

Software Support Lifecycle

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. FedEx Ship Manager® Server Software Support Lifecycle Program was created with the goal of ending support for older FSMS software versions.

Why should I upgrade if I am satisfied with the software I am currently using?

As widely used third-party platforms are updated and older versions retired, systems using the outdated platforms no longer receive updates or “patches.” This leaves FedEx customers using outdated operating systems increasingly vulnerable to security breaches beyond our control. FedEx is working to align with industry-standard software migration practices and to remain current with Windows® operating system migration plans.

Are there penalties for not upgrading on schedule? What if I don't meet the upgrade deadlines?

Customers who do not upgrade their software by the end of the support date will no longer receive updates or other maintenance or support.

Upgrade Today



FedEx Ship Manager® Server Software Support Lifecycle

Committed to providing best-in-class shipping solutions for you

To learn more about FedEx Ship Manager® Server Software Support Lifecycle Program, please visit www.fedex.com/developer

Ready to upgrade?

Contact your FedEx Customer Integration Consultant or contact the 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. If you are a Compatible customer, please contact your Compatible provider.





Upgrade for More: Security, Efficiency, Access, and Reliability

FedEx Ship Manager® Server (FSMS) Software Support Lifecycle Program 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.



One of the most significant changes that affects our customers on legacy software (version 12 and below) is the **communications security protocol** known as Transport Layer Security (TLS) which is needed for a secure and private network connection when transferring sensitive information to other computers.

Upgrading is Essential

Data security is a real threat that needs to be addressed regularly, and the shipping industry as a whole is required to comply with regular updates. FedEx wants to make sure sensitive business and customer information is protected by upgrading our software.

Why Now?

As security and tracking technologies progress, it is essential for FedEx to maintain the most up-to-date software and hardware, not only to protect packages, but also to protect sensitive customer information. In order to abide by industry-standard security measures and as part of the Software Support Lifecycle, FedEx is requiring all FSMS customers to upgrade to **FedEx Ship Manager Server version 17.04 or higher**.

Important Dates

The Software Support Lifecycle Program provides customers with two years to upgrade their FSMS Software to the newest version released; however, the older the version is, the shorter the upgrade cycle will be.

FedEx Ship Manager® Server Version	Deadline to Upgrade
4.0x–8.5x	Expired
10.0x–12.10	December 31, 2019
13.01–17.03	September 30, 2020

End of Support

As new software is released each year, the older software version(s) will continue to reach the end of their support lifecycle and will no longer be distributed, updated, or otherwise maintained or supported.

Not Upgrading Can Lead to Disruptions

FedEx is committed to providing best-in-class shipping solutions for customers, including better security, efficiency, access and reliability. Without a proper upgrade by the designated deadlines, customers may experience the following:



Inability to connect to older versions of software (10-12) due to outdated security encryptions



Limited abilities to assist customers with patches, troubleshooting and other technical support issues



Outdated shipping rates and incorrect barcodes



Lack of access to the newest transportation features and routing functionality, resulting in misrouted packages, delayed packages and more!

FedEx is Here to Help

Upgrading is essential to maintaining security, efficiency and overall customer satisfaction, but we understand that upgrading software may be complex and time-consuming.

FedEx Sales and Customer Technologists are available to consult on the best approach to upgrading to the newest versions. **To get started, contact the FedEx Technical Support Center at 1.877.339.2774**