

Discontinuation Notification

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Windows 7 End of Life Notice

Summary.

Honeywell wishes to advise all customers that Microsoft will end support for Windows Embedded Standard 7 effective October 13, 2020.

What it means to our customers.

Windows Embedded Standard 7 is the operating system used on many MAXPRO VMS/NVR Rev A and Rev B units. When Microsoft ends support for Windows Embedded Standard 7 on October 13, 2020, your MAXPRO VMS/NVR system will still function, but Microsoft will no longer provide the following:

- Technical support for any issues
- Software updates
- Security updates or fixes

Honeywell recommends upgrading to Windows 10 to continue receiving the latest software updates and security fixes.

We understand that many of our customers may not be able to migrate to Windows 10 in the immediate future. Honeywell will continue to offer technical support for MAXPRO VMS/NVR software on existing Windows 7 installations under warranty until further notice.

Planning for the future

Honeywell offers Windows 10 upgrades for the following MAXPRO NVR Rev B units with serial number 692871 or higher

Description	Part Number	Upgrade Part Number
MAXPRO NVR PE Rev B	HNMPExxBxxx	HNMWIN10UPG7
MAXPRO NVR SE Rev B	HNMSExxBxxx	HNMWIN10UPG7
MAXPRO NVR XE Rev B	HNMXExxBxxx	HNMWIN10UPG5

Windows 10 Upgrades are not available for MAXPRO NVR Rev A units. Honeywell recommends upgrading to MAXPRO NVR Rev C, to continue receiving the latest software updates and security fixes.

Description	Part Number	Replacement Part Number
MAXPRO NVR PE Rev A	HNMPExxAxxxS	HNMPExxCxxx
MAXPRO NVR SE Rev A	HNMxxNxx	HNMSExxCxxx
MAXPRO NVR XE Rev A	HNMXEAxx	HNMXExxCxxx

NOTE: MAXPRO NVR Rev C units ship with Windows 10 and are not affected.

Contacting Support

For help installing, operating, maintaining, and troubleshooting this product, refer to this document and any other documentation provided. If you still have questions, contact us during business hours (Monday through Friday, excluding holidays).

Notes: Please be ready at the equipment before calling.

Table 1: Technical support

North America
T +1 800 323 4576
W www.security.honeywell.com/
Middle East, Turkey & Africa
T +9 714 454 1704
W www.security.honeywell.com/me
Europe
T +44 (0) 1928 754 028
W www.security.honeywell.com/uk
Asia Pacific
T +400 840 2233
W www.security.honeywell.com/