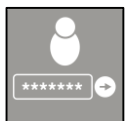


Cunninghams Epos Solutions

Microsoft Windows XP End Of Life Support.

Important information to Customers

Ref XP Support SY Ver1.01



What is End Of Life Support ?

After 12 years, Microsoft will end support for Windows XP on April 8, 2014. There will be no more security updates or technical support for the Windows XP operating system. It is very important that customers and partners migrate to a more modern operating system.

Support for Microsoft **Office 2003** also ends on April 8, 2014.

What does this mean ?

It means you should take action. After April 8, 2014, Microsoft will no longer provide security updates or technical support for Windows XP. Security updates patch vulnerabilities that may be exploited by malware which help keep users and their data safer. PCs running Windows XP after April 8, 2014, should not be considered to be protected, and it is important that you migrate to a current supported operating system — so you can receive regular security updates to protect their computer from malicious attacks.

Potential risks of staying with Windows XP

Running Windows XP SP3 in your environment after April 8, 2104 may expose you to potential risks, such as:

Security: Without critical Windows XP security updates, your PC may become vulnerable to harmful viruses, spyware, and other malicious software which can steal or damage your business data and information. Anti-virus software will also not be able to fully protect you once Windows XP itself is unsupported.

Lack of Independent Software Vendor (ISV) Support: Many software vendors will no longer support their products running on Windows XP as they are unable to receive Windows XP updates. For example, the new Office takes advantage of the modern Windows and will not run on Windows XP.

Hardware Manufacturer support: Most PC hardware manufacturers will stop supporting Windows XP on existing and new hardware. This will also mean that drivers required to run Windows XP on new hardware may not be available.

Your cashless system

Please be aware that depending on when you had purchased your cashless catering system some of the equipment may have Windows XP installed. Your Cashless system software will not be affected, however your touchscreen tills, back-office PC and Revaluer and Vending control devices could be subject to vulnerabilities as detailed previously.

We have compiled the following advice for all customers so that you can make an informed decision if to upgrade your operating systems software or in some cases replace equipment.

You may need to consult with either your school, county or managed IT service provider to check on their view if any upgrade to your systems are required. This is especially important if your cashless system is hosted on the school network in any way or any piece of hardware has access to the internet.

Whilst the official line from Microsoft on the end of life support date is 8th April 2014, there has been a recent statement that suggests that equipment running Microsoft security essentials will continue to receive anti malware updates and the malicious software removal tool will still be available until July 2015. Whilst this will offer a degree of protection it should be noted that any PC running Windows XP after the 8th April 2014 should not be considered as fully protected as there will be no security updates available.

How can we help ?

Cunninghams have identified that some equipment cannot be upgraded to any other operating system due to its age or operating limitations and therefore may need replacement in part or in full. Other equipment can be upgraded to a different operating system that will ensure you are fully able to receive Microsoft security patches into the future.

As technology has moved on, touchscreen point of sale equipment in use with your cashless system has improved in line with industry standards. Equipment purchased more recently and of a particular make and model will already be installed with Windows 7 Professional, or Pos Ready 2009 and as such all support for this system will continue by Microsoft until at least 2020.

We are aware that some equipment we have supplied can be upgraded to a different and fully supported Microsoft operating system called POSREADY 7. This is basically an embedded version of Windows 7 professional, and as such is supported by Microsoft until December 2021. This operating system is designed for point of sale equipment only, and we have chosen this upgrade path to allow customers to continue to operate some existing equipment with minimal cost and not having to fully replace equipment if possible.

(For further details of POSREADY 7 please see attached).

So, What to do next ?

Many of our customers will have already received end of life letters for certain equipment. This is because the manufacturer ceased making the equipment and consequentially spare parts manufacture from sale. This is not because of the withdrawal of support for Windows XP. Indeed we have supported a lot of equipment long past the support for some other Microsoft operating systems was withdrawn several years ago, including Windows 2000 and even Windows 98.

With the information we have highlighted in this document and the many on line forums and articles you can read, together with advice you may seek internally within your organization the decision to replace or upgrade is entirely your own. Cunninghams will continue to support equipment you have paid a maintenance contract for, with the exception of the operating system or any such hardware you have received a notification that maintenance will not be renewed.

Please be aware that Cunninghams are not responsible for any Microsoft operating system patches or security updates whilst the equipment is installed on site. However, we will assist customers on site as much as possible to ensure that any purchased equipment can be updated via the customers own means and infrastructure. This also applies to anti-virus software that may be installed to check the cashless system hardware.

End of Life Notification.

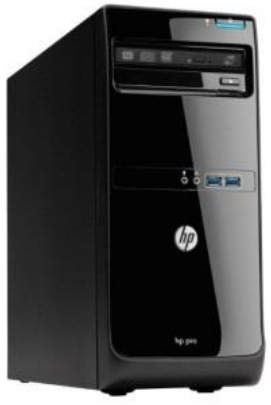
As part of our commitment to support customers aging equipment, we aim to advise all customers at the time of renewal of a maintenance contract if any equipment is deemed 'End Of Life'.

This does not necessarily mean that we will not be able to repair any hardware faults, but does mean that the availability of spare parts for the equipment highlighted is becoming short in supply and we may not be able to repair that faulty equipment. In such cases the only option will be to purchase new equipment.

For quick reference, the table on the following pages shows and describes various pieces of cashless system hardware that you may be using and the action and recommendations available to you.

POS Model	Support Options	Suggested Action
 PAR 5050	No longer supported by Cunninghams.	Replace. Contact Cunninghams.
 CASIO 7300	No longer supported by Cunninghams	Replace. Contact Cunninghams.
 XN700 / XN750	This equipment is now end of life but Cunninghams will support hardware repair as long as parts are available. Operating system will be older versions of Windows 98 or Windows 2000	Replace if possible. No upgrade path to Windows 7 or PosReady 7 available due to system limitations and age. Replacement to newer unit.
 XN760	This equipment is now end of life but Cunninghams will support hardware repair as long as parts are available. Operating system will be older versions of Windows 98 or Windows 2000	Replace if possible. No upgrade path to Windows 7 or PosReady 7 available due to system limitations and age. Replacement to newer unit

 TOSHIBA ST60	This equipment is now end of life but Cunninghams will support hardware repair as long as parts are available. Operating system will be older versions of Windows 98 or Windows 2000	Replace if possible. No upgrade path to Windows 7 or PosReady 7 available due to system limitations and age. Replacement to newer unit
 TOSHIBA ST71	Currently supported by Cunninghams however end of life inevitable by Sept 2014. Operating system will be Windows 2000 or XP	Replace if possible. No upgrade path to Windows 7 or PosReady 7 available due to system limitations and age. Replacement to newer unit
 TOSHIBA ST-A10	Hardware support available from Cunninghams. Operating System could be PosReady 2009. (Depending on date of purchase) Operating System could be Windows XP Pro. (Depending on date of purchase)	Hardware supported. Microsoft updates and support available until 2019. No Action needed. Upgrade to PosReady 7 now available. Support available until 2021. Contact Cunninghams area client manager for pricing and options.

PC Model	Support Options	Suggested Action
 FUJITSU PC	Various models of Fujitsu PC have been supplied. Certain models over 3 years old as deemed end of life but Cunninghams will support all hardware repair as long as parts are still available The P2550 and P2560 models less than 3 years old can be upgraded from XP to Windows 7 Professional. 	Contact Cunninghams to perform serial number compatibility check for possible Windows 7 upgrade Serial number and model will be on top at the back of the PC Please note this number and make contact.
 HP PC	All HP PC's are already loaded with Windows 7 Professional.	No Action required.

Other Equipment	Support Options	Suggested Action.
 	Various models of Revaluers / Cash loaders are still in use and support will continue on these units. The communications device within the units has changed over the many years of installs. Some units will have a small client PC inside that communicates via an network connection to where the IMPACT software resides. This generally is the method used over the last 3 years. A mix of XP and Windows 7 systems have been deployed. Some units both biometric and card based will use older legacy serial communications devices this is often denoted by starting the revaluers using the following application.   The Following startup logo would then appear. 	Contact Cunninghams to check version. No Action required.
Revaluers / Cash Loaders		



Windows Embedded POSReady 7

→ Windows® Embedded POSReady 7 is an operating system optimized for Point of Service solutions that unleashes the power and features of Windows 7. It is the platform of choice for retailers looking to replace in-store transaction devices with cutting edge Point of Service systems designed to enhance the customer experience and increase customer loyalty.

Build your next generation POS device with confidence

Windows Embedded POSReady 7 delivers compelling user experiences, simplified management and deployment, and ease of connection to the familiar world of Windows. It goes beyond inventory tracking and tendering to provide comprehensive information access to in-store staff and assist retailers in dealing with today's challenges while preparing for tomorrow's opportunities.

Windows Embedded POSReady 7 delivers:

- A suite of POS feature packages and tools that help reduce development costs.
- Smooth integration with independent hardware using the plug and play support for POS peripherals provided by POS for .NET.
- The ability to remove features, which reduces the attack surface areas of POS devices, and helps retailers meet Payment Card Industry (PCI) compliance.
- Powerful security features like BitLocker®, BitLocker To Go™, AppLocker™, and other innovations that help protect POS systems and sensitive data.
- Full support for IPv6 and IPv4, and a new TCP/IP stack which provides the latest wireless networking and security features for easy integration with the enterprise network.



Windows Embedded products are covered by an industry leading 10-year support program plus a product availability of 15 years.

Envision a POS device with endless possibilities

Windows Embedded POSReady 7 brings an entirely new dimension of user experience to POS devices. With multi-gesture touch interfaces and context aware applications, POS devices come alive with touch screens and immersive graphics. It even includes Windows Media® Player 12 and Internet Explorer® 8, which bring the rich, multimedia experiences of the web to POS devices.

In addition, devices powered by POSReady 7 are easy on the energy bill. With enhanced power management features, these smart devices conserve more power and reduce energy costs.

POS systems are powerful when they are Windows Connected

With POSReady 7, devices can be easily integrated into an existing desktop management infrastructure, thus simplifying deployment and management. And Remote Desktop Protocol (RDP) 7.1 provides a seamless experience on remote POS devices.

Finally, POSReady 7 delivers BranchCache™, which gives staff working on POS devices in branch stores a similar experience to their local area network.



Are you using Biometrics ?

Cunninghams have actively used Biostore over many years to enable you to use biometric identification for your IMPACT cashless catering system.

There are currently two versions of this system in circulation and your attention is drawn to the need to upgrade. Older systems will continue to work as they do now under Windows XP and Windows server 2003. However support for version 1 Biostore will now cease under these operating systems.

Moving this system to a more modern operating system is possible with certain technical limitations and added cost, but support for this product on any other windows platforms is not been carried forward. The risk here being that if Microsoft release a security patch or update for the newer operating system that affects the Bisotore element of your cashless system, then you may not be able to use Biometric recognition from this point onwards.

If you are using Version 2 Biostore that uses ID Manager then no action is required.

Which is Which ?

Version 1 Biostore:

This is where you register users Biometrics via the IMPACT cashless system menu. You will see a finger print graphic / button on the main menu bar.

Version 2 Biostore :

This is where you register users Biometrics via a program called ID Manager.

Upgrade Today

Cunninghams are currently offering all Version 1 Biostore sites upgrades to version 2 at a greatly reduced cost. This upgrade not only future proofs your system and allows it to work on later Windows operating systems but allows for integration into a whole host of other applications such as access control, electronic registration, print management, password management, pc logon, library management, locker control etc.

What about Windows 8 ?

Whilst there is no reason to doubt that any software we supply will work with Windows 8, due to on-going reported issues by Microsoft and the uncertainty by Microsoft as to where the life of this product is going, we have not fully tested our software under this operating system. As such any deployment of any Cunninghams supplied software on this operating system is entirely at the users own risk.

So after all that ?

Hopefully the information we have provided will help you make an informed decision. We have a number of options available to help you migrate, change and upgrade as required.

Please contact your area client manager for further details and pricing or drop us an email to register your interest via our dedicated XP support helpdesk at :

Upgrades@cunninghams.co.uk