WEPOS 1.1, Windows Server 2003 and Java 8 / POSReady 2009 End-of-Support and Migration Planning

June 30, 2015

This document outlines and gives several options to ECRS customers for the eventual end of life of WEPOS 1.1, Server 2003, and Java 8/POSReady 2009 by Microsoft and Oracle.

Microsoft will cease to provide critical security updates for computer systems running Windows Embedded for Point of Service ("WEPOS") 1.1 SP3 on April 12, 2016, when the Extended Support period ends. Microsoft will also cease to provide critical security updates for remaining computer systems running Windows Server 2003 on July 14, 2015. Once these dates pass, it will no longer be possible to implement PCI DSS requirement 6.2 and simultaneously continue to use either of these operating systems. **Terminals running WEPOS must be upgraded or replaced prior to May 12, 2016 in order for the merchant to remain in compliance. Servers running Windows Server 2003 must be upgraded or replaced by August 14, 2015 in order for the merchant to remain in compliance.** Whether or not an existing terminal can be upgraded depends on the model of terminal.

Also, Java SE 1.8 ("Java 8") will be the last version of Java capable of running on Windows POSReady 2009. Java 8 public updates are currently scheduled to end September 22, 2017; one year after the scheduled release of Java 9. This means that it will not be possible to implement PCI DSS requirement 6.2 and simultaneously continue to run Web Office, CATAPULT, or CATAPULT TS on systems running POS Ready 2009 after that date. **Versions of CATAPULT, Web Office, and CATAPULT TS after 5.3.2 will not be supported on WEPOS, Windows Server 2003 or POSReady 2009.**

> **Note:** Merchants are compelled to upgrade by these dates due to Payment Card Industry standards and Microsoft product lifecycle policy, not due to ECRS policies. Merchants accepting branded credit and debit cards are required to comply with the PCI DSS. ECRS is required to comply with the PCI PA-DSS as a manufacturer of certified payment applications, which is why ECRS support for these operating systems must end.
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> In order to ensure that any needed assistance can be provided by ECRS in time to meet these deadlines, please schedule upgrades and replacements as far in advance as possible. Assistance for computer upgrades and replacements will be provided, by appointment only, to only merchants with current support agreements.

The following ECRS products and HP products sold by ECRS are affected:

Product / Model No.	Operating System	End of Sale	Migration Options	Deadline
FreedomPanel™ 9017	1.1 SP3 Microsoft Windows Embedded for Point of Service	December 31, 2009	Replace with newer model	May 12, 2016
FreedomPanel™ 90172	1.1 SP3 Microsoft Windows Embedded for Point of Service	November 15, 2010	Replace with newer model	May 12, 2016
FreedomPanel™ 90175	1.1 SP3 Microsoft Windows Embedded for Point of Service	August 12, 2013	Upgrade to WE8.1IP (hard disk replacement)	May 12, 2016
FreedomPanel™ 901752	1.1 SP3 Microsoft Windows Embedded for Point of Service	August 12, 2013	Upgrade to WE8.1IP (hard disk replacement)	May 12, 2016
hp RP5800	SP3 Microsoft Windows Embedded POSReady 2009	December 31, 2013***	Upgrade to WEPR7 (hard disk replacement)	September 22, 2017, or before upgrading to CATAPULT 5.3.3; whichever comes first

*** Some units were shipped in 2014; however, these are running POSReady 7. Call for additional information about the RP5800.

Some merchants may be running terminals purchased from third parties or authorized ECRS resellers, which are affected, yet made by other manufacturers. Consult the manufacturer or reseller to determine whether or not you can upgrade your existing terminal.

Upgrades and Replacements

Microsoft does not permit upgrading WEPOS or POSReady 2009. The available options for current WEPOS and POSReady 2009 operators are to replace the entire POS terminal, or to replace the existing hard disk drive with a new hard disk drive, specifically imaged for the affected POS terminal, using a newer version of Windows Embedded. ECRS offers in-place, hard drive replacement upgrades for Freedom Panel 90175 and 901752 terminals and RP5800 terminals:

Product / Model No.	Upgraded hard disk specifications
FreedomPanel™ 90175	• 128 GB solid-state disk • Licensed installation of Windows Embedded 8.1 Industry Pro 64-bit (WE8.1IP)

FreedomPanel™ 901752	• 128 GB solid-state disk • Licensed installation of Windows Embedded 8.1 Industry Pro 64-bit (WE8.1IP)
HP RP5800	• 128 GB solid-state disk • Licensed installation of Windows Embedded POSReady 7 64-bit

Note: Merchants must upgrade to CATAPULT 5.3 or later prior to upgrading the operating system to Windows Embedded 8.1 Industry Pro. Merchants must upgrade to CATAPULT 5.2 or later prior to upgrading to Windows Embedded POSReady 7. Freedom Panel 90175 terminals not already upgraded to 2GB RAM must also be upgraded to 2 GB RAM prior to upgrading to Windows Embedded 8.1 Industry Pro.

Once upgraded, merchants will notice a tremendous increase in performance, because the solid-state disks are much faster than the earlier mechanical hard disks.

Note: Upgrading a hard disk does not increase the life expectancy of other components of the point of sale terminal, including the mainboard and touchscreen.

Peripheral Compatibility

Warning: Any peripherals, such as bar code scanners, printers, scales, line displays, and payment devices purchased from companies other than ECRS, or peripherals purchased prior to 2010, might not be compatible with a new operating system and might not be supported.

Prior to upgrading, check with ECRS to determine whether or not older, or third-party, purchased peripherals are still supported, by opening a ticket at myECRS.net. Be sure to tell us exactly which model numbers are on the equipment, and how the peripherals are currently connected to the terminals (e.g. USB or RS-232 "serial" cable). Magellan 1000i presentation bar code scanners are no longer supported and must be replaced.

All points of sale must be equipped with correctly connected uninterruptable power supplies. **With Windows Embedded 8.1 Industry Pro, the UPS must be properly connected to the computer via a USB cable.** You need to purchase a new UPS for each point of sale terminal if *either* of the following statements are true:

- The UPS does not have a USB port for data communication with the PC.
- The UPS is not a CyberPower, PowerVar, or Oneac-brand UPS.

Additional Questions

1. **When will Freedom Panel 90176 or Freedom Panel + 90177 models no longer be PCI DSS compliant?**

   ECRS does not control when the manufacturers of Java or Windows discontinue critical security updates for a particular version. ECRS strives to support platforms as long as they have critical security updates and remain in regulatory compliance.

   The Freedom Panel 90176 series of terminals runs Windows Embedded POSReady 7, and will continue to receive extended support from Microsoft until October 12, 2021. The device will likely continue to be compatible with PCI DSS requirements until Oracle ends public updates for Java SE on the Windows 7 platform, which is not anticipated until at least 2020.

   The Freedom Panel 90177 series of terminals runs Windows Embedded 8.1 Industry Pro, and will continue to receive extended support from Microsoft until July 11, 2023. The device will likely continue to be compatible with PCI DSS requirements until Oracle ends public updates for Java SE on the Windows 8 platform, which is not anticipated until at least 2023.

2. **Will systems running Windows Embedded POSReady 7 or Windows 8.1 Industry Pro be eligible for free upgrades to Windows 10?**

   No. Microsoft does not permit consumer upgrades for Windows Embedded versions. Windows Embedded versions are only licensed for installation by system manufacturers and integrators.

3. **Should you purchase the Windows Industry Embedded 8.1 Industry Pro upgrade/Refurb or purchase a new panel?**

   If your panel is 4 years or older, ECRS strongly recommends that you replace your 90175 Freedom Panel. The Upgrade will not cover the Touch screen or the CPU/motherboard on your current 90175 Freedom panel, and as those components age out they will become vulnerable to failure if they are used in a busy location. It becomes a question of redundancy and expectation of operating lifespan.   A busy store with terminals that get lots of use will have a greater need for replacement over refurbishment.

Freedom Panel 90175 and 901752 OS/HDD migration, upgrade process and pricing:

1. **How will this process of changing the hard drive and upgrading the operating system to Windows Embedded 8.1 Industry Pro work and what will it cost?**

Contact ECRS at solutions@ecrsoft.com, (828) 265-2907, or open a ticket at http://myECRS.net. If e-mailing or opening a ticket to request a quote, be sure to include the serial numbers of the terminals you want to upgrade or replace.

The following options are available for ECRS 90175 and 901752 Freedom panel OS upgrade to Windows Embedded 8.1 Industry Pro installed on 128GB Solid State Drive (SSD).

> **Note:** Merchants must upgrade to CATAPULT 5.3 or later prior to upgrading the operating system to Windows Embedded 8.1 Industry Pro. Merchants must upgrade to CATAPULT 5.2 or later prior to upgrading to Windows Embedded POSReady 7. Freedom Panel 90175 terminals not already upgraded to 2GB RAM must also be upgraded to 2 GB RAM prior to upgrading to Windows Embedded 8.1 Industry Pro.

90175 ECRS <u>DEPOT</u> 8.1 OS upgrade/hardware Refurb

Includes: OS upgrade to Windows Embedded 8.1 Industry Pro on 128GB SSD, Replace Fan, add 1GB RAM, Touch screen, firmware flash, general cleaning.

Customer sends 90175 panel to ECRS. We will complete the refurbishment in house and ship the panel back within 5 working days of receiving the panel in the RMA department. **30 day warranty on only the parts replaced**. Customer pays all shipping.

ECRS P/N = 900032

Price = $700.00 plus shipping

90175 ECRS <u>NEXT DAY</u> 8.1 OS upgrade/hardware Refurb

Includes: OS upgrade to Windows Embedded 8.1 Industry Pro on 128GB SSD, Replace Fan, add 1GB RAM, Touch screen firmware flash, general cleaning, overnight shipping and ground return. **90 day warranty on entire panel**.

Customer must send in their old panel upon receipt of the newly refurbished panel (return label will be provided by ECRS). There is $1000 core charge applied to the account that is refunded once the old panel is received.

ECRS P/N = 900064

Price = $1200.00 + $1000 refundable core charge (shipping included)

90175 Economy 8.1 OS upgrade/ Refurb

Includes: ECRS ships OS upgrade to Windows Embedded 8.1 Industry Pro on 128GB SSD, Replacement Fan, 1GB RAM, 1 can of caned air spray to the customer site, and customer installs hardware on their own panel and preforms cleaning. A link to a Refurb Video supplied by ECRS. **Does not** include touch screen firmware flash. **30 day warranty on only the parts replaced.**

ECRS P/N 90065

Price = $550.00 (includes ground shipping)

901752 8.1 OS upgrade on 128GB SSD

Includes Windows Embedded 8.1 Industry Pro onto a 128GB SSD shipped directly to the customer to install in an existing 901752 or 90175 panel that already has 2GB of RAM installed on it, and customer is not interested in installing new fan.

ECRS P/N = 900066

ECRS Price = $500.00

Replacement UPS/Power conditioners

All points of sale must be equipped with correctly connected uninterruptable power supplies. **With Windows Embedded 8.1 Industry Pro, the UPS must be properly connected to the computer via a USB cable.** You need to purchase a new UPS for each point of sale terminal if *either* of the following statements are true:

- The UPS does not have a USB port for data communication with the PC.
- The UPS is not a CyberPower, PowerVar, or Oneac-brand UPS.

PowerVar 251 UPS Conditioner   **Cyber Power UPS (for kiosk only)**

ECRS P/N = 9099320251   ECRS P/N 9099500551

ECRS Price = $291.00   ECRS Price = $89.00

2. **Why is there a fan included with the upgrade on part numbers 90065, 90032, and 90064?**
   We are always looking for ways to help customers extend the life of their equipment. Since we are already having to open the panel to install the additional 1GB of Ram, you might as well replace the mechanical fan. We have found that this is one of the devices that frequently goes bad after 3+ years of service.

3. **What should I do with my old hard drive?**
   If you are not going to keep your old hard drive, it must be responsibly destroyed in order to protect you from any possibility that private information left on that drive could be compromised. Do not discard without taking the precaution of destruction. There are several methods listed on the internet for physical destruction and/or sending the drive to a document disposal company to do the job for a fee. If ECRS received the drive, we will give you the option to have it returned for disposal by you, or we will dispose of it for you for a fee of $45.00

4. **What is the process?**

   a. Sales/RSA approaches customer to work with customer to determine the proper upgrade path needed and/or replacement equipment needed for the account.
   b. Sales or Customer starts ticket, indicating the path they would like to take and product they would like to purchase.
      i. If Customer decides on new equipment, sales will open ticket, attach sales order and pass to orders.
      ii. If Customer decides on upgrade/refurb, Sales order is attached to ticket and passed to support to gather the appropriate information
      iii. If customer opens ticket without sales order, then support passes ticket to RSA to get a sales order for appropriate path. Ticket is then passed to support to gather information and pass to RMA for execution.
   c. Support contacts customer and confirms the appropriate hardware information in the ticket. Support also confirms all peripherals that will be connected to panel, as well as the UPS that is connected. Support will also determine if catapult upgrade is required before upgrading panel. Support passes ticket to RMA to schedule the determined hardware upgrade path.
   d. RMA calls customer and schedules the appropriate hardware upgrade and follows through to completion with customer on scheduled date.
   e. Once upgrade is complete, RMA closes ticket.