

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

End of Support for Office 2010 is October 13th, 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 organizations' 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 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), 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](#), Desktop Analytics and others to help you reduce your time and cost in upgrading.
- Organizations who don't have software assurance, talk with your account manager about the appropriate licensing offers for your 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. These Extended Security Updates can also be purchased separately, as a last resort option for organizations

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running Windows 7 (and Windows Server 2008/R2 and SQL Server 2008/R2) who require more time to shift to Microsoft 365. 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.

[Is there a deadline for organizations to purchase ESU for Windows 7?](#)

While end of support for Windows 7 is January 14th, 2020, organizations can purchase extended security updates (ESU) at any time during the three years it is available. If an organization 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.

Taking the above into account, organizations can purchase Extended Security Updates at any point. However, these customers 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.

[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, Microsoft will no longer provide technical support, bug fixes, or security fixes for Office 2010 vulnerabilities which may be subsequently reported / discovered.

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

Yes. Organizations with Office 365 ProPlus will be supported on devices with active Windows 7 Extended Security Updates (ESU) through January 2023.

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

If your desktop is running Windows 7 without ESU beyond January 2020, Microsoft will not take active steps to block access to Office cloud services otherwise entitled. Office 365 ProPlus in this scenario will not receive any new feature updates, but it will receive security updates thru 2023 to provide a bit more time to make the transition.

We strongly advise against being in this 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 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. For 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 upgrade issues

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

If an investigation determines that resolution requires 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 & programs are available for organizations 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.

Desktop Analytics is a cloud-based service that integrates with Configuration Manager. The service provides insight and intelligence for you to make more informed decisions about the update readiness of your Windows clients. It combines data from your organization with data aggregated from millions of devices connected to Microsoft cloud services. [Learn more here](#).

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 you find 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), 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.

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.

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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. If an organization finds any application compatibility issues after a Windows 10 update, Desktop App Assure (aka.ms/DesktopAppAssureRequest) is designed to help them get a fix.

Is there a recommended upgrade path for Office 2010?

Yes, the recommended upgrade path is to upgrade directly to Office 365 ProPlus. If an organization finds any application compatibility issues after an Office 365 ProPlus update, Desktop App Assure (aka.ms/DesktopAppAssureRequest) is designed to help them get a fix (including 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 connection to commercial Office 365 services will not be supported when connected to 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 under "[Office system requirements](#)." View related timelines on the [Office system requirements matrix](#).

Will organizations 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. Organizations 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 unsupported connections.

Office 365 ProPlus Support Requirements

Will Office 365 ProPlus be supported on Windows Server 2019?

We previously announced that Office 365 ProPlus would not be supported on Windows Server 2019 ([here](#) and [here](#)). However, based on customer interest, we have shifted course, and will support Office 365 ProPlus on Windows Server 2019 through October 2025.

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 organizations plenty of time to evaluate and develop the right path forward.

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

Additional, always up to date information can be found under "[Office system requirements](#)."

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 on the 2019 version of Windows 10 LTSC. After January 14, 2020, Office 365 ProPlus will not be supported on any version of Windows 10 LTSC/B, including Windows 10 LTSC 2015.

What happens to Office 365 ProPlus on Windows 10 LTSC after January 2020 – does it go into 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, the cloud-connected version of Office, delivers the most productive and most secure [Office experience](#) for the people in your organization. This intent 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.

[Is Office 2019 supported on the Windows 10 Internet of Things \(IoT\) OS?](#)

No. Office 2019 is a productivity solution designed for the information workers in your organization. This goal 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 2019 and Windows 10 IoT are not built and tested together because they are built for different purposes. Delivering an 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 and Windows 7 Enterprise.

When will the Extended Security Updates offer be available?

Extended Security Updates has been available for purchase since April 1, 2019.

Who should I contact for more information about pricing and ordering for Windows 7 ESU?

Please contact your Account Team CE for pricing and ordering information tailored to specific customer scenarios.

Is there a minimum purchase requirement for Windows 7 ESU?

No. Because we don't require ESU on any device, we have no minimum purchase requirements.

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 to take advantage of Microsoft 365.

Office 2007 support has already ended, and no further support is available. Organizations 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.

Windows 7 VMs hosted in Azure (Windows Virtual Desktop – WVD) receive free ESU.

How are updates delivered to these VMs?

Windows 7 VMs on Azure will receive ESU automatically, delivered via the same methods as for on-premises clients (see FAQ items below for further details).

What happens to Windows 7 VMs hosted on Azure after January 2023? Will Microsoft remove them?

Organizations' VMs will remain in Azure post January 2023. Microsoft will not delete or block access to VMs. However, Microsoft also won't be patching the VMs, so they will quickly fall out of compliance on organizational networks.

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.

Will ESU be available via Unified Support?

No. ESU will only be available to purchase through VL.

Will ESU be available via MPSA?

No. ESU is out of scope for MPSA.

Is technical support included?

This offer does not include technical support, but you may use 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 organization 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.

On premises organizations that purchase Extended Security Updates will receive an add-on Multiple Activation Key (MAK) through the volume licensing portal (VLSC). To access the key within VLSC, the organizational admin can click on Licenses->Relationship Summary->[their Licensing ID]->Product Keys. There they will find a key in the Product list called "Windows 7 Ext Security Year 1 MAK" and that is they key for ESU.

Admins can deploy the new MAK key and any pre-requisite servicing stack updates to the applicable machines, then continue with their current update/servicing strategy to deploy Extended Security Updates through Windows Update, Windows Server Update Services (WSUS), or whatever patch management solution the organization prefers. This is also the process that organizations will need to follow for Azure Stack.

Additional technical details will be provided in a TechNet article published at a later date this calendar year.

When can organizations activate the Windows 7 ESU MAK Key?

Even though organizations have been able to download MAK keys since 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. All that will be required on the admin's part is to activate the MAK key on the client once the config file ships; no additional steps are anticipated on the customer side. Still, further instructions will be available at that time.

Note: Installing MAK keys adds the ability to receive Extended Security Updates. It does not replace the current product activation key (e.g. OEM, KMS), nor does it re-activate the system.

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Organizations will need to install a new MAK key each year they have Extended Security Updates deployed.

[Will organizations need a new MAK key for each of the three years ESU is available?](#)

Yes.

[Will the number of activations available using an ESU MAK key be limited?](#)

The ESU MAK key is normal except for the fact that it will be installed side-by-side with another activation key and will not affect that other activation key. It will follow the same rules and have the same limitations as a normal MAK key.

[If an organization needs to reinstall Windows 7, how will the additional activation of ESU be managed?](#)

Organizations should follow whatever support process they typically use to request additional activations for MAK in this case.

[What delivery options are available for Extended Security Updates?](#)

The updates themselves will be delivered via all normal update delivery processes, including SCCM, WU, WUfB, and WSUS. The update will be programmed to look for the MAK activation on the endpoint and will install only on those systems with the MAK key.

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, Microsoft 365 E5 Security, or Windows VDA E5 (as of December 31, 2019) will get Windows 7 Extended Security Updates for Year 1 as a benefit. With this limited-time promotion, organizations that are in the process of migrating to Windows 10, will 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
- Windows VDA E5

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 E5 subscriptions grandfathered?

Yes. The promotion will be effectuated June 1st, 2019, but all of the above E5 subscriptions qualify so long as they are (or were) purchased on or before December 31, 2019.

If an organization uses the promo to obtain a free year of ESU and then their E5 subscription expires during that year, what happens to their ESU subscription?

For expiring EAs, the organization would need to renew E5 to continue free access for Yr1 ESU through Jan 2021.

[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.

As an entitlement-based offer, ESU keys will be made available in VLSC automatically. Customers will still need to download and register the ESU keys.

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, admins 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 organizations 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).

[What if an organization has more Windows 7 systems than they do E5 licenses?](#)

E5 is a user-based license, while ESU is typically a device-based benefit. What this means is that as long as a user who is entitled to E5 logs into the device, that device is covered. But when a user who does not have an E5 entitlement logs in, that device is no longer covered by the E5 promo ESU.

For shared devices, either the device needs to be licensed with E5, or every user who accesses will require an E5 license. If the device is not licensed with E5 and any user without an E5 license accesses the device, then it requires a separate paid ESU license.

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

Yes. Organizations 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 1st Product Terms or consult a licensing representative for specific details and limitations.

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

We believe most organizations that need to purchase Windows 7 ESU will need only Year 1 coverage as they continue their momentum on Windows 10 deployments.