**Exchange Server 2010   
End of Support FAQ**

This is a **Microsoft** **internal only document**, which should be used as a guideline for addressing customer concerns and questions relative to the upcoming end of support deadlines for Exchange Server 2010.

Q: When is the End of Support for Exchange Server 2010 and what does this mean to customers?

A: After investigating and analyzing the deployment state of an extensive number of Exchange customers, we have decided to move the end of Extended Support date for Exchange Server 2010 from January 14th 2020 to October 13th 2020. This extension is intended to give Exchange Server 2010 customers more time to complete their migrations and aligns with the end of support for Office 2010.

This means that Microsoft will no longer provide:

* Technical support for problems that may occur
* Bug fixes for issues that are discovered and that may impact the stability and usability of the server
* Security fixes for vulnerabilities that are discovered and that may make the server vulnerable to security breaches
* Time zone updates

Your customer’s installation of Exchange 2010 will continue to run after this date. However, due to the changes and risks listed above, we strongly recommend that they migrate from Exchange 2010 as soon as possible.

Visit the [Microsoft Support Lifecycle](https://support.microsoft.com/en-us/hub/4095338/microsoft-lifecycle-policy) page and [Exchange Server 2010 EOS page](https://aka.ms/exchange2010endofsupport) for more information.

Q: Why are we extending support for Exchange Server 2010?

A: We conducted a survey of our S400 account teams to understand the status of the installed base of Exchange Server 2010 in our top customers world-wide, and identified a number of customers (from account teams that responded) would not be able to complete their migration by January 14th 2020. While the published EOS date is some way out and the number of customers believed to be impacted is relatively low, we expect a similar percentage of the broader base of Enterprise and SMC Managed customers to also be challenged. With this in mind we decided to extend end of support until October 13th 2020 (at no charge) to give all Exchange Server 2010 customers more time to complete their migrations and to maximize customer satisfaction.

Q: Are we going to extend end of support for Exchange Server 2010 after October 2020?

A: No. This was a one-time extension to give customers with Exchange Server 2010 more time to complete their migrations and to maximize customer satisfaction. End of support for Exchange Server 2010 will not be further extended beyond October 13th 2020.

Q: What are the End of Support options for Exchange Server 2010?

A: We’ve created a page at <https://aka.ms/Exchange2010EndOfSupport> where we outline the options, but in order to stay supported customers can:

* Migrate all mailboxes to Office 365 and remove all Exchange 2010 servers by October 2020, making sure any on-premises servers used for administration purposes are on a supported version.
* Go hybrid with Office 365, remove all Exchange 2010 servers by October 2020, and make sure any on-premises servers are on a supported version.
* Stay On-Premises and upgrade to a newer version of Exchange Server.

Microsoft recommends moving to Exchange Online and Office 365, as that’s where customers will get access to the most secure and productive software with the lowest TCO. Just as important it gets customers out of the upgrade business. If customers migrate fully to Office 365 they really don’t need to worry about ‘big bang’ version migrations any more. Customers must make sure they keep a much smaller number of on-prem servers up to date.

If customers do want to stay on-premises don’t forget that they cannot upgrade directly from Exchange 2010 on-premises to [Exchange Server 2019](https://blogs.technet.microsoft.com/exchange/2018/10/22/exchange-server-2019-now-available/). Customers can upgrade to Exchange 2013 or 2016 directly from Exchange 2010 and we recommend customers upgrade to Exchange 2016 if they have the choice. It will give customers a longer support lifecycle and more features. Given how similar Exchange Server 2013 and 2016 are from a migration standpoint, it’s also just as easy to go to Exchange Server 2016 as it is 2013. So, recommend customers upgrade to Exchange Server 2016, and then customers have the option to go to 2019 if they want to.

Q: Will there be any form of custom or extended support available for my very important and/or regulated customer?

A: There will not be any custom support options, extended security update options, any paid for or custom agreement options of any kind.

Q: Do these migration options also apply to Exchange Server 2007 or older versions?

A: Exchange Server 2007 support has already ended, and no further support is available. Customers are encouraged to migrate all mailboxes to Office 365 with Exchange Online and remove all Exchange 2007 servers, making sure any on-premises servers used for administration purposes are on a supported version.

Q: Will Exchange Server 2010 work with Microsoft Teams?

A: No. Exchange Server 2010 features are not enabled in Teams. Creating and viewing meetings in Microsoft Teams is supported for Exchange 2016 cumulative update 3 (CU3) and above, but not for versions prior to Exchange 2016 CU3 including Exchange Server 2010. [More Information](https://docs.microsoft.com/en-us/microsoftteams/exchange-teams-interact).

Q: What help is available to migrate to Exchange Online?

A: If your customer has a complex deployment, or if they just don’t have the time or skills they might need some help. That’s fine, there are plenty of ways to get help.

* If your customer is migrating to Office 365 and Exchange Online, they may be eligible to use the Microsoft FastTrack service. FastTrack provides best practices, tools, and resources to make migration to Office 365 and Exchange Online as seamless as possible. Best of all, customers have access to a support engineer that will walk them through your migration, from planning and design all the way to migrating the last mailbox. If you want to know more about FastTrack, take a look at [Microsoft FastTrack](https://fasttrack.microsoft.com/).
* If your customer runs into any problems during their migration to Office 365 and they are not eligible for FastTrack, or you are migrating to a newer version of Exchange Server, Microsoft can still help. Here are some resources you can point your customers to:
* [Technical community](https://social.technet.microsoft.com/Forums/office/en-US/home?category=exchangeserver)
* [Customer support](https://support.microsoft.com/en-us/gp/support-options-for-business)
* You also might choose to engage a partner to help your customer. We have a great number of partners with deep skills in Exchange, and we’re sure one of them will be able to help you. Start your search here - <https://www.microsoft.com/en-us/solution-providers/home>.

Q: Since Exchange 2010 can run on Windows Server 2008 and 2008 R2 and those operating systems are out of support in January 2020, will those operating systems be supported if used for Exchange?

A: On January 14, 2020, support for Windows Server 2008 and 2008 R2 will end. That means the end of regular security updates for these Windows customers. Since Exchange Server 2010 can run on top of Windows Server 2008 and Windows Server 2008 R2, it's important for customers to consider how they will obtain security updates for the underlying operating system. Extended Security Updates for Server 2008 and 2008 R2 are now available for purchase and can be ordered from Microsoft or a Microsoft licensing partner. The delivery of Extended Security Updates (ESU) will begin after the End of Support dates, if and when available. Please read more about Windows Server options [here](https://www.microsoft.com/cloud-platform/windows-server-2008).

Q: Do we support Exchange 2010 on any other versions of Windows Server other than 2008 and 2008 R2?A: Exchange Server 2010 SP3, installed on Windows Server 2012, is supported until October 13, 2020.

Exchange Server 2010 SP3, with Update Rollup 26 or higher, installed on Windows Server 2012 R2 is supported until October 13, 2020.

Q: That didn’t quite answer my question. If a customer calls between January 14 and October 13 2020, and is running Exchange 2010 on Windows Server 2008 or 2008 R2, and does not have an ESU for Windows, will our support teams still help them?**Yes**. Per the [Lifecycle FAQ](https://support.microsoft.com/en-us/help/17140/lifecycle-faq-general-policy-questions),

*If I am running a Microsoft product that is currently supported under the Lifecycle Policy, but my operating system is no longer supported, can I still receive support?*

If the problem is specific to the Microsoft product and it is within the Lifecycle Policy, Microsoft will provide support.   
If the problem is a result of the **combination** of the operating system and the Microsoft product, the problem will not be supported.

*More simply::*

* Exchange 2010 on Server 2008 or 2008 R2:  Starting January 14, 2020, provide support until a proven issue is found with the OS.  This ends in October 2020.  Some customers may have purchased Server 2008 or Server 2008 R2 Extended Support Agreements, but this combination should be quite rare.
* Exchange 2010 SP3 (Server 2012), or Exchange 2010 SP3 RU26 (Server 2012 R2):  We support regardless, but Exchange support still ends in October 2020.

Q. When did we start supporting Exchange 2010 on Server 2012 R2?  
This change was announced in February 2019 as part of the Hybrid Agent Public Preview.  See original post [here](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Ftechcommunity.microsoft.com%2Ft5%2FExchange-Team-Blog%2FThe-Microsoft-Hybrid-Agent-Public-Preview%2Fba-p%2F608939&data=02%7C01%7Cv-miri%40microsoft.com%7C6f390a81b6d94649a52a08d73c862ed3%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637044419313180929&sdata=nmn%2FacZdhZI%2B8%2FCYOVn%2FMNKCcOebTujxxY0Tc7Q0qSI%3D&reserved=0), just search for R2.

Q: Will we be offering Extended Support Updates (ESU’s) for purchase for Exchange 2010 customers?No.

Q: What is FastTrack and how can it help customers to migrate to Office 365 and Exchange Online?

A: FastTrack for Microsoft 365 provides guidance for planning, deployment, and adoption including remote access to Microsoft engineering expertise, best practices, tools, and resources. FastTrack for Microsoft 365 helps organizations and their partners accelerate deployment and gain end-user adoption of Office 365. Included in a customer’s eligible Microsoft 365 subscription at no additional cost, FastTrack can help customers onboard to Microsoft 365 services including Exchange Online, migrate data including Exchange mailboxes, and protect organizations from cybersecurity threats. This includes:

* Ongoing, repeatable benefits included in your subscription.
* Delivery by Microsoft engineers or approved partners.
* Online resources and tools available to all customers.

Q: How can FastTrack help customers to migrate Exchange mailboxes?

A: FastTrack Specialists can provide guidance on steps for data migration to Office 365 and Exchange Online. FastTrack provides guidance by using a combination of tools and documentation and by performing configuration tasks where applicable and feasible. This is available for all eligible customers with Office 365 services for Exchange Online. The data migration services outlined below are available to Office 365 tenants with 500 or more licenses.

Microsoft migrates any combination of the source environments listed below, each one at a time. FastTrack can migrate the onboarded messaging system using the FastTrack Center or if it's passed the FastTrack Center checks. This includes:

* A single or multiple Active Directory forests with a single or multiple Exchange organizations, if an Exchange 2010-based hybrid onward is implemented in each organization and Exchange mail systems are 2003 onward.
* A single IBM Domino 7.0.3 onward environment (Appendix A - Migration from IBM Domino to Exchange Online).
* A single IMAP-capable email environment.
* G Suite environments (Gmail, Contacts, and Calendar only).
* A single Novell GroupWise 7.0.4 onward environment.
* Note: Exchange Online onboarding must be completed prior to migration.
* Note: FastTrack only migrates to active Office 365 mailboxes.
* Note: For on-premises Exchange dependencies, see Hybrid deployment prerequisites.
* Note: When migrating multiple source messaging environments (like multiple Exchange organizations or multiple Domino domains), these migrations occur sequentially.

Q: What tools are available to help you identify accounts and/or customers with products reaching EOS for Exchange Server 2010?

A: [MW GTM Planning Tool (V3)](https://aka.ms/mwgtmplanningtool) – Formerly the MW Targeting Tool. This tool was developed to help field sellers identify opportunities and maximize deal revenue within accounts. It can help you to identify accounts with low percentage levels of Exchange Online Monthly Active Usage (MAU), prioritize your accounts, and help inform your customer conversation with datapoints on interests, competitive situations etc. Access to the tool is limited to Microsoft employees at this time and is aligned to MS Sales access rights.

Q: What other information is available on Exchange Server 2010 EOS?

A: Leverage the following resources:

* Exchange Server 2010 EOS blog at <https://aka.ms/Exchange2010EndOfSupportBlog>.
* [Moving from on-prem Exchange 2010 to 2016 guidance blog](https://techcommunity.microsoft.com/t5/Exchange-Team-Blog/Exchange-On-Premises-Best-Practices-for-Migrations-from-2010-to/ba-p/845660) (published Sept 18, 2019)
* Exchange Server 2010 EOS page at <https://aka.ms/Exchange2010EndOfSupport>.
* Exchange OnRamp page at <https://aka.ms/ExchangeOnRamp> for field-facing assets and information on Exchange Server 2010 EOS, Exchange Server, and Exchange Online.
* Present your customer with the value of Exchange Online at <https://aka.ms/EXOPitch>

Q: What if I still have questions?

A: Just ask us through one of the below channels.

* MS Exchange Talk [extalk@microsoft.com](mailto:extalk@microsoft.com)
* WW Communities - Messaging [WWCMessaging@service.microsoft.com](mailto:WWCMessaging@service.microsoft.com) (O365 Group)
* Exchange Yammer (<https://www.yammer.com/microsoft.com/#/threads/inGroup?type=in_group&feedId=724740&view=all>)
* Exchange Online Yammer (<https://www.yammer.com/microsoft.com/#/threads/inGroup?type=in_group&feedId=827932>)