



**Computer Emergency Response Team of Mauritius
Ministry of Information Technology, Communication and Innovation**

CERT-MU Information Security News

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Microsoft to retire its Support Diagnostic Tool (MSDT) in 2025

Microsoft announced that it will retire Microsoft Support Diagnostic Tool (MSDT) troubleshooters in future versions of Windows, with MSDT ultimately being removed in 2025. Also, known as legacy inbox troubleshooters, these Windows built-in tools are used to diagnose and fix issues affecting some Windows features automatically. While the MSDT app that runs, them will be retired in 2025, the troubleshooters will be killed off with the launch of the next Windows 11 release.

After being retired, some MSDT troubleshooters will be redirected to Microsoft's Get Help platform (starting later this year), while the remaining ones will be removed.

Users can access the Get Help troubleshooters from Windows Settings by going to Start > Settings > System > Troubleshoot > Other Troubleshooters and selecting the troubleshooter that would help you address your issues.

According to Redmond's estimated deprecation timeline, the MSDT deprecation process will be done in stages over the next three years:

- 2023 – Begin redirecting some of the troubleshooters to the new Get Help troubleshooting platform
- 2024 – Complete the troubleshooter redirection and remove the rest of the troubleshooters
- 2025 – Remove the MSDT platform

As per Microsoft, systems running Windows 11 version 22H2 and older, Windows 10, Windows 8.1, Windows 7 or any other earlier OS version, will not be affected by the MSDT Troubleshooter retirement. This is because the legacy inbox troubleshooters will continue to work as expected on earlier Windows OS versions until they're upgraded or updated to the latest release.

This announcement comes after Microsoft temporarily displayed a retirement message within MSDT's user interface in January 2023.

While Microsoft does not explain the reasons behind deprecating MSDT in future Windows versions, a possible explanation would be due to security issues and MSDT vulnerabilities that were exploited in the wild.

References:

<https://support.microsoft.com/en-us/windows/deprecation-of-microsoft-support-diagnostic-tool-msdt-and-msdt-troubleshooters-0c5ac9a2-1600-4539-b9d0-069e71f9040a>

<https://www.bleepingcomputer.com/news/microsoft/microsoft-to-retire-its-support-diagnostic-tool-msdt-in-2025/>

<https://petri.com/microsoft-windows-support-diagnostic-tool-msdt/>

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