **NO** longer be supported:



## Products transitioning to Extended Support

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During the Extended Support phase, only security fixes continue to be available. An Extended Hotfix Support Agreement (EHSA) may be subscribed in order to be able to request non-security related hotfixes.

On **April 10, 2018** the following products will enter the Extended Support phase:

- **Office 2013**
- **Visio 2013**
- **Project Server 2013**
- **SharePoint Server 2013**
- **Exchange Server 2013**
- **Lync Server 2013**
- **Dynamics AX 2009**
- **Dynamics GP 2013**

On **July 10, 2018** the following products will enter the Extended Support phase:

- **Windows Embedded Standard 8**
- **BitLocker Administration and Monitoring (MBAM) 2.0**
- **BizTalk Server 2013 and BizTalk Server 2013 R2**

On **October 9, 2018** the following products will enter the Extended Support phase:

- **Windows Server 2012 and Windows Server 2012 R2**
- **Windows Server Update Services for Windows Server 2012**
- **Dynamics AX 2012 and Dynamics AX 2012 R2**

On **January 8, 2019** the following products will enter the Extended Support phase:

- **Dynamics CRM 2013**

On **April 9, 2019** the following products will enter the Extended Support phase:

- **Visual Studio 2013**
- **Visual Studio Team Foundation Server 2013**

## Microsoft Azure and Online Services

For information about roadmaps, upcoming features and releases:

### Office 365 Roadmap

<https://products.office.com/en-us/business/office-365-roadmap>

### Cloud Platform Roadmap

<https://www.microsoft.com/en-us/cloud-platform/roadmap-public-preview>

### Microsoft Dynamics 365 Roadmap

<https://roadmap.dynamics.com/>

## Microsoft Azure

<b>Windows Azure</b> Virtual Machines	<b>Microsoft server software support for Windows Azure Virtual Machines</b> <a href="http://support.microsoft.com/kb/2721672/en-us">http://support.microsoft.com/kb/2721672/en-us</a>
<b>Windows Azure</b> DirSync/AD Sync April 13, 2017	<b>Windows Azure Active Directory Sync (DirSync) and Azure AD Sync are now deprecated and have reached end of support on April 13, 2017.</b>  <b>Azure AD Connect</b> is the best way to connect your on-premises directory with Azure AD and Office 365. More information on how to upgrade to Azure AD Connect: <a href="http://aka.ms/dirsyncdeprecated">http://aka.ms/dirsyncdeprecated</a>
<b>Windows Azure</b> RemoteApp August 31, 2017	<b>Azure RemoteApp is now deprecated and has reached end of support on August 31, 2017.</b> <a href="https://blogs.technet.microsoft.com/enterprisemobility/2016/08/12/application-remoting-and-the-cloud/">https://blogs.technet.microsoft.com/enterprisemobility/2016/08/12/application-remoting-and-the-cloud/</a>
<b>Azure Mobile</b> Engagement March 2018	<b>Azure Mobile Engagement service will be retired in March 2018 and is currently only available to existing customers.</b>  <a href="https://azure.microsoft.com/en-us/services/mobile-engagement">https://azure.microsoft.com/en-us/services/mobile-engagement</a>
<b>Azure BizTalk</b> Services May 31, 2018	<b>Effective May 31, 2017, Microsoft will no longer offer Azure BizTalk Services to new customers, and for existing customers the service will be retired on May 31, 2018.</b> However, Azure Logic Apps meets and exceeds the capabilities found in BizTalk Services.  <a href="https://azure.microsoft.com/en-us/services/biztalk-services">https://azure.microsoft.com/en-us/services/biztalk-services</a>

## Microsoft Office 365

<p><b>Office 365</b></p>	<p><b>System requirements for Office 365 and Office 2016</b>  <a href="https://products.office.com/en-us/office-system-requirements">https://products.office.com/en-us/office-system-requirements</a></p> <p><b>Previous versions of Office</b>, such as Office 2010 and Office 2007, may work with Office 365 with reduced functionality.</p> <p><b>Browsers:</b> Office 365 is designed to work with the current or immediately previous version of Internet Explorer and the current version of Microsoft Edge, Safari, Chrome or Firefox browsers.</p> <p><b>Office 365 URLs and IP address ranges</b>  <a href="https://support.office.com/en-us/article/Office-365-URLs-and-IP-address-ranges-8548a211-3fe7-47cb-abb1-355ea5aa88a2?omkt=en-US&amp;ui=en-US&amp;rs=en-US&amp;ad=US">https://support.office.com/en-us/article/Office-365-URLs-and-IP-address-ranges-8548a211-3fe7-47cb-abb1-355ea5aa88a2?omkt=en-US&amp;ui=en-US&amp;rs=en-US&amp;ad=US</a></p>
<p><b>Office 365</b>  <b>February 28, 2017</b></p>	<p>Since <b>February 28, 2017</b> the 2013 version of Office 365 ProPlus are no longer available for download in the O365 Admin Center and not eligible for support.  <a href="http://support.microsoft.com/kb/3199744/en-us">http://support.microsoft.com/kb/3199744/en-us</a></p> <p>Additionally, there will be no further feature updates. Critical and important security updates will be available until April 10, 2018. This does not affect the traditional volume license version of Office 2013 Standard, Professional or Professional Plus. Users who are running the 2013 versions of Office 365 client applications after February 28, 2017 will have to upgrade to the latest version of Office 365 client applications to continue to receive support from Microsoft.</p>
<p><b>Exchange Online</b>  <b>October 31, 2017</b></p>	<p>Beginning <b>October 31, 2017</b> Outlook for Windows clients using RPC over HTTP will be unable to access their Exchange Online mailbox. Exchange Online mailboxes in Office 365 will require connections from Outlook for Windows using MAPI over HTTP.  <a href="https://support.microsoft.com/kb/3201590/en-us">https://support.microsoft.com/kb/3201590/en-us</a></p> <p>If you are using Outlook 2007 or earlier, you need to upgrade. Outlook 2007 does not contain support for the MAPI over HTTP protocol. Outlook 2010-2016 customers will need to ensure their version of Outlook for Windows is set up to support MAPI over HTTP. At a minimum, you should ensure you have installed the December 2015 update. Lastly, ensure your Outlook clients are not using a registry key to block MAPI over HTTP.</p>
<p><b>Office 365</b>  <b>December 15, 2017</b></p>	<p>Microsoft is retiring the Docs.com service on <b>December 15, 2017</b> and users are encouraged to move their existing Docs.com content to other file storage and sharing platforms as soon as possible, as Docs.com will no longer be available after this date.  <a href="https://support.office.com/en-us/article/Important-information-about-Docs-com-end-of-service-3b0d4877-1643-457c-9756-8caf28b94da4">https://support.office.com/en-us/article/Important-information-about-Docs-com-end-of-service-3b0d4877-1643-457c-9756-8caf28b94da4</a></p>
<p><b>Office 365</b>  <b>January 14, 2020</b></p>	<p>Starting <b>January 14, 2020</b> Office 365 ProPlus will not be supported on Windows 7 and Windows 8/8.1. This change will ensure that both Office and Windows receive regular, coordinated updates to provide the most secure environment with the latest capabilities.  <a href="https://support.microsoft.com/en-us/help/4076504/announcement-office-system-requirements">https://support.microsoft.com/en-us/help/4076504/announcement-office-system-requirements</a></p>
<p><b>Office 365</b>  <b>October 31, 2020</b></p>	<p>Starting <b>October 13, 2020</b> Office 365 ProPlus or Office perpetual in mainstream support will be required to connect to Office 365 services.  <a href="https://blogs.office.com/2017/04/20/office-365-proplus-updates">https://blogs.office.com/2017/04/20/office-365-proplus-updates</a></p>

## Resources

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### Microsoft Support Lifecycle Policy

- Microsoft Support Lifecycle  
<http://support.microsoft.com/lifecycle>
- Modern Lifecycle Policy  
<https://support.microsoft.com/en-us/help/30881/modern-lifecycle-policy>
- Microsoft .NET Framework Support Lifecycle Policy FAQ  
[http://support.microsoft.com/gp/Framework\\_FAQ/en-us](http://support.microsoft.com/gp/Framework_FAQ/en-us)
- Microsoft Internet Explorer Support Lifecycle Policy FAQ  
<http://support.microsoft.com/gp/Microsoft-Internet-Explorer/en-us>
- Overview of Windows as a service  
<https://technet.microsoft.com/en-us/itpro/windows/manage/waas-overview>
- Windows lifecycle fact sheet  
<https://support.microsoft.com/en-us/help/13853/windows-lifecycle-fact-sheet>
- Support for System Center Configuration Manager current branch versions  
<https://docs.microsoft.com/en-us/sccm/core/servers/manage/current-branch-versions-supported>
- Microsoft Consumer Hardware Support Lifecycle Policy FAQ  
<http://support.microsoft.com/gp/lifecycle-consumer-hardware-faqs>
- Windows Embedded Handheld Product Support Lifecycle FAQ  
<http://support.microsoft.com/gp/windows-embedded-handheld-faq>
- Microsoft Windows Phone Lifecycle Policy FAQ  
<http://support.microsoft.com/gp/lifecycle-windows-phone-faq>

## Microsoft Support Policy for Online Services and Microsoft Azure

- Support Lifecycle Policy for Microsoft Online Services  
<http://support.microsoft.com/en-us/gp/osslpolicy>
- Microsoft Online Services Lifecycle Support FAQ  
<http://support.microsoft.com/gp/ossifaq>
- Microsoft Azure Lifecycle Support FAQ  
<http://support.microsoft.com/gp/mslazurecloud>
- Microsoft server software support for Windows Azure Virtual Machines  
<http://support.microsoft.com/kb/2721672/en-us>
- Support for Linux and open source technology in Azure  
<http://support.microsoft.com/kb/2941892/en-us>

## Microsoft Support Policy for Virtualization

- Support policy for Microsoft software running in non-Microsoft hardware virtualization software  
<http://support.microsoft.com/kb/897615/en-us>
- Windows Server Virtualization Validation Program  
<http://www.windowsservercatalog.com/svvp.aspx?svvppage=svvp.htm>
- Microsoft server software and supported virtualization environments  
<http://support.microsoft.com/kb/957006/en-us>

## Miscellaneous

- The Microsoft Support Policy for Windows Server 2008 or Windows Server 2008 R2 Failover Clusters  
<http://support.microsoft.com/kb/943984/en-us>
- Description of the standard terminology that is used to describe Microsoft software updates  
<http://support.microsoft.com/kb/824684/en-us>
- Support Policy for Daylight-Saving Time or Time Zone Changes  
[http://support.microsoft.com/gp/cp\\_dst#tab5](http://support.microsoft.com/gp/cp_dst#tab5)