

Q. Why do we need the Desktop App Assure service?

A. Windows 10 is the most compatible version of Windows ever and has become the most rapidly adopted and most widely used computer operating system in history, with over 500 million Windows 10 users worldwide. 99% of Windows 7 applications run on Windows 10 (based on Windows telemetry) reducing the need for costly testing. Office Readiness Toolkit data indicates similarly high levels of compatibility for Office migrations. That said, we know that application compatibility for Windows 10 and Office 365 ProPlus can be a fear for many customers and ISVs, that slows down deployment. With this in mind we are launching the Desktop App Assure service so customers and ISVs can feel confident in their shift to a modern desktop with the promise of direct support from Microsoft to address application compatibility issues. This service will help our customers further accelerate their deployment and adoption of Windows 10 and Office 365 ProPlus to get current and stay current.

Q. Microsoft says 99% of applications are compatible with Windows 10. If true, why this program?

A. The perception of app compat – and the unknowns associated with identifying problems – is a real blocker for our customers who are concerned. This program brings confidence back into the equation. And – for the small set of apps that do have issues – it brings direct Microsoft help to remediate.

Q. What is the Desktop App Assure Service?

A. The Desktop App Assure service provides remote assistance to customers that are migrating to the modern desktop (Windows 10 and Office 365 ProPlus) and consuming updates whom experience valid compatibility issues with:

- Customer developed Line of Business (LOB) applications (including desktop and web apps).
- Commercial applications developed by 3rd party Independent Software Vendors (ISVs).
- Supported Microsoft products and services running on Windows 10 – e.g. customers experiencing compatibility issues transitioning add-ins from Office perpetual clients to Office 365 ProPlus on Windows 10.

By engaging with the FastTrack team, an App Assure Manager will work with the customer throughout their migration to Windows 10 and Office 365 ProPlus, and when they consume Windows 10 and Office 365 ProPlus updates through our semi-annual channel. The App Assure Manager will engage the right Microsoft Engineers to address valid application issues including diagnosing and remediating compatibility issues - at no cost to customers with an eligible subscription.

Q. Will the Desktop App Assure service support ISV partners?

A. Yes, the Desktop App Assure service will provide assistance to ISVs that are experiencing compatibility issues with Windows 10 and Office 365 ProPlus including early releases being developed for Windows.

Q. When does the Desktop App Assure Service go live?

A. The first release of the Desktop App Assure service goes live on October 1, 2018 for North America and English language only. The second release of the service will go live on January 1, 2019 and will be available globally in English and Japanese (Asia time zone only). Starting February 1, 2019, we plan to expand to all regions supporting 10 languages: English, Japanese, Chinese simplified, Chinese traditional, German, Spanish, Korean, French, Portuguese BR, Italian.

Q. What languages will be supported?

- October 1st English, French Canadian, Spanish, Portuguese
- Jan 1st October 1st plus Japanese
- Feb 1st 10 total languages (English, Japanese, Chinese (simplified), Chinese (traditional), German, Spanish, Korean, French, Portuguese (BR) and Italian)

See the timetables on availability addressed in the question above.

Q. Who is eligible to participate in the Desktop App Assure Service?

A. Desktop App Assure will be offered at no additional cost to eligible Windows 10 Enterprise and Windows 10 Education customers. Commercial customers with 150 or more Microsoft 365 E3/E5/A3/A5, Windows 10 E3/E5/A3/A5 or Windows 10 Enterprise with Software Assurance licenses in their subscription or Independent Software Vendors (ISVs) building Windows 10 commercial applications are eligible to submit a request for assistance. Customers and ISVs must be targeting a Windows 10 and Office 365 ProPlus or Office Perpetual version that is currently within their respective servicing period (including the Long-Term Servicing Branch).

Q. What if my customer owns fewer than 150 Windows 10 licenses, where can they get help?

A. If your customer owns fewer than 150 Windows 10 licenses, they can still receive support for individual application issues through Microsoft FastTrack.

Q. What is the cost to customers and ISVs to use the Desktop App Assure service?

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Q. What is the cost to customers and ISVs to use the Desktop App Assure service?

A. Like all FastTrack offerings there is no additional charge associated with this service for eligible customers or partners.

Q. What version of Office is required for Desktop App Assure?

A. Desktop App Assure supports Office 365 ProPlus, Office 2016 and Office 2019 while they are in mainstream support on Windows 10.

Q. How can customers, partners and Microsoft field reps submit a request for assistance to use the Desktop App Assure service?

A. Beginning October 1 customers, partners and field teams in North America may submit requests via the [Microsoft FastTrack website](#). For detailed instructions with screenshots, please see this guide.

Customers may submit a request for assistance by signing into FastTrack, navigating to the “Services” tab, and selecting “Desktop App Assure” under the list of current services.

Partners or Microsoft field reps may submit a request for assistance on behalf of a customer (assuming they have received consent from the customer to do so) by signing into FastTrack, navigating to the “Services” tab, and selecting “Desktop App Assure” under the list of current services.

ISVs may submit a request for assistance by signing into FastTrack, navigating to the “Services” tab, and selecting “Desktop App Assure” under the list of current services. Under requestor, ISVs should specify that they are a commercial ISV and are seeking assistance for a third-party application rather than on behalf of a customer.

Q. What kind of application readiness support is available through the Desktop App Assure service?

A. The following support is available for customer developed (Line of Business) applications and 3rd party applications developed by Independent Software Vendors.

For Customer Developed (Line of Business) Applications:

- Diagnosing applications to determine a root cause and fixing an application. If customer source code is available, Microsoft Engineers will work with the app developer and recommend code changes for the application. The customer is accountable for implementing recommendations in their own source code.
- Shimming and packaging applications to remediate compatibility issues.
- Addressing Windows 10 regressions impacting application compatibility.

For 3rd Party Independent Software Vendor (ISV) Applications:

- Diagnosing applications to determine a root cause and fix for an application and partnering with ISVs to remediate their applications.
- Addressing Windows 10 regressions impacting application compatibility.
- Engaging ISVs to onboard them to Windows 10 and secure Windows 10 Support Statements.

Q. You list the Windows 10 licensing requirements. Are there any Office licensing requirements?

A. No. Eligibility is based on Windows 10 licenses. That said if we are going to help fix a compat issue with Office 365 ProPlus that occurred as a result of moving to Windows 10 or when updating Office, it has to be either a (i) supported version of Office 365 Pro Plus or (ii) Office Perpetual in mainstream support.

Eligibility requires 150 licenses or more of one of the following:

- Windows 10 E3/E5
- Windows 10 Education A3/A5
- Windows 10 Enterprise with Software Assurance
- Microsoft 365 E3/E5
- Microsoft 365 Education A3/A5

In general:

- Customers have to be targeting a supported version of Windows 10, Office 365 ProPlus or Office perpetual license
- If a Windows update breaks the app, we'll work on it
- If an Office update breaks the app, we'll work on it

Q. How can Microsoft afford to deliver a program like this? Are these claims real?

A. Yes, these claims are real. We can afford to deliver this program because only a very small number of apps face compatibility issues. We can – and are committed to – helping customers resolve those issues. But the steps we have already taken with Windows 10 help ensure that the actual instance of app compat issues are very low.

Q. What is not supported through the Desktop App Assure service?

A. The following types of application readiness are not supported:

- Application inventory and testing to determine what does and does not work on Windows 10
- Researching 3rd party ISV applications for their Windows 10 compatibility and support statements
- Code level changes to an application (though we can provide guidance to developers if source code and resources are available)

Q. How can customers or partners conduct application inventory and testing to determine what does and does not work on Windows 10 (if it's not supported through the Desktop App Assure service)?

A. [Windows Analytics](#) is a set of solutions that can provide customers with extensive data about the state of devices in their environment. Windows Analytics Upgrade Readiness offers a set of tools to plan and manage the upgrade process end to end, allowing customers to adopt new Windows releases more quickly. Upgrade Readiness not only supports upgrade management from Windows 7 and Windows 8.1 to Windows 10, but also Windows 10 upgrades in the Windows as a Service (WaaS) model. Similarly, the Office Readiness Toolkit offers these capabilities for Office 365 ProPlus.

Q. Where can customers research 3rd party ISV applications for Windows 10 compatibility and support statements (if it's not supported through the Desktop App Assure service)?

A. The Microsoft [Ready for Windows Directory](#) is a web site that makes it easy for customers to search for and source business solutions that are compatible and supported on Windows 10. The directory leverages Microsoft application insight data from hundreds of thousands of commercial devices running Windows 10 to provide a complete picture of the app ecosystem and to help customers plan Windows 10 upgrades with confidence. ISVs can also use the Microsoft Ready for Windows directory to promote commercial applications that support Windows 10 and generate market visibility for their solutions. To promote a solution, an ISV first creates a support statement for Windows 10 on the vendors website that Microsoft can link to, and then completes a short application. Once reviewed and accepted by Microsoft, the solution will be listed in the directory, and available to anyone looking for Windows software providers.

Q. Where can ISVs or customers learn about platform changes to Windows 10 to address Windows 10 regressions impacting application compatibility (if it's not supported through the Desktop App Assure service)?

A. For more information on how to address Windows 10 application compatibility point customers and ISVs to <https://developer.microsoft.com/en-US/windows/desktop/app-compatibility> and specifically to learn about platform changes to Windows 10 to address Windows 10 regressions to review the [Windows Compatibility Cookbook](#).

Q. Does the Desktop App Assure service offer repackaging only services?

A. No. The Desktop App Assure team will only repackage applications that first require remediation for Windows 10. We can refer customers to several qualified Microsoft partners who offer this service.

Q. What packaging formats will the Desktop App Assure service offer?

A. When we remediate a customer's application, we can repackage the application in one of the following formats: APPX, App-V, MSI, EXE and MSIX (when available).

Q. Does the Desktop App Assure service only support specific Windows 10 baseline releases?

A. Customers must be targeting a Windows 10 version that is within its serviceability period. Get Windows 10 Release information [here](#).

Q. How do customers share their application(s) with the Desktop App Assure team to enable diagnosis and remediation?

A. To support a no cost application readiness service, the Desktop App Assure service leverages one or a combination of the following methods for application diagnosis and remediation:

1. Microsoft supports the customer remotely to help deploy diagnostic and troubleshooting tools to collect application error logs. Similar to a typical support engagement, Microsoft will analyze the results and make recommended changes to remediate the application.
2. The customer shares the application installer with Microsoft. Microsoft deploys the installer in a Microsoft lab environment where we have already deployed our diagnostic and remediation tools.
3. The customer provides VPN access to a test environment to Microsoft engineers. Microsoft will deploy our diagnostic and remediation tools and perform the remediation work within the customer's environment.

Q. What is the Service Level Agreement for the Desktop App Assure service?

Once a customer has submitted a request for assistance, a Desktop App Assure Manager will reach out to the customer within 24 hours. Application diagnosis and remediation times however will vary significantly based on several factors including:

- The complexity of the issue.
- The responsiveness of 3rd party independent software vendors.
- The customer's availability to engage with Microsoft to provide application details.
- The model through which remediation work is done (VPN or Microsoft labs).

We will decide if it is appropriate to define a service level agreement and communicate estimated response times once we have more data from customer engagements.

Q. Where is the Desktop App Assure service team based? And what hours are supported?

A. The Desktop App Assure service team provides different tiers of support and are located WW to support each local region. They provide support in local business hours, Monday to Friday.

Q. Desktop App Assure Managers (AAM)

A. Desktop App Assure Managers are FastTrack resources assigned to an account. They own the relationship with the customer across application remediation requests, and they help to engage the right engineering resources to resolve application compatibility issues. This relationship may span multiple requests, across multiple applications, and involve engagements with multiple engineering groups. The intent is to provide a streamlined experience where the customer won't have to continuously re-explain all of their circumstances in their journey to upgrade, resolve app compat issues, and adopt a modern desktop.

Q. How are app compat issues resolved?

A. App compat issues are typically resolved through a process of diagnosing the root cause and identifying steps to remediate the issue. The most common resolution types are:

- Updating third party ISV apps to a supported version of the application
- Applying hotfixes already available publicly
- Application code changes
- Shimming
- Windows OS bug fixes

Q. What is a shim?

A. A shim provides a proxy to deliver necessary functions to address legacy software behavior. This changes how an application interacts with the OS. It is not a change to the application software itself. Shims are then published to a central library where all application clients can access it to resolve the problem.

Q. What is Microsoft SUVP?

A. The Microsoft Security Update Validation Program (SUVP) provides a means for customer and partners to test, share feedback and report bugs back to Microsoft. More information on SUVP may be found [here](#)

Q. Where can I find more information on the Desktop App Assure service?

More information can be found on OnRamp <insert link> including the following assets:

- Microsoft only presentation describing the Desktop App Assure service
- Customer ready presentation describing the Desktop App Assure service
- Microsoft only one-page datasheet describing the Desktop App Assure service
- Microsoft only FAQ answering questions on the Desktop App Assure service
- Field and Partner guide for requesting assistance

Q. If my customer has questions where can I get answers on the Desktop App Assure service?

A. Please submit your questions to ACHELP@microsoft.com and the Desktop App Assure team will get back to you with answers.