



ESRI
EXTERNAL

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Esri Product Lifecycle Support Policy

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Esri Product Lifecycle Support Policy Overview

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

Product life cycles also vary by the type of product. For example, most on premise software products go through a four-phase life cycle, whereas online services and content products typically have a two-phase life cycle.

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

Product Lifecycle Phases

There are up to four phases to the product lifecycle.

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

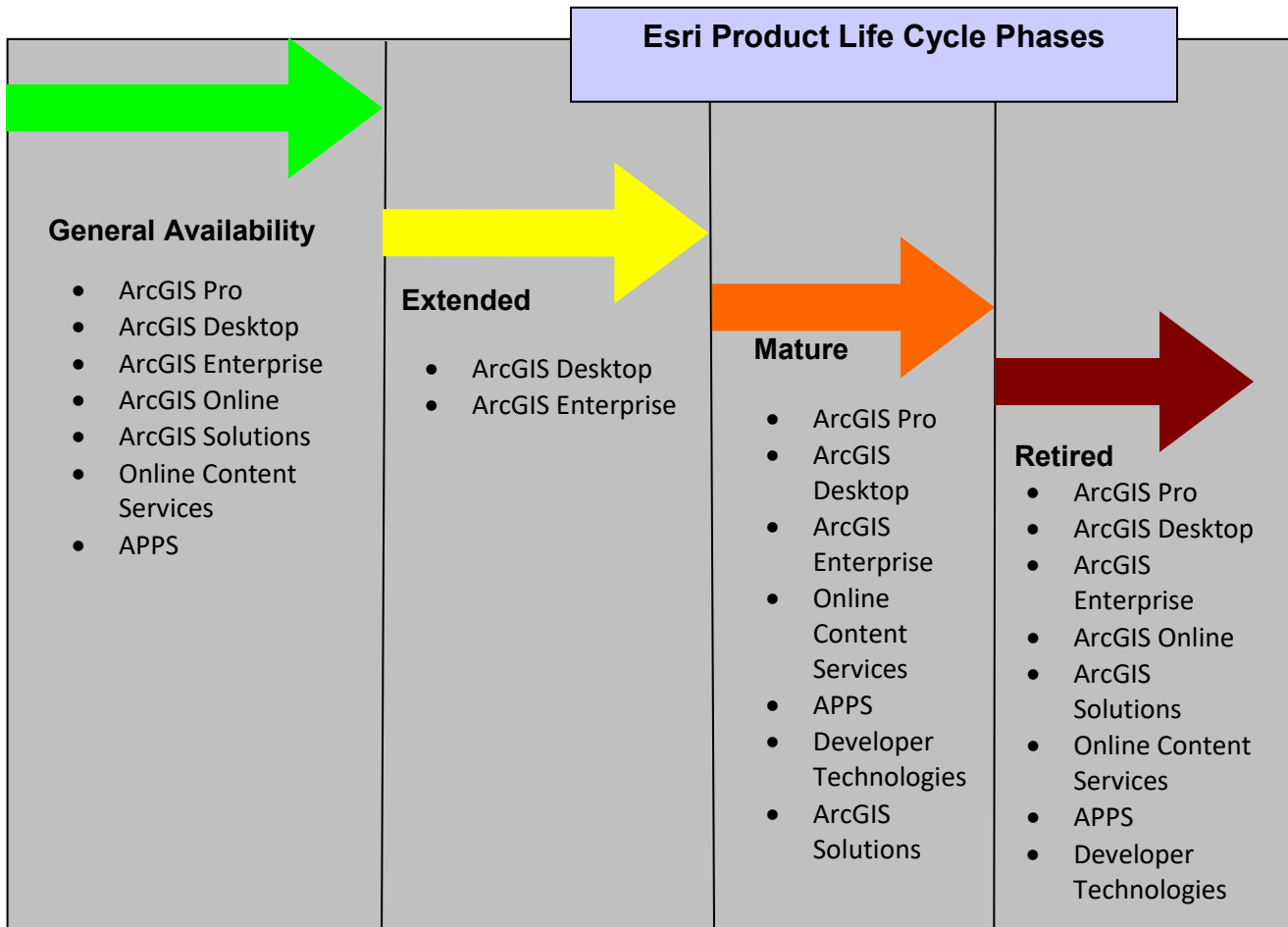
Not all products will use all four phases. For example,

- Software Products
 - Typically have four life cycle phases
 - Life cycle phases are calendar-based, in other words, each phase is normally two years in duration
- Apps
 - Typically have three life cycle phases
 - Life cycle phases are version-based, in other words, the product moves from one phase to the next when a new version of the product is released
- Data Products
 - Typically have two life cycle phases
 - Life cycle phases are version-based, in other words, the product moves from one phase to the next when a new version of the product is released

To review the life cycle for a specific product, please refer to the Product Life Cycle pages and select the product of interest. The Product Life Cycle Pages can be found at:

<http://support.esri.com/other-resources/product-life-cycle>

The chart below shows the four phases of the product life cycle.



Calendar-based product life cycle

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

This means that every major release (version x.0) would start in the General Availability phase and would be in the General Availability phase for two years from the release date unless noted otherwise. At the end of two years, it would move into the Extended phase of the product life cycle.

Likewise, secondary version number releases (version x.x) would also start in the General Availability phase upon release and would stay in the General availability phase for two years before moving to the Extended phase.

However, tertiary version number releases (version x.x.x) would follow the life cycle of the major (or secondary) version number release that it follows. For example, a version 5.0.1 release (a tertiary version number release) would be in the same life cycle phase as the 5.0 release (a major version number release), and thus the 5.0.1 release would move to the next life cycle phase synchronous with the 5.0 release.

The following is a hypothetical example of how the calendar-based approach to the product life cycle support process works:

Version	Release Date	General Support	Extended Support	Mature Support	Retired
10.7	March 21, 2019	Mar 2019 – Feb 2021	Mar 2021 – Feb 2023	Mar 2023 – Feb 2025	March 1, 2025
10.6.1	July 17, 2018	Jul 2018 – Dec 2019	Jan 2020 – Dec 2021	Jan 2022 – Dec 2023	Jan 1, 2024
10.6	Jan 17, 2018	Jan 2018 – Dec 2019	Jan 2020 – Dec 2021	Jan 2022 – Dec 2023	Jan 1, 2024
10.5.1	June 29, 2017	Jun 2017 – Nov 2018	Dec 2018 – Nov 2020	Dec 2020 – Nov 2022	Dec 1, 2022
10.5	Dec 15, 2016	Dec 2016 – Nov 2018	Dec 2018 – Nov 2020	Dec 2020 – Nov 2022	Dec 1, 2022

For details about the life cycle for a product, please select the product on:

<http://support.esri.com/other-resources/product-life-cycle>

Software Products

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

Software Products: ArcGIS Pro

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

General Availability Phase

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

Software Support

- Software updates & patches.

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

Please review details about the supported environment policy here:

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

Technical Support

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

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

Mature Phase

Once a product 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 lifecycle phase of an Esri product. Customers may use Esri software products in the Mature lifecycle phase with new environments, but Esri does not guarantee that the product will work with these environments.

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

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

Retired Phase

Once a product enters the Retired phase, the product will **no longer be available for purchase** 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, user forums, and more.

- Although the online information will remain available to users, this information will not be updated for retired products. However, users will be able to browse existing documents.

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

Software Products: ArcGIS Desktop

Desktop software Products generally go through all four lifecycle phases unless noted. Software and technical support for each phase is described below.

General Availability Phase

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

Software Support

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

Please review details about the supported environment policy here:

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

Technical Support

- Phone, email, and chat support
 - Available to Esri customers with current maintenance or paid support subscriptions
 - In the USA: between 5:00 a.m. and 5:00 p.m. (PST) Monday through Friday to U.S. customers only.
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documentation, web help, software updates and patches, blog posts, product announcements, GeoNet forums, and more.

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

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

Extended Phase

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

Software Support

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

Please review details about the supported environment policy here:

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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 start planning their move/upgrade to a General Availability product as soon as possible.

Mature Phase

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

Software Support

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

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

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

Retired Phase

Once a product enters the Retired phase, the product will **no longer be available for purchase** 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, user forums, and more.
 - Although the online information will remain available to users, this information will not be updated for retired products. However, users will be able to browse existing documents.

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

Software Products: ArcGIS Enterprise

Software Products generally go through all four lifecycle phases unless noted as in the case of short-term support releases of ArcGIS Enterprise. Software and technical support for each phase is described below.

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

General Availability Phase

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

Software Support

- Software patches or hot fixes

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

Please review details about the supported environment policy here:

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Technical Support

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

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

Extended Phase

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

Software Support

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

the Extended lifecycle phase with new environments, but Esri does not guarantee that the product will work with these environments.

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

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

Mature Phase

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

Software Support

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

Please review details about the supported environment policy here:

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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 enters the Retired phase, the product will **no longer be available for purchase** 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, user forums, and more.
 - Although the online information will remain available to users, this information will not be updated for retired products. However, users will be able to browse existing documents.

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

ArcGIS Online

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

General Availability Phase

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

ArcGIS Online Support

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

Technical Support

- Phone, email, and chat support
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- Esri Online Support Center
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Extended Support Phase*

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

Software Support

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

Please review details about the supported environment policy here:

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Technical Support

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

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

Mature Support Phase*

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

Software Support

- Software patches and hot fixes
 - Esri will provide no further patches and hot fixes for products (including Service Packs) that have reached the Mature phase.

- New environment certification
 - Esri will not certify major new versions of an environment released during the Mature lifecycle phase of an Esri product. Customers may use Esri software products in the Mature lifecycle phase with new environments, but Esri does not guarantee that the product will work with these environments.

Technical Support

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

Retired Phase

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

Online Service Support

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

Technical Support

- Phone and chat support
 - Not available
- Esri Online Support Center
 - Users can use the [Support website](#) to find answers to questions and solutions to technical issues. The website provides access to support-related information through several content repositories such as the knowledge base,

- product documentation, web help, software updates and patches, blog posts, product announcements, user forums, 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.

Online Content Services

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

General Availability Phase

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

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

Online Service Support

- Online Services are actively maintained and updated
- When an update to or a new online content service is released during the General Availability phase, we validate availability and functionality of the service within ArcGIS.
- Esri's general policy when planning to retire a content service is to transition the service to the Mature Support phase for at least 6 months or as reasonable, before it discontinues or retires the service, to allow users a chance to migrate or update their web maps and applications.

Technical Support

- Phone, email, and chat support
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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.

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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, user forums, and more.
 - Although the online information may remain available to users, this information will not be updated or accurate for retired products.

Developer Technologies

Developer technologies generally have four lifecycle phases. 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 release or associated with browser updates.
- Hotfixes (does not apply to the ArcGIS API for JavaScript)
 - May be provided to customers to resolve significant issues discovered in a product release.
- New environment certification (does not apply to the ArcGIS API for JavaScript)
 - 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.

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

Extended Support Phase

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

Software Support

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

Please review details about the supported environment policy here:

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

Mature Phase

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

Software Support

- Software patches and hot fixes
 - Esri will not provide patches and hot fixes for products that have reached the Mature phase.
- New environment certification
 - Esri will not certify major new versions of an operating system released during the Mature lifecycle phase of an Esri product. Customers may use Esri software products in the Mature lifecycle phase with new environments, but Esri does not guarantee that the product will work with these environments.

Please review details about the supported environment policy here:
<https://support.esri.com/en/white-paper/3521>

Technical Support

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

Apps

Esri Apps generally have two or three lifecycle phases. 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, user forums, 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 not provide patches and hot fixes for products that have reached the Mature phase.
- New environment certification

- Esri will not certify major new versions of an environment released during the Mature lifecycle phase of an Esri product. Customers may use Esri software products in the Mature lifecycle phase with new environments, but Esri does not guarantee that the product will work with these environments.

Please review details about the supported environment policy here:

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- Phone, email, and chat support
 - Available to Esri customers with current maintenance or paid support subscriptions
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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 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 for purchase 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, user forums, and more.
 - Although the online information will remain available to users, this information will not be updated for retired products. However, users will be able to browse existing documents.

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

Data Products

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

General Availability Phase

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

Data Support

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

Technical Support

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

General Availability Phase

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

Technical Support

- Phone, email, and chat support
 - Available to Esri customers with current maintenance or paid support subscriptions
 - In the USA: between 5:00 a.m. and 5:00 p.m. (PST) Monday through Friday to U.S. customers only.
 - Outside the USA: through an Esri International Distributor. Customers should contact their local distributors for support hours and options.
- Esri Online Support Center
 - Users can use the [Support website](#) to find answers to questions and solutions to technical issues. The website provides access to support-related information through several content repositories such as the knowledge base, product documentation, web help, software updates and patches, blog posts, product announcements, user forums, 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 that have reached the Mature phase.
- New environment certification
 - Esri will not certify major new versions of an environment released during the Mature lifecycle phase of an Esri product. Customers may use Esri software products in the Mature lifecycle phase with new environments, but Esri does not guarantee that the product will work with these environments.

Please review details about the supported environment policy here:

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

Technical Support

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

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

Retired Phase

Once an ArcGIS Solution enters the Retired phase, it will no longer be available for download as a product 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, user forums, and more.
 - Although the online information will remain available to users, this information will not be updated for retired products. However, users will be able to browse existing documents.

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

Transition Announcements

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

Life Cycle Support Status for Esri Products

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



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

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

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