



Efficiency. Functionality. Security. Upgrade it all.

FedEx Ship Manager® Server Software Support Lifecycle Program

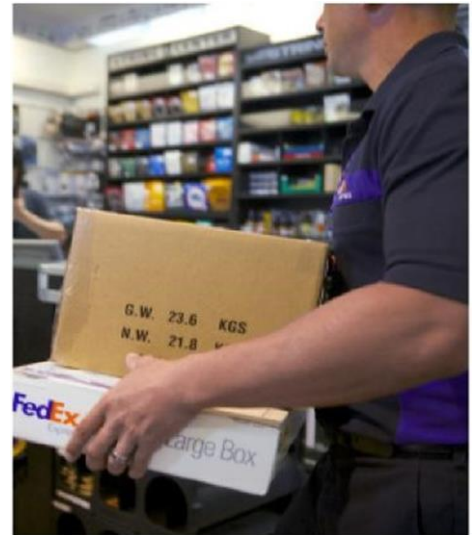
FedEx has smart solutions for every business, large or small, and our aim is to provide innovative solutions that expand the possibilities of growth for all our customers. To continue effective software improvements and discontinue support of legacy software, FedEx has developed the FedEx Ship Manager® Server Software Support Lifecycle Program. The goal of the program is to end support for FedEx Ship Manager Server versions 10.0x and below, effective January 31, 2018. Shortly thereafter, a degradation in service with the possible failure to produce a valid shipping label may be experienced.

Efficiency and Functionality

FedEx has more than 12 version families of FedEx Ship Manager Server software in the market. Advances in technology and security practices render more than half of these version families as non-supportable. The FedEx Ship Manager Server Software Support Lifecycle Program was created to manage the version upgrade or migration to another FedEx platform. This End of Support initiative is guided by defined timelines. Refer to the FedEx Ship Manager Server Software End of Support Schedule for a timeline when support of specific FedEx Ship Manager Server versions will be discontinued.

Security

The FedEx Ship Manager Server Software Support Lifecycle Program promotes customer migration to supported software with current features, functionality and services. The most recent software release protects customers' information through higher encryption standards not supported on legacy Microsoft Operating Systems. To take advantage of the recent versions of FedEx Ship Manager Server, Windows 2008 Server R2 or higher is required, depending upon the FedEx Ship Manager Server version. Please consult with your FedEx Compatible provider or the **FedEx Developer Resource Center** for more information regarding operating system compatibility.



New Features

In addition to performance and security, the current FedEx Ship Manager Server version provides access to a more flexible suite of FedEx® services:

- Enhanced international shipping options
- Expanded customer delivery options such as Hold at Location
- Enhanced global returns
- Shipping capabilities for FedEx Freight and FedEx SmartPost®
- Compliance for trade regulatory standards and FedEx® Electronic Trade Documents

We're always working to enhance your shipping experience. These services are just the beginning of what FedEx Ship Manager Server has to offer.

FedEx Ship Manager® Server Software Support Lifecycle Program

Frequently Asked Questions

Q. Why should customers migrate from software versions they have been on for a long time?

FedEx can no longer support older versions of software for the following reasons:

- 1. Internet Security.** Older versions of FedEx Ship Manager Server relied on Secure Sockets Layer (SSL) protocol to encrypt the data flowing to and from FedEx to the customer. That protocol became obsolete in 2016 and was replaced with Transport Layer Security (TLS). Although FedEx was able to provide an alternative solution to make them compatible with TLS 1.1, we will be unable to do so for the upcoming TLS 1.2 because of Microsoft software changes.
- 2. Unsupported Microsoft Operating Systems.** Older versions of FedEx Ship Manager Server typically operate using unsupported Microsoft Operating Systems, adding more security and support risks to the customer.
- 3. Unable to print FedEx shipping labels.** FedEx is transforming some of its legacy platforms; therefore, customers using the ASTRA barcode with certain software versions will not produce a shipping label. Customers must upgrade to version 13.0x or higher to ensure shipments are processed.
- 4. No updated service offerings or new locations.** Older FedEx Ship Manager Server versions (10.6.9 and below) are unable to receive many service offerings or updated FedEx pickup and drop-off locations.

Q. What does End of Support mean?

As software versions continue to reach the end of their support lifecycle, levels of support will change. Beginning February 1, 2018, the Help Desk will no longer provide support for customers on FedEx Ship Manager Server versions 10.0x and below. This includes returning them to shipping status.

Software Support Lifecycle levels:

FedEx is allowing lead time for customers to upgrade their FedEx Ship Manager Server software before the oldest versions (10.0x and below) reach their end of support in January 2018. Refer to the FedEx Ship Manager Server Software End of Support Schedule for a timeline when support of specific FedEx Ship Manager Server versions will be discontinued.

Support from the field and help desk will be given to customers running the most recent software versions. All customers are encouraged to begin the migration to a newer version of software now, even if existing software is not yet scheduled for end of support.

No Support is when software has reached its scheduled end of support date. Customers using these versions will only receive help upgrading to a newer, fully supported version.

After support ends, FedEx may no longer be able to provide data files to customers using 10.0x and below and some shipping and routing functionality may no longer be available.

FedEx would like to avoid a “No Support” experience. FedEx customer account teams will attempt to engage customers in multiple proactive, ongoing discussions regarding the advantages of upgrading. Customers will also receive ongoing communications regarding the FedEx Ship Manager Server Software Support Lifecycle Program.

Q. How long will the FedEx Ship Manager Server Software Support Lifecycle program continue?

The Software Support Lifecycle is an ongoing global program. FedEx recommends customers upgrade their software regularly and also keep the operating system updated based on the Microsoft retirement schedule. This ensures customers maintain the highest level of security and always have software support.

FedEx Ship Manager Server Software End of Support Schedule	
Software Version	End of Support Date
10.0x and below	January 2018
10.6, 11.0x, 12.0x	January 2019
13.0x, 14.0x	January 2020
15.0x	January 2021
16.0x	January 2022

Q. Does this project affect both software only and hardware customers?

Yes. All customers using FedEx Ship Manager Server software are affected by the Software Support Lifecycle.

If your software solutions were provided by a FedEx® Compatible provider, the provider is your primary source of information on specific upgrade options.

Q. How does the Lifecycle program affect customers that use a FedEx Compatible solution?

All customers, including customers integrated with FedEx Compatible solutions, must upgrade to a newer version of FedEx Ship Manager Server in response to the Software Support Lifecycle Program.

FedEx Compatible providers are held accountable for upgrading their customers through the program requirements of FedEx Compatible. FedEx Compatible providers are required to have their customers on one of the last three versions of FedEx Ship Manager Server.

Compatible providers may request customers using their solutions to upgrade sooner and to a higher version than the FedEx Ship Manager Server Software Support Lifecycle Program requires to be in compliance with the FedEx Compatible program guidelines.

Q. How long will a software upgrade take?

Times will vary depending on the number of meters to upgrade, the use of third-party or FedEx Compatible providers, and the complexity of the integration.

Q. How do I get assistance with the upgrades?

Contact your IT department, FedEx Sales AE, FedEx Compatible provider and/or your FedEx Customer Technology Consultant for more information about the upgrade process.

Customer Support

If you have questions, please contact the FedEx Technical Support Center at **1.877.FDX.Assist 1.877.339.2774**, Monday through Friday, 7 a.m. to 9 p.m. CST; and Saturday, 9 a.m. to 3 p.m. CST.

For customers in the FedEx Compatible program, contact your FedEx Compatible provider if you have questions or need assistance.

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