

Retail-BCG Windows 10

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BN058



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Table of Contents

1	Windows 10	1
1.1	Benefits:	1
1.2	NCR Models	1
1.3	Type of Windows 10 OS.....	1
1.4	Windows OS Support.....	2
1.5	Win 10 Migration Options	2
1.5.1	Replace	2
1.5.2	Upgrade	2
1.5.3	Software only	2
1.6	Migration Rights	2

1 Windows 10

Retail-BCG's have been investigating the affects and changes associated with ATM upgrades to Windows 10.

1.1 Benefits:

Operating Windows 10 on your PC core would have the following benefits:

- Longer lifespan (MS support until 2026).
- Increased security (Patches available from MS)
- Help create an enhanced user experience through the introduction of Apps & Videos, relevant for showing video idle loops?
- PCI Compliance

1.2 NCR Models

Most NCR Self Serv models currently operate with either a Riverside or Pocono PC core. These cores would most regularly run a Windows 7 or Windows XP OS.

Riverside cores include models such as SS14, SS22e, SS23, SS27 & the 80 series.

Pocono cores include models such as SS25, SS26, SS32, SS34.

The Riverside & Pocono PC cores that are installed today can operate Windows 10. Both are however coming to the end of their cycle. The Riverside PC core has already been discontinued by NCR, and the Pocono core will follow in mid-2018.

1.3 Wincor Models

No information is available on the market at the moment.

1.4 Diebold Nixdorf Models

See attached market statement.

1.5 Type of Windows 10 OS

With most Windows OS releases, there are multiple versions available to purchase. Diebold Nixdorf recommend that the following Windows 10 OS be used on the ATM:

IoT (Internet & other Things) Enterprise LTSB (Long Term Servicing branch) 64-bit.

A 32-bit OS can also be used if required, but would again reduce processing speeds.

1.6 Windows OS Support

Microsoft will remove their support for Windows 7 in January 2020. It is recommended by Microsoft that terminals be already switched over to Windows 10 by this date.

Microsoft advise of approx. 34 critical patches that are sent out each year to update the OS, without support these would not be available.

1.7 Win 10 Migration Options

1.7.1 Replace

For older PC Cores, it may be a requirement to replace the PC Core itself. This would be due to it not being cost effective to replace all the required parts individually.

From an NCR perspective, NCR's latest Estoril PC core utilizes a 4th generation Intel chip set (The Haswell chipset) which improves PC performance and supports Windows 7 & 10.

Following any PC Core upgrade, it must then be loaded with the Windows 10 OS.

1.7.2 Upgrade

To upgrade an existing core to Windows 10, there are the following specification requirements:

- At least 2Gb of RAM (Recommended to have 8Gb if possible).
- At least 20Gb Hard Drive.
- Compatible processor.

Some terminals will not have a compatible processor that can run Windows 10. It will therefore need to be replaced. To find out if your processor is compatible you will need to speak to your representative/vendor.

1.7.3 Software only

If your PC Core meets the required specification as stated above, you will be able to go straight to loading the Windows 10 OS. This software and licenses would generally be purchased by the multi-vendor but can be purchased through Microsoft Enterprise. It is recommended that the upgrade be completed remotely providing there are sufficient network capabilities.

1.8 Migration Rights

Microsoft can provide migration rights to those who wish to purchase Windows 10 but are only in a situation to be able to run Windows 7 at that time. Microsoft would initially provide a Windows 7 licence, and then when the ATM is ready to be upgraded it would provide a Windows 10 licence free of charge providing it is within 24 months of the licence being purchased.

Note: This would only be applicable to the company purchasing the Windows 10 OS.





2 Conclusion

At this time there are various options open to ATM network operators be they banks or retailers or indeed Independent ATM Deployers.

The operator can decide to upgrade the ATM estate at cost to gain advantage of the various benefits:

- PCI Compliance
- 64 bit architecture
- New security features
- Remote upgrade capability
- An enhanced consumer experience

However the cost of this may outweigh the benefit and so an alternative solution exists to 'lock down' the existing ATM estate.

By locking down we mean to lock down the software, the external ports to protect against malware attacks, protect the system from external attacks.

A full cost-benefit analysis would be recommended to decide the best course of action.