

# MAINSTREAM SUPPORT FOR DYNAMICS AX HAS EXPIRED

## NOW WHAT?

As of October 12, 2021, Microsoft no longer offers mainstream support for any version of Dynamics AX, including AX 2012 R3. So, what does that mean?

### **Dynamics AX users no longer have access to Mainstream Support services like:**

- 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

Additionally, Extended Support for Dynamics 2009, 2012, and 2012 R2 ends soon. [Click here](#) to learn more about Mainstream and Extended Support.

### **MY PRODUCT IS ON EXTENDED SUPPORT. SHOULD I KEEP PAYING FOR MAINTENANCE?**

Yes! To be eligible for preferred upgrade pricing, you need to purchase annual maintenance. If you let your maintenance lapse, the following restrictions apply.

- You may be unable to add users under the existing license agreement or required to purchase a new license agreement.
- To reinstate maintenance, you may have to pay back fees, plus a per-day percentage penalty. However, you'll lose protected list prices and will have to purchase maintenance based on current list prices.
- If you decide to upgrade, you may forfeit the value of your investment and end up paying again, but at list prices.

### **WHEN DOES EXTENDED SUPPORT END?**

#### **Dynamics AX 2009**

April 12, 2022

#### **Dynamics AX 2012**

April 12, 2022

#### **Dynamics AX 2012 R2**

April 12, 2022

#### **Dynamics AX 2012 R3**

January 10, 2023

## SUPPORT IS ENDING. NOW WHAT?

Now that Mainstream Support is over, and Extended Support is phasing out, it's time to decide what's next. One option is to upgrade to Microsoft Dynamics 365 Finance and Operations. This may sound like a big step, but Microsoft's data migration tools can help simplify the process.

### Benefits of upgrading to Dynamics 365 Finance and Operations:

- Reduce infrastructure costs by moving to the cloud
- Eliminate large upfront cost with monthly cloud subscription fees
- Leverage new features and functionality
- Scale and grow at your own pace
- Reduce customizations by up to 40%
- Enjoy peace of mind with Azure's renowned stability and security, including disaster recovery
- Gain convenience with automated testing tools and automatic regular software updates
- Leverage the capabilities of Power Apps and Flow to create business workflows not possible in AX or CRM.

## NOT READY TO MOVE TO THE CLOUD?

An [on-premise version](#) of Dynamics 365 is also available.

## NEXT STEPS

**Ready to explore the benefits of migrating?** MCA Connect can help you on your path to Dynamics 365. Contact MCA Connect to see if you qualify for various offers, including the Dynamics AX and Dynamics CRM [migration assessments](#).

**Not ready to upgrade?** MCA Connect can still help maintain your system and offer support through all phases of the product lifecycle.

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