

To Customers

Notification of the downgrade version Windows™ 7

Hitachi High-Technologies Corporation

Thank you for your continued patronage of our product.

We would like to notify the use of Windows7 installed in your transmission electron microscope and tabletop microscope of Hitachi High-Technologies Corporation as described in the below. Thank you for your understanding and kind cooperation.

The PC of Tabletop microscope TM3030/TM3030Plus and transmission electron microscope HT7700 may have configured the Windows10 Professional downgrade version Windows7.

As Microsoft Corporation has announced that Windows7 support will end on January 14, 2020. Therefore, authorization of downgrade from Windows10 to Windows7 will be expired. To continue to use the applied instruments with Windows7, purchasing a new license is required.

1. Confirm the system

(1) Tabletop microscope TM3030/TM3030Plus

This notification is applied to the customers who have purchased our products on July 29, 2015 or later. To confirm the Windows configure on PC for Tabletop microscope, please contact our sales representative or service engineer of Hitachi High-Technologies Corporation.

(2) Transmission electron microscope HT7700

This notification is applied when the PC for the system is HP Z240 Workstation.

2. Further actions

(1) Purchase a new volume license for continuous use of instrument with Windows7

Presently, you cannot purchase Windows7. However, if may have contracted volume license, you can purchase a volume license. In this case, please contact your information asset manager. To purchase a new volume license, you can purchase it on online or contact our sales representative or service engineer of Hitachi High-Technologies Corporation. Please note that the volume license does not cover the security support.

(2) Windows7 extended security updates

Regarding Windows7 license and security support, Microsoft Corporation has announced the Windows7ESU (Extended Security Updates). However, the Microsoft Corporation have not announced the detail information in Japan. Thus, please check the information of your region.

(3) Upgrade to Windows10

Dec/2019

Please contact our sales representative or service engineer of Hitachi High-Technologies Corporation regarding the upgrading to Windows10 on a PC for tabletop microscope TM3030/TM3030Plus.

(NOTE) When an EDS is equipped on your system, updating to Windows10 on your EDS is required.

* Windows7 and Windows 10 are registered trademark of Microsoft Corporation in the United States of America and other regions.

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