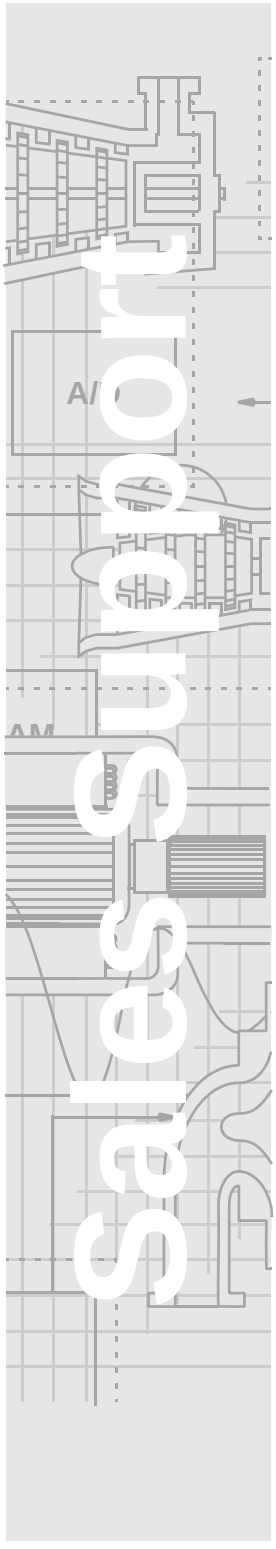
Windows 7 and Windows Server 2008 R2 End of Support Notification



Effective January 14, 2020, Microsoft will officially end support for Windows 7 and Windows Server 2008 R2 operating systems. This means Microsoft will no longer provide technical support, feature updates, and security updates past this date. PCs running on these operating systems may pose increased risks and therefore should be upgraded promptly.

https://www.microsoft.com/en-us/microsoft-365/windows/end-of-windows-7-support

No Technical Support | No Feature Updates | No Security Updates

for Windows 7 and Windows Server 2008 R2
by Microsoft after January 14, 2020

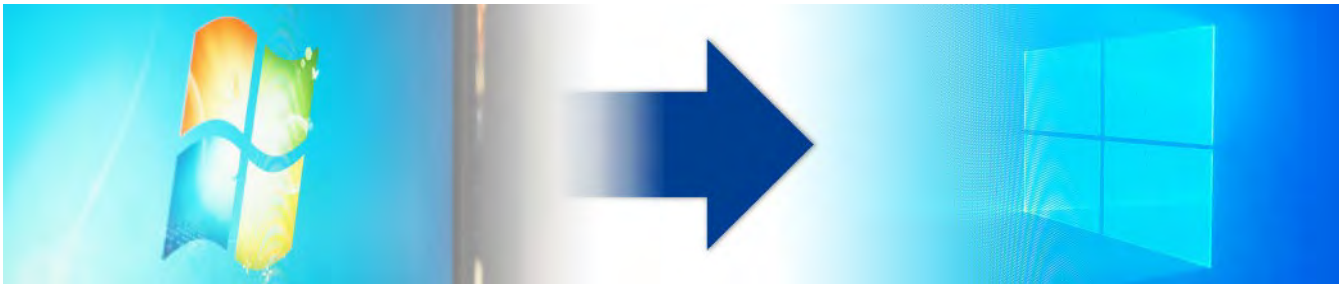
How does this impact my TrainTools® / TrainView® Systems?

The number and complexity of cyber-attacks against critical infrastructures has increased exponentially in the past decade. Continuing to run Windows 7 and Windows Server 2008 R2 after the end of support date may expose your system to the following risks:

- Security Risks: Over time systems without update patches become more vulnerable, which can translate to confidentiality, integrity, and availability risks.
- Liability / Compliance Risks: Depending on local regulations and organizational policies, continuing to operate obsolete systems may lead to liability / compliance issues with potential financial penalties.
- Repair Risks: End of support for operating systems also typically means end of support by PC manufacturers and peripheral manufacturer, making replacement of failed components costly, time consuming, or otherwise impossible, and resulting in increased mean-time-to-repair.

How do I know if I have been impacted by this?

Most TrainTools / TrainView systems shipped prior to 2016 run on one of the Windows operating systems that are impacted by this Microsoft policy. To determine if your TrainTools / TrainView system needs further actions, please contact your CCC Customer Support Manager or submit a secure form online at https://www.cccglobal.com/contact-us/.



What should I do to mitigate these risks?

CCC recommends migration of the affected system to the latest supported Windows operating systems as soon as possible.

Because of the fast-changing nature of the PC technology, CCC recommends upgrading TrainTools PCs on a four-to-five year basis:

- It is estimated that with continual advancements in technology, the performance of computer CPUs doubles every 18 months. This means that after 5 years, a replacement PC will be 8 times more powerful than the PC it is replacing.
- Older PCs continue to require an increased amount of maintenance resources. PCs run 24/7, more than 6,000 hours a year, or more than 40,000 hours over a five year period. Most PC components are rated for 30,000 hours of MTBF (Mean Time Between Failures), so it is not uncommon for a PC to experience hardware failures over that time.
- The additional support time required to reformat the drives, and re-install the operating system and applications is much greater than the time it takes to install and setup a new PC.

Windows 10 and Windows Server 2016 Compatibility for TrainTools Software

CCC has chosen Windows 10 as the new OS standard for TrainTools software. Full support for Windows 10 Professional 64-bit has been added in TTCR 13.1. Windows Server 2016 support, as well as Windows 10 IoT Enterprise support, has also been added in TTCR 14.2, which provide longer lifecycles.

How can I reduce these lifecycle challenges in the future?

To help customers manage security risks and software lifecycle, CCC offers Security Update Management Service for the latest TrainTools / TrainView systems. Customers can opt-in to receive a list of fully qualified Microsoft Security Updates as well as McAfee antivirus definitions (DAT files) on a periodical basis for secure and safe deployment offline.

The service also makes the systems eligible for TrainTools software updates so that you will not have to worry about major TrainTools version upgrades in the future.

For more information, please contact your CCC Customer Support Manager, or submit a secure form online at: https://www.cccglobal.com/contact-us/.

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