



Microsoft announced that automatic updates and technical assistance for Windows XP (as of April 8, 2014) and Windows Server 2003 (as of July 4, 2015) will no longer be available. Carestream Dental suggests that affected customers migrate to a supported version of Microsoft Windows that provides regular security updates. Please note that these security updates will assist in ensuring data integrity; relying on anti-virus software and network firewalls alone may not be sufficient.

Many weaknesses in the older operating systems were exploited by attackers and then patched by Microsoft in the years since their release. However, there may still be weaknesses that are vulnerable to attack now that the products are no longer supported by Microsoft, and those weaknesses will not be corrected by Microsoft.

Furthermore, in some countries, operating with an unsupported system will potentially be a regulatory security compliance violation where data security rules exist laying out that patient data must be held with appropriate levels of security, for instance:

- in the US with the Health Insurance Portability and Accountability Act (HIPAA)
- in the European Union with the Data Protection Directive (EU 95/46/EC)
- in the UK with the Data Protection Act (DPA)
- in Canada with the Personal Information Protection and Electronic Documents Act (PIPEDA)

The HIPAA Security Rules do not require users to prevent all attacks based on inherent defects in those operating systems, but HIPAA does expect that any weaknesses, once identified, will be corrected by using patches released by Microsoft or by some other means. If a weakness is discovered after Microsoft ends support for a product and left uncorrected, the user would not be meeting the expectations of the HIPAA Security Rules. Accordingly, it is our view that users should be prepared to take one of the following two actions to remain HIPAA compliant after Microsoft ends its support for XP and Windows Server 2003:

- upgrade to a replacement operating system, or
- review and enhance existing firewall and antivirus protections on the existing system to a level sufficient to guard against and detect all malicious software attacks on the operating system to a level satisfactory to the Covered Entity.

In order to allow time to complete your operating system replacement plan, Carestream Dental will continue to support our products that have been previously certified for use on Windows XP and Windows Server 2003 until further notice. If you have compatibility questions, please send an email to our Technical Solutions team at [compatibility@carestream.com](mailto:compatibility@carestream.com) with your questions. Based on your current products, they will help you make decisions about migrating your infrastructure to a supported operating system.