



ESRI
EXTERNAL

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Esri Product Life Cycle Support Policy

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



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Esri Product Life Cycle Support Policy Overview

The Esri Product Life Cycle (PLC) Support Policy provides customers with information about the level of technical and software support Esri will offer throughout the life cycle of a software or data product. The Esri Product Life Cycle is a progression of phases starting with the initial release of a new software or data product (or the latest version) and ending with the retirement of that version. Each phase includes specific, distinct technical and software support.

Esri's Product Life Cycle Support Policy is structured according to the product type. The policy specifies whether support is calendar-based or version-based:

- **Product Types**

Esri's product types include categories such as software, developer products, software as a service (SaaS), apps, data, and solutions.

- **Policy Types**

Esri products or services follow two types of product life cycle policies: calendar-based and version-based. This determines the number of support phases (two, three or four) that each product or service will follow based on its type.

Calendar-based Product Life Cycle

ArcGIS software and developer 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

SaaS, apps, data, and solution products progress from one phase of the product life cycle to the next whenever a new version of the product is released.

Support Phases

The following sections describe each phase of the Product Life Cycle, including the type of technical and software support provided at each stage. There are up to four phases in the product life cycle.

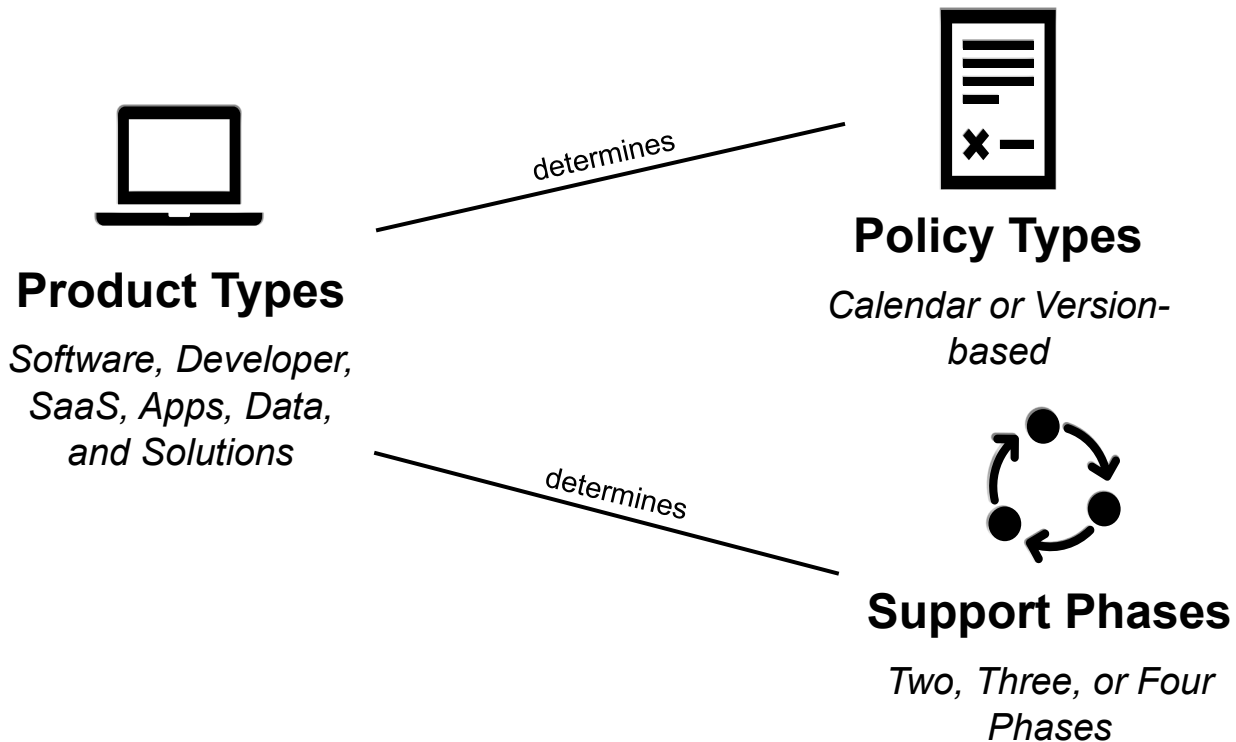
1. General Availability
2. Extended
3. Mature
4. Retired

Not all products go through all four phases of the product life cycle. The following chart describes the phases associated with each type of product.

Product Life Cycle Support Phases

Product Type	Policy Type	General Availability	Extended	Mature	Retired
Software	Calendar-based	Yes	Varies	Yes	Yes
Developer	Calendar-based	Yes	Varies	Yes	Yes
SaaS	Version-based	Yes	No	No	Yes
SaaS Content	Version-based	Yes	No	Yes	Yes
Apps	Version-based	Yes	No	Infrequently	Yes
Data	Version-based	Yes	No	No	Yes
Solutions	Version-based	Yes	No	Yes	Yes

To review the life cycle of a specific product, refer to the [Esri Product Support](#) page and select the desired product, then navigate to Product life cycle.



Esri Software Products

Esri software products typically move through all four phases of the product life cycle, unless stated otherwise. The overview below outlines the technical and software support provided during each phase. Esri performs environment testing only during the General Availability phase. An environment refers to a combination of components such as hardware, virtual machines, operating systems, RDBMS versions, compilers, and web servers.

Product: ArcGIS Pro

ArcGIS Pro follows three of the four phases of the product life cycle: General Availability, Mature, and Retired. The software features and technical support available for each phase are described below.

General Availability Phase

For products such as ArcGIS Pro in the General Availability phase, users can expect the following:

Software Support

- Software updates and 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 new version of an environment is released during the General Availability phase, Esri will test the product in the new environment and update the system requirements accordingly.

Please review details about the [Supported Environment Policy](#).

Technical Support

- Phone, email, and chat support.
 - Available to Esri customers with current maintenance or paid support subscriptions
 - In the US: between 5:00 a.m. and 5:00 p.m. (PT), Monday through Friday, to US customers only.
 - Outside the US: through an Esri International Distributor. Customers should contact their local distributors for support hours and options.
- Esri online support center
 - Users can visit [Esri Technical Support](#) 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 articles, product announcements, Esri Community, and more.

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

Users are encouraged to start new projects with software products in the General Availability phase and upgrade existing applications to these products promptly.

Mature Support Phase

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

Software Support

- Software patches
 - Esri will provide no further patches for products that have reached the Mature phase.
- New environment certification
 - Esri will not certify major new versions of an environment during the Mature life cycle phase of an Esri product. While customers may use Esri software products in this phase with new environments, Esri does not guarantee compatibility or functionality with these environments.

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Technical Support

- Phone, email, and chat support.
 - Available to Esri customers with current maintenance or paid support subscriptions
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Customers with products in the Mature phase should be actively upgrading their applications to products in the General Availability phase.

Retired Phase

Once a product is retired, it is no longer 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 visit [Esri Technical Support](#) 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 articles, 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 Retired products should be actively upgrading their applications to products in the General Availability phase.

Product: ArcGIS Desktop

Desktop products go through all four life cycle phases unless specified otherwise. Desktop products include ArcMap, desktop extensions, industry-focused extensions, and data and workflow extensions. View a [complete list of desktop products](#).

The software features and technical support available for each phase are 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 new version of an environment is released during the General Availability phase, Esri will test the product in the new environment and update the system requirements accordingly.

Please review details about the [Supported Environment Policy](#).

Technical Support

- Phone, email, and chat support.
 - Available to Esri customers with current maintenance or paid support subscriptions
 - In the US: between 5:00 a.m. and 5:00 p.m. (PT), Monday through Friday, to US customers only.
 - Outside the US: through an Esri International Distributor. Customers should contact their local distributors for support hours and options.
- Esri online support center
 - Users can visit [Esri Technical Support](#) 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 articles, product announcements, Esri Community, and more.
 - Users can reach out directly to Esri Technical Support at any time by submitting a case through the Create a Case web form.
 - Users can manage their cases online through the Support tab on My Esri.

Users are encouraged to start new projects with software products in the General Availability phase and upgrade existing applications to these products promptly.

Extended Phase

Once a product enters the Extended phase of the life cycle, 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 the environment during the Extended life cycle phase of an Esri product. While customers may use Esri software products in this phase with new environments, Esri does not guarantee compatibility or functionality with these environments.

Please review details about the [Supported Environment Policy](#).

Technical Support

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

- Outside the US: through an Esri International Distributor. Customers should contact their local distributors for support hours and options.
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 - Users can visit [Esri Technical Support](#) 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 articles, product announcements, Esri Community, and more.
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 - Users can manage their cases online through the Support tab in My Esri.

Customers with products in the Extended phase are encouraged to plan their move to software products in the General Availability phase and upgrade existing applications to these products promptly.

Mature Support Phase

ArcGIS Desktop 10.8.x is in the Mature support phase. The product is no longer available, and 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, with the following exception for ArcMap 10.8.x:
 - **NOTE:** ArcMap 10.8.x entered the Mature support phase on March 1, 2024. During this phase, Esri will no longer provide functionality-based patches or hot fixes. Please note that 10.8.x is the final series of releases for ArcMap, and there are no plans for additional releases in the future. However, Esri may, at its discretion, attempt to address critical, exploitable security vulnerabilities if commercially and technically feasible during the Mature support phase. It is important to be aware that ArcMap is an aging software that includes several third-party components with limited support. Consequently, there may be limitations to what Esri can address. Esri strongly encourages users to transition to ArcGIS Pro as soon as possible.
- New environment certification
 - Esri will not certify major new versions of the environment during the Extended life cycle phase of an Esri product. While customers may use Esri software products in this phase with new environments, Esri does not guarantee compatibility or functionality with these environments.

Please review details about the [Supported Environment Policy](#).

Technical Support

- Phone, email, and chat support.

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

Customers with products in the Mature phase are encouraged to plan their move to software products in the General Availability phase and upgrade existing applications to these products promptly.

Retired Phase

Once a product is Retired, it is no longer 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 visit [Esri Technical Support](#) 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 articles, 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 Retired products should be actively upgrading their applications to software products in the General Availability phase and upgrading existing applications to these products promptly.

Product: ArcGIS Enterprise

Esri software products go through all four life cycle phases unless noted, as in the case of short-term support releases of ArcGIS Enterprise on Windows and Linux, or releases of ArcGIS Enterprise on Kubernetes. ArcGIS Enterprise products include ArcGIS Server, Portal for ArcGIS, ArcGIS Data Store, ArcGIS Web Adaptor, and ArcGIS Enterprise extensions. View a [complete list of ArcGIS Enterprise products](#).

The software features and technical support available for each phase are described below.

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

ArcGIS Enterprise on Kubernetes versions follow a three-phase life cycle and are neither differentiated between short-term nor long-term. Its progression through phases is available in this [Product Life Cycle Version Table](#).

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 the product in the new environment and update the system requirements accordingly.

Please review details about the [Supported Environment Policy](#).

Technical Support

- Phone, email, and chat support.
 - Available to Esri customers with current maintenance or paid support subscriptions
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Users are encouraged to begin all new projects with Esri products in the General Availability life cycle phase and move/upgrade existing applications to these products as soon as possible.

Extended Phase

Once a product enters the Extended 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 the environment during the Extended life cycle phase of an Esri product. While customers may use Esri software products in this phase with new environments, Esri does not guarantee compatibility or functionality with these environments.

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Technical Support

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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 plan their move to Esri products in the General Availability phase and upgrade existing applications to these products promptly.

Mature Support 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 during the Mature life cycle phase of an Esri product. While customers may use Esri software products in this phase with new environments, Esri does not guarantee compatibility or functionality with these environments.

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Technical Support

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

Customers with products in the Mature phase are encouraged to plan their move to software products in the General Availability phase and upgrade existing applications to these products promptly.

Retired Phase

Once a product is Retired, it is no longer 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 visit [Esri Technical Support](#) 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 articles, 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 Retired products should be actively upgrading their applications to software products in the General Availability phase and upgrading existing applications to these products promptly.

Developer Technology

Developer technologies have four life cycle 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.
- Hot fixes
 - May be provided to customers to resolve significant issues discovered in a product release.
- New environment certification

- When a new version of an environment is released during the General Availability phase, Esri will test the product in the new environment and update the system requirements accordingly.

Please review details about the [Supported Environment Policy](#).

Technical Support

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Extended Support Phase

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

Software Support

- Software patches
 - Patches may be provided to resolve critical issues discovered in a product release.
- Hot fixes
 - 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 the environment during the Extended life cycle phase of an Esri product. While customers may use Esri software products in this phase with new environments, Esri does not guarantee compatibility or functionality with these environments.

Please review details about the [Supported Environment Policy](#).

Technical Support

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 - Users can manage their cases online through the Support tab in My Esri.

Mature Support 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 during the Mature life cycle phase of an Esri product. While customers may use Esri software products in this phase with new environments, Esri does not guarantee compatibility or functionality with these environments.

Please review details about the [Supported Environment Policy](#).

Technical Support

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 - Available to Esri customers with current maintenance or paid support subscriptions
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- 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 software products in the General Availability phase and upgrade existing applications to these products promptly.

Retired Phase

Once a product is Retired, it is no longer available, and users can expect the following:

Technical Support

- Phone, email, and chat support.
 - Not available
- Esri online support center
 - Users can visit [Esri Technical Support](#) 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 articles, 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 Retired products should be actively upgrading their applications to software products in the General Availability phase.

Developer Technology: 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

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Extended Support Phase

Once a product enters the Extended 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 US: between 5:00 a.m. and 5:00 p.m. (PT), Monday through Friday, to US customers only.
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Mature Support 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
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Customers with products in the Mature phase should be actively upgrading their applications to General Availability products.

Retired Phase

Once a product is Retired, the product is no longer available, and users can expect the following:

Technical Support

- Phone, email, and chat support.
 - Not available
- Esri online support center
 - Users can visit [Esri Technical Support](#) 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 articles, 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 Retired products should be actively upgrading their applications to General Availability products.

Software as a Service (SaaS) and Platform as a Service (PaaS) Products: ArcGIS Online and ArcGIS Location Platform

The ArcGIS Online and ArcGIS Location Platform Life Cycle Policy provides customers with information regarding the availability and life cycle of components delivered through Esri's SaaS and PaaS products. The ArcGIS Online/ArcGIS Location Platform Life Cycle Policy is a description of two phases that encompass a software component's existence, starting with the initial release of the component (General Availability) and moving to the Retired phase when a component reaches the end of its life cycle.

Components included in ArcGIS Online and ArcGIS Location Platform products can reach the end of their life cycle for several reasons, including superseding features, evolving security requirements, product obsolescence, market demands, and technology innovation. The ArcGIS Online and ArcGIS Location Platform Life Cycle Policy provides clear expectations and communication as the component advances through its life.

By default, ArcGIS Online and ArcGIS Location Platform components inherit their SaaS or PaaS product's life cycle status. When a component is approaching a status change, a deprecation announcement* is used to communicate the intent to retire and remove access to the component well in advance (at least 90 days) of a change to the life cycle phase. The component is then documented as deprecated on the ArcGIS Online and ArcGIS Location Platform Product Life Cycle web pages. Components that have a deprecation notice are still in the General Availability phase.

General Availability

For SaaS and PaaS components in General Availability, users can access and use the software.

Technical Support

- Phone, email, and chat support.
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 - Users can reach out directly to Esri Technical Support at any time by submitting a case through the Create a 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 components in the General Availability phase and move/upgrade existing applications and workflows to these components as soon as possible.

Retired Phase

Once a product is Retired, the product is no longer available, and users can expect the following:

Software Support

- Software patches
 - Not available.

Technical Support

- Phone, email, and chat support.
 - Not available

Deprecation Announcement*

A deprecation announcement will communicate the planned discontinuation of a specific component. The component mentioned will continue to be in General Availability and eligible for technical support and patching. The deprecation announcement will include steps for transition and migration and a road map towards retirement. The deprecation announcement should precede the retirement date by 90 days.

Retirement Date

The retirement date indicates the date when a SaaS or a PaaS product such as ArcGIS Online or ArcGIS Location Platform version will not be available. Users will no longer be able to access capabilities provided through services and apps after the retirement date. Esri Technical Support will no longer be available for components after the retirement date.

SaaS Online Content Services

Key Esri-hosted SaaS/Online content services (e.g., Basemap services, Geocoding services, GeoEnrichment services) have three life cycle phases. Technical support for each phase is described below.

General Availability Phase

For online content 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 Content Services Support

- Online content services are actively maintained and updated.
- When an update or a new online content service is released during the General Availability phase, Esri validates the availability and functionality of the service within ArcGIS.
- Esri's general policy when planning to retire an online content service is to transition the service to the Mature support phase for at least six months or as reasonable, before it discontinues or retires the service, to allow users 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 US: between 5:00 a.m. and 5:00 p.m. (PT), Monday through Friday, to US customers only.
 - Outside the US: through an Esri International Distributor. Customers should contact their local distributors for support hours and options.
- Esri online support center
 - Users can visit [Esri Technical Support](#) 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 articles, announcements, Esri Community, and more.
 - Users can reach out directly to Esri Technical Support at any time by submitting a case through the Create a 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 an online content service is to transition the service to the Mature support phase for at least six months or as reasonable, before it discontinues or retires the service, to allow users to migrate or update their web maps and applications.

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

- 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 article, as appropriate.
- The service will no longer be maintained or updated.
- A suitable replacement for the service will be offered, if available.

Esri will make a reasonable effort to identify Esri published maps and layers using the service as being in the Mature support phase.

Technical Support

- Phone, email, and chat support.
 - Available to Esri customers with current maintenance or paid support subscriptions
 - In the US: between 5:00 a.m. and 5:00 p.m. (PT), Monday through Friday, to US customers only.
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 - Users can reach out directly to Esri Technical Support at any time by submitting a case through the Create a Case web form.
 - Users can manage their cases online through the Support tab in My Esri.

Customers using Esri-hosted location services in the Mature support phase should be actively upgrading their applications to use services in General Availability.

Retired Phase

Once an online content service retires, it is removed from ArcGIS Online, and the service and any maps, layers, or apps accessing the service are no longer available or supported.

Online Content Services Support

- Location service will no longer be available.
- If reasonable under the circumstances, customers will be notified at least six months in advance before any location 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 being in the Mature support phase.

Technical Support

- Phone and chat support.
 - Not available
- Esri online support center
 - Users can visit [Esri Technical Support](#) 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 articles, announcements, Esri Community, and more.
 - Although online information may remain available to users, this information will not be updated or accurate for Retired products.

Apps

Esri apps have two or three life cycle phases. Apps include web apps, mobile apps, plug-in apps, and app builders. View a [complete list of Esri apps](#).

The 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 US: between 5:00 a.m. and 5:00 p.m. (PT), Monday through Friday, to US customers only.
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- Esri online support center
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 - Users can reach out directly to Esri Technical Support at any time by submitting a case through the Create a Case web form.
 - Users can manage their cases online through the Support tab in My Esri.

Mature Support 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 during the Mature life cycle phase of an Esri product. While customers may use Esri software products in this phase with new environments, Esri does not guarantee compatibility or functionality with these environments.

Please review details about the [Supported Environment Policy](#).

Technical Support

- Phone, email, and chat support.
 - Available to Esri customers with current maintenance or paid support subscriptions
 - In the US: between 5:00 a.m. and 5:00 p.m. (PT), Monday through Friday, to US customers only.
 - Outside the US: through an Esri International Distributor. Customers should contact their local distributors for support hours and options.
- Esri online support center
 - Users can visit [Esri Technical Support](#) 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 articles, product announcements, Esri Community, and more.
 - Users can reach out directly to Esri Technical Support at any time by submitting a case through the Create a 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 is retired, the product is no longer available, and users can expect the following:

Technical Support

- Phone, email, and chat support.
 - Not available
- Esri online support center
 - Users can visit [Esri Technical Support](#) 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 articles, 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 have only two life cycle phases. Software and technical support for each phase are 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 US: between 5:00 a.m. and 5:00 p.m. (PT), Monday through Friday, to US customers only.
 - Outside the US: through an Esri International Distributor. Customers should contact their local distributors for support hours and options.
- Esri online support center
 - Users can visit [Esri Technical Support](#) 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 articles, product announcements, Esri Community, and more.
 - Users can reach out directly to Esri Technical Support at any time by submitting a case through the Create a Case web form.
 - Users can manage their cases online through the Support tab in My Esri.

Retired Phase

A data product retires 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 visit [Esri Technical Support](#) 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 articles, 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 Retired products should be actively upgrading their data products to General Availability products.

ArcGIS Solutions

ArcGIS Solutions usually have three life cycle phases. These include industry-specific maps and apps. View a [complete list of ArcGIS Solutions](#).

The following provides a detailed overview of the support available for each phase.

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 US: between 5:00 a.m. and 5:00 p.m. (PT), Monday through Friday, to US customers only.
 - Outside the US: through an Esri International Distributor. Customers should contact their local distributors for support hours and options.
- Esri online support center
 - Users can visit [Esri Technical Support](#) 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 articles, product announcements, Esri Community, and more.
 - Users can reach out directly to Esri Technical Support at any time by submitting a case through the Create a 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 during the Mature life cycle phase of an Esri product. While customers may use Esri software products in this phase with new environments, Esri does not guarantee compatibility or functionality with these environments.

Please review details about the [Supported Environment Policy](#).

Technical Support

- Phone, email, and chat support.
 - Available to Esri customers with current maintenance or paid support subscriptions
 - In the US: between 5:00 a.m. and 5:00 p.m. (PT), Monday through Friday, to US customers only.
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 - Users can reach out directly to Esri Technical Support at any time by submitting a case through the Create a 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 a product is retired, **it is no longer available**, and users can expect the following:

Technical Support

- Phone, email, and chat support.
 - Not available
- Esri online support center
 - Users can visit [Esri Technical Support](#) 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 articles, 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 Support](#) page. Esri may also announce transitions outside of a specific release event.

Life Cycle Support Status for Esri Products

Go to Esri's [Product Support](#) page to find the life cycle support status for all Esri software products.



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.



Contact Esri

380 New York Street
Redlands, California 92373-8100 USA

1 800 447 9778
T 909 793 2853
F 909 793 5953
info@esri.com
esri.com

Offices worldwide
esri.com/locations