



Topic: Microsoft end of support on Windows 7- Impact on ALSPA system- SB20001

Dear Valued Customer,

The end of support cut-off date for the Windows 7 version of the operating system has been announced by Microsoft: January 14th, 2020, which will make the updates as well as support on this operating system more difficult.

The purpose of this Service Bulletin is to provide General Electric recommendations for the ALSPA systems using this version of Windows operating system.

Background

Windows 7 has been used for the Operating stations (ALSPA HMI) and Engineering & Maintenance stations (CONTROCAD) of several versions of the ALSPA series 6 control system.

The end of support from Microsoft will lead to the following:

- Limited access to securities updates from Microsoft which means higher vulnerability to cyber-attacks.
- Limited parts for operator/engineer stations due to the unavailability of Windows 7 compatible hardware.

As a consequence, although you will be able to operate your plant with Windows 7 beyond January 14th, 2020, General Electric recommends you to plan the upgrade of impacted systems to the last version of the ALSPA series 6 control system using Windows 10. Doing this in the near future, guarantees you to avoid any discontinuity in your operations.

Our Solution

General Electric has released a new version of the ALSPA Series 6 Human Machine Interface system based on Windows 10. We have defined a migration path to upgrade your system to this new version, which includes additional features that will enhance the daily operation and maintenance of your power station. Moreover, the patch management solution for Windows 10 is already available through a long-term service agreement.



Should you decide to delay the upgrade to Windows 10, General Electric will support you drafting your road map. To bridge the time to the full deployment of the upgrade, other counter measures to maintain your cybersecurity defense in depth ability can be proposed, including one-time patching or station hardening.

Your Benefits

The benefit of a migration to ALSPA Series 6 latest version are:

- This latest version integrates a comprehensive cybersecurity solution compliant with the most common cybersecurity standards and best practices.
- Improved NTP server management (Version with hardening of the Cyber security)
- The hardware maintenance will become easier as all previous obsolescence on operator station and engineer station is solved by this new version.

Please contact us to learn more about these improvements. Our team will be pleased to help you design the optimal upgrade to your system to continue to operate safely and with the highest availability your power station.

We appreciate your business and you, our valued customer. **Please contact your GE Power Automation & Controls sales person or our Help Desk at +33 1 60 13 43 91 / helpdesk.control-systems@ge.com** for help on ordering and upgrades.

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