

Update Bulletin

Microsoft Operating System Changes

October 14, 2010

Microsoft is changing the rules on operating systems as of October 22. PC manufacturers will no longer be allowed to ship PCs that include the XP Pro operating system.

StoreNext has been able to source “dual O/S” PCs from Acer, which include both the XP Pro and Windows 7 operating systems on the hard drive. After October 22, no manufacturer can ship XP Pro on their systems. But XP Pro is still available if needed, so no need to panic.

GETTING XP PRO AFTER OCTOBER 22

There is an alternate mechanism by which dealers can get a licensed XP Pro load. Although Acer cannot ship XP Pro on the drive itself, end-users can get an XP Pro CD.

- The XP Pro disk set will be available from the Acer service and support group. This must be a separate shipment – Microsoft does not allow the XP Pro CDs to be shipped with the PC.
 - The number to call for the XP Pro disk set is (800) 816-2237. End users will need to have their system serial numbers available to get through and place XP Pro “downgrade” orders.
- This disk set will have the correct drivers for the PC the user has – images and drivers from earlier machines cannot always reliably be used due to hardware (e.g. video card) changes.
- Microsoft requires that the *end-user* must be the requesting party for the XP Pro disk set. OEMs, vendors, distributors and resellers are not authorized to request these CDs.
- Exactly to what degree this will be enforced on a phone-call-by-phone-call basis – or how a dealer might be recognized as working on the end-user’s behalf – remains to be seen.
- Within 90 days of purchase, the end-user can get the XP Pro CD set at no charge.
- If the request is after 90 days from purchase, the end-user will need to pay \$20 for the XP Pro disk set.
- According to Microsoft’s current schedule, this option will be available through June of 2011.

Dealers may already have a “gold disk” XP Pro image used for some standard configurations. As new models of PCs are released, dealers may want to capture updated disk sets and images to support existing installations going forward in case of disk failures and so forth.

STATUS OF WINDOWS 7 SUPPORT: WHEN DO YOU NEED XP PRO?

At this time, Windows 7 is an operating system for POS office controllers and workstations only. StoreNext POS terminals are all shipped with either POSReady or WePOS. The products below offering compatibility assume the 32-bit version of Windows 7.

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- ScanMaster V2 – the 2.7.0 Winter release from earlier this year was the first ScanMaster V2 release that supported Windows 7.
- ScanMaster V1 – this product requires DOS and does not include Windows support.
- ISS45 V8 – the Fall 2010 release (8.1.5.2-050) will be the first V8 release with Windows 7 support. This release is planned for November.
- ISS45 V7 – there are no currently planned projects or releases scheduled to rewrite ISS45 V7's office code to support Windows 7.
- WinEPS – Windows 7 was first supported in WinEPS 826.1. (The 64 bit version of Windows 7 is supported starting with WinEPS 826.2).
- Connected Payments – since the only in-store components of Connected Payments are the POS terminals, Windows 7 is not a factor for Connected Payments stores.

NEW STORENEXT PCS AND WINDOWS 7

According to Acer, any orders placed by StoreNext after Friday October 15 will be the new configuration with single O/S.

StoreNext will be providing new desktop and mid-tower specifications (yes, another issue of MB 1047) including the first just-certified Core-i machines.

However, your only guide will be the confirmed order date – orders accepted in time to get to Acer by close of business Friday/15 will ship with the dual O/S. Orders going to Acer on Monday will be the new configurations with Windows 7 only. But this is no cause for alarm – since as you've read above – dealers will either already have XP Pro images or will be able to get them from Acer for the single O/S Windows 7 machines.

To Your Success,



Antony van Severter

