

Customer Advisory Notice – End-of- Life Notification

Pharmagraph Customer Notice: Security and Compliance Advisory for Windows Server 2012 and 2016

Dear Valued Customer,

As part of our commitment to maintaining the security, integrity, and regulatory compliance of your environmental monitoring systems, Pharmagraph is issuing this advisory regarding upcoming Microsoft lifecycle changes for **Windows Server 2012 / 2012 R2** and **Windows Server 2016**.

If your current Pharmagraph monitoring installation relies on either of these operating systems, action will be required to ensure your validation status and security infrastructure remain intact.

Key Dates & Lifecycle Deadlines

- **13th October 2026 – Windows Server 2012 / 2012 R2 Extended Security Updates (ESU) End**
Microsoft standard extended support for Server 2012 concluded in 2023. The final year of the temporary Extended Security Updates (ESU) program concludes on this date. After 13th October 2026, no further security patches, vulnerability fixes, or technical support options will be provided by Microsoft.
- **12th January 2027 – Windows Server 2016 Extended Support Ends**
Microsoft will officially retire standard extended support for Windows Server 2016 on this date. Routine security updates and technical assistance will cease at this point.
- **8th January 2030 – Windows Server 2016 ESU Final Closure**
For environments unable to migrate before the January 2027 deadline, a paid Extended Security Updates (ESU) program will be available through Microsoft for a maximum of three years, concluding in early 2030.

What This Means for Your Pharmagraph Systems

- **Regulatory Compliance:** Regulatory frameworks (including GAMP 5 and FDA 21 CFR Part 11 / EU Annex 11 expectations) require applications to run on supported, maintainable platforms. The transition to an unsupported operating system can impact your validated state and complicate data integrity audits.

- **Security Infrastructure:** Without ongoing OS-level security patches, systems become vulnerable to evolving network risks, which may affect local IT policy alignment and cyber insurance criteria.
- **Technical Support:** Pharmagraph will continue to assist you with our software application. However, we cannot resolve system anomalies or vulnerabilities that stem directly from an unpatched or unsupported underlying operating system.

Recommended Action Plan

To ensure continuous, uncompromised operation, we recommend taking the following steps:

1. **Audit Your Infrastructure:** Review your current Pharmagraph server environment to identify any instances running Windows Server 2012, 2012 R2, or 2016.
2. **Evaluate the Migration Path:** Depending on your existing server hardware capability, the path forward will involve upgrading the operating system to a supported version or deploying new, validated hardware.
3. **Coordinate with Pharmagraph:** Contact our technical team to schedule a system review. We will help outline a structured migration plan that minimizes system downtime and aligns with your scheduled maintenance windows.

We're Here to Help

Pharmagraph is committed to supporting you through this transition. Our team can provide guidance, hardware upgrade recommendations, and migration assistance to ensure your systems remain secure and compliant.

Please [click here](#) to send us your details. One of our team will then be in touch, to advise you of the next steps and to provide the best solution for you.



*Ross Wallingford
Technical Director
Pharmagraph (Acquisition Systems Ltd)*