



August 8, 2024

**Re: End of Support for Windows 7e**

Dear Valued Customers,

As part of our ongoing commitment to upholding the highest standards of security and compliance, we are dedicated to maintaining our SOC2 certification. To address the unmitigated risks associated with the continued use of Windows 7e, we will be discontinuing support for all Windows 7e units.

We had previously announced the impending Microsoft End of Support for the Windows 7e operating system in [2018](#) and again in [2020](#). At that time, we strongly encouraged users to upgrade to Windows 10 IoT if their units were compatible. However, to meet SOC2 requirements and ensure the security of our systems, we must proceed with **phasing out of the Windows 7e support**.

**Phased Approach Timelines:**

- **November 1, 2024:** All Windows 7e units will be disconnected from our CMS (Cloud Managed Services).
- **January 1, 2025:** All remaining support for Windows 7e units will cease, including all technical support methods:
  - Phone support
  - Email support
  - Remote TeamViewer support
  - i3 Concierge support

We understand that this transition may pose challenges, and we are here to assist you. If you have any questions or need help upgrading to Windows 10 IoT, please contact our support and sales teams.

Thank you for your understanding and cooperation as we work to enhance our security measures.

Sincerely,

i3 International Inc.

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