

Problem

What versions of Mastercam will be supported on older Microsoft operating systems?

Solution

CNC Software will end official support for a Windows OS at the Microsoft end of extended support date. We will continue to allow the installation of Mastercam on an unsupported OS for two years after this date. After that date we'll no longer allow installation on the unsupported OS. Details can be found at the link below:

<https://support.microsoft.com/en-us/help/13853/windows-lifecycle-fact-sheet> (<https://support.microsoft.com/en-us/help/13853/windows-lifecycle-fact-sheet>)

Windows 7

For Windows 7 (SP1), the end of Microsoft extended support date is 1/14/20. We will support Mastercam 2021 on Windows 7, but will have an installation message stating this is last version to be officially supported. We will allow the installation of Mastercam 2022 and Mastercam 2023 on Windows 7 OS, but with a message stating the OS is no longer officially supported and that Mastercam 2024 will not install on Windows 7.

It's worth noting that Microsoft does have an annual purchasable critical security update (ESU) program for Windows 7 (SP1) through July 2022. This is different from a supported OS.

<https://support.microsoft.com/en-us/help/4497181/lifecycle-faq-extended-security-updates>
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As there are more users on Windows 7 than Windows 8.1, and because we have not yet announced the ending of official support, we're giving Windows 7 a longer wind down period.

Windows 8.1

For Windows 8.1 the end of Microsoft extended support date is 1/10/23. We will support Windows 8.1 until the release of Mastercam 2023. We will allow installation (with warning) with Mastercam 2024 and Mastercam 2025. Mastercam 2026 will not install on Windows 8.1.

Our data leads us to believe that there are not many Windows 8.1 users, therefore it will have a shorter support window.

Windows 10

It's also worth noting that earlier versions of Windows 10 are no longer supported. The current Microsoft policy provides support for 18 months from release. We've yet to make a decision on how we handle earlier versions of Windows 10. It shouldn't be such a problem because Windows Update mostly handles updates automatically. More details at the link below.

For more information on the Microsoft Windows 10 lifecycle, please see the fact sheet on

<https://support.microsoft.com/en-us/help/13853/windows-lifecycle-fact-sheet> (<https://support.microsoft.com/en-us/help/13853/windows-lifecycle-fact-sheet>).

The exception to this rule is customers running on a Windows 10 LTSB (Long Term Service Branch). This allows customers to stay on one version of Windows 10 permanently. We are still deciding how we will support these customers. More information on LTSB can be found at <https://docs.microsoft.com/en-us/sccm/core/understand/introduction-to-the-ltsb> (<https://docs.microsoft.com/en-us/sccm/core/understand/introduction-to-the-ltsb>)

Mastercam System Requirements

We have also updated the system requirements to recommend Windows 10 version 1903 or later since we know there are potential crash issues with the earlier versions.

Please contact qc@mastercam.com (<mailto:qc@mastercam.com>) with any questions or concerns.

Mastercam.com Help Center
<https://kb.mastercam.com/KnowledgebaseArticle50697.aspx>