

# **End of Support FAQ**

Windows 7 and Office 2010

Last updated: 30 July 2019

## Contents

<b>General Questions</b> .....	<b>5</b>
When is the End of Support for Windows 7 and Office 2010? .....	5
What does End of Support mean? .....	5
What are the End of Support offers for Windows 7 and Office 2010? .....	5
What if a customer will definitely miss the End of Support deadline for Windows 7, what are the options? .....	5
When will the Windows 7 Extended Security Updates (ESU) offer be available? .....	6
Is there a deadline for when customers can take ESU for Windows 7? .....	6
Can customers continue to use System Center to manage Win 7 devices, after Jan 2020? .....	6
Will there be an Extended Security Updates (ESU) offer for Office 2010? .....	6
Will Office 365 ProPlus be supported on devices with active Windows 7 ESU? .....	7
What happens if I use Office 365 ProPlus on Windows 7 without ESU? .....	7
<b>Recommended EOS path</b> .....	<b>8</b>
Window 7 .....	8
Office 2010 .....	8
What is Windows Virtual Desktop? .....	8
When is Windows Virtual Desktop an appropriate solution? .....	<b>Error! Bookmark not defined.</b>
<b>Addressing EOS blockers</b> .....	<b>9</b>
What is the support expectation if a customer encounters an issue that requires a new feature? .....	9
What tools & programs are available for customers who have app-compatibility concerns in moving from Office 2010 to Office 365 ProPlus and/or Windows 7 to Windows 10? .....	9
Is there a recommended upgrade path for Windows 7? .....	10
Is there a recommended upgrade path for Office 2010? .....	10
<b>Office Service Connection Requirements</b> .....	<b>11</b>
Will Office 365 cloud services (e.g., Exchange Online) be supported after October 2020 when connected to Office 2013 clients? .....	11
Will customers be blocked from connecting to Office 365 cloud services? .....	11
<b>Office 365 ProPlus Support Requirements</b> .....	<b>12</b>
Will Office 365 ProPlus be supported on Windows Server 2019? .....	12
Is Office 365 ProPlus supported on Windows Server 2016 / 2012 / 2008? .....	12

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

Is Office 365 ProPlus supported on Windows 10 LTSC? .....	12
What happens to Office 365 ProPlus on Windows 10 LTSC after January 2020 – does it go into RFM? .....	12
Is Office 365 ProPlus supported on the Windows 10 Internet of Things (IoT) OS? .....	13
Is Office 2019 supported on the Windows 10 Internet of Things (IoT) OS? .....	<b>Error! Bookmark not defined.</b>
<b>Last Resort - Extended Security Updates.....</b>	<b>14</b>
What do Extended Security Updates include? .....	14
What editions of Windows 7 are eligible for Extended Security Updates? .....	14
In what programs will Windows 7 ESU be available? .....	14
When will the Extended Security Updates offer be available? .....	14
How much will Extended Security Updates cost? .....	<b>Error! Bookmark not defined.</b>
Does this offer also apply to Windows XP/Vista, Office 2007 or older versions? .....	14
Will the Windows 7 ESU include patches for .NET? If so, which version? .....	14
What about Windows 7 Embedded products? Do they qualify? .....	15
Is Software Assurance required to take advantage of Extended Security Updates? .....	15
Is technical support included? .....	15
What are the support expectations when requesting support for a product utilizing Extended Security Updates? .....	15
How will Microsoft deliver Extended Security Updates? .....	15
When can customers activate the Windows 7 ESU MAK Key? .....	15
<b>Windows 7 ESU Promo with Windows E5 and Microsoft 365 E5 .....</b>	<b>16</b>
What are the terms of the promotion? .....	16
Why are we launching this promo now? .....	<b>Error! Bookmark not defined.</b>
When is the promotion period? .....	16
What are the qualifying subscriptions? .....	16
Is the promo available for all Windows E5 and Microsoft 365 E5 SKUs including Government (Microsoft 365 G5) and EDU (A5)? .....	17
Are existing subscriptions grandfathered? .....	17
How will the promo be ordered and fulfilled starting 6/1? .....	17
Do customers have to maintain Windows E5/Microsoft 365 E5 throughout the ESU coverage period? .....	17

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

Do customers taking advantage of the promotion have the option to purchase additional years of ESU coverage? .....	17
What is the value of upselling customers to Windows E5?.....	18
Why is there only 1 year of free Windows 7 ESU? .....	18

## General Questions

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

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

End of Support for Office 2010 is October 13<sup>th</sup>, 2020. [Public page Office 2010 EOS](#)

### What does End of Support mean?

Microsoft Lifecycle Policy offers 5 years for Mainstream Support plus a period of Extended Support dependent on the product. Windows operating systems offer 5 years of Mainstream Support and 5 years of Extended Support, and Office 2019 offers 5 years of Mainstream Support and 2 years of Extended Support.

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 customers' applications and business to serious security risks. Learn more at [Microsoft Lifecycle Policy](#) page.

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

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

- For those customers with potential cloud transition SKUs, or through benefits of Software Assurance (SA), talk to your 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](#) for qualifying customers, Desktop Analytics, and others to help you reduce your time and cost in upgrading.
- For those customers who don't have software assurance, talk with your account manager about the appropriate licensing offers for your needs.

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

For customers 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 customers to whom 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. These Extended

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

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) customers who require more time. Office 2010 does not provide Extended Security Updates.

### [When will the Windows 7 Extended Security Updates \(ESU\) offer be available?](#)

Extended Security Updates will be available for purchase starting April 1, 2019, and can be purchased annually for up to three years.

### [Is there a deadline for when customers can take ESU for Windows 7?](#)

While end of support for Windows 7 is January 14th, 2020, customers can purchase extended security updates (ESU) at any time during the three years it is available. If a customer waits and purchases ESU for the first time in year 2 or year 3, they will have to pay for preceding years as well, since all security updates are cumulative starting Jan 2020.

### [What support do customers receive with purchase of ESU?](#)

Windows 7 systems with ESU will receive monthly security patches during the duration of the ESU purchased. If the customer requires additional support on a Windows 7 system (e.g. bug fixes, patches), they must use their existing support contracts. Please note that Help Desk will not be available. Purchasing ESU does not provide such extended support for Windows 7.

### [Can customers continue to use System Center Configuration Manager to manage Windows 7 devices covered by Extended Security Updates?](#)

For clients covered by Extended Security Updates, the latest released version of ConfigMgr (current branch) can deploy and install any security updates released. Client management features not related to patch management or operating system deployment will no longer be tested on Windows 7. While these features may continue to function in some capacity for a period, there are no guarantees. Microsoft recommends upgrading or migrating to current operating systems to receive client management support. Note that nothing will be specifically blocked on Windows 7 systems, but we will only continue to test the features related to patch management and operating system deployment.

### [Will there be an Extended Security Updates \(ESU\) offer for Office 2010?](#)

No. There are no extended security updates for Office 2010 after October 13, 2020. After this time, Microsoft will no longer provide technical support, bug fixes, or security fixes for Office 2010 vulnerabilities which may be subsequently reported / discovered.

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

### [Will Office 365 ProPlus be supported on devices with active Windows 7 ESU?](#)

Office 365 ProPlus and Office 365 Business will receive security updates on devices with active Windows 7 ESU. These security updates will stop for Office 365 ProPlus at the end of the Windows 7 ESU period (January 2023).

### [What happens if I use Office 365 ProPlus on Windows 7 without ESU?](#)

If your desktop is in an unsupported state beyond January 2020, Microsoft will not take active steps to block access to Office 365 ProPlus security or feature updates or access to Office cloud services otherwise entitled.

However, we strongly advise against being in an un-supported scenario. Using a modern, cloud-backed client (Office 365 ProPlus) on an older, unsupported operating system may cause performance and/or reliability issues over time. Features or services released in the future may not function correctly in this unsupported environment.

## Recommended EOS path

### Windows 7

Recommended: Shift to Microsoft 365 (Windows 10)

Fallback: When appropriate, leverage Windows Virtual Desktop in 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 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.

## Addressing EOS blockers

What is the support expectation if a customer 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 customer to upgrade to a more recent release where the capability is already available.

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

**Office Readiness Toolkit** is a free tool that you can download from the Microsoft Download Center. The Readiness Toolkit for Office add-ins and VBA helps you identify compatibility issues with your Microsoft Visual Basic for Applications (VBA) macros and your installed add-ins. Use this tool to inspect VBA macro code and get readiness information for installed Office add-ins as an Excel report. You can find more information at [aka.ms/officereadinesstoolkit](https://aka.ms/officereadinesstoolkit).

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

**Desktop App Assure service from FastTrack:** A new service from Microsoft FastTrack designed to address issues with Windows 10 and Office 365 ProPlus app compatibility. If a customer who purchases [any eligible services and plans](#) finds any app compatibility issues after an Office 365 ProPlus or Windows 10 update, Desktop App Assure is designed to help you get a fix (including Macros and Add-Ins). Simply let us know by filing a ticket through FastTrack ([aka.ms/DesktopAppAssureRequest](https://aka.ms/DesktopAppAssureRequest)), and a Microsoft engineer will follow up to work with you until the issue is resolved.

**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.

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

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.

### 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. Customers should be informed that if they find any application compatibility issues after a Windows 10 update, Desktop App Assure ([aka.ms/DesktopAppAssureRequest](https://aka.ms/DesktopAppAssureRequest)) is designed to help qualifying customers .

### Is there a recommended upgrade path for Office 2010?

Yes, the recommended upgrade path is to upgrade directly to Office 365 ProPlus. Customers should be informed that if they find any application compatibility issues after an Office 365 ProPlus update, Desktop App Assure ([aka.ms/DesktopAppAssureRequest](https://aka.ms/DesktopAppAssureRequest)) is designed to help qualifying customers (including help with Macros and Add-Ins).

## Office Service Connection Requirements

Will Office 365 cloud services (e.g., Exchange Online) be supported after October 2020 when connected to Office 2013 clients?

As [previously announced](#), after October 2020 connections to commercial Office 365 services such as Exchange Online and SharePoint Online will not be supported when connecting from Office 2013 clients. After this date, ongoing investments in the Office 365 cloud services – including Exchange Online, SharePoint Online, OneDrive for Business – will not take into account Office 2013 requirements.

Support for Office 2016 and Office 2019 connecting to Office 365 cloud services will continue until October 2023. Additionally, always up to date information can be found on the [Office support dates matrix](#) on the [System requirements for Office page](#).

Will customers be blocked from connecting to Office 365 cloud services?

Microsoft will not take any active measures to block older Office clients from connecting. However, legacy clients – many over a decade old – attempting an unsupported connection to a modern, always up to date cloud service may inevitably experience performance and reliability issues. Customers will almost certainly face an increased security risk and may find themselves out of compliance depending on specific regional or industry requirements. Microsoft Help may not be able to resolve issues that arise if those issues are limited to these configurations.

## Office 365 ProPlus Support Requirements

### [Will Office 365 ProPlus be supported on Windows Server 2019?](#)

We will support [Office 365 ProPlus on Windows Server 2019](#) through October 2025. Support will be under validation in July 2019, and we encourage customer feedback.

### [Is Office 365 ProPlus supported on Windows Server 2016 / 2012 / 2008?](#)

Office 365 ProPlus is not supported on Windows Server 2012 or Windows Server 2008 / 2008 R2 (including Windows Server 2008 / 2008 R2 with an ESU) after January 2020.

Office 365 ProPlus is supported on Windows Server 2016 through October 2025 ([link](#)), specifically to give our customers plenty of time to evaluate and develop the right path forward.

We strongly encourage all customers who have ProPlus in a remote desktop (RDS) configuration to evaluate Windows Virtual Desktop. Additional details and resources are here ([link](#)).

Additionally, always up to date information can be found under "[Office system requirements.](#)" View related timelines on the [Office system requirements matrix](#).

### [Is Office 365 ProPlus supported on Windows 10 LTSC?](#)

In February 2018 ([link](#)) and again in September 2018 ([link](#)) we affirmed that Office 365 ProPlus will not be supported Windows 10 LTSC 2019. After January 14, 2020, Office 365 ProPlus will not be supported on any version of Windows 10 LTSC/B, including Windows 10 LTSC 2015 and Windows 10 LTSC 2018.

### [What happens to Office 365 ProPlus on Windows 10 LTSC after January 2020 – does it go into reduced functionality mode \(RFM\)?](#)

If you are using Office 365 ProPlus + Windows 10 LTSC after January 2020, you will be considered out of support. The Office 365 ProPlus clients will still work (will not enter reduced-functionality mode). But we will no longer be building against LTSC requirements when updating Office 365 ProPlus or considering LTSC scenarios during our regression testing. Using a modern, cloud-backed client (Office 365 ProPlus) on an older, unsupported operating system may cause performance and/or reliability issues over time. Features or services released in the future may not function correctly in this unsupported environment. Office 365 ProPlus patches or security updates will not be built with LTSC in support, and may stop being available on unsupported versions of Windows over time.

[Is Office 365 ProPlus supported on the Windows 10 Internet of Things \(IoT\) OS?](#)

No. Office 365 ProPlus is the always up-to-date cloud-connected version of Office. This differs fundamentally with the intent of Windows 10 IoT, a member of the Windows 10 family that brings enterprise-class power, security and manageability to IoT devices. There are critical differences between Windows 10 Desktop and Windows 10 IoT that range from availability of APIs, to drivers and UI (see more here: <https://docs.microsoft.com/en-us/windows/iot-core/windows-iot#differences-between-windows-10-desktop-and-windows-10-iot-core>). Most importantly, Office 365 ProPlus and Windows 10 IoT are not built and tested together because they are built for different purposes. Delivering an always-up-to-date, cloud-connected application suite for end users on top of an operating system designed for smart devices could result in unforeseen behavior. Over time, this could impact compatibility, performance, or reliability in unforeseen ways.

## Last Resort - Extended Security Updates

### What do Extended Security Updates include?

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

As a reminder, there will not be an ESU offering or an extension of support for Office 2010.

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

Extended Security Updates are available for Windows 7 Professional with Service Pack 1 and Windows 7 Enterprise with Service Pack 1.

### In what programs will Windows 7 ESU be available?

Windows 7 ESU is available exclusively through VL (EA/EAS, EES only). This includes SCE. Embedded products can get ESU via an Ecosystem Partner Servicing Offering (EPSO) support contract. Windows 7 ESU will be available through CSP later in 2019, before the end of support of Windows 7 on January 14, 2020. Windows 7 ESU may be extended to other programs in the future.

### When will the Extended Security Updates offer be available?

Extended Security Updates will be available for purchase starting April 1, 2019 and can be purchased annually for three years.

### 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. Customers are encouraged to move to Windows 10 to take advantage of Microsoft 365.

Office 2007 support has already ended, and no further support is available. Customers are encouraged to move to Office 365 ProPlus to take advantage of Microsoft 365.

### 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 Jan 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, customers with Windows Enterprise SA or a Windows Enterprise E3 subscription license will receive advantageous pricing.

### Is technical support included?

ESU does not include technical support, but you may use your Premier support contract, or other active Microsoft support plans to get assistance on your Windows 7 questions for devices covered by Extended Security Updates.

### 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 customer will be provided with a MAK key, which they can then 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.

### When can customers activate the Windows 7 ESU MAK Key?

Even though customers can download MAK keys starting April 1, 2019, organizations will not be able to activate these keys until a new pkey config file and the licenses are shipped. The expected ship date for the pkey config file and licenses is Q4 calendar year 2019.

## Windows 7 ESU Promo with Windows E5 and Microsoft 365 E5

### What are the terms of the promotion?

Starting June 1st, EA and EAS customers with active subscription licenses to Windows 10 Enterprise E5, Microsoft 365 E5, or Microsoft 365 E5 Security (as of December 31, 2019) will get Windows 7 Extended Security Updates for Year 1 as a benefit. With this limited-time promotion, customers have more options to continue receiving Windows 7 security updates after end of support.

### When is the promotion period?

June 1, 2019 through December 31, 2019

### What are the qualifying subscriptions?

- Windows E5
- Microsoft 365 E5
- Microsoft 365 E5 Security

[Is the promo available for all Windows E5 and Microsoft 365 E5 SKUs including Government \(Microsoft 365 G5\) and EDU \(A5\)?](#)

The promo is included in Government E5 SKUs (G5) but is not included in EDU E5 SKUs (A5).

[Are existing subscriptions grandfathered?](#)

Yes. The promotion will be effectuated June 1st, 2019, but all subscriptions purchased any date on or before December 31, 2019, that are still active on December 31, 2019, qualify.

[How will the promo be ordered and fulfilled starting 6/1?](#)

The June 1st Product Terms (Appendix F) will reflect the new promotion and entitlement to Windows 7 ESU 2020 with qualifying subscriptions, as well as include other conditions and eligibility requirements.

Since this is an entitlement-based promo, there are no additional operational steps, e.g. discounting existing SKUs or transacting separate promo SKUs. Use rights to the corresponding ESU keys available in VLSC are provided via the Product Term entitlement.

Grants to Windows 7 ESU 2020 will be valid starting 6/1, which is when promo eligible customers will start seeing Windows 7 ESU keys in VLSC. However, please note, customers will not see entitlements to Windows 7 ESU in their License Summary in VLSC until the ESU coverage start date, which is January 14th, 2020.

[Do customers have to maintain Windows E5/Microsoft 365 E5 throughout the ESU coverage period?](#)

Yes. Qualifying subscription licenses must remain active throughout the full ESU coverage period, or the free ESU coverage expires with the subscription. (This is unique from paid ESU, which provides a fixed coverage term independent of the EA enrollment term and other licenses purchased).

[Do customers taking advantage of the promotion have the option to purchase additional years of ESU coverage?](#)

Yes. Customers that take advantage of the promo may acquire Windows 7 ESU for 2021 and 2022 without the need to acquire the 2020 ESU license. Please see the June 1<sup>st</sup> Product Terms or consult a licensing representative for specific details and limitations.

[What is the value of upselling customers to Windows E5?](#)

Windows E5 and Microsoft 365 E5 changes the game for security in organizations by protecting user identities, devices, and information with a comprehensive solution driven by intelligence. Managing multiple security solutions is complex with new and more complex threats, and today's evolving security challenges require a different approach. Windows E5 offers intelligent endpoint security that is built into the platform itself, not bolted on top of it. Leverage the value of Windows E5 to help customers both reduce complexity and cost with built-in capabilities.

[Why is there only 1 year of free Windows 7 ESU?](#)

We believe most customers that need to purchase Windows 7 ESU will need only Year 1 coverage. The annual price increases help cover our additional engineering costs of providing the support and are intended to incent customers to continue their momentum on Windows 10 deployments.