

STATE OF CONNECTICUT

DEPARTMENT OF PUBLIC HEALTH

Jewel Mullen, M.D., M.P.H., M.P.A.
Commissioner



Dannel P. Malloy
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OEMS COMMUNICATION #14-01

Date: March 7, 2014

To: All Connecticut EMS Agencies

From: Raphael M. Barishansky, Director
Office of Emergency Medical Services

Re: Panasonic Toughbook operating system advisory

The purpose of this communication is to bring to your attention information that may affect the Panasonic Toughbook units your EMS agency received from DPH for EMS data collection.

Recently, Microsoft released their latest "Windows lifecycle fact sheet" of their current operating system products. Included in this sheet is their "Windows XP" operating system product. Specifically, Microsoft will discontinue customer service support, automatic fixes, security updates and technical assistance beginning April 08, 2014.

As the State contracted vendor for the Toughbook products, we contacted TelrepcO immediately to obtain additional information and to identify the number of units potentially affected. As these assets belong to the individual EMS agency and not DPH, it is impossible to identify exactly how many units are affected.

If your agency has already upgraded the operating systems on their units, or if your unit is no longer in service, this may not affect you. But if your agency did not already upgrade the operating system and the unit is still in service, you will need to upgrade to a newer operating system.

We recommend all services immediately check their Toughbooks to identify which operating system is installed on the units. If your units have Windows XP installed, contact Roseann Mayo at TelrepcO either via email or phone. Her contact information is below:

Roseann Mayo
TelrepcO
203.284.5226
rmayo@telrepcO.com

Roseann will work with your agency to upgrade your units that will be affected by Microsoft's support discontinuation. If you have questions, please feel free to contact Jean Speck at 860.509.7829 or at jean.speck@ct.gov.

Thank you.



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