



Windows XP End of Support. What does this mean for me?

April 8, 2014, marks the End of Support for Windows XP and Office 2003. We're sure you have questions.

What does "End of Support" actually mean?

After April 8, 2014, there will be no more updates or support for Windows XP and Office 2003. These products were released over 10 years ago, and have had free updates over that decade. Microsoft will no longer continue to release these updates, but even if they did, these products were designed for a different era of technology and are now impractical for a modern home or business. Along with that, the opportunities technology offers your home or business have changed—for the better! Newer products are designed to take advantage of the massive growth of the Internet and mobility to offer great new ways to work. It's this combination of risk and opportunity that make it the right time to move off Windows XP.

How can "End of Support" affect my home/business?

I won't sugarcoat it: If you are running Windows XP after April 8, 2014, you are putting yourself at risk—and please don't believe anyone who claims that quick fixes can replace a critical OS update. There are genuine and important issues you should be aware of:

- **Security Risk:** Without critical updates, your PC will be susceptible to attacks that take advantage of vulnerabilities. These attacks not only cause downtime but can also put your information at risk.
- **Software Issues:** Most software and hardware vendors will no longer support products that are running on Windows XP, as they are unable to get any updates
- **Discontinued Support:** Because Microsoft's update often fixed problems before you were aware of them, you may have never needed their tech support. But not that these updates are to stop, new problems may arise – only now there will be no one to contact for help.
- **Downtime:** The risk of system failure and disruption could increase because of the End of Support, lack of supported software, and aging hardware running Windows XP. Even a system running an updated anti-virus or modern browser is not safe from potential issues that may cause downtime.



**You've got questions?
I've got answers!**

Can I keep my system safe by changing my web browser or anti-virus?

Updating to a new web browser or anti-virus software is not enough to protect your business and may only give you a false sense of security. An unsupported OS will leave you vulnerable to external threats. In fact, a new browser with apps and extensions can introduce new areas for attacks on your system.

Can I protect myself by permanently disconnecting my device from the Internet?

Being disconnected to an internal network, or using a USB or CD to transfer information, may reduce the attack surface but will still leave you vulnerable to several types of attacks once support ends. Aside from a few special situations, keeping your Windows XP machine in a sealed room on its own is not the right choice for your business.

Do I need to buy all new hardware?

Not necessarily. Depending on the age of the device you are using, you may be able to simply update to Windows 8.1 and Office 365. We would recommend at least checking out new hardware though, either because your existing hardware is old (and slow), or because you want the flexibility to work in newer, more mobile ways that new devices enable. You can use the Windows Upgrade Assistant or contact a Microsoft Partner to help make the right decision for your particular situation.

Can I migrate my important applications?

Often, you can. A few old apps may not work on the new Windows. In those cases you can work with the software vendor to get an updated version of the app—which will usually come with additional features and capabilities. In the rare cases where an update is not available, we recommend you work with your Partner or locate a replacement app in the Windows store.