Announcing MAX1000 Windows 7 Support
And Upgrade Guidelines

Overview

Microsoft is ending support for Windows XP on April 8, 2014. This means that there will no longer be any further service packs or security patches developed for Windows XP. AltiGen has been shipping Max1000 chassis with different flavors of Windows XP for several years, and many of these chassis may still be in service. AltiGen manufacturing has tested the upgradeability to Windows 7 for the following Max1000 chassis':

MAX1000 Chassis Part Number	Windows 7 support	Issues
ALTI-MAX1000-A1	No	Does not meet Windows 7 hardware requirements (not enough memory). There is no support for this SBC video driver in Windows 7.
ALTI-MAX1000-A3	No	Does not meet Windows 7 hardware requirements (not enough memory). There is no support for this SBC video driver in Windows 7.
ALTI-MAX1000-R1	No	RAID is not supported in Windows 7. There is no support for this SBC video driver in Windows 7.
ALTI-MAX1000-B1	Yes	Windows 7 does not support the video driver for the SBC used in the ALTI-MAX1000-B1 product. You must use the default Windows driver instead. **Note:** You must select the default Windows driver when installing Windows 7.
ALTI-MAX1000-SB	Yes	Supports Windows 7 as is.
ALTI-MAX1000-V2A1	Yes	Supports Windows 7 as is.
ALTI-MAX1000-ACM	Yes	Supports Windows 7 as is.

Furthermore, if you plan to upgrade from Windows XP to Windows 7 Professional w/SP1 32-bit, the customer must using MaxCS 6.7 Update 1 or later.

Before purchasing the upgrade to Windows 7 Professional w/SP1 32-bit, check with the customer's IT department to see if the upgrade is covered by its Microsoft volume licensing; otherwise, a Windows 7 Professional w/SP1 32-bit upgrade license will need to be purchase separately.

Upgrade Instructions for:

- ALTI-MAX1000-B1
- ALTI-MAX1000-SB
- ALTI-MAX1000-V2A1
- ALTI-MAX1000-ACM

Follow these steps to upgrade your system from Windows XP to Windows 7 Professional:

1. Upgrade MaxCS to release 6.7.1.108 or later. Back up the MaxCS DB and save it on the network. (Approx. 20 minutes.)
2. Do a fresh install of Windows 7 Professional SP1 - 32bit. (Approx. 30 minutes.)
3. Install Windows updates. If you prefer, you can complete this step after completing all of the other steps. (Approx. 3+ hours.)
4. Enable the local administrator account and assign a static IP address for the system. (Approx. 1 minute.)
5. Change the sleep options in the Control Panel: Select **System and Security** > **Edit Plan Settings** and set **Put the computer to sleep** to **Never**. (Approx. 1 minute.)
6. Install MaxCS Release 6.7.1.108 or later and restore the backup. (Approx. 20 minutes.)
7. Stop all AltiGen Services and apply *6.7U1_Signed_App* patch to the system. You can retrieve this patch from the AltiGen Partner Portal (http://partner.altigen.com). (Approx. 15 minutes.) **Note:** This step is not necessary for future MaxCS releases.
8. Change the Windows Update option to "Download updates but let me choose whether to install them."

Please contact AltiGen Technical Support with questions or to report problems.