

Microsoft Windows 7 Embedded System OS End of Security Updates: What You Need to Know

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Questions and Answers

Purpose of This Document

This document provides users of Xerox products and solutions with the necessary information to help evaluate and manage risks associated with Microsoft Corporation's announcement, via Microsoft's Support Lifecycle policy, that it will be ending support for Microsoft Windows 7 Embedded Systems Operating System (FES) running on Xerox products with EFI Fiery digital front ends (DFEs) on January 14, 2020.

(Note: This does not apply to the Xerox Free Flow Print Server digital front ends which are running Windows 7 Embedded Standard Operating Systems.)

In planning for end of security updates on Microsoft Windows 7 Embedded Systems OS (FES) running on Fiery Servers, Xerox has evaluated all of our products and solutions and has prepared migration alternatives for users of Xerox impacted products. The products listed below are the only products affected by the Microsoft Windows 7 Embedded Systems Operating System (FES) running on EFI Fiery digital front ends.

Xerox Products with EFI Fiery Digital Front Ends impacted by Microsoft Windows 7 Embedded Systems OS End of Support:

- Xerox D Series D95/D95A/D110/D125/D136
- Xerox Color 550/560
- Xerox Color 560/570
- Xerox C60/C70
- Xerox 700i
- Xerox 770
- Xerox Color C75 Press
- Xerox Color J75 Press
- Xerox Versant 80
- Xerox Versant 2100
- Xerox Color 800 / 1000 Press
- Xerox Color 800i / 1000i Press
- Xerox iGen4 Press
- Xerox iGen 150 Press

In the case of print drivers, customers can continue to use our current Win 7 drivers, recognizing the risks and vulnerabilities of continuing to use the Win 7 Operating System. There's also an easy option to upgrade to one of our newer print drivers, including our Global Print Driver Mobile Express Driver at the [Xerox Support and Drivers website](#). Other software products should be evaluated if you plan to continue to use them in a Win 7 environment, considering your ongoing risks and vulnerabilities as described by Microsoft.

Keep in Mind

- Xerox will continue to provide maintenance service and software support required under existing contracts, including non – operating system software upgrades.
- Consistent with Microsoft's recommendation, Xerox supports the recommendation to replace Windows 7 Embedded Systems operating systems in your environment with newer, fully supported operating systems.
- Xerox is committed to keeping our customers and their information secure. For more on information security, please visit www.xerox.com/security, to find security bulletins, patch information, US-CERT advisories, white papers, and videos on what customers can and should be doing to mitigate security risks.

Some Frequently Asked Questions

1. Can I continue to use my current Win 7 Embedded Systems OS print drivers and software/ solutions?

- Xerox Windows 7 Embedded Systems OS client printer drivers will continue to be available and maintained for the near future. This strategy will be re-evaluated every 6 months. If you choose to remain on this environment, you will be subject to the operating system risks and vulnerabilities as described by Microsoft. Xerox supports the Microsoft recommendation to migrate off Windows 7 Embedded Systems OS and onto a fully supported operating system across your environment. Supported Windows-compatible drivers are available for all of our products at the [Xerox Support and Drivers website](#).

Xerox will continue to provide non-Operating system related support for software / solutions. But, consistent with Microsoft's recommendation, customers should consider migrating off the Windows & Embedded System environment to avoid security risks.

2. How has Xerox invested in supporting the evolution of Microsoft Windows 7 Embedded Systems OS and Microsoft Windows 10?

- Xerox and our partners engage continuously in planning and responding to changes that affect our technology business. When Microsoft communicated their intention to evolve away from Windows 7 Embedded Systems OS and on to future platforms, Xerox and our partners developed product architectures that would move to those platforms. Xerox today offers either non-Windows Operating Systems (e.g. Linux, Solaris) or Microsoft Windows 10 for all of our newly manufactured devices. Our print drivers, print servers and related workflow technologies support Windows 10 today. For our existing customer base, we have invested in software and hardware upgrade paths where feasible and are prepared to work with customers to ensure their specific workflow needs are met as a part of their migration plan.

3. Which Xerox Printers/ Press devices are impacted by the Microsoft Windows 7 Embedded Systems OS end of support date of January 14, 2020?

- In our Office and Production space, only the identified Xerox products utilizing EFI Fiery stand alone digital front ends have been impacted (see list above). Your sales representative is prepared to discuss any impacts to your products as well as any upgrade or migration options that are available. No action is required if your product is not on this list.

4. I understand that there are two key versions of Microsoft Windows 7 OS (Embedded Systems OS- FES and Windows Embedded Standard 7 OS - WES, how does the specific operating system in my product affect what I need to do?

- **Xerox products with EFI Fiery stand-alone digital products are designed with an Microsoft Win 7 Embedded Systems OS which goes End of Support on January 14, 2020.** Xerox products with FFPS stand-alone digital front ends utilize the Microsoft Windows 7 Embedded Standard 7 OS that will continue to be supported until October 13, 2020. The only products impacted by this Microsoft end of support are those designed with EFI Fiery Digital Front ends on "Windows 7 Embedded Systems OS" listed above. Products not listed above do not use Windows 7 Embedded Systems OS within the EFI Fiery digital front end and require no action.

5. What is the Microsoft Windows 7 Embedded System OS – Extended Service Update program?

- In partnership with Microsoft, EFI has enabled Xerox to offer a license to extend the receipt of security updates for eligible Xerox products on Windows 7 Embedded System OS. The license will be available to eligible customers for purchase and will extend the release of Windows 7 Embedded Systems OS security patches on the eligible products from January 15, 2020 thru January 12, 2021. This is intended to be a 3 year program, however Microsoft is currently only offering year 1 licenses at this point. Xerox will announce year 2 and year 3 upon availability.

6. Will Xerox continue to support their Win 7 Embedded Systems based systems with non-Operating System updates?

- Yes, Xerox and our partners will continue to support updates to customers' Microsoft Windows 7 applications and devices through the continued use of our standard support process and service procedures.

7. How will this impact my Managed Print or Centralized Print services environment?

- There will be minimal impact to most environments. Your delivery team, where applicable, is managing potential impacts. If you have any questions or concerns, please contact your sales and service delivery team to discuss further.

8. Can Xerox Sales and Service help me plan my migration

- Yes - your Xerox Sales and Service representatives understand changes that may be required. Please contact them with any questions you have.

Next Steps

Assess the risk for your environment and determine what actions are appropriate.

Xerox offers technical and professional services to assist you. Please contact your local Xerox sales representative.