



AX 2012 R3 MAINSTREAM SUPPORT IS ALMOST GONE...

What now!?

The end of Mainstream support means that Microsoft will no longer enhance the product or provide security and non-security hotfixes or allow for any warranty claims.

Microsoft has already ended support for Dynamics AX 2009/2012 and 2012 R2. They will be ending mainstream support for Dynamics AX 2012 R3 **soon!**

Dynamics AX 2009/2012

Support ended!

Dynamics AX 2012 R2

Support ended!

Dynamics AX 2012 R3

10/12/21

MAINSTREAM SUPPORT INCLUDES:

- Ability to purchase a paid support agreement
- Security update support
- Non-security hotfix support
- No charge Incident Support
- Warranty Claims
- Design Changes and Feature Requests
- Self Service Support (Microsoft Knowledge Base & Microsoft Help & Support Site)

Support Example: You find an error in your 2012 R3 instance that stops you from processing a transaction.

UNDER MAINSTREAM SUPPORT:

You or your partner could open a case with Microsoft to investigate the error and a Microsoft engineer would work with you to find a functional solution or turn over to the Microsoft technical team to develop a hotfix if needed.

UNDER EXTENDED SUPPORT:

Microsoft will not engage on the issue and you will have to work with your partner to develop a non-Microsoft certified code fix to address the issue.



▶ WHAT OPTIONS DO I HAVE WITH THE END OF MAINSTREAM SUPPORT?

Microsoft will only create hotfixes for serious security issues, new functional hotfixes will not be released. You will not be able to open support cases for either regular or Premier, and any "fixes" will need to be handled as customizations to the base code.

Purchasing an extended / custom support plan is no longer an option, so the only path is to:

Upgrade to D365 Finance & Operations to Continue to Receive Microsoft Support

This may sound like a big step but Microsoft has created data migration tools to assist with the upgrade process for code and data. There are many advantages to upgrading to the D365FO:

- Reduce infrastructure costs by moving to the cloud
- The cloud model offers monthly subscription fees vs the large up-front cost
- New features and functionality, including embedded BI and availability on mobile devices
- Moving to the cloud allows for scalability and growth at your own rate
- Reduce customizations by around 40% (especially if you've made customizations around BI, manufacturing or retail)
- Stability and Security of Azure, including disaster recovery
- Regular software updates are automatic
- Automated Testing Tools
- Leverage the capabilities of Power Apps and Flow to enable business workflows that were not possible in AX or CRM
- Not excited about the cloud? On Prem version of D365 is available

▶ WHY SHOULD I KEEP PAYING FOR MAINTENANCE WHEN I GO ON EXTENDED SUPPORT?

You will still need to pay for your annual maintenance to be eligible for preferred upgrade pricing in addition, if you let maintenance lapse:

- You cannot add users beyond the current license numbers.
- You can reinstate maintenance by paying back fees, plus a 3% per day penalty, but you lose protected list prices & have to pay maintenance based on current list prices.
- If you ever wanted to upgrade, You forfeit the value of your investment, and in fact would end up paying again, at list prices, PLUS you would lose the 40% D-365 upgrade discount presently available
- As AX2012 is no longer available, you would have to purchase D-365.

Below are some numbers to illustrate:

Protected List is \$124,500 (EP = \$19,920)

Current List is \$130,500 (EP = \$20,880)

If you let your Enhancement Plan lapse, there is a penalty and reenrollment fee in addition to the list price increase. If you let this lapse and then repurchase D365 licenses in the future, you would not get any special discounts (currently 40% off).

Module Description	Version	User Count	Amount	Lapsed Value
AX Server	2012	3	\$19,500.00	\$22,500.00
Enterprise User CAL	2012	15	\$63,000.00	\$60,000.00
Functional User CAL	2012	30	\$42,000.00	\$48,000.00

▶ WHEN DOES EXTENDED SUPPORT END?

Extended Support will expire as well. The end dates for Extended Support are as follows:

- Dynamics AX 2009 – 10/12/21
- Dynamics AX 2012 – 10/12/21
- Dynamics AX 2012 R2 – 10/12/21
- Dynamics AX 2012 R3 – 01/10/23

