



52505 - Support after end of mainstream maintenance or extended maintenance

Component: XX-SER-GEN (Miscellaneous > Service Messages > Please use note 1433157 for finding the right component), Version: 66, Released On: 19.08.2024

| Symptom

The mainstream maintenance period or the extended maintenance period of an SAP application release has expired.

| Other Terms

Maintenance, maintenance strategy, release strategy, mainstream maintenance, extended maintenance, customer-specific maintenance, maintenance end

| Reason and Prerequisites

This SAP Note describes the maintenance strategy for SAP applications.

| Solution

SAP provides mainstream maintenance (formerly: standard maintenance) as part of the maintenance strategy. At the end of the mainstream maintenance period for a release of an SAP application, the following scenarios are possible:

- After mainstream maintenance has ended, SAP provides extended maintenance for an additional maintenance fee. Extended maintenance has a similar scope of service as mainstream maintenance.

- The customer accepts the offer and concludes a supplementary agreement for extended maintenance (for extended maintenance of SAP Business Suite 7, see SAP Note [2881788](#)). After the validity period of the supplementary agreement has expired, the release automatically enters customer-specific maintenance.
- The customer does not accept the offer of extended maintenance. After mainstream maintenance has expired, the release automatically enters customer-specific maintenance.
- SAP does not provide extended maintenance after mainstream maintenance has expired. After the end of mainstream maintenance, the release automatically moves to customer-specific maintenance (for some applications in the portfolio of SAP BusinessObjects, different rules apply; for more information, refer to the white paper "SAP's Release Strategy" at <https://support.sap.com/releasestrategy>).

The dates for the end of mainstream maintenance (and extended maintenance, if provided) are published on the SAP customer support website at <https://support.sap.com/releasestrategy> and in the Product Availability Matrix at <https://support.sap.com/pam>.

Note that individual, downward-compatible software components within a release of an SAP application (for example, SAP GUI or SAP Kernel) can have a shorter maintenance period and must be exchanged with a newer version during the mainstream or extended maintenance of the release.

Scope of service of the customer-specific maintenance

As of a certain time in the life cycle of a release, it is no longer adjusted to external requirements. Such requirements are, for example, the need to implement legal changes or support new technologies. The time in question is marked by the end of the extended maintenance or the end of the mainstream maintenance if no extended maintenance is provided. As of this time, the customer-specific maintenance begins.

Customer-specific maintenance applies to all SAP applications with the exception of some applications in the SAP BusinessObjects Portfolio and does not have an expiry date. More information about special maintenance strategy rules for SAP BusinessObjects is available in the white paper "SAP's Release Strategy" at <https://support.sap.com/releasestrategy>.

During customer-specific maintenance, you must pay the maintenance fee in accordance with your

maintenance contract (for example, SAP Enterprise Support or SAP Standard Support). The customer-specific maintenance does not have to be ordered explicitly.

In customer-specific maintenance, customers receive similar maintenance services in accordance with their maintenance contract (as far as these services were delivered during mainstream maintenance for the relevant release), however, there are some restrictions in the scope of service because the release is no longer adjusted to new requirements, as described above.

During customer-specific maintenance, the following restrictions in the scope of service apply:

- No delivery of legal changes
- No delivery of Support Packages
- No guarantee for technological updates, for example:
 - No new kernel versions for the support of new database versions and operating system versions
 - No new patches for non-ABAP components (for example, Java patches or front-end patches)
 - In some cases no direct upgrade to a current release. In this case, the upgrade to a current release must be performed in several steps.
For a start release in customer-specific maintenance, we do not usually provide new or additional upgrade paths. Upgrade paths that are provided during the mainstream maintenance or during the period in which we provide extended maintenance continue to be available during customer-specific maintenance. You can use available upgrade paths whether or not you make use of the extended maintenance.
 - No support of new interfaces
- Processing of problems is customer-specific. This means that for known problems, the solution of problems is still covered by the maintenance. However, the customer may have to pay for the expense of solving new problems not yet known to SAP. This applies to customer-specific enhancements in particular.
- The service level agreements for initial response times and corrective measures are no longer delivered.
- Remote support for support during the evaluation of the latest Enhancement Package is no longer provided for Enhancement Packages that are based on releases in customer-specific

maintenance.

Note the following restriction:

- SAP cannot support software from third-party providers (for example, operating systems, databases or components), which is no longer maintained by the manufacturer. Therefore, you may have to carry out an upgrade to more current versions of this software. However, more recent versions of the software may not be supported for releases in customer-specific maintenance. In this case, it is your responsibility to decide whether you want to carry out an upgrade or continue using the old version of the software that is no longer supported.
- During customer-specific maintenance in particular, you may experience problems if your system has an obsolete Support Package level. You may encounter problems that have been corrected with a more recent Support Package. In addition, it may be more difficult or even impossible to create individual corrections.

Detailed information about customer-specific problem processing:

For releases in the customer-specific maintenance, problems are processed according to the following rules:

- Customers can continue to create messages as usual. The normal service and support tools (for example, the SAP customer support website and SAP application lifecycle management) and the SAP Customer Interaction Center/Support Advisory Center continue to be available.
- Primary Support and downstream institutions accept and process problem messages during the regular message processing. This includes, among others, the 7x24h Support for messages with priority "Very High" (for more information about the priority of messages, see SAP Note 67739).
- The reported error is analyzed.
 - If the software error is already known, an SAP Note that has been released for customers and that documents the problem exists for the relevant release. An already known solution is made available to the customer.
 - If the error is not known yet, no SAP Note documenting the problem has been released for customers for the relevant release. The error is regarded as a new, as yet unknown error. In this case, further processing is regarded as a consulting service subject to charge.

- There are several options to correct the error:
 - Standard correction using an SAP Note: The error is documented in an SAP Note, which is then available to all SAP customers. The relevant SAP Note contains the corrections for the error.
 - Standard advance correction (see SAP Note 538778 also): The error is documented in an SAP Note, which is then available to a restricted number of installations. The relevant SAP Note contains the corrections for the error.
 - Customer-specific corrections: The error is documented in the problem message for this installation. The corrections for the error are documented in the problem message.

SAP specifies the form in which corrections are provided to the customer.

- SAP cannot guarantee that every problem can or will be solved within customer-specific maintenance. For example, SAP cannot provide corrections in cases such as those specified below:
 - Problems that are caused by third-party software; especially if the software is no longer supported by the third party
 - Problems that are caused by software components whose source code is not available to the customer

One of the reasons for restrictions is that SAP removes the internal system landscapes for a release at the start of the customer-specific maintenance of that release. As a result, it may only be possible to analyze the error directly in the customer system. For the analysis, the customer has to make a remote access available.

It may only be possible to correct as yet unknown errors as individual corrections in the customer system. In the customer system, SAP acts as a developer of the customer and has no further rights. Therefore, SAP cannot provide corrections for software components whose source code is not available to the customer. SAP cannot provide corrections for as yet unknown errors with third-party products that are no longer supported by the manufacturer.

- You can find more information concerning message processing and the cost of message processing subject to charge in the country-specific consulting notes under XX-RC and XX-SER-GEN.

Detailed information about individual support services

Support Packages, Support Package Stacks and kernel patches

The archive of the Software Download Center contains Support Packages that are available during mainstream maintenance for releases that are already in customer-specific maintenance (we use SAPR/3 4.6B as an example here):

<https://support.sap.com/swdc>

- > Download
- > Support Packages and Patches
- > Archive for Support Packages and Patches
- > My Company's Application Components
- > My Company's Software
- > SAP R/3
- > SAP R/3 4.6B

When a release is in customer-specific maintenance, the Support Package Stacks that were available during mainstream maintenance are no longer visible in the Software Download Center. You can still access Support Packages using the Software Download Center archive.

The following path contains old kernel patches for kernel versions no longer in maintenance:

- > Support Packages and Patches
- > Archive for Support Packages and Patches
- > My Company's Application Components
- > Complimentary Software
- > SAP Kernel

The following path contains kernel patches for kernel versions in maintenance:

<https://support.sap.com/swdc>

- > Download
- > Support Packages and Patches
- > My Company's Application Components
- > Complimentary Software
- > SAP Kernel

Installations and upgrades

We do not support installations or upgrades to target releases that are in customer-specific maintenance. If you require the installation software, for example, when you migrate a database

or an operating system, create an SAP customer message under the component XX-SER-SWFL-SHIP. Depending on the release, the provision of the installation software may require some processing time.

Information Sources: PAM and Support Package schedules:

Information about the maintenance duration and maintenance phases for SAP software releases can be found in the Product Availability Matrix (PAM) on the SAP customer support website at <https://support.sap.com/pam>.

For information about the availability of Support Packages, go to <https://support.sap.com/hrsp> (for SAP HR Support Packages) and <https://support.sap.com/en/release-upgrade-maintenance/maintenance-information/schedules-for-maintenance-deliveries.html> (for Support Packages for other software components).

Product documentation

SAP recommends that customers archive the relevant product documentation and other types of user assistance locally. Customers must have available the relevant hardware and software that is required to display the user assistance.

Additional information about maintenance is available on SAP Support Portal at <https://support.sap.com/maintenance>.

For more detailed information, contact your Account Team.

| This document refers to

SAP Note/KBA	Component	Title
998028		
963370	CA-EUR-CNV	<u>Local currency changeover: Optimization in ECC</u>
961629	EP-SYS-UPG	<u>Support Strategy for EP 6.0 SP2</u>
955389		

940790	PY-DE	<u>PY-DE: Gesetzliche Änderungen zum 01.07.2006</u>
819566	EP-PIN	<u>Support Strategy for EP 5.0</u>
805886	CA-EUR-CNV	<u>Local currency changeover: Development Support availability</u>
663811		
505060		
440836	IS-U	<u>Maintenance strategy for IS-U/CCS</u>
417380	IS-MIN	<u>IS-MINE: RELEASE STRATEGY</u>
413889	IS-OIL	<u>IS-OIL: RELEASE STRATEGY</u>
374172	PY-CA	<u>Q&A: Master Note for Conversions/Upgrades - Canada.</u>
331607	PY-NZ	<u>PY-NZ New Zealand Payroll Maintenance Periods</u>
328004	PY-AU	<u>PY-AU Australian Payroll Maintenance Periods</u>
303751		
2881788	XX-SER-REL	<u>End of SAP Business Suite 7 mainstream maintenance</u>
198910	XX-CSC-IN	<u>Maintenance for CIN</u>
197746	BC-FES-ITS	<u>Maint. strategy: Internet Transaction Server (ITS)</u>
1803189	MM-PUR-PO	<u>FAQ: End of Support of ME21, ME51, BAPI PO CREATE and Archiving Reports etc.</u>
1786528	BW-BEX-ET	<u>BEx 3.5 in Customer-specific maintenance - special Add On</u>
1723672	EP-EP5	<u>SAP Enterprise Portal 5.0 - Specific Component Note</u>
1710231	SLL-NFE	<u>GRC-NFE 1.0 End of Maintenance</u>
1541500	EPM-SM	<u>End of Maintenance for SAP Strategy Management releases</u>
1492883	XX-CSC-GR-HR	<u>Payroll Grece in customer specific maintenance</u>
138704	XX-SER-REL	<u>Provision of patches for kernel releases</u>
1145208	XX-SER-CSM-ADMI	<u>Customer Specific Maintenance - Order Form</u>

1026369	XX-RC-SRM	<u>Sources of info for questions about non-product defect</u>
1021218	SRM-EBP-TEC-UPG	<u>SRM 3.0 end of mainstream maintenance 26.12.2006</u>
1012956	AP-PRC-PR	<u>Patches for CRM IPC 3.x after Maintstream Maintenance</u>

| This document is referenced by

SAP Note/KBA	Component	Title
2399118		<u>SAP Afaria Product Availability Matrix and Customer Specific Maintenance Information</u>
3310262	LOD-LH-NFE	<u>Optional NF-e and CT-e Technical Notes</u>
3206623	EPM-BPC-NW-ADM-DIM	<u>Model become inactive in target system after transport</u>
2702056	BC-SYB-SQA	<u>What happens when SQL Anywhere reaches End of Mainstream Maintenance?</u>
2878927	GRC-SAC-UPG	<u>End of Maintenance GRC 10.0 / GRC 10.1</u>
2994404	EPM-BPC-NW	<u>When is the end of maintenance for BPC 10.1 NW and SAP BPC, add-on for SAP S/4HANA?</u>
2919654	EPM-BPC-NW	<u>When is the end of maintenance for the BPC 10.0 NW product? Answer: December 31, 2020</u>
2785277	EIM-DS-EXE	<u>How long is the Extended Support provided for SAP Data Services 4.2?</u>
2655046	CRM-CCI	<u>SAP Contact Center Mainstream Maintenance Cycle</u>
2623654	BC-UPG-MP	<u>Upgrade to Solution Manager 7.1 in Maintenace Planner</u>
2603756	BC-FES-BUS-RUN	<u>End of the maintenance of SAP UI 7.40 for NWBC and SAP Business Client</u>
3509799	CA-FE-FLP-EU	<u>End of mainstream maintenance for Vistex add-ons on SAP ECC 6.0</u>
3504083	BC-SYB-ASE	<u>EoMM Information for SAP Adaptive Server Enterprise</u>
3504505	XAP-EM	<u>Maintenance Update SAP ENVIRONMENTAL COMPLIANCE 3.0</u>

3413039	XX-SER-REL	<u>Customer-specific maintenance: support strategy after end of mainstream maintenance or extended maintenance</u>
3424346	XX-SER-REL	<u>SAP S/4HANA Cloud Safekeeper - Description of maintenance-related service elements</u>
3355041	BC-IAM-SSO-SL	<u>Maintenance for SAP Single Sign-On 3.0</u>
3331370	XX-SER-REL-NW	<u>Download SAP NetWeaver 7.4 installation</u>
1178367	BC-DB-SDB	<u>SAP MaxDB: End of Support Dates</u>
3331738	CEC-COM-CPS	<u>End of Mainstream Maintenance for SAP Commerce (on-premise)</u>
2952947	BW-BEX-OT	<u>SAP BW operating modes</u>
3268799	BC-IAM-IDM	<u>Maintenance for SAP Identity Management 8.0</u>
3255311	XX-SER-REL	<u>SAP Solution Manager 7.2 mainstream maintenance</u>
3152413	BC-DB-ODB	<u>SAP Enterprise OrientDB 3.2 Maintenance Strategy</u>
3053725	XX-SER-SN	<u>Security Corrections in Customer Specific Maintenance</u>
2897273	EHS-MGM-INC	<u>Maintenance details for SAP EHS Management Extension</u>
3014823	XX-SER-REL	<u>Unknown issue in SAP Solution Extensions during customer-specific maintenance phase</u>
2981029	BC-JVM	<u>Desupport of platform combinations for SAP JVM 5 and 6</u>
2927983	LOD-PER	<u>Maintenance for SAP Profitability and Performance Management</u>
2910642	TM-CF	<u>Updated maintenance timelines for SAP Transportation Management Business Suite Releases</u>
2888162	CEC-MKT-CPG-SUC	<u>Facebook API Upgrade 5.0 (Campaign Success) 1709 SP1</u>
2881788	XX-SER-REL	<u>End of SAP Business Suite 7 mainstream maintenance</u>
2741041	BW	<u>Maintenance for SAP NetWeaver 7.X Business Warehouse</u>
2782078	XX-SER-REL	<u>Release Information for "SAP for Insurance" - Possible Release Combinations* of Insurance Applications</u>
2756108	MOB-APP-REX	<u>End of Maintenance of REX On Premise application</u>
2755510	BC-IAM-IDM	<u>SAP Identity Management 7.2: End of mainstream maintenance</u>

2652670	HAN-DB	<u>SAP HANA VM on VMware vSphere</u>
2580989	MDM-FN	<u>Maintenance for SAP NetWeaver MDM 7.1 based on NetWeaver 7.0x</u>
1666756	BW-PLA-BPS	<u>BW-BPS/SEM-BPS on SAP BW 7.3x/7.4x/7.50, powered by HANA DB</u>
2235581	HAN-DB	<u>SAP HANA: Supported Operating Systems</u>
1978839	EHS-SAF-GLM	<u>End of maintenance for Genifix</u>
153967	BW-BCT-GEN	<u>BI Content Release Strategy (Add-on BI_CONT/BI_CONT_XT).</u>
1965597	CRM-CCI	<u>SAP Contact Center - BCM Survival Guide</u>
1767068	BW-BEX-ET	<u>BEx 3.5 and SAP GUI 7.30: Customer-specific maintenance</u>
1786528	BW-BEX-ET	<u>BEx 3.5 in Customer-specific maintenance - special Add On</u>
1885257	BW-BEX-ET	<u>BEx 3.5 and SAP GUI 7.30: CSM - Patch 3</u>
1808123	BW-BEX-ET	<u>BEx 3.5 and SAP GUI 7.30: CSM - Patch 2</u>
1803189	MM-PUR-PO	<u>FAQ: End of Support of ME21, ME51, BAPI_PO_CREATE and Archiving Reports etc.</u>
440836	IS-U	<u>Maintenance strategy for IS-U/CCS</u>
1807746	BW-BEX-ET	<u>BEx 3.5 and SAPGUI 7.30: Issues with Analyzer</u>
1802401	BW-BEX-ET	<u>BEx 3.5 and SAP GUI 7.30: CSM - Patch 1</u>
197746	BC-FES-ITS	<u>Maint. strategy: Internet Transaction Server (ITS)</u>
1723672	EP-EP5	<u>SAP Enterprise Portal 5.0 - Specific Component Note</u>
1427799	PY-XX	<u>HRSP Information of SAP HR 4.70 and Ext. 1.10, 2.00</u>
1427798	PY-XX	<u>HRSP Information of SAP ERP 5.00 / Ext.Set 5.00</u>
1780902	PY-XX	<u>HRSP Information of SAP ERP 5.00 / Ext.Set 5.00 IM</u>
331607	PY-NZ	<u>PY-NZ New Zealand Payroll Maintenance Periods</u>
1767571	PY-XX	<u>HRSP Information of SAP HR 4.70 and Ext. 1.10, 2.00 - IM</u>
1710231	SLL-NFE	<u>GRC-NFE 1.0 End of Maintenance</u>

328004	PY-AU	<u>PY-AU Australian Payroll Maintenance Periods</u>
963370	CA-EUR-CNV	<u>Local currency changeover: Optimization in ECC</u>
1541500	EPM-SM	<u>End of Maintenance for SAP Strategy Management releases</u>
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198910	XX-CSC-IN	<u>Maintenance for CIN</u>