

TECHNICAL SERVICE BULLETIN

Date	4/14/2021	Type of alert	Urgent
Form ID number	TSB-0004	Description	Windows XP Hardware

Applicable Product Lines: ETG, PTG, UTG, NTG

Service Technical Quality Alert

This communication is to inform you (the customer) of potential issues that may arise given certain circumstances or as the result of internal testing. For any clarification, please contact the Star Service Department at service@starcutter.com.

Customer Concern/Product Defect

Star service has seen a significant increase in Windows XP PC hardware failures over the course of the year; in some cases, this OS and hardware can be 20 years old. Machines running Windows XP are at significant risk of hardware failure and security breaches because Windows no longer supports this OS. In addition to this, the physical hardware in Windows XP machines is very old and susceptible to failure. If your organization has not been taking the proper backups, critical information could be lost, leading to a machine-down situation.

Photos of Concern/Defect, (if available)

N/A

Consequences of Concern/Defect:

Machine down, loss of critical data, loss of CNC data, loss of tool data files.

Containment Actions (Attach Containment Worksheet if applicable)

Perform CNC/PC/NUMROTO backups immediately. Work with Star Service to develop a plan for PC updates.

Resolution

Contact Star so we can make sure your PC/CNC/NUMROTO data are properly backed up. Request quote from Star for a PC upgrade.

Quick Digital Contacts

Using your phone's camera, aim at the code to initiate a phone call, email, submit service request ticket or visit our website. You can also phone us at: (231) 264-5661

Phone Service



Email Service



Submit Service Ticket



Visit Website

