

# Cisco Secure Endpoint and Windows 7 End of Support Life

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## Introduction

This document describes the End-of-Life (EOL) and End-of-Support Life (EOSL) of Windows 7 and Windows Server 2008R2.

## Background Information

Windows 7/2008R2 reached its EOSL in January 2020. Cisco Secure Endpoint does not support this image unless an Extended Security Update (ESU) from Microsoft was purchased.

## Problem

Windows 7 and Windows 2008R2 are no longer supported unless they have applied ESU directly from Microsoft.

## Resources

Refer to this [datasheet](#).

Platform support and compatibility for Windows:

1. Microsoft.

- Windows 8, 8.1
- Windows 10
- Windows Server 2012, 2012 R2, 2016, 2019

<https://www.cisco.com/c/en/us/support/docs/security/amp-endpoints/211531-End-of-Support-Announcement-for-Windows.html>

2. End-of-Support Announcement for Windows XP, Windows Vista, and Windows 2003 for the Cisco AMP for Endpoints Windows Connector.

- Microsoft Windows 7 (ESU Required)
- Microsoft Windows 8 and 8.1

- Microsoft Windows 10
- Microsoft Windows Server 2008 R2 (ESU Required)
- Microsoft Windows Server 2012

<https://docs.microsoft.com/en-us/troubleshoot/windows-client/windows-7-eos-faq/windows-7-extended-security-updates-faq>

### 3. FAQs about Windows 7 ESU:

Windows 7 ESU include security updates for critical and important issues as defined by Microsoft Security Response Center (MSRC) for a maximum of three years after January 14, 2020. After January 14, 2020, if your PC is running Windows 7, and you haven't purchased ESU, the computer will no longer receive security updates.

## Solution

In order to verify if the Endpoint Operating System (Windows 7/2008R2) has purchased ESU from Microsoft, note the differences when you run the command **C:\>cscript C:\Windows\System32\slmgr.vbs /dlv | findstr "Name"**.

#### 1. With ESU:

```
Name: Windows(R) 7, Client-ESU-Year1 add-on for Enterprise,EnterpriseE,Enterpris
```

```
eN,Professional,ProfessionalE,ProfessionalN,Ultimate,UltimateE,UltimateN
```

```
Name: Windows(R) 7, ProfessionalN edition
```

#### 2. Without ESU:

```
Name: Windows(R) 7, ProfessionalN edition
```