



Australian Government

Australian Signals Directorate

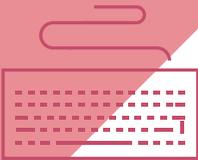


Quick Wins

For your End of Support

Every ICT product has a lifecycle. Knowing key dates in a product's lifecycle can help you make informed decisions about the products your small business relies on every day. This guide helps small businesses understand what end of support is, why it is important to be prepared and when to update, upgrade or make other changes.

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End of Support

What?

The date when product is no longer supported

'End of support' is essentially the expiry date for products.

It happens when products are no longer supported by their developer and will no longer receive security updates or technical support.

Sometimes a product upgrade will be sufficient, but you may need to upgrade supporting hardware (computer or server) if it is too old to support new products. In most cases, products will continue to work after the end of support date but, without the support from the developer, you will be more open to suffering cyber security incidents.



Why?

The risk of a cyber security incident significantly increases when unsupported products are used

In 2017, the global 'WannaCry' ransomware attack targeted people using unsupported versions of Microsoft Windows. There were over 200,000 victims in 150 countries who were unable to access their locked down files.

Cybercriminals know some users still use products that are no longer being protected by developers' security updates. Over time, these cybercriminals are more likely to break into these older, unsupported products than those still being protected by their developers.

The techniques cybercriminals use will evolve over time, but the defences of unsupported products will remain as they were at the time of end of support.



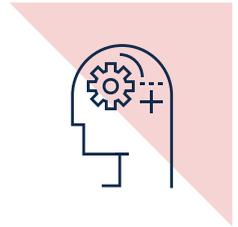


End of Support

When?

Every product is different

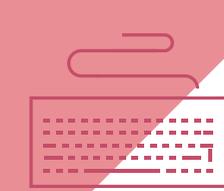
The timing of products reaching end of support varies. More information is available on Microsoft's website <https://support.microsoft.com/en-au/lifecycle/search?sort=PN&alpha=Windows%208&Filter=FilterNO>.



Apple does not have a defined end of support policy, but you can manually check on the Apple website <https://support.apple.com/en-au/HT201222> to find out when your operating system last received a security update.

The ACSC's Options for End of Support

	UPGRADE SOFTWARE	UPGRADE DEVICES & HARDWARE
Advantages	<ul style="list-style-type: none">• Continued and greater security• Continued technical support• Usually built with more user-friendly features• More likely to be compatible with newer software applications	<ul style="list-style-type: none">• Continued and greater security• Continued technical support• Usually built with more user-friendly features• More likely to support newer software applications• Will come with the most up-to-date operating system• Usually faster and more efficient
Considerations	<ul style="list-style-type: none">• Will not overcome broader issues of requiring new devices and hardware over time	<ul style="list-style-type: none">• Usually costs more than a software upgrade



End of Support

Important end of support dates	Software	End of Support Date
	Windows 7	14 January 2020
	Windows 8.1	20 January 2023
	Windows 10	https://support.microsoft.com/en-au/help/13853/windows-lifecycle-fact-sheet
	Microsoft Office 2010	13 October 2020

NOTE: If you're using a Windows 10 Operating System, there are multiple EOS dates. For more information, visit the Microsoft website <https://support.microsoft.com/en-au/help/13853/windows-lifecycle-fact-sheet>. If you would like more information about which operating system you're using, see the **Step-by-Step Guide for Turning on Automatic Updates for Microsoft Windows 10** <https://www.cyber.gov.au/publications/step-by-step-guide-turning-on-automatic-updates-for-windows-10>

If your IT is managed by an outsourced provider, talk to them about the end of support for your products.

For more detail on cyber security measures to help keep your business safe, refer to the **Small Business Cyber Security Guide** <https://www.cyber.gov.au/publications/small-business-cyber-security-guide>.



**For more information, or to report
a cyber security incident, contact us**

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 **call 1300 CYBER1 (1300 292 371)**