June 30, 2023

End of Windows 7 Cybersecurity Support for GeneXpert® Systems

Dear Valued Customer,

Microsoft ended Windows 7 Operating System (OS) support in January 2020, discontinuing patches and updates. Consequently, Cepheid is no longer able to support the latest cybersecurity and privacy standards on Windows 7 OS computers. Your instrument software and current tests will continue to work with Windows 7 OS. However, as of June 30, 2023 all future GeneXpert Dx, Infinity Xpertise, or Xpert Check software releases (the GeneXpert systems) will not be compatible with Windows 7 OS.

To keep your data as safe as possible, as you may recall from prior communications, **Cepheid has recommended replacing Windows 7 computers directly connected to your instrument with a Cepheid configured Windows 10 computer**. If you continue to utilize a computer connected to your instrument running on Windows 7 OS, you may expose your data on that computer, and any connected device(s) to cybersecurity vulnerabilities. Given that Microsoft no longer provides Windows 7 support or patching, Cepheid cannot be responsible for the potential impact of any such vulnerabilities if your facility chooses to continue to use your Windows 7 based system connected to the internet. For more details, please review the Frequently Asked Questions on page 3 of this communication or contact your local Cepheid representative.

We value your continued business and loyalty to our products, appreciate your partnership, and will continue to strive to work with you on a personalized transition option to our latest and highest quality solutions and technologies.

For further assistance, please contact Cepheid technical support by submitting a case online at http://www.cepheid.com/us/support/support/contact-support-online. Or, if you prefer, please contact us at one of the phone numbers/email addresses in your region (see page 2 of this letter).

Sincerely,

Cepheid

Technical Support Contact Information

To request assistance, please contact **Cepheid Technical Support. Please see FAQ below for upgrading options**

NEW: We're online! – Please submit your request at

https://www.cepheid.com/en_US/support/software-and-connectivity-support/contact-support-online.

Or, if you prefer, call/email us at one of the phone numbers and/or email addresses in your region.

Region	Telephone	Email
US	+ 1 888 838 3222, option 2	TECHSUPPORT@CEPHEID.COM
Australia and New Zealand	+ 1800 130 821 + 0800 001 028	TECHSUPPORTANZ@CEPHEID.COM
China	+ 86 400 8210 728	TECHSUPPORTCHINA@CEPHEID.COM
Brazil	+55 11 3524-8383	LATAMSUPPORT@CEPHEID.COM
India	+91124 6689450	TECHSUPPORTINDIA@CEPHEID.COM
Hong Kong	+ 86 21 6468 8898	TECHSUPPORTCHINA@CEPHEID.COM
France	+ 33 563 825 319	SUPPORT@CEPHEIDEUROPE.COM
Germany	+ 49 21 513 280 100	SUPPORT@CEPHEIDEUROPE.COM
United Kingdom	+ 44 3303 332 533	SUPPORT@CEPHEIDEUROPE.COM
Italy	+ 39 800 902 567	SUPPORT@CEPHEIDEUROPE.COM
Portugal	+ 351 800 913 174	SUPPORT@CEPHEIDEUROPE.COM
Spain	+ 34 919 90 6762	SUPPORT@CEPHEIDEUROPE.COM
South Africa	+ 27 87 006 1550	SUPPORT@CEPHEIDEUROPE.COM
Other European, Middle East and African countries	+ 33 563 825 319 + 971 4 550 8617	SUPPORT@CEPHEIDEUROPE.COM
Japan	+ 1 888 838 3222	SUPPORT@JAPAN.CEPHEID.COM
Other countries not listed	+ 1 408 400 8495	TECHSUPPORT@CEPHEID.COM

Frequently Asked Questions:

1. **Why is Cepheid ending support for Microsoft Windows 7 Operating System on <u>new software releases</u>?**
   - ❖ As of January 2020, Microsoft customer service no longer provides technical assistance or security updates for systems running on the Windows 7 OS. Thus, Cepheid has shifted development to Windows 10 OS to ensure GeneXpert systems comply with the latest cybersecurity standards.

2. **How do I check which Windows OS is on my Instrument?**
   - ❖ On the GeneXpert system computer follow these steps:
     1. Select Start > Settings > System > About. Open About settings.
     2. Under Windows specifications, check which version of Windows your device is running.

3. **What is the best option for replacing my Windows 7 OS GeneXpert system computer?**
   - ❖ You may purchase a new GeneXpert system computer from Cepheid that has the latest GeneXpert Dx software version pre-installed with Windows 10 Operating System. Contact your local Cepheid representative for options and pricing.

4. **Which versions of the GeneXpert Dx software are compatible with Windows 7 and Windows 10 OS?**
   - ❖ Future releases of GeneXpert Dx software, including versions 6.6 and above, and Xpertise software versions 7.1 and above will not be compatible with Windows 7 OS.

5. **Will new tests still run with Windows 7 OS?**
   - ❖ Future tests will likely require a Windows 10 OS computer.

6. **Will my LIS Interface data mapping change with a new OS?**
   - ❖ It is recommended that you work with your LIS administrator to verify test data transmission any time there is a software change.
   - ❖ If you need assistance, please call Cepheid Technical Support and ask for LIS Support.

7. **What happens if I need support and have not upgraded to Windows 10 OS?**
   - ❖ Cepheid Customer Care strives to deliver best-in-class service and support for GeneXpert software to our customers. However, running Windows 7 OS limits our support capabilities due to cybersecurity risks and vulnerabilities, therefore customers will benefit from upgrading to Windows 10 OS.

8. **Can I install GeneXpert Dx software on my own Windows 10 PC?**
   - ❖ No. Cepheid instrument computers are part of the GeneXpert system. We do not sell Cepheid diagnostic software to be installed on non-Cepheid computers and do not support non-Cepheid computers.