# End of Support FAQ

Windows 7 and Office 2010

Last update: October 17, 2019

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

# 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 is the recommended upgrade path for Windows 7?

Recommended: Shift to Microsoft 365 or upgrade directly to the latest feature update of Windows 10. If organizations find any application compatibility issues after a Windows 10 update, Desktop App Assure (aka.ms/DesktopAppAssureRequest) is designed to help them get a fix.

Fallback: 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 for 3 more years

### What is the recommended upgrade path for Office 2010?

Recommended: Shift to Microsoft 365 or upgrade directly to Office 365 ProPlus or Office 365 Business, as appropriate. 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 organizations get a fix (including Macros and Add-Ins). *See additional resources below, under "Office 365 ProPlus Support Requirements."*

Fallback/Last resort: Upgrade to Office 2019. Office 2019 is a one-time purchase and does not receive feature updates after you purchase it. Office 365 is a user-based subscription service that provides access to a broader suite of services and receives feature updates on an ongoing basis. Office 365 includes the most productive, secure, and up-to-date features.

## What if an organization will definitely 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 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.

Windows 7 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) organizations who require more time to shift to Microsoft 365. Office 2010 does not provide Extended Security Updates.

## What End of Support offers are available 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.

- For those 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.
- For those organizations who don't have software assurance, talk with your account manager or Microsoft partner about the appropriate licensing offers for your needs.

## 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 Windows 7 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 thru 2023. See this announcement for more information.

### Where can I find information about Windows Server 2008/2008 R2 end of support?

Support for Windows Server 2008/2008 R2 ends on January 14, 2020. Learn more here.

### 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.

### 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.

**Windows Autopilot** simplifies deployment of new Windows 10 devices by providing an alternative to creating, maintaining, and loading custom images. Windows Autopilot allows you to deliver new off-the-shelf Windows 10 devices directly to your users. With a few simple clicks, the device transforms into a fully business-ready state, dramatically reducing the time it takes to get users up and running with new devices. Learn more here.

**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.

**FastTrack deployment guidance for Windows 10** helps you to envision a technical plan, determine how to onboard and deploy new services and/or users, and provides support as you deploy to get the most value out of your technology investments. This assistance is available at no additional cost for those with 150 or more licenses of an eligible service or plan. 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](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.

# Notifications

### Why did I receive a notification about Windows 7?

Ten years after the initial release of Windows 7, support is coming to an end on January 14, 2020. You are receiving notifications as a Windows 7 customer so that you have plenty of time to get ready. After that, technical assistance and updates that help protect your PC will no longer be available. These notifications will link to information to help you with recommended actions, answer questions you might have, and provide resources to assist in this transition period.

### Will organizations receive notifications?

We designed these notifications so that they would not appear on devices in managed organizations. More specifically, notifications were designed to exclude devices with the following characteristics: Enterprise and Server editions of Windows 7, any edition of Windows 7 from Volume Licensing programs, domain-joined devices, devices in kiosk mode, or devices that previously turned off free upgrade notifications through registry settings.

### What happens when I close the notification?

When you close the notification window, it will simply close.

### I saw a notification but it disappeared. Where do I go to learn more about end of support and what to do next?

Visit https://aka.ms/windows7eos to learn more about what end of support means and why it matters for you, plus find resources to help you back up your files and photos and transition smoothly to a new Windows 10 PC.

### Is this notification really from Microsoft?

Your online safety is important and we're glad you're asking this question.

You can compare what you are seeing to the image below to verify it is genuinely from Microsoft. Or, rather than clicking on a notification, you can visit https://aka.ms/windows7eos to learn more about Windows 7 end of support and what you need to do to get ready.

As a reminder, Microsoft will never send you a notification asking you to call us or directly asking for payment.
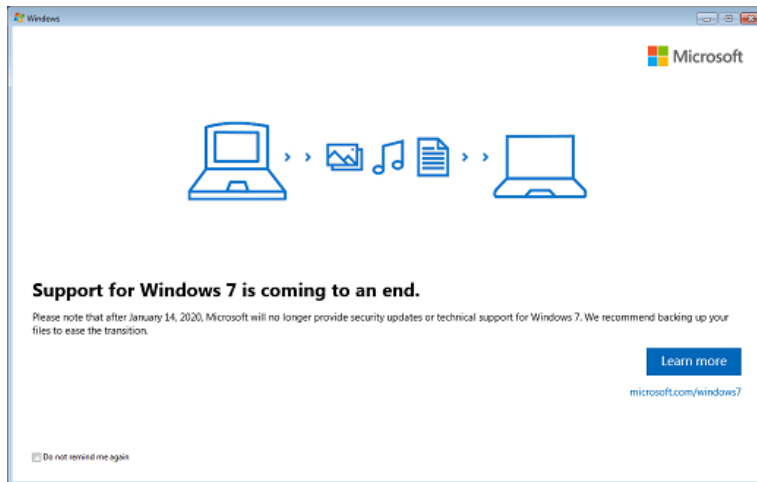
## How often will I get these notifications?

In speaking with Windows 7 customers, they told us they would like a few reminders, with early enough notice. Based on that feedback, we'll send reminders once a month <u>at most</u> as we approach this important end of support date.

## How do I turn off or disable notifications?

To turn off or disable future notifications, select **Do not notify me again** in the lower left corner of the notification, and then close the window.

Note: We do not recommend uninstalling the updates KB4493132 or KB4524752 as they will be downloaded again the next time the device scans for updates.

# 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. Additional, always up to date information can be found under "Office system requirements." View related support 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

### What happens if I use Office 365 ProPlus on Windows 7?

If your desktop is running Windows 7 beyond January 2020, Office 365 ProPlus 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 to Windows 10 or other supported Windows operating system.

Windows 7 ESU will have no impact on support for Office 365 ProPlus on Windows 7. Office 365 is governed by the Modern Lifecycle Policy which requires organizations to stay current as per the servicing and system requirements for the product or service. This includes using Office 365 ProPlus on a Windows operating system that is currently in support.

We strongly advise against using Office 365 ProPlus on Windows 7. Using a modern, cloud-backed client on an older, unsupported operating system may cause performance and reliability issues over time. Learn more about the relationship between Office 365 ProPlus and Windows 7 end of support.

**Note**: This information also applies to Office 365 Business, which is the version of Office that is included with certain business plans, such as the Microsoft 365 Business and Office 365 Business Premium.

### Will Office 365 ProPlus be supported on Windows Server 2019?

We previously announced that Office 365 ProPlus will not be supported on Windows Server 2019 (here and here). As Windows Server 2008 quickly approaches end of support, we had expected customers to adopt Windows Server 2016 and extended Office 365 ProPlus support on that platform through October 2025.

We have been pleasantly surprised by customer interest in Windows Server 2019. New investments, such as OneDrive "files on demand" or improved Microsoft Defender ATP capabilities, provide significant improvements over prior versions.

As a result of customer interest, we will support Office 365 ProPlus on Windows Server 2019 through October 2025. Support will be under validation in June 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 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." 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 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 LTSB 2015.

### 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 with Windows 10 LTSC after January 2020, you will be considered out of support. The Office 365 ProPlus clients will still work, and 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 mind, and may stop being available for Office 365 ProPlus running on un-supported 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—with the lowest total cost of ownership for deployment and management. 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. 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](#)). 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 – Windows 7 Extended Security Updates

### What do Windows 7 Extended Security Updates include?

Windows 7 Extended Security Updates (ESU) include 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 Extended Security Updates, 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?

The Extended Security Updates offer has been available in the Volume Licensing Service Center (VLSC) since April 1, 2019.

Extended Security Updates will be available via Cloud Solution Providers (CSP) beginning on December 1, 2019.

### 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.

## ESU Purchasing

### 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.

Having 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, organizations will no longer receive regular bug fixes and patches, and the Help Desk will not be able to provide support.

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

VL customers, please contact your Account Team CE for pricing and ordering information tailored to specific customer scenarios.

Customers who are interested in purchasing Windows 7 ESU in CSP should reach out to a CSP partner. You can find a qualified partner [here](#).

### What will the SKU be called in CSP?

On December 1, 2019, 'Windows 7 Extended Security Updates 2020' will be available on the CSP pricelist. There is no pricelist preview for this SKU.

### Does Windows 7 ESU renew automatically for year 2?

No. Windows 7 ESU will be made available as a separate SKU for each of the years it is offered (2020, 2021, and 2022). Customers will need to separately purchase the SKU for each year in order to continue ESU coverage.

### 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.

### 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 and CSP.

### Will ESU be available via MPSA?

No. ESU is out of scope for MPSA.

## ESU Coverage

### 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 4.5.2-4.8 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 Windows 7 ESU available for Windows 7 Pro OEM customers to purchase?

Yes, customers with devices licensed with Windows 7 Pro OEM can purchase ESU through CSP when the Windows 7 ESU CSP offering becomes available (December 1, 2019).

### 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).

### Is technical support included?

No, the ESU offering does not include technical support.

VL customers with an existing Microsoft support plan may use it to get assistance on Windows 7 questions for devices covered by Extended Security Updates. However, that assistance will be provided only on a best effort basis; no bug filing or fixing will be available.

For CSP direct partners, you may use your existing Premier Support plans to request assistance on Windows 7 ESU. For resellers, work with your CSP indirect partner for assistance on your Windows 7 questions for devices covered by Extended Security Updates. CSP customers should reach out to their partner via their partner support plan or submit a pay-per-incident ticket to Microsoft Professional Support; they may not directly utilize Premier Support or Unified Support for assistance with Windows 7 questions for devices covered by ESU.

### 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 |

## ESU Deployment

### How will Microsoft deliver Extended Security Updates for organizations purchasing through VL?

Upon purchasing Windows 7 ESU, the organization will be provided with a MAK key in VLSC, 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 organization's 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 the key for ESU.

Organizations 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.

**Note**: We will provide additional information on MAK key acquisition for CSP at a later date.

### How can organizations install and activate the Windows 7 ESU MAK Key?

To install and activate Windows 7 ESU, download this Sept 10, 2019 [KB4516033](#) and Sept. 24, 2019 [KB4516048](#). For instructions on how to install and activate, and more information on purchasing, see [this blog post](#).

**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. Organizations will need to install a new MAK key each year they have Extended Security Updates deployed. We will provide additional information on purchasing ESU through CSP at a later date.

### 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 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 Current Branch, 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, customers have more options to continue receiving Windows 7 security updates after end of support.

**Note**: This promotion is only available to VL customers, and is not available via CSP. This promotion does not apply to Academic SKUs.

### 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).

### Is the promo available through CSP?

No. The Windows E5 and Microsoft 365 E5 promo is only available to Volume Licensing (VL) customers who purchase via EA/EAS agreements.

### Are existing 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.

Since this is an entitlement-based promo, there are no additional operational steps, e.g. discounting existing SKUs or transacting separate promo SKUs. ESU keys will be made available in VLSC automatically. Customers will still need to download the ESU from VLSC and register the 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, 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 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.

For shared devices, either the device needs to be licensed with E5, or every user who accesses requires 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 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 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.