
End of Windows XP support

On April 8, 2014 Microsoft ended support for Windows XP. Many systems built by UTEX were designed for the Windows® XP operating system.


If your organization is implementing a Windows upgrade program that may affect your UTEX NDT system, please read the following information carefully before contacting us.

About your system PC

Your UTEX system PC is an industrial controller that hosts specialized components for motion control and high speed data acquisition. It should not be upgraded before contacting UTEX technical support for advice.

- ① For technical information about upgrades, see the Windows Upgrade Assessment technical publication.
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Warning!

 **Do not upgrade a UTEX XP-based PC to Windows 7. Critical system failures, downtime, and costly repairs may result.**

Windows XP system support

UTEX can provide support when you have upgraded:

- the operating system from Windows XP to Windows 7, and/or
 - replaced original devices within an XP-based system.
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Support services

These support modes are available from UTEX:

- Phone,
 - Net Meeting, and
 - Onsite.
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Support fees

- A fee of \$175/hour applies for support via phone and net meeting. This option is recommended for customers with experienced in-house technical staff.
 - For onsite support contact UTEX for a quote.
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Hours of operation

The UTEX support team is available for phone and net meetings from 9 a.m. to 5 p.m. EST.

Contact us

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