



ESRI  
EXTERNAL

June 2022

# Esri Product Lifecycle Support Policy

380 New York Street  
Redlands, California 92373-8100 usa  
909 793 2853  
info@esri.com  
esri.com



esri®

THE  
SCIENCE  
OF  
WHERE™

# Table of Contents

Esri Product Lifecycle Support Policy Overview	3
Policy Type	3
• Calendar-based product life cycle	3
• Version-based product life cycle	3
Support Phases	4
• Product Lifecycle Support Phases	4
Software Products	4
• Software Products: ArcGIS Pro	5
• Software Products: ArcGIS Desktop	7
• Software Products: ArcGIS Enterprise	10
Developers	14
• ArcGIS API for JavaScript	17
SaaS Products: ArcGIS Online	19
SaaS Content Services	22
Apps	24
Data Products	27
ArcGIS Solutions	28
Transition Announcements	30
Life Cycle Support Status for Esri Products	30

## Esri Product Lifecycle Support Policy Overview

The Esri Product Lifecycle Support Policy provides customers with information regarding the level of technical and software support Esri will provide customers during the lifespan of a software product. The Esri Product Lifecycle is a progression of life cycle phases starting with the initial release of a new software product (or a new version of a software product) and ending with the retirement of that version of the product. Each phase of the life cycle includes specific, but different, technical and software support.

Esri product life cycle support policy is structured based on the Product Type such as Apps, SaaS, Developers, Software, and Solutions. Based on the Product type determines the type of Policy (Calendar based, or Version based) and the Support phases (Two, Three or Four) that a product will follow.

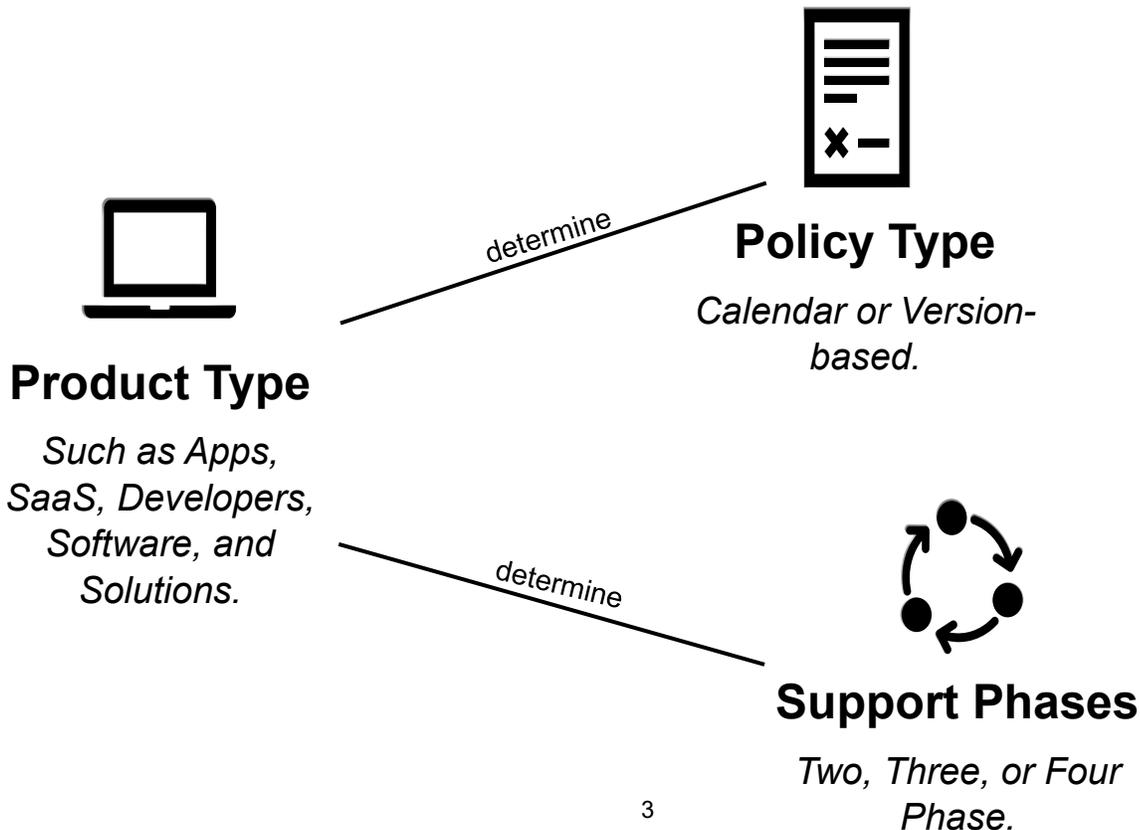
### Policy Type

#### Calendar-based product life cycle

ArcGIS Software Products follow the calendar-based product life cycle. Most calendar-based life cycle phases are one or two years in duration.

#### Version-based product life cycle

The product moves from one phase to the next when a new version of the product is released.



For details about the life cycle for a product, please select the product on:  
<http://support.esri.com/other-resources/product-life-cycle>

## Support Phases

The Product Lifecycle Phases are described below as well as the technical and software support that is provided for products during each phase of the product life cycle.

There are up to four phases to the product lifecycle.

1. General Availability (all)
2. Extended (four-phase life cycles only)
3. Mature (three- and four-phase life cycles)
4. Retired (all)

Not all products will use all four phases. The following chart describe the phases associated with each type of product.

### Product Lifecycle Support Phases

Product Type	Policy Type	General Availability	Extended	Mature	Retired
<b>Software</b>	Calendar-based	Yes	Yes	Yes	Yes
<b>Developers</b>	Calendar-based	Yes	Yes	Yes	Yes
<b>SaaS</b>	Version-based	Yes	No	No	Yes
<b>SaaS Content</b>	Version-based	Yes	No	Yes	Yes
<b>Apps</b>	Version-based	Yes	No	Infrequently	Yes
<b>Data</b>	Version-based	Yes	No	No	Yes
<b>Solutions</b>	Version-based	Yes	No	Yes	Yes

To review the life cycle for a specific product, please refer to the Product Life Cycle pages and select the product of interest. The Product Life Cycle Pages can be found at:  
<http://support.esri.com/other-resources/product-life-cycle>

## Software Products

Software Products generally go through all four lifecycle phases unless otherwise noted. Software and technical support for each phase is described below for each product. Esri will test new environments when a product is in the General Availability phase only. An environment refers to a combination of the following components: hardware, virtualized systems, operating systems, RDBMS versions, compilers, and Web servers.

## Software Products: ArcGIS Pro

ArcGIS Pro goes through three of the four lifecycle phases: General Availability, Matured and Retired. Software and technical support for each phase is described below.

### General Availability Phase

For products in the General Availability phase, users can expect the following:

#### Software Support

- Software updates & patches.
  - Provided to customers to resolve significant issues discovered in the product release and to address security issues as needed.
- New environment certification
  - When a major new version of an environment is released during the General Availability phase of an Esri product, Esri will test this new environment with the Esri software product in the General Availability release phase and provide updated system requirements.

Please review details about the supported environment policy here:

<https://support.esri.com/en/white-paper/3521>

#### Technical Support

- Phone, email, and chat support
  - Available to Esri customers with current maintenance or paid support subscriptions
    - In the USA: between 5:00 a.m. and 5:00 p.m. (PST) Monday through Friday to U.S. customers only.
    - Outside the USA: through an Esri International Distributor. Customers should contact their local distributors for support hours and options.
- Esri Online Support Center
  - Users can use the [Support website](#) to find answers to questions and solutions to technical issues. The website provides access to support-related information through several content repositories such as the knowledge base, product documentation, web help, software updates and patches, blog posts, product announcements, Esri Community, and more.
  - Users can reach out directly to Esri Support at any time by submitting a case through the Request Case web-form.
  - Users can manage their cases online through the Support tab on My Esri.

Users are encouraged to begin all new projects with Software Products in the General Availability lifecycle phase and move/upgrade existing applications to these products as soon as possible.

## Mature Phase

Once ArcGIS Pro enters the Mature phase, users can expect the following:

### Software Support

- Software patches
  - Software patches will be made available to address security issues as needed.
- New environment certification
  - Esri will not certify major new versions of an environment released during the Mature lifecycle phase of an Esri product. Customers may use Esri software products in the Mature lifecycle phase with new environments, but Esri does not guarantee that the product will work with these environments.

Please review details about the supported environment policy here:

<https://support.esri.com/en/white-paper/3521>

### Technical Support

- Phone, email, and chat support
  - Available to Esri customers with current maintenance or paid support subscriptions
    - In the USA: between 5:00 a.m. and 5:00 p.m. (PST) Monday through Friday to U.S. customers only.
    - Outside the USA: through an Esri International Distributor. Customers should contact their local distributors for support hours and options.
- Esri Online Support Center
  - Users can use the [Support website](#) to find answers to questions and solutions to technical issues. The website provides access to support-related information through several content repositories such as the knowledge base, product documentation, web help, software updates and patches, blog posts, product announcements, Esri Community, and more.
  - Users can reach out directly to Esri Support at any time by submitting a case through the Request Case web-form.
  - Users can manage your cases online through the Support tab in My Esri.

Customers with products in the Mature phase should be actively upgrading their applications to General Availability products.

## Retired Phase

Once a product enters the Retired phase, the product will **no longer be available**, and users can expect the following:

## Software Support

- Software patches
  - Not available
- New environment certification
  - Not available

## Technical Support

- Phone and chat support
  - Not available
- Esri Online Support Center
  - Users can use the [Support website](#) to find answers to questions and solutions to technical issues. The website provides access to support-related information through several content repositories such as the knowledge base, product documentation, web help, software updates and patches, blog posts, product announcements, Esri Community, and more.
  - Although the online information will remain available to users, this information will not be updated for retired products. However, users will be able to browse existing documents.

Customers with products in the Retired phase should be actively upgrading their applications to General Availability products.

## Software Products: ArcGIS Desktop

Desktop software products generally go through all four lifecycle phases unless noted. Desktop products include Desktop extensions. ArcMap, Industry focused extensions and Data and Workflow extensions. A complete list is available at <https://support.esri.com/en/other-resources/product-life-cycle>

Software and technical support for each phase is described below.

### General Availability Phase

For products in the General Availability phase, users can expect the following:

#### Software Support

- Software patches or hot fixes
  - Provided to customers to resolve significant issues discovered in the product release.
- New environment certification
  - When a major new version of an environment is released during the General Availability phase of an Esri product, Esri will test this new environment with the Esri software product in the General Availability release phase and provide updated system requirements.

Please review details about the supported environment policy here:

<https://support.esri.com/en/white-paper/3521>

## Technical Support

- Phone, email, and chat support
  - Available to Esri customers with current maintenance or paid support subscriptions
    - In the USA: between 5:00 a.m. and 5:00 p.m. (PST) Monday through Friday to U.S. customers only.
    - Outside the USA: through an Esri International Distributor. Customers should contact their local distributors for support hours and options.
- Esri Online Support Center
  - Users can use the [Support website](#) to find answers to questions and solutions to technical issues. The website provides access to support-related information through several content repositories such as the knowledge base, product documentation, web help, software updates and patches, blog posts, product announcements, Esri Community, and more.
  - Users can reach out directly to Esri Support at any time by submitting a case through the Request Case web-form.
  - Users can manage their cases online through the Support tab on My Esri.

Users are encouraged to begin all new projects with Software Products in the General Availability lifecycle phase and move/upgrade existing applications to these products as soon as possible.

## Extended Phase

Once a product enters the Extended lifecycle phase, users can expect the following:

## Software Support

- Software patches and hot fixes
  - Provided to customers to resolve significant issues discovered in a product release.
- New environment certification
  - Esri will not certify major new versions of an environment during the Extended lifecycle phase of an Esri product. Customers may use Esri software products in the Extended lifecycle phase with new environments, but Esri does not guarantee that the product will work with these environments.

Please review details about the supported environment policy here:

<https://support.esri.com/en/white-paper/3521>

## Technical Support

- Phone, email, and chat support

- Available to Esri customers with current maintenance or paid support subscriptions
  - In the USA: between 5:00 a.m. and 5:00 p.m. (PST) Monday through Friday to U.S. customers only.
  - Outside the USA: through an Esri International Distributor. Customers should contact their local distributors for support hours and options.
- Esri Online Support Center
  - Users can use the [Support website](#) to find answers to questions and solutions to technical issues. The website provides access to support-related information through several content repositories such as the knowledge base, product documentation, web help, software updates and patches, blog posts, product announcements, Esri Community, and more.
  - Users can reach out directly to Esri Support at any time by submitting a case through the Request Case web-form.
  - Users can manage their cases online through the Support tab in My Esri.

Existing customers contemplating moving/upgrading their environment should also consider upgrading their Esri product to a version that is currently in the General Availability Phase. Customers with products in the Extended phase are encouraged to start planning their move/upgrade to a General Availability product as soon as possible.

## Mature Phase

Once a product enters the Mature phase, users can expect the following:

### Software Support

- Software patches and hot fixes
  - Esri will provide no further patches and hot fixes for products (including Service Packs) that have reached the Mature phase.
- New environment certification
  - Esri will not certify major new versions of an environment released during the Mature lifecycle phase of an Esri product. Customers may use Esri software products in the Mature lifecycle phase with new environments, but Esri does not guarantee that the product will work with these environments.

Please review details about the supported environment policy here:

<https://support.esri.com/en/white-paper/3521>

### Technical Support

- Phone, email, and chat support
  - Available to Esri customers with current maintenance or paid support subscriptions
    - In the USA: between 5:00 a.m. and 5:00 p.m. (PST) Monday through Friday to U.S. customers only.
    - Outside the USA: through an Esri International Distributor. Customers should contact their local distributors for support hours and options.
- Esri Online Support Center

- Users can use the [Support website](#) to find answers to questions and solutions to technical issues. The website provides access to support-related information through several content repositories such as the knowledge base, product documentation, web help, software updates and patches, blog posts, product announcements, Esri Community, and more.
- Users can reach out directly to Esri Support at any time by submitting a case through the Request Case web-form.
- Users can manage your cases online through the Support tab in My Esri.

Customers with products in the Mature phase should be actively upgrading their applications to General Availability products.

## Retired Phase

Once a product enters the Retired phase, the product will **no longer be available**, and users can expect the following:

### Software Support

- Software patches or hot fixes
  - Not available
- New environment certification
  - Not available

### Technical Support

- Phone and chat support
  - Not available
- Esri Online Support Center
  - Users can use the [Support website](#) to find answers to questions and solutions to technical issues. The website provides access to support-related information through several content repositories such as the knowledge base, product documentation, web help, software updates and patches, blog posts, product announcements, Esri Community, and more.
  - Although the online information will remain available to users, this information will not be updated for retired products. However, users will be able to browse existing documents.

Customers with products in the Retired phase should be actively upgrading their applications to General Availability products.

## Software Products: ArcGIS Enterprise

Software Products generally go through all four lifecycle phases unless noted as in the case of short-term support releases of ArcGIS Enterprise. Enterprise products include ArcGIS Server, Portal for ArcGIS, ArcGIS Data Store, ArcGIS Web Adaptor and GIS Server Extensions. A complete list is available at <https://support.esri.com/en/other-resources/product-life-cycle>

Software and technical support for each phase is described below.

ArcGIS Enterprise versions are designated as a *short-term support* (STS) release or *long-term support release* (LTS) at the time they are made available. Short-term support releases will follow a three-phase lifecycle. Long-term support releases will follow a four-phase lifecycle.

## General Availability Phase

For products in the General Availability phase, users can expect the following:

### Software Support

- Software patches or hot fixes
  - Provided to customers to resolve significant issues discovered in the product release.
- New environment certification
  - When a major new version of an environment is released during the General Availability phase of a *long-term support* release of an Esri product, Esri will test this new environment with the Esri software product in the General Availability release phase and provide updated system requirements.

Please review details about the supported environment policy here:

<https://support.esri.com/en/white-paper/3521>

### Technical Support

- Phone, email, and chat support
  - Available to Esri customers with current maintenance or paid support subscriptions
    - In the USA: between 5:00 a.m. and 5:00 p.m. (PST) Monday through Friday to U.S. customers only.
    - Outside the USA: through an Esri International Distributor. Customers should contact their local distributors for support hours and options.
- Esri Online Support Center
  - Users can use the [Support website](#) to find answers to questions and solutions to technical issues. The website provides access to support-related information through several content repositories such as the knowledge base, product documentation, web help, software updates and patches, blog posts, product announcements, Esri Community, and more.
  - Users can reach out directly to Esri Support at any time by submitting a case through the Request Case web-form.
  - Users can manage their cases online through the Support tab on My Esri.

Users are encouraged to begin all new projects with Software Products in the General Availability lifecycle phase and move/upgrade existing applications to these products as soon as possible.

## Extended Phase

Once a product enters the Extended lifecycle phase, users can expect the following:

### Software Support

- Software patches and hot fixes
  - Provided to customers to resolve significant issues discovered in a product release.
- New environment certification
  - Esri will not certify major new versions of an environment during the Extended lifecycle phase of an Esri product. Customers may use Esri software products in the Extended lifecycle phase with new environments, but Esri does not guarantee that the product will work with these environments.

Please review details about the supported environment policy here:

<https://support.esri.com/en/white-paper/3521>

### Technical Support

- Phone, email, and chat support
  - Available to Esri customers with current maintenance or paid support subscriptions
    - In the USA: between 5:00 a.m. and 5:00 p.m. (PST) Monday through Friday to U.S. customers only.
    - Outside the USA: through an Esri International Distributor. Customers should contact their local distributors for support hours and options.
- Esri Online Support Center
  - Users can use the [Support website](#) to find answers to questions and solutions to technical issues. The website provides access to support-related information through several content repositories such as the knowledge base, product documentation, web help, software updates and patches, blog posts, product announcements, Esri Community, and more.
  - Users can reach out directly to Esri Support at any time by submitting a case through the Request Case web-form.
  - Users can manage their cases online through the Support tab in My Esri.

Existing customers contemplating moving/upgrading their environment should also consider upgrading their Esri product to a version that is currently in the General Availability Phase. Customers with products in the Extended phase are encouraged to start planning their move/upgrade to a General Availability product as soon as possible.

## Mature Phase

Once a product enters the Mature phase, users can expect the following:

### Software Support

- Software patches and hot fixes

- Esri will provide no further patches and hot fixes for products (including Service Packs) that have reached the Mature phase.
- New environment certification
  - Esri will not certify major new versions of an environment released during the Mature lifecycle phase of an Esri product. Customers may use Esri software products in the Mature lifecycle phase with new environments, but Esri does not guarantee that the product will work with these environments.

Please review details about the supported environment policy here:

<https://support.esri.com/en/white-paper/3521>

## Technical Support

- Phone, email, and chat support
  - Available to Esri customers with current maintenance or paid support subscriptions
    - In the USA: between 5:00 a.m. and 5:00 p.m. (PST) Monday through Friday to U.S. customers only.
    - Outside the USA: through an Esri International Distributor. Customers should contact their local distributors for support hours and options.
- Esri Online Support Center
  - Users can use the [Support website](#) to find answers to questions and solutions to technical issues. The website provides access to support-related information through several content repositories such as the knowledge base, product documentation, web help, software updates and patches, blog posts, product announcements, Esri Community, and more.
  - Users can reach out directly to Esri Support at any time by submitting a case through the Request Case web-form.
  - Users can manage your cases online through the Support tab in My Esri.

Customers with products in the Mature phase should be actively upgrading their applications to General Availability products.

## Retired Phase

Once a product enters the Retired phase, the product will **no longer be available**, and users can expect the following:

## Software Support

- Software patches or hot fixes
  - Not available
- New environment certification
  - Not available

## Technical Support

- Phone and chat support
  - Not available

- Esri Online Support Center
  - Users can use the [Support website](#) to find answers to questions and solutions to technical issues. The website provides access to support-related information through several content repositories such as the knowledge base, product documentation, web help, software updates and patches, blog posts, product announcements, Esri Community, and more.
  - Although the online information will remain available to users, this information will not be updated for retired products. However, users will be able to browse existing documents.

Customers with products in the Retired phase should be actively upgrading their applications to General Availability products.

## Developers

Developer technologies have four lifecycle phases unless mentioned specifically. Support for each phase is described below.

### General Availability Phase

For products in the General Availability phase, users can expect the following:

### Software Support

- Software patches
  - Patches may be provided to resolve critical issues discovered in a product release.
- Hotfixes
  - May be provided to customers to resolve significant issues discovered in a product release.
- New environment certification
  - When a major new version of an environment is released during the General Availability phase of an Esri product, Esri will test this new environment with the Esri software product in the General Availability release phase and provide updated system requirements.

Please review details about the supported environment policy here:

<https://support.esri.com/en/white-paper/3521>

### Technical Support

- Phone, email, and chat support
  - Available to Esri customers with current maintenance or paid support subscriptions
    - In the USA: between 5:00 a.m. and 5:00 p.m. (PST) Monday through Friday to U.S. customers only.

- Outside the USA: through an Esri International Distributor. Customers should contact their local distributors for support hours and options.
- Esri Online Support Center
  - Users can use the [Support website](#) to find answers to questions and solutions to technical issues. The website provides access to support-related information through several content repositories such as the knowledge base, product documentation, web help, software updates and patches, blog posts, product announcements, Esri Community, and more.
  - Users can reach out directly to Esri Support at any time by submitting a case through the Request Case web-form.
  - Users can manage their cases online through the Support tab in My Esri.

## Extended Support Phase

Once a product enters the Extended lifecycle phase, users can expect the following.

### Software Support

- Software patches
  - Patches may be provided to resolve critical issues discovered in a product release.
- Hotfixes
  - May be provided to customers to resolve significant issues discovered in a product release.
- New environment certification
  - Esri will not certify major new versions of an environment during the Extended lifecycle phase of an Esri product. Customers may use Esri software products in the Extended lifecycle phase with new environments, but Esri does not guarantee that the product will work with these environments.

Please review details about the supported environment policy here:

<https://support.esri.com/en/white-paper/3521>

### Technical Support

- Phone, email, and chat support
  - Available to Esri customers with current maintenance or paid support subscriptions
    - In the USA: between 5:00 a.m. and 5:00 p.m. (PST) Monday through Friday to U.S. customers only.
    - Outside the USA: through an Esri International Distributor. Customers should contact their local distributors for support hours and options.
- Esri Online Support Center
  - Users can use the [Support website](#) to find answers to questions and solutions to technical issues. The website provides access to support-related information through several content repositories such as the knowledge base, product documentation, web help, software updates and patches, blog posts, product announcements, Esri Community, and more.

- Users can reach out directly to Esri Support at any time by submitting a case through the Request Case web-form.
- Users can manage their cases online through the Support tab in My Esri.

## Mature Phase

Once a product enters the Mature phase, users can expect the following:

### Software Support

- Software patches and hot fixes
  - Esri will provide no further patches and hot fixes for products (including Service Packs) that have reached the Mature phase.
- New environment certification
  - Esri will not certify major new versions of an operating system released during the Mature lifecycle phase of an Esri product. Customers may use Esri software products in the Mature lifecycle phase with new environments, but Esri does not guarantee that the product will work with these environments.

Please review details about the supported environment policy here:

<https://support.esri.com/en/white-paper/3521>

### Technical Support

- Phone, email, and chat support
  - Available to Esri customers with current maintenance or paid support subscriptions
    - In the USA: between 5:00 a.m. and 5:00 p.m. (PST) Monday through Friday to U.S. customers only.
    - Outside the USA: through an Esri International Distributor. Customers should contact their local distributors for support hours and options.
- Esri Online Support Center
  - Users can use the [Support website](#) to find answers to questions and solutions to technical issues. The website provides access to support-related information through several content repositories such as the knowledge base, product documentation, web help, software updates and patches, blog posts, product announcements, Esri Community, and more.
  - Users can reach out directly to Esri Support at any time by submitting a case through the Request Case web-form.
  - Users can manage their cases online through the Support tab in My Esri.

Customers with products in the Mature phase should be actively upgrading their applications to General Availability products.

## Retired Phase

Once a product enters the Retired phase, the product will no longer be available, and users can expect the following:

## Technical Support

- Phone, email, and chat support
  - Not available
- Esri Online Support Center
  - Users can use the [Support website](#) to find answers to questions and solutions to technical issues. The website provides access to support-related information through several content repositories such as the knowledge base, product documentation, web help, software updates and patches, blog posts, product announcements, Esri Community, and more.
  - Although the online information will remain available to users, this information will not be updated for retired products. However, users will be able to browse existing documents.

Customers with products in the Retired phase should be actively upgrading their applications to General Availability products.

## ArcGIS API for JavaScript

### General Availability Phase

For products in the General Availability phase, users can expect the following:

### Software Support

- Software patches may be provided to resolve critical issues discovered in a release or associated with updates to supported browsers.

## Technical Support

- Phone, email, and chat support
  - Available to Esri customers with current maintenance or paid support subscriptions
    - In the USA: between 5:00 a.m. and 5:00 p.m. (PST) Monday through Friday to U.S. customers only.
    - Outside the USA: through an Esri International Distributor. Customers should contact their local distributors for support hours and options.
- Esri Online Support Center
  - Users can use the [Support website](#) to find answers to questions and solutions to technical issues. The website provides access to support-related information through several content repositories such as the knowledge base, product documentation, web help, software updates and patches, blog posts, product announcements, Esri Community, and more.
  - Users can reach out directly to Esri Support at any time by submitting a case through the Request Case web-form.
  - Users can manage their cases online through the Support tab in My Esri.

## Extended Support Phase

Once a product enters the Extended lifecycle phase, users can expect the following.

### Software Support

- Software patches may be provided to resolve critical issues discovered in a release or associated with updates to supported browsers.

### Technical Support

- Phone, email, and chat support
  - Available to Esri customers with current maintenance or paid support subscriptions
    - In the USA: between 5:00 a.m. and 5:00 p.m. (PST) Monday through Friday to U.S. customers only.
    - Outside the USA: through an Esri International Distributor. Customers should contact their local distributors for support hours and options.
- Esri Online Support Center
  - Users can use the [Support website](#) to find answers to questions and solutions to technical issues. The website provides access to support-related information through several content repositories such as the knowledge base, product documentation, web help, software updates and patches, blog posts, product announcements, Esri Community, and more.
  - Users can reach out directly to Esri Support at any time by submitting a case through the Request Case web-form.
  - Users can manage their cases online through the Support tab in My Esri.

## Mature Phase

Once a product enters the Mature phase, users can expect the following:

### Software Support

- Software patches and hot fixes
  - In rare circumstances, software patches may be provided to resolve critical issues discovered in a release or associated with updates to supported browsers.

### Technical Support

- Phone, email, and chat support
  - Available to Esri customers with current maintenance or paid support subscriptions
    - In the USA: between 5:00 a.m. and 5:00 p.m. (PST) Monday through Friday to U.S. customers only.
    - Outside the USA: through an Esri International Distributor. Customers should contact their local distributors for support hours and options.
- Esri Online Support Center

- Users can use the [Support website](#) to find answers to questions and solutions to technical issues. The website provides access to support-related information through several content repositories such as the knowledge base, product documentation, web help, software updates and patches, blog posts, product announcements, Esri Community, and more.
- Users can reach out directly to Esri Support at any time by submitting a case through the Request Case web-form.
- Users can manage their cases online through the Support tab in My Esri.

Customers with products in the Mature phase should be actively upgrading their applications to General Availability products.

## Retired Phase

Once a product enters the Retired phase, the product will no longer be available, and users can expect the following:

### Technical Support

- Phone, email, and chat support
  - Not available
- Esri Online Support Center
  - Users can use the [Support website](#) to find answers to questions and solutions to technical issues. The website provides access to support-related information through several content repositories such as the knowledge base, product documentation, web help, software updates and patches, blog posts, product announcements, Esri Community, and more.
  - Although the online information will remain available to users, this information will not be updated for retired products. However, users will be able to browse existing documents.

Customers with products in the Retired phase should be actively upgrading their applications to General Availability products.

## SaaS Products: ArcGIS Online

The ArcGIS Online lifecycle generally has two phases, some hosted components, such as the **Configurable Application Templates\*** have four phases. Software and technical support for each phase is described below.

### General Availability Phase

For ArcGIS Online in the General Availability phase, users can expect the following:

### ArcGIS Online Support

- ArcGIS Online
  - Actively maintained and updated
- When appropriate, customers will be notified at least six months in advance before any ArcGIS Online Components are retired.

## Technical Support

- Phone, email, and chat support
  - Available to Esri customers with current maintenance or paid support subscriptions
    - In the USA: between 5:00 a.m. and 5:00 p.m. (PST) Monday through Friday to U.S. customers only.
    - Outside the USA: through an Esri International Distributor. Customers should contact their local distributors for support hours and options.
- Esri Online Support Center
  - Users can use the [Support website](#) to find answers to questions and solutions to technical issues. The website provides access to support-related information through several content repositories such as the knowledge base, product documentation, web help, software updates and patches, blog posts, product announcements, Esri Community, and more.
  - Users can reach out directly to Esri Support at any time by submitting a case through the Request Case web-form.
  - Users can manage their cases online through the Support tab in My Esri.

## Extended Support Phase\*

Once a Configurable Application Template enters the Extended lifecycle phase, users can expect the following:

## Software Support

- Software patches and hot fixes
  - Provided to customers to resolve significant issues discovered in a product release.
- New environment certification
  - Esri will not certify major new versions of an environment released during the Extended lifecycle phase of an Esri product. Customers may use Esri software products in the Extended lifecycle phase with new environments, but Esri does not guarantee that the product will work with these environments.

Please review details about the supported environment policy here:

<https://support.esri.com/en/white-paper/3521>

## Technical Support

- Phone, email, and chat support
  - Available to Esri customers with current maintenance or paid support subscriptions
    - In the USA: between 5:00 a.m. and 5:00 p.m. (PST) Monday through Friday to U.S. customers only.
    - Outside the USA: through an Esri International Distributor. Customers should contact their local distributors for support hours and options.
- Esri Online Support Center

- Users can use the [Support website](#) to find answers to questions and solutions to technical issues. The website provides access to support-related information through several content repositories such as the knowledge base, product documentation, web help, software updates and patches, blog posts, product announcements, Esri Community, and more.
- Users can reach out directly to Esri Support at any time by submitting a case through the Request Case web-form.
- Users can manage their cases online through the Support tab in My Esri.

Existing customers contemplating moving/upgrading their environment should also consider upgrading their Esri product to a version that is currently in the General Availability Phase. Customers with products in the Extended phase are encouraged to start planning their move/upgrade to a General Availability product as soon as possible.

## Mature Support Phase\*

Once a Configurable Application Template hosted in ArcGIS Online enters the Mature Phase, users can expect the following:

### Software Support

- Software patches and hot fixes
  - Esri will provide no further patches and hot fixes for products (including Service Packs) that have reached the Mature phase.
- New environment certification
  - Esri will not certify major new versions of an environment released during the Mature lifecycle phase of an Esri product. Customers may use Esri software products in the Mature lifecycle phase with new environments, but Esri does not guarantee that the product will work with these environments.

### Technical Support

- Phone, email, and chat support
  - Available to Esri customers with current maintenance or paid support subscriptions
    - In the USA: between 5:00 a.m. and 5:00 p.m. (PST) Monday through Friday to U.S. customers only.
    - Outside the USA: through an Esri International Distributor. Customers should contact their local distributors for support hours and options.
- Esri Online Support Center
  - Users can use the [Support website](#) to find answers to questions and solutions to technical issues. The website provides access to support-related information through several content repositories such as the knowledge base, product documentation, web help, software updates and patches, blog posts, product announcements, Esri Community, and more.
  - Users can reach out directly to Esri Support at any time by submitting a case through the Request Case web-form.
  - Users can manage your cases online through the Support tab in My Esri.

Customers with products in the Mature phase should be actively upgrading their applications to General Availability products.

## Retired Phase

Services have been removed from ArcGIS Online, and the services are no longer available or supported.

## Online Service Support

- Online Service
  - Will no longer be available.
- If reasonable under the circumstances, customers will be notified at least three months in advance before any Online Services are moved to the Retired phase.

## Technical Support

- Phone and chat support
  - Not available
- Esri Online Support Center
  - Users can use the [Support website](#) to find answers to questions and solutions to technical issues. The website provides access to support-related information through several content repositories such as the knowledge base, product documentation, web help, software updates and patches, blog posts, product announcements, Esri Community, and more.
  - Although the online information will remain available to users, this information will not be updated for retired products. However, users will be able to browse existing documents.

## SaaS Content Services

Key Esri hosted SaaS/Online Content Services (e.g. basemap services, demographic map services, geocoding services, GeoEnrichment services etc.) generally have three lifecycle phases. Technical support for each phase is described below.

## General Availability Phase

For Online Services products in the General Availability phase, users can expect the following:

New online content services are frequently added to the content offered by Esri.

## Online Service Support

- Online Services are actively maintained and updated
- When an update to or a new online content service is released during the General Availability phase, we validate availability and functionality of the service within ArcGIS.

- Esri's general policy when planning to retire a content service is to transition the service to the Mature Support phase for at least 6 months or as reasonable, before it discontinues or retires the service, to allow users a chance to migrate or update their web maps and applications.

## Technical Support

- Phone, email, and chat support
  - Available to Esri customers with current maintenance or paid support subscriptions
    - In the USA: between 5:00 a.m. and 5:00 p.m. (PST) Monday through Friday to U.S. customers only.
    - Outside the USA: through an Esri International Distributor. Customers should contact their local distributors for support hours and options.
- Esri Online Support Center
  - Users can use the [Support website](#) to find answers to questions and solutions to technical issues. The website provides access to support-related information through several content repositories such as the knowledge base, documentation, web help, blog posts, announcements, Esri Community, and more.
  - Users can reach out directly to Esri Support at any time by submitting a case through the Request Case web-form.
  - Users can manage their cases online through the Support tab in My Esri.

## Mature Support Phase

Esri's general policy when planning to retire a content service is to transition the service to the Mature Support phase for at least 6 months or as reasonable, before it discontinues or retires the service, to allow users a chance to migrate or update their web maps and applications.

Once a service enters the Mature Support phase, users can expect that:

- Esri will make the service available for a limited time but will now indicate when it plans to retire or discontinue the service.
  - Such notice shall be provided, as reasonable, with the estimated retirement date or month in this document and/or in a blog, as appropriate.
- The service will no longer be maintained or updated, and
- A suitable replacement of the service will be offered, if available.

Esri will make a reasonable effort to identify Esri published maps and layers using the service as Mature Support.

## Technical Support

- Phone, email, and chat support
  - Available to Esri customers with current maintenance or paid support subscriptions
    - In the USA: between 5:00 a.m. and 5:00 p.m. (PST) Monday through Friday to U.S. customers only.

- Outside the USA: through an Esri International Distributor. Customers should contact their local distributors for support hours and options.
- Esri Online Support Center
  - Users can use the [Support website](#) to find answers to questions and solutions to technical issues. The website provides access to support-related information through several content repositories such as the knowledge base, documentation, web help, blog posts, announcements, Esri Community, and more.
  - Users can reach out directly to Esri Support at any time by submitting a case through the Request Case web-form.
  - Users can manage your cases online through the Support tab in My Esri.

Customers using online content services in the Mature Support phase should be actively upgrading their applications to use online content services in General Availability.

## Retired Phase

Once an online content service enters the Retired Phase, it will have been removed from ArcGIS Online, and the service and any maps, layers, or apps accessing the service are no longer available or supported.

## Online Service Support

- Online Service **will** no longer be available
- If reasonable under the circumstances, customers will be notified at least six months in advance before any Online Services are moved to the Retired phase.
- Esri will make a reasonable effort prior to retirement to identify Esri published maps and layers using the service as Mature Support.

## Technical Support

- Phone and chat support
  - Not available
- Esri Online Support Center
  - Users can use the [Support website](#) to find answers to questions and solutions to technical issues. The website provides access to support-related information through several content repositories such as the knowledge base, documentation, web help, blog posts, announcements, Esri Community, and more.
  - Although the online information may remain available to users, this information will not be updated or accurate for retired products.

## Apps

Esri Apps generally have two or three lifecycle phases. Apps include Web Apps, Mobile Apps, Plug-in Apps, App Builders and more. A complete list of Apps is available at <https://support.esri.com/en/other-resources/product-life-cycle>.

Support for each phase is described below.

## General Availability Phase

For products in the General Availability phase, users can expect the following:

### Technical Support

- Phone, email, and chat support
  - Available to Esri customers with current maintenance or paid support subscriptions
    - In the USA: between 5:00 a.m. and 5:00 p.m. (PST) Monday through Friday to U.S. customers only.
    - Outside the USA: through an Esri International Distributor. Customers should contact their local distributors for support hours and options.
- Esri Online Support Center
  - Users can use the [Support website](#) to find answers to questions and solutions to technical issues. The website provides access to support-related information through several content repositories such as the knowledge base, product documentation, web help, software updates and patches, blog posts, product announcements, Esri Community, and more.
  - Users can reach out directly to Esri Support at any time by submitting a case through the Request Case web-form.
  - Users can manage their cases online through the Support tab in My Esri.

## Mature Phase

Once a product enters the Mature phase, users can expect the following:

### Software Support

- Software patches and hot fixes
  - Esri will provide no further patches and hot fixes for products (including Service Packs) that have reached the Mature phase.
- New environment certification
  - Esri will not certify major new versions of an environment released during the Mature lifecycle phase of an Esri product. Customers may use Esri software products in the Mature lifecycle phase with new environments, but Esri does not guarantee that the product will work with these environments.

Please review details about the supported environment policy here:

<https://support.esri.com/en/white-paper/3521>

### Technical Support

- Phone, email, and chat support
  - Available to Esri customers with current maintenance or paid support subscriptions
    - In the USA: between 5:00 a.m. and 5:00 p.m. (PST) Monday through Friday to U.S. customers only.

- Outside the USA: through an Esri International Distributor. Customers should contact their local distributors for support hours and options.
- Esri Online Support Center
  - Users can use the [Support website](#) to find answers to questions and solutions to technical issues. The website provides access to support-related information through several content repositories such as the knowledge base, product documentation, web help, software updates and patches, blog posts, product announcements, Esri Community, and more.
  - Users can reach out directly to Esri Support at any time by submitting a case through the Request Case web-form.
  - Users can manage their cases online through the Support tab in My Esri.

Customers with products in the Mature phase should be actively upgrading their applications to General Availability products.

## Retired Phase

Once a product enters the Retired phase, the product will no longer be available, and users can expect the following:

## Technical Support

- Phone, email, and chat support
  - Not available
- Esri Online Support Center
  - Users can use the [Support website](#) to find answers to questions and solutions to technical issues. The website provides access to support-related information through several content repositories such as the knowledge base, product documentation, web help, software updates and patches, blog posts, product announcements, Esri Community, and more.
  - Although the online information will remain available to users, this information will not be updated for retired products. However, users will be able to browse existing documents.

Customers with products in the Retired phase should be actively upgrading their applications to General Availability products.

## Data Products

Data Products generally have only two lifecycle phases. Software and technical support for each phase is described below.

### General Availability Phase

For products in the General Availability phase, users can expect the following:

#### Data Support

- Data updates
  - Availability of updates is determined by the update program offered for each data product. Check the data product information page for details.

#### Technical Support

- Phone, email, and chat support
  - Available to Esri customers with current maintenance or paid support subscriptions
    - In the USA: between 5:00 a.m. and 5:00 p.m. (PST) Monday through Friday to U.S. customers only.
    - Outside the USA: through an Esri International Distributor. Customers should contact their local distributors for support hours and options.
- Esri Online Support Center
  - Users can use the [Support website](#) to find answers to questions and solutions to technical issues. The website provides access to support-related information through several content repositories such as the knowledge base, product documentation, web help, software updates and patches, blog posts, product announcements, Esri Community, and more.
  - Users can reach out directly to Esri Support at any time by submitting a case through the Request Case web-form.
  - Users can manage their cases online through the Support tab in My Esri.

### Retired Phase

A data product is in the Retired phase immediately after the general availability of a new version unless otherwise stated.

Once a product enters the Retired phase, the product will no longer be available, and users can expect the following:

#### Data Support

Data updates

- Customers can upgrade to the General Availability product.

#### Technical Support

- Phone, email, and chat support

- Not available
- Esri Online Support Center
  - Users can use the [Support website](#) to find answers to questions and solutions to technical issues. The website provides access to support-related information through several content repositories such as the knowledge base, product documentation, web help, software updates and patches, blog posts, product announcements, Esri Community, and more.
  - Although the online information will remain available to users, this information will not be updated for retired products. However, users will be able to browse existing documents

Customers with products in the Retired phase should be actively upgrading their data products to General Availability products.

## ArcGIS Solutions

ArcGIS Solutions have three lifecycle phases. These include Industry specific Maps and Apps, Esri Geoportal Server, ArcGIS Indoors, and Esri CityEngine. A complete list is available at <https://support.esri.com/en/other-resources/product-life-cycle>

Support for each phase is described below.

### General Availability Phase

For ArcGIS Solutions in the General Availability phase, users can expect the following:

### Technical Support

- Phone, email, and chat support
  - Available to Esri customers with current maintenance or paid support subscriptions
    - In the USA: between 5:00 a.m. and 5:00 p.m. (PST) Monday through Friday to U.S. customers only.
    - Outside the USA: through an Esri International Distributor. Customers should contact their local distributors for support hours and options.
- Esri Online Support Center
  - Users can use the [Support website](#) to find answers to questions and solutions to technical issues. The website provides access to support-related information through several content repositories such as the knowledge base, product documentation, web help, software updates and patches, blog posts, product announcements, Esri Community, and more.
  - Users can reach out directly to Esri Support at any time by submitting a case through the Request Case web-form.
  - Users can manage their cases online through the Support tab in My Esri.

## Mature Phase

Once an ArcGIS Solution enters the Mature phase, users can expect the following:

### Software Support

- Software patches and hot fixes
  - Esri will provide no further patches and hot fixes for products (including Service Packs) that have reached the Mature phase.
- New environment certification
  - Esri will not certify major new versions of an environment released during the Mature lifecycle phase of an Esri product. Customers may use Esri software products in the Mature lifecycle phase with new environments, but Esri does not guarantee that the product will work with these environments.

Please review details about the supported environment policy here:

<https://support.esri.com/en/white-paper/3521>

### Technical Support

- Phone, email, and chat support
  - Available to Esri customers with current maintenance or paid support subscriptions
    - In the USA: between 5:00 a.m. and 5:00 p.m. (PST) Monday through Friday to U.S. customers only.
    - Outside the USA: through an Esri International Distributor. Customers should contact their local distributors for support hours and options.
- Esri Online Support Center
  - Users can use the [Support website](#) to find answers to questions and solutions to technical issues. The website provides access to support-related information through several content repositories such as the knowledge base, product documentation, web help, software updates and patches, blog posts, product announcements, Esri Community, and more.
  - Users can reach out directly to Esri Support at any time by submitting a case through the Request Case web-form.
  - Users can manage their cases online through the Support tab in My Esri.

Customers with ArcGIS Solutions in the Mature phase should be actively upgrading to General Availability products.

## Retired Phase

Once an ArcGIS Solution enters the Retired phase, **it will no longer be available**, and users can expect the following:

### Technical Support

- Phone, email, and chat support
  - Not available
- Esri Online Support Center

- Users can use the [Support website](#) to find answers to questions and solutions to technical issues. The website provides access to support-related information through several content repositories such as the knowledge base, product documentation, web help, software updates and patches, blog posts, product announcements, Esri Community, and more.
- Although the online information will remain available to users, this information will not be updated for retired products. However, users will be able to browse existing documents.

Customers with ArcGIS Solutions in the Retired phase should be actively upgrading to General Availability products.

## Transition Announcements

Esri will announce product life cycle support transitions on its [Product Life Cycle pages](#). Esri may also announce transitions outside of a specific release event.

## Life Cycle Support Status for Esri Products

The life cycle support status for all Esri software products can be found at <http://support.esri.com/en/content/productlifecycles>.



Esri, the global market leader in geographic information system (GIS) software, offers the most powerful mapping and spatial analytics technology available.

Since 1969, Esri has helped customers unlock the full potential of data to improve operational and business results. Today, Esri software is deployed in more than 350,000 organizations including the world's largest cities, most national governments, 75 percent of Fortune 500 companies, and more than 7,000 colleges and universities. Esri engineers the most advanced solutions for digital transformation, the Internet of Things (IoT), and location analytics to inform the most authoritative maps in the world.

Visit us at [esri.com](http://esri.com).



## Contact Esri

380 New York Street  
Redlands, California 92373-8100 USA

T 800 447 9778  
T 909 793 2853  
F 909 793 5953  
[info@esri.com](mailto:info@esri.com)  
[esri.com](http://esri.com)

Offices worldwide  
[esri.com/locations](http://esri.com/locations)