

# CUSTOMER BULLETIN

## Important Windows OS Security Update for your Trimble Device

October 2025



Dear Valued Customer,

This bulletin provides important information regarding upcoming changes to Microsoft Windows Operating System security updates that may affect your Trimble device.

### Understanding the Change: It's a Microsoft Windows End-Of-Life Announcement

Microsoft is ending standard security updates for Windows 10 on **October 14, 2025**. To ensure your device remains secure and protected, action may be required. This change primarily affects the Windows operating system, not the hardware of your Trimble device.

### Are You Affected? Check Your Device

You may be affected if you are using a **Trimble TSC7, Ranger 7, or T7** that shipped with **Windows 10 Pro before October 2023**.

### Specifically affected serial numbers:

- TSC7 and Ranger 7: DAD230200002 or earlier
- T7: DAP230500250 or earlier

**Devices shipped after October 2023** are already running Windows 10 IOT LTSC and are supported until **January 2032**.

## How to Check Your System

1. On your device, tap **Start Menu > Settings > About**.
2. Under "Windows specifications," confirm your **Windows edition and version**.

## Your Options for Continued Security Updates

You have three primary options to ensure the continued security of your Trimble device:

### 1. Enroll in Microsoft's Extended Security Update (ESU) Program (1-Year Coverage)

- **What it is:** Provides security updates directly from Microsoft for an additional year.
- **How to enroll:** Go to **Start Menu > Settings > Update & Security > Check for updates**. Look for an ESU program notification.
- **Cost:** Approximately \$30 per device (Microsoft may waive the fee if Microsoft Backup is enabled).
- **Important:** This option extends support only until October 14, 2026.

### 2. Upgrade to Windows 10 LTSC via Trimble Service (Up to 7 Years Coverage)

- **What it is:** A long-term solution by upgrading your device's operating system to Windows 10 IOT Long Term Service Channel (LTSC), extending security updates until October 2032.
- **How to upgrade:** Contact your authorized Trimble service provider (NEI) to book a relicensing service.
- **Cost:** \$317.00
- **Important:** This process requires an OS reload, which will **wipe all data** from your device. **Please back up all data before sending your unit in.** Trimble service partners will also perform a full functionality test.

### 3. Do Nothing (No Future Windows Updates or Security)

Your device will continue to function, and your current Trimble Field Software will run as normal. However, you will **no longer receive critical Windows security updates** after October 14, 2025, potentially exposing your device to security vulnerabilities.

For more details on Microsoft's ESU program, please visit the [Microsoft Windows 10 End of Support FAQ](#).

We are committed to helping you maintain secure and productive operations with your Trimble equipment and encourage you to check your device version today. If you have questions or wish to schedule a service, please contact your local Trimble dealer or authorized service center.

Submit a Ticket: <https://neigps.com/nei-service/submit>

Call our office: (337) 237-1413.