

Should I be worried if I am still using Windows XP or Windows 2000?

One characteristic of many IBM mid-range clients, “If it isn’t broken, it isn’t changed.” Over the years, we have customized the hardware components of our VRUs to have the finest elements. Western Digital Drives, Intel Motherboards, and Logitech keyboards and I/O’s are used to maintain a standard which makes our hardware very reliable. In fact, the average age of our VRU currently used in the field is 8.9 years. Our clients love this reliability and expect it. After all, they for the most part are IBM system users. But that means we have a bunch of units out there on old versions of Windows. In fact, there are even Windows 98 units out there.

What Microsoft Says

On April 8, 2014, Microsoft dropped Extended Support for the Windows XP operational system. This planned obsolescence, where versions of the operating systems are retired has always taken place and you can learn more by visiting Microsoft’s web site:

<http://windows.microsoft.com/en-us/windows/lifecycle>

Understanding the Threats	2
My VRU Has Outdated OS. “What Does that Mean”	2
How can I limit my exposure with my VRU running XP	3
Can I upgrade to Windows 7	4

Client operating systems	Latest update or service pack	End of mainstream support	End of extended support
Windows XP	Service Pack 3	April 14, 2009	April 8, 2014
Windows Vista	Service Pack 2	April 10, 2012	April 11, 2017
Windows 7*	Service Pack 1	January 13, 2015	January 14, 2020
Windows 8	Windows 8.1	January 9, 2018	January 10, 2023

What is the difference between mainstream support & extended support

- Mainstream support—Microsoft will offer mainstream support for a minimum of 5 years from the date of a product's general availability, or for 2 years after the successor product is released, whichever is longer. For example, if you buy a new version of Windows and five years later another version is released, you will still have two years of support left for the previous version.
- Extended support—Microsoft will offer extended support for either a minimum of 5 years from the date of a product's general availability, or for 2 years after the second successor product (two versions later) is released, whichever is longer.



IBM Solution Connection
Integrates solution information
with IBM eServer, software and
TotalStorage technology



IBM Server Proven
Solutions with experience



Every Windows product has a life cycle. It begins when the product is released and ends when extended support is dropped. **Windows XP operational system will continue to run after April 8, 2014.** An unsupported version of Windows will no longer receive software updates from Microsoft. This includes security updates for the OS when Microsoft has identified issues that effect their operating system. In addition to security issues, these updates were used to improve reliability of the OS as well as for providing the newest drivers for your hardware and these will now cease.

Understanding the Threats



Security for your machine should always be a concern for you no matter what OS is on the PC. You should always have good virus and spyware programs running to protect from outside malicious attacks. Proper monitoring and updating the OS is also required. Note, there are three main areas where attacks are possible. **Browser-based attacks**, **Malicious email attachments** and **Network Exploits** are three of the common areas that must be looked at.

Browser-based attacks are the most common type of attack and occurs where the user is browsing a malicious site and there is a breach targeting the browser or perhaps a plug-in to the browser.

Malicious email attachments occur when an email is received which contains a malicious attachment which targets an program such as PDF viewer.

Network Exploits are commonly where a worm targets the vulnerability in the server service in Windows XP. This is not as common as the first two vulnerable areas mentioned before and you should consult your network administrator about placing the XP asset behind a firewall and in an isolated network which doesn't interact with other PCs.

My VRU has an outdated OS. "What Does That Mean"



XP is now 13 years old and still widely used. Microsoft first announced the end of XP in 2007. A recent article in Forbes commented that as of the first of this year, 95% of ATM machines are still running XP. Some of the major banks such as JPMorgan Chase have bought extended custom coverage from Microsoft while they make the transition.



PAGE 3

Vision Voice Vantage, Inc.
1938 Zollinger Road
Columbus, Ohio 43221

Phone: 614-586-9320
Email sales@ODTVision.com



THINKING OUTSIDE THE BOX
IN CUSTOMER SERVICE

Get Your Own Demo Today

Contact us to get your own demonstration of the ODTVision Voice Response Unit. This demo application is a simplistic order entry and shipment status system which is running off a Microsoft Access database. The demo is in the test mode and you will be using the "Test Phone" feature of the ODTVISION VRU to simulate a phone call to the data. Manuals and case studies are also available on the web site.

Improving Customer Service Affordability

Get free project analysis regarding your telephony application or submit technical questions at:
TechSupport@ODTVision.com
Or Call: 614-586-9320



<http://www.ibmssystemsmag.com/ibmi/productnews/productreviews/Product-Review--DTT1000-from-Ohio-Data-Transfer/>

About one third of all PCs out there are still on Windows XP and as many as 38% of those plan to never to upgrade to a newer version of Windows. There are many reasons for this. If it is an older PC, it may not have the hardware resources to effectively run a newer version of windows. There may be hardware elements within that PC that are not supported on the newer version of Windows such as those used by our Dialogic cards in relationship to the microcode that we have used in the ODTVision VRU. There is also cost associated with the purchase of a new PC itself.



How Can I limit my exposure with my existing VRU running XP

The wonderful thing about your situation is the very nature of what your VRU is doing for you. Consult with your networking staff but the VRU should be behind a secure firewall and on an isolated part of

the network and should have limited access to other machines on the network. There is no reason for it to be connected to the internet at all. I would recommend removing the browser.

To do so, open IE, go to Tools/Internet Options, and then click on Connections. Click the LAN settings button (see Figure 1) and then check the "Use a proxy server ..." box (see Figure 2). Next, enter 127.0.0.1 into the Address box. Finally, check the "Bypass proxy server for

local addresses" box.



Figure 2. Enter these proxy-server settings to disable Web browsing in IE.

These changes will keep Windows XP off the Web but still able to talk to other local computers — and the system will still function normally for



Vision Voice Vantage, Inc.
1938 Zollinger Road
Columbus, Ohio 43221

Phone: 614-586-9320
Email sales@ODTVision.com



THINKING OUTSIDE THE BOX
IN CUSTOMER SERVICE

Contact us to get your own demonstration of the ODTVision Voice Response Unit. This demo application is a simplistic order entry and shipment status system which is running off a Microsoft Access database. The demo is in the test mode and you will be using the "Test Phone" feature of the ODT VISION VRU to simulate a phone call to the data. Manuals and case studies are also available on the web site.

local computing. If you do not make basic changes to your environment or to limit the exposure of the XP machine to the internet, the system will be vulnerable to exploit.

So we discussed removing or disabling of Internet Explorer. There is no reason to have a browser on the ODTVision VRU. There is also no reason for the VRU to be receiving emails so remove that function from the machine. Do no other application on this machine other than the IVR applications. Finally do good general housekeeping on the unit such as maintaining good virus and malware protection. There are also good utilities out in the marketplace to monitor the system and to look for breaches. Understand that the VRU is a single purpose machine that doesn't require Office or any other software to be used. Remove PDF reader as that isn't needed as well.

and migrate it to the new solution which is a *totally new version* of the product. This new release can also allow you to move your VRU solution off analog lines to VoIP if you desire that as well. We don't insist you move off the old units but if you want to be on Windows 7, that is now possible. Please contact us for the details. ■

Can I upgrade my VRU solution to run on Windows 7

Vision Voice Vantage is pleased to announce a new release that runs on Windows 7 but doesn't use the Dialogic cards approach we have used for the past twelve years. The good news, any existing VRU customer of ours can take the current customization script they have

