

## FIELD SERVICE BULLETIN

**Date:** 12/11/2019

**Issue:** Windows 7 Support end date is January 14<sup>th</sup>, 2020

**Related Hardware:** Stargate Consoles and NMS Client

**Overview:** Microsoft is ending support for its Windows 7 OS on January 14<sup>th</sup> as it is at the end of its 10-year support commitment. After this date, technical assistance will no longer be provided for Windows 7 and it is recommended that users move to Windows 10 software before January 14<sup>th</sup>. Since Stargate Consoles are backward compatible with Windows 7, customers can choose to upgrade to Windows 10 or stay on Windows 7 at their discretion.

ATLAS products will be moving to Microsoft's Windows 10 IoT version, which does not require periodic license validation. The Personal and Professional versions of Windows 10 require the PC to be connected to a network so the Microsoft server can validate licenses at least every 6 months.

<https://support.microsoft.com/en-us/help/4057281/windows-7-support-will-end-on-january-14-2020>

**Recommendation:**

1. Current customers under current project implementation will have both software and hardware upgrades taken care of by EFJ and will not incur any additional cost. If you have any questions, please contact your EFJ Project Manager.
2. Existing customers covered under a software maintenance contract will be upgraded to the Windows 10 operating platform. Customers may incur additional hardware upgrade charges if the current hardware is not upgradable. If EFJ is required to provide on-site services, additional labor charges may apply based on time and material. If you have any questions on the next steps, please contact EFJ Tech Support.
3. Existing customers not covered under any software maintenance contracts will need to contact EFJ sales or regional sales managers for software upgrade pricing. In addition, customers may incur hardware upgrade charges if the current hardware is not upgradable. If EFJ is required to provide on-site services, additional labor charges may apply based on time and material. If you have any questions, please contact your EFJ Sales Representative.

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***For questions regarding this Field Service Bulletin, please contact the KENWOOD Viking team at 1.800.328.3911, option 3.***