



ESRI  
EXTERNAL

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# Esri Product Life Cycle Support Policy

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## Esri Product Life Cycle Support Policy Overview

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

Esri's product life cycle support policy is structured according to the Product Type, which includes categories such as Apps, SaaS, Developers, Software, and Solutions. The policy specifies whether support is Calendar-based or Version-based and determines the number of Support phases (Two, Three, or Four) that each product will follow based on its type.

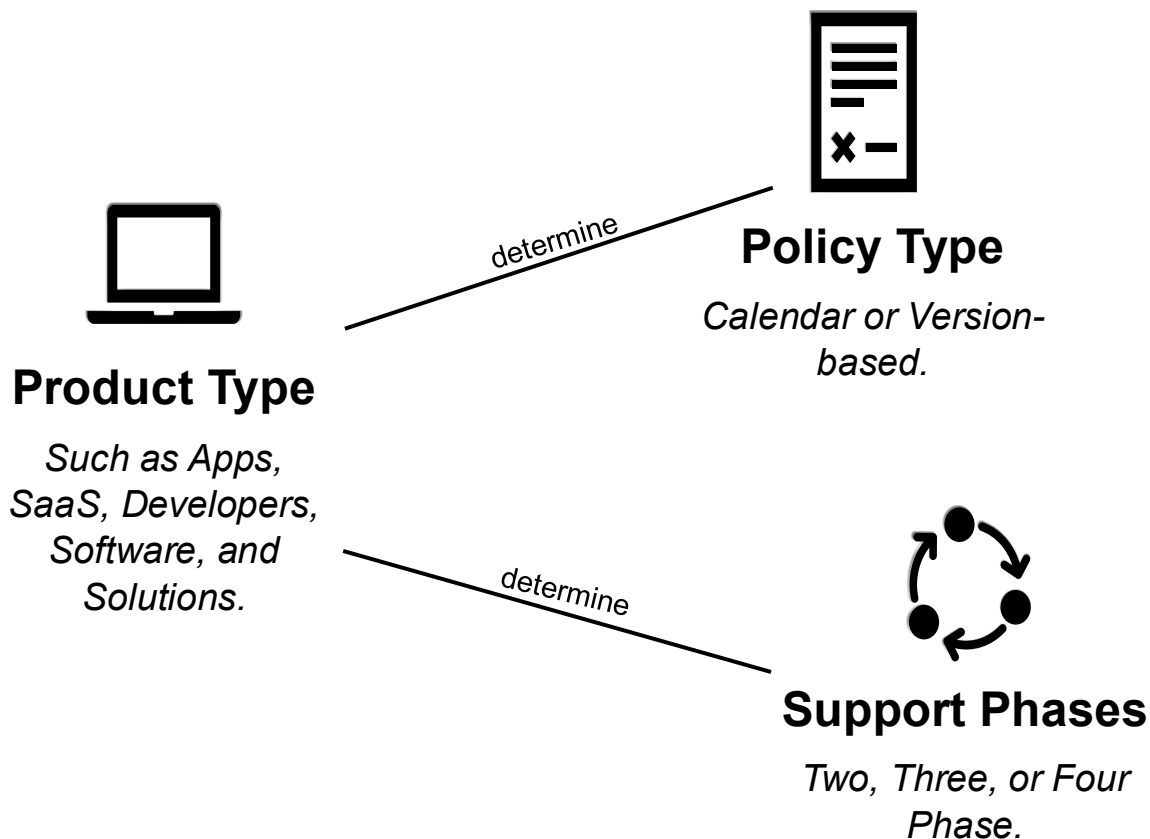
### Policy Type

#### 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 the [Support site](#), and then click on ‘Explore product life cycle’.

## Support Phases

The Product Life cycle Phases, along with the technical and software support provided for products during each phase, are described below. There are up to four phases to the product life cycle.

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 describes the phases associated with each type of product.

### Product Life cycle Support Phases

Product Type	Policy Type	General Availability	Extended	Mature	Retired
<b>Software</b>	Calendar-based	Yes	Varies	Yes	Yes
<b>Developers</b>	Calendar-based	Yes	Varies	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 [here](#).

## Software Products

Software products typically progress through all four life cycle phases unless specified otherwise. Below is a comprehensive overview of the software and technical support available for each phase. Esri conducts testing of new environments exclusively during the General Availability phase. An environment encompasses a combination of components including hardware, virtualized systems, operating systems, RDBMS versions, compilers, and Web servers.

## Software Products: ArcGIS Pro

ArcGIS Pro goes through three of the four life cycle phases: General Availability, Matured, and Retired. The software 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 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 its General Availability phase and provide updated system requirements.

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

### 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 start new projects with Software Products in the General Availability phase and upgrade existing applications to these products promptly.

## Mature Phase

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

### Software Support

- Software patches
  - Esri will provide no further patches 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 life cycle phase of an Esri product. Customers may use Esri software products in the Mature life cycle 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](#).

### 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 products in the General Availability phase.

## 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 products in the General Availability phase.

## Software Products: ArcGIS Desktop

Desktop software 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. A complete list is available [here](#).

The 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:

#### 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 its General Availability phase and provide updated system requirements.

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

## 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 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 life cycle phase, users can expect the following:

## Software Support

- Software patches and hotfixes
  - 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 life cycle phase of an Esri product. Customers may use Esri software products in the Extended life cycle 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](#).



## 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 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 Phase

Once ArcGIS Desktop 10.8.x enters the Mature phase, the product will **no longer be available**, and users can expect the following:

## Software Support

- Software patches and hotfixes
  - Esri will provide no further patches and hotfixes 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 hotfixes. 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 on 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 an environment released during the Mature life cycle phase of an Esri product. Customers may use Esri software products in the Mature life cycle 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](#).

## 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 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 enters the Retired phase, the product is **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 that have Retired should be actively upgrading their applications to Software Products in the General Availability phase and upgrade existing applications to these products promptly.

## Software Products: ArcGIS Enterprise

Software Products go through all four life cycle 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 ArcGIS Enterprise Extensions. A complete list is available [here](#).

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

ArcGIS Enterprise 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.

### 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](#).

#### 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 life cycle phase and move/upgrade existing applications to these products as soon as possible.

## Extended Phase

Once a product enters the Extended life cycle 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 life cycle phase of an Esri product. Customers may use Esri software products in the Extended life cycle 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](#).

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

## Mature Phase

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

### Software Support

- Software patches and hotfixes
  - Esri will provide no further patches and hotfixes 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 life cycle phase of an Esri product. Customers may use Esri software products in the Mature life cycle 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](#).

### 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 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 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 that have Retired should be actively upgrading their applications to Software Products in the General Availability phase and upgrade existing applications to these products promptly.

## Developers

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.
- 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](#).

## 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 life cycle 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 life cycle phase of an Esri product. Customers may use Esri software products in the Extended life cycle 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](#).

## 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 life cycle phase of an Esri product. Customers may use Esri software products in the Mature life cycle 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](#).

### 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 on 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 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 Software Products in the General Availability phase.

## 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 life cycle 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 & PaaS Products: ArcGIS Online & ArcGIS Platform

The ArcGIS Online and 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/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.

Components included in ArcGIS Online and 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 Platform life cycle policy provides clear expectations and communications as the component advances through its life.

By default, ArcGIS Online and 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 Platform Product Life Cycle web page. 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
  - 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 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 enters the Retired phase, the product will **no longer be available**, and users can expect the following:

### Software Support

- Software patches
  - Not available.

### Technical Support

- Phone, email, and chat support
  - Not available

## Deprecation Announcement\*

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

## Retirement Date

The retirement date indicates the date when an ArcGIS Online or ArcGIS Platform component will be removed. Users will no longer be able to access capabilities provided through services and apps after the Retirement date. Tech Support will no longer be available for components after the Retirement date.

## SaaS Content Services

Key Esri-hosted SaaS/Online Content Services (e.g., Basemap services, Demographic map services, Geocoding services, GeoEnrichment services) have three life cycle 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, Esri validates the 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 have two or three life cycle phases. Apps include Web Apps, Mobile Apps, Plug-in Apps, App Builders, and more. A complete list is available [here](#).

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 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 life cycle phase of an Esri product. Customers may use Esri software products in the Mature life cycle 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](#).

### 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 have only two life cycle 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 life cycle phases. These include industry-specific Maps and Apps, ArcGIS IPS, ArcGIS Indoors, etc. A complete list is available [here](#).

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 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 life cycle phase of an Esri product. Customers may use Esri software products in the Mature life cycle 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](#).

## 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.
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  - 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 [here](#).



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).



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