

**Quarterly Newsletter**

**Microsoft Support Lifecycle**

**Wednesday 17 December 2008**

**Version 1.0**

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# Overview

**Microsoft 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) for Business and Developer products.**



For more detailed information on the policy or on lifecycle of a specific product, please go to the following web site: <http://www.microsoft.com/lifecycle>.

The objective of this document is to highlight the next main support deadlines (end of support and change of support phase) affecting the major products along with the updated MSL.xls file provided to you.

# What’s new

**The following products have been added to the Excel spreadsheet:**

* System Center Configuration Manager 2007 R2
* SQL Server 2005 Service Pack 3

The presentation of the Excel lifecycle tables has been updated to display more clearly the end of the various support phases. The identical cells have been merged for better reading.

**Microsoft Support Policy for Virtualization**

In December 2008, Microsoft has published the expected clarification regarding the Microsoft Support Policy for Virtualization environments, using Microsoft or non-Microsoft virtualization software.

Therefore, customers running Microsoft software in a validated 3rd party virtualization solution benefit by being fully supported pursuant to the application’s specific support policy.

To this end, Microsoft launched the Server Virtualization Validation Program (SVVP). The program enables vendors to validate various configurations so that customers of Windows Server can receive technical support in virtualized environments.

Customers can face two situations:

* **SVVP validated solutions**: Microsoft supports Microsoft server software that is running in the supported virtualization environments that are listed in the KB article 957006. This support is also subject to the Microsoft Support lifecycle policy.
* **Non-validated solutions**: For Microsoft customers with Premier-level support running non-Microsoft hardware virtualization software from vendors with which Microsoft does not have an established support relationship that covers virtualization solutions, Microsoft will investigate potential issues. Please review KB article 897615 for additional information.

Useful information:

* Support policy for Microsoft software running in non-Microsoft hardware virtualization software
<http://support.microsoft.com/kb/897615/en-us>
* Microsoft server software and supported virtualization environments

<http://support.microsoft.com/kb/957006/en-us>

* Windows Server Virtualization Validation Program

<http://www.windowsservercatalog.com/svvp.aspx?svvppage=svvp.htm>

# Products transitioning to Extended Support

Short term:

* **Windows XP** will enter Extended Support on **April 14, 2009**.
* **Office 2003, SharePoint Portal Server 2003, Project 2003, Visio 2003** will enter Extended Support on **April 14, 2009**.

* **Exchange Server 2003** will enter Extended Support on **April 14, 2009**.

Medium term:

* **BizTalk Server 2004** will enter Extended Support on **July 14, 2009**.

# Products retiring

Immediately:

* **Dynamics AX 3.0** will NO longer be supported from **January 13, 2009**.

Short term:

* **Windows Server Update Services 2.0 SP1** will NO longer be supported from **April 30, 2009**. It is recommended to upgrade to the latest available version, currently Windows Server Update Services 3.0 SP1.
* **Windows Server Update Services 3.0 RTM** will NO longer be supported from **April 17, 2009**. It is recommended to deploy Service Pack 1 before this date.

Medium term:

* **Office 2000** will NO longer be supported from **July 14, 2009**.
* **.Net Framework 1.0** will NO longer be supported from **July 14, 2009**.
* **Visual Studio .NET 2002** will NO longer be supported from **July 14, 2009**.

# Service Packs retiring

Immediately:

* **Office 2007 RTM, SharePoint Portal Server 2007 RTM, Project Server 2007 RTM, Visio 2007 RTM** will NO longer be supported from **January 13, 2009**. It is recommended to upgrade to Service Pack 1 as soon as possible before this date.
* **Exchange Server 2007 RTM** will NO longer be supported from **January 13, 2009**. It is recommended to upgrade to Service Pack 1 as soon as possible before this date.
* **.Net Framework 2.0 RTM** will NO longer be supported from **January 13, 2009**. It is recommended to upgrade to Service Pack 1 as soon as possible before this date.
* **.Net Framework 3.0 RTM** will NO longer be supported from **January 13, 2009**. It is recommended to upgrade to Service Pack 1 as soon as possible before this date.

Short term:

* **Windows Server 2003 SP1 and Windows Server 2003 R2 RTM** (based on SP1) will NO longer be supported from **April 14, 2009**. It is recommended to upgrade to Service Pack 2 as soon as possible before this date.
* **System Center Operations Manager (SCOM) 2007 SP1** will NO longer be supported from **April 14, 2009**. It is recommended to upgrade to Service Pack 2 as soon as possible before this date.

Medium term:

* **ISA Server 2006 RTM** will NO longer be supported from **July 14, 2009**. It is recommended to upgrade to Service Pack 1 as soon as possible before this date.
* **System Center Configuration Manager (SCCM) 2007 RTM** will NO longer be supported from **July 14, 2009**. It is recommended to upgrade to Service Pack 1 as soon as possible before this date.

# Resources

**Microsoft Support Lifecycle Policy**

* Microsoft Support Lifecycle

<http://support.microsoft.com/lifecycle>

* Microsoft Support Lifecycle Policy FAQ

<http://support.microsoft.com/lifepolicy>

**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>
* Microsoft server software and supported virtualization environments

<http://support.microsoft.com/kb/957006/en-us>

* Windows Server Virtualization Validation Program

<http://www.windowsservercatalog.com/svvp.aspx?svvppage=svvp.htm>