

Withdrawal of Support for Windows XP and Server 2003

From the 1 March 2016, we no longer support our software and services on computers that run the Microsoft Windows XP and Server 2003 operating systems.

Why have we withdrawn support?

Microsoft have formally retired these very old operating systems (launched in 2001 and 2003 respectively) and no longer provide security or other critical updates.

- Microsoft Windows XP was retired on 8 April 2014
- Microsoft Server 2003 was retired on 14 July 2015

We made the decision to support these platforms for as long as we could. However, recent and planned changes to Internet security standards, as well as protocols for the Government web services with which our software communicates, forced our hand.

Will my software continue to run?

From 1 March 2016, we have no longer test our software on the affected systems. If you choose to use it past this time, you do so entirely at your own risk. You may find that some functions, such as the ability to file online, will suddenly cease to function and result in errors without notice.

As time progresses, there is a greater risk of us having to update our software for other reasons that may cause it to break completely on Windows XP or Server 2003. In the past we have had to write additional code to make the software run on these operating systems and it is not technically or commercially feasible for us to continue to do this.

What will happen if I call your support team?

We will, of course, help you if you need to migrate your TaxCalc software to a newer computer. Unfortunately, though, we will be unable to assist if you continue to run TaxCalc on Microsoft Windows XP or Server 2003.

You can find out more about moving your software and data to a new computer (whether to a new PC or Mac) in our Knowledge Base article [How do I move to a new computer, including to a different operating system?](#)

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