September 2018

# Magento Software Support Commitments FAQ

**Q: What software support policy announcements are Magento making?**
We are providing clarity around our software support commitments. These commitments are relevant because they define our approach towards providing software support for our Magento software.

There are four areas in this announcement that deserve attention:
1.  Supporting Magento Commerce 1.9 to 1.14 through June 2020
2.  Software security patches for Magento Open Source versions 1.5 to 1.9 through June 2020
3.  PHP 5.6 end of support and ongoing Magento PHP support

**MAGENTO COMMERCE 1.9 TO 1.14 SOFTWARE SUPPORT THROUGH JUNE 2020**

**Q: What is the software support commitment for Magento Commerce 1 (aka M1 Enterprise Edition)?**
We understand that many of our Magento 1 merchants need additional time to make the transition to newer versions of Magento. To that end, our software support policies ensure that those customers have the time and confidence to upgrade when it is right for their business. In particular:

*   For Magento Commerce versions 1.13 and 1.14, we are providing software quality and security support through June 2020 for merchants whose accounts remain in good standing
*   For Magento Commerce versions 1.9 to 1.12, we are providing software security patches through June 2020 for merchants whose accounts remain in good standing. This ensures those sites remain secure and compliant.

Illustrated as a table:

| Magento Commerce version (original release date) | Security patches | Quality fixes |
|---|---|---|
| 1.13 (October 2013)<br>1.14 (July 2014) | **Provided thru June 2020** | **Provided thru June 2020** |
| 1.9 (July 2010)<br>1.10 (February 2011)<br>1.11 (August 2011)<br>1.12 (April 2012) | **Provided thru June 2020** | **Not provided** |

More detail on our software support dates by Magento Commerce version can be found in our Magento Software Lifecycle Policy on our [Legal Terms page](#).

**Q: Does software support commitments for Magento Commerce 1 apply to my third party extensions or customizations?**
No, Magento software support applies only to Magento Commerce software and does not apply to third party extensions or customizations. All third party extension maintenance, including security and compliance (PCI, ISO, SOC, etc.), are the express responsibility of the merchant.

Merchants should review each of their extensions or customizations and follow-up with the appropriate provider or developer to ensure their extensions or customizations are up-to-date.

**Q: Since Magento Commerce 1 is receiving software support through June 2020, why should merchants start planning their upgrade to Magento Commerce 2 now?**
While we're committed to supporting the success of all merchants, the time to upgrade to Magento Commerce 2 is now, and we are encouraging all Magento Commerce 1 customers to reach out to their Customer Success Managers or development partners to start their upgrade planning as soon as possible.

Nothing replaces thoughtful and detailed planning around how Magento Commerce 2 can help merchants accelerate their business strategy and achieve growth goals. Proper planning will lead to seamless upgrade projects that meet budget, time-to-market, and most importantly expectations for delivering the right solutions to drive merchant success. Getting started now with this critical business planning is a great best practice and ensure merchants and developers alike are not rushed to implement.

Another reason to get started early with upgrade planning is a matter of business opportunity cost. Magento Commerce 2 provides the right capabilities to accelerate conversion, growth, and operational efficiency. The longer merchants delay upgrading to Magento Commerce 2, the more they are potentially missing out on significant opportunity to accelerate the growth trajectory of their business.

Lastly, Magento 2 as a whole is experiencing tremendous community and market momentum, and now is a great time to be a part of the wave. There are now more than 2,000 available extensions, product releases are launching quarterly (version 2.3 is on the horizon), and over 8,000 new quarterly site launches add to more than 30,000 existing sites.

**Q: What will happen to merchants who decide to stay on Magento Commerce 1.X after the end of software support?**
After June 2020, Magento Commerce 1.X software will be unsupported by Magento, and sites using unsupported Magento version will no longer be PCI compliant. Further, sites using unsupported software will lack the latest software security features, putting those sites at increased risk. For these reasons, and so that merchants can utilize the latest commerce capabilities, we advise all merchants to upgrade to the latest versions of Magento Commerce.

The following are other important impacts to merchants who choose to continue to use Magento Commerce 1.X after June 2020:

- Merchants must pay the full applicable Magento software license or renewal fee in order to continue to use Magento Commerce software, regardless of whether the software is supported or unsupported
- Merchants will continue to have access to their Magento Customer Success Manager as long as their accounts are in good standing
- Magento-provided technical support will be limited to topics pertaining to upgrading to supported versions of Magento Commerce software. No technical support will be provided on unsupported versions of Magento Commerce software.

**Q: What happens to a merchant if delays in upgrading from Magento Commerce 1 to Magento Commerce 2 push the project completion date past the end of software support?**
A successful upgrade to Magento Commerce 2 requires thoughtful and detailed preparation and development, and we encourage merchants to start their planning as soon as possible. That said, it is possible that delays in upgrading can push upgrading past the end of software support date for Magento Commerce 1.

If this circumstance arises or appears to be likely, then it is important to keep the following in mind:

- Merchant sites are never switched off as long as their accounts are in good standing, regardless of whether their software is supported or unsupported. So the Magento Commerce 1 site will continue to operate, however it will be out of compliance.
- Merchants should not expect an extension of Magento-provided technical support for Magento Commerce 1 beyond the end of software support, even if they are contracted to upgrade to Magento Commerce 2. However, we understand each merchant situation is unique, so it is critical that merchants contact their Customer Success Manager as soon as a delay appears likely to discuss options and solutions to support a successful upgrade.

**Q: Does Magento have rewards or benefits for partners who deliver Magento Commerce 2 upgrade projects?**
Yes, Magento solution partners can earn Magento Activity Points (MAPs) for each delivery of Magento Commerce 2 upgrade projects. Partners should submit their upgrade project via the Magento Partner Portal for verification. By earning MAPs from upgrade projects, solution partners can more quickly meet partner tier requirements and earn Market Development Funds for their organization.

**Q: Are there marketing materials and messaging points that partners can use to communicate the benefits and value of upgrading to Magento Commerce 2?**
Yes, a comprehensive campaign-in-a-box resource on upgrading to Magento Commerce 2 is available in the Magento Partner Marketing Hub. Partners can use this resource to help generate demand for their upgrade services.

Partners can access the resource by:

>    Step 1: Logging into the Magento Partner Portal
>    Step 2: Clicking Marketing Hub in the left-hand side navigation bar
>    Step 3: Locating the "Magento Commerce 2 Upgrade" campaign

_____

**MAGENTO OPEN SOURCE 1 SOFTWARE SECURITY PATCHES THROUGH JUNE 2020**

**Q: What are the announcements around Magento Open Source 1 (aka M1 Community Edition) software maintenance?**
Continuing our commitment to all Magento 1 merchants, we are providing software security patches for Magento Open Source versions 1.5 to 1.9 through June 2020:

| Magento Open Source 1 version (original release date) | Magento-provided security patches | Magento-provided quality fixes |
|---|---|---|
| **1.5 (February 2011)** **1.6 (August 2011)** **1.7 (April 2012)** **1.8 (September 2013)** **1.9 (May 2014)** | **Provided thru June 2020** | **Not provided** |

Software security patches are a critical requirement for sites to remain secure and compliant. Full details of our Open Source software maintenance policy can be found in our new Magento Open

Source Software Maintenance Policy on our [Legal Terms page](#).

**Q: Does security maintenance for Magento Open Source 1 apply to my third party extensions or customizations?**
No, Magento security maintenance applies only to Magento Open Source software and does not apply to Magento Commerce (and customers who have purchased a commercial subscription or license to Magento Commerce) or to third party extensions or customizations. All third party extension maintenance, including security and compliance (PCI, ISO, SOC, etc.), are the express responsibility of the merchant.

Merchants should review each of their extensions or customizations and follow-up with the appropriate provider or developer to ensure their extensions or customizations are up-to-date.

**Q: Will Magento Open Source 1 continue to get intra version patches until the end of security maintenance?**
Yes, Magento Open Source 1 will continue to receive security-only patch releases through June 2020.

_____

**PHP 5.6 END OF SUPPORT AND ONGOING MAGENTO PHP SUPPORT**

Below is the latest available information on PHP support. We will provide updated information as it becomes available.

**Q: How does PHP 5.6 end-of-life impact Magento 1 merchants?**
Due to the end of support of PHP 5.6 on December 31, 2018 (see: [http://php.net/supported-versions.php](http://php.net/supported-versions.php)), Magento 1 merchants should upgrade to a more current version of PHP for compliance reasons. PHP 7.2 is the only version currently supported beyond the Magento 1 end of software support date (June 2020), so we are planning to release patches for Magento Commerce 1.14.2+ and Open Source 1.9.2+ that will support PHP 7.2. The timing of these patches is still TBD, but they will be released before the PHP 5.6 end-of-life date.

**Q: With which versions of PHP is Magento 2 compatible?**
PHP compatibility differs slightly depending on Magento 2 version:

* Magento 2.1
  Magento 2.1 is compatible with PHP 7.0. However, software support for Magento 2.1 (through June 2019) extends beyond PHP 7.0 security support (December 3, 2018). As a result we are planning to release an update for Magento 2.1 to support PHP 7.1, which is supported until

December 2019. This update should be available in the August/September timeframe.

There are no plans to release support for PHP 7.2 due to technical complexity and because the end of support date for Magento 2.1 will come before the end of support date for PHP 7.1.

- Magento 2.2
  Magento 2.2 is compatible with PHP 7.1. There are no plans to release support for PHP 7.2 due to technical complexity and because the end of support date for Magento 2.2 (September 2019) comes before the end of support date of PHP 7.1 (December 2019).

- Magento 2.3
  When released, Magento 2.3 will be compatible with PHP 7.2.