

## **Micromedex® Solutions ending support for Microsoft® Windows® XP and Internet Explorer® 7**

Beginning October 1, 2014, the Microsoft® Windows® XP Operating system and Microsoft Internet Explorer® browser version 7 (IE7) will no longer be a supported operating system or browser for all Micromedex Solutions, which includes Micromedex 2.0, Micromedex Pharmaceutical Knowledge, CareNotes®, REDBOOK and Formulary products; and all CD delivered or locally installed products, including Healthcare Series, Neofax®, Pediatrics, Kinetidex, CKO/Ultimedex®, and Micromedex 360 Care Insights. This means the following:

- Micromedex Solutions products will no longer be tested in Windows XP and IE7 after September 30, 2014
- Defects deemed exclusive to Windows XP and IE7 will not be addressed or fixed after September 30, 2014

You can continue to use Windows XP and IE7, understanding that Micromedex Solutions products will no longer be tested and defects deemed exclusive to Windows XP and/or IE7 will not be addressed after September 30, 2014.

### **Why is support for Microsoft Windows XP and IE7 ending?**

Microsoft ended Windows XP support, and thus support for IE7, on April 8, 2014. Per Microsoft, there will be "no new security updates, non-security hot fixes, free or paid assisted support options or online technical content updates." It is Truven Health Analytics' policy to discontinue support for operating systems and browsers whenever the publisher does.

### **What course of action is available?**

If you currently use Windows XP and/or IE7, we recommend the following to ensure the best experience possible:

1. Upgrade your operating system to Windows 7, and
2. For all Micromedex Solutions products, except 360 Care Insights, upgrade your browser to Internet Explorer version 8 (IE8) or higher. For 360 Care Insights, upgrade your browser to Internet Explorer version 8 (IE8) or version 9 (IE9). The only Internet Explorer versions supported by 360 Care Insights are IE8 and IE9.

You can continue to use Windows XP and IE7, understanding Micromedex Solutions will no longer be tested and defects deemed exclusive to Windows XP and/or IE7 will not be addressed after September 30, 2014.

### **Who can I contact with questions?**

For additional questions about this upcoming change, please contact our [Customer Resource Center](#) and they will ensure that someone follows up with you promptly.

