

Microsoft End of Support FAQ

Windows 7 and Office 2010

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General Questions

When is the End of Support for Windows 7 and Office 2010?

End of Support for Windows 7: January 14th, 2020. [Windows 7 EOS](#)

End of Support for Office 2010: October 13th, 2020. [Office 2010 EOS](#)

What does End of Support mean?

Microsoft Lifecycle Policy offers 10 years of support (5 years for Mainstream Support and 5 years for Extended Support) for Business and Developer products (such as versions of Windows prior to Windows 10 and Office perpetual).

As per the policy, after the end of the Extended Support period there will be no patches or security updates, which may cause security and compliance issues and expose organizations to serious security risks. Learn more at [Microsoft Lifecycle Policy](#).

What are the End of Support offers for Windows 7 and Office 2010?

We recommend upgrading to the latest versions of our software in the cloud to help reduce security risks and continue to get regular security updates.

- Organizations with potential cloud transition SKUs, or through benefits of Software Assurance (SA) should talk to their account manager to help with the transition. We have a large portfolio of deployment offers and tools available through FastTrack, including remediation services with [Desktop App Assure](#), Desktop Analytics and others to help reduce the time and cost in upgrading.
- Organizations that don't have software assurance should talk with their Microsoft account manager about the appropriate licensing offers for their needs.

What if an organization will miss the End of Support deadline for Windows 7, what are the options?

For organizations that are not able to transition before the End of Support deadline, we are announcing offers to help protect data and applications during the End of Support transition.

For organizations where a virtualization solution might be appropriate, Windows Virtual Desktop is the only cloud-based service that delivers a multi-user Windows 10 experience, optimized for Office 365 ProPlus, and includes free Windows 7 Extended Security Updates.

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These Extended Security Updates can also be purchased separately, as a last resort option for Windows 7 (and Windows Server 2008/R2 and SQL Server 2008/R2) by organizations that require more time to shift to Microsoft 365. Office 2010 does not provide Extended Security Updates.

[When will the Extended Security Updates \(ESU\) offer be available?](#)

Windows 7

Extended Security Updates will be available for purchase starting April 1, 2019.

Office 2010

There is no extended security update for Office 2010. However, organizations with Office 365 ProPlus will be supported on devices with active Windows 7 Extended Security Updates (ESU) through January 2023. This means that organizations that purchase the Windows 7 ESU will be able to continue to run Office 365 ProPlus.

[Is there a deadline for when organizations can take Extended Security Updates for Windows 7?](#)

While end of support for Windows 7 is January 14th, 2020, organizations can purchase extended security updates for the three years it is available. If an organization waits and purchases ESU for the first time, they will have to pay for preceding years as well since all security updates are cumulative starting January 2020.

Taking the above into account, organizations can purchase the Extended Security Updates at any point. However, these organizations should be aware that after support has ended in January 2020, they will no longer receive regular bug fixes and patches, and the Help Desk will not be able to provide support.

Recommended EOS path

Window 7

Recommended: Shift to Microsoft 365 (Windows 10)

Fallback: When appropriate, leverage Windows Virtual Desktop on Azure and get free Extended Security Updates for 3 more years

Last Resort: Buy Extended Security Updates to protect on-premises servers and desktops

Office 2010

Recommended: Shift to Microsoft 365 (Office 365 ProPlus)

Fallback/Last resort: Upgrade to Office 2019

What is Windows Virtual Desktop?

[Windows Virtual Desktop](#) is the best virtualized Windows and Office experience delivered on Azure. Windows Virtual Desktop is the only cloud-based service that delivers a multi-user Windows 10 experience, optimized for Office 365 ProPlus, and includes free Windows 7 Extended Security Updates. With Windows Virtual Desktop, you can deploy and scale Windows and Office on Azure in minutes, with built-in security and compliance.

When is Windows Virtual Desktop an appropriate solution?

For organizations that are not able to transition before the End of Support deadline, we are announcing offers to help protect data and applications during the End of Support transition. To some of these organizations, a virtualization solution might be an appropriate path. Windows Virtual Desktop is the only cloud-based service that delivers a multi-user Windows 10 experience, optimized for Office 365 ProPlus, and includes free Windows 7 Extended Security Updates.

Addressing EOS blockers

What is the support expectation if an organization encounters an issue that requires a new feature?

If an investigation determines that resolution requires a product enhancement available in a recent release, then a request will be made to the organization to upgrade to a more recent release where the capability is already available.

What tools and programs are available for app-compatibility in moving from Office 2010 to Office 365 ProPlus and/or Windows 7 to Windows 10?

Office Readiness toolkit is a free tool that organizations can download from the Microsoft Download Center. The Readiness Toolkit for Office add-ins and VBA helps identify compatibility issues with Microsoft Visual Basic for Applications (VBA) macros and installed add-ins. Use this tool to inspect VBA macro code and get readiness information for installed Office add-ins as an excel report. More information at [Office Readiness Toolkit](#).

Windows Analytics is a set of solutions for Microsoft Operations Management Suite (OMS) that provides extensive data about the state of devices in the deployment. There are currently three solutions which can be used singly or in any combination: [Upgrade Readiness](#), [Update Compliance](#) and [Device Health](#).

Desktop App Assure service from FastTrack: A service from Microsoft FastTrack designed to address issues with Windows 10 and Office 365 ProPlus app compatibility. If organizations find any app compatibility issues after an Office 365 ProPlus or Windows 10 update, Desktop App Assure is designed to help get a fix (including Macros and add-Ins). Organizations should file a ticket through FastTrack (aka.ms/DesktopAppAssureRequest), and a Microsoft engineer will follow up to work with them until the issue is resolved. This is a FastTrack benefit available free of charge for all organizations with more than 150 seats.

Ready for Microsoft 365: The [Ready for Microsoft 365 directory](#) lists software solutions that are supported and in use on commercial devices running Windows 10 and Office 365 ProPlus. It is intended for IT managers at companies and organizations worldwide who are considering the latest versions of Windows 10 and Office 365 for their deployments.

The "Supported on Office ProPlus" statement appears next to Office 365 ProPlus add-in solutions only. The statement indicates that the software provider has declared that they will support their Office 365 ProPlus add-in solution on the Office 365 ProPlus semi-annual release channel.

Windows 7 and Office 2010 – End of Support Frequently Asked Questions

Is there a recommended upgrade path for Windows 7?

Yes, the recommended upgrade path is to upgrade directly to the latest feature update of Windows 10. Organizations should be informed that if they find any application compatibility issues after a Windows 10 update, Desktop App Assure (aka.ms/DesktopAppAssureRequest) is available to help organizations address those issues.

Is there a recommended upgrade path for Office 2010?

Yes, the recommended upgrade path is to upgrade directly to Office 365 ProPlus. Organizations should be informed that if they find any application compatibility issues after an Office 365 ProPlus update, Desktop App Assure (aka.ms/DesktopAppAssureRequest) is designed to help them address those issues (including Macros and add-Ins).

Last Resort - Extended Security updates

What do Extended Security Updates include?

Extended Security Updates (ESU) include security updates for critical and important issues as defined by the Microsoft Security Response Center (MSRC) for a maximum of three years after January 14, 2020. After January 14, 2020, if a PC is running Windows 7 within an organization that has not purchased an Extended Security Update, it will no longer receive security updates.

What editions of Windows 7 are eligible for Extended Security Updates?

Extended Security Updates are available for Windows 7 Professional, Windows 7 Enterprise, and Windows 7 Ultimate.

When will the Extended Security Updates offer be available?

Extended Security Updates will be available for purchase starting April 1, 2019.

Does this offer also apply to Windows XP/Vista, Office 2007 or older versions?

Windows XP and Windows Vista support has already ended, and no further support is available. Organizations are encouraged to move to Windows 10.

Office 2007 support has already ended, and no further support is available. Organizations are encouraged to move to Office 365 ProPlus.

Will the Windows 7 ESU include patches for .NET? If so, which version?

Yes, patches will include support for the .NET 4.x release (as of January 2020) and .NET 3.5 SP1.

What about Windows 7 Embedded products? Do they qualify?

Embedded products can get ESU via an Ecosystem Partner Servicing Offering (EPSO) support contract.

Is Software Assurance required to take advantage of Extended Security Updates?

No. However, organizations with Windows Enterprise SA or a Windows Enterprise E3 subscription license will receive advantageous pricing.

Are the costs of Extended Security Updates (ESU) included in the price calculation for Unified Support?

No, ESU costs are not incorporated in the price calculation for Unified Support.

Can an organization that purchases ESU submit support incidents using their Unified Support contract?

Yes, organizations that have purchased ESU can submit support incidents using any Microsoft Support offering including Unified Support.

How is Unified Support different from ESU?

The Unified Support program is used to provide technical support to Microsoft products that are within the product lifecycle. The ESU offering includes Security Updates and Bulletins rated "critical" or in some cases "important" for up to 3 years after a product has exited Extended Support. ESU does not include technical support, however organizations with Unified Support that purchase ESU for a specific product will be able to log support incidents for that product using their Unified Support contract.

Is technical support included?

This offer does not include technical support, but organizations may use other active Microsoft support plans to get assistance on their Windows 7 questions for devices covered by Extended Security Updates.

Windows 7 and Office 2010 – End of Support Frequently Asked Questions

What are the support expectations when requesting support for a product utilizing Extended Security Updates?

Scenario	Response
Support Engineer will open a support ticket	Yes
Support Team will work to solve customer issue	Yes
Support Team will do a root cause analysis	No
Support Team will file a bug	No

How will Microsoft deliver Extended Security Updates?

Upon purchasing Windows 7 ESU, the organization will be provided with a MAK key, which can be used to deploy to the covered devices. This MAK key is independent of the Windows 7 activation and can work in parallel with a KMS activation deployment. Additional technical details will be provided in a TechNet article published at a later date.