



Date 2015

**Urgent Message for Microsoft Windows XP and Server 2003 Users**

**If you have not upgraded your Microsoft Windows XP or Server 2003 operating system by January 30, your FedEx shipping software will not be able to work properly.**

FedEx strives to provide a safe, secure computer network environment for our customers. We have secure websites, extended validation certificates from VeriSign, user id, and password for account access.

As technology evolves, it is critical to stay ahead of those who wish to defeat our safeguards for their malicious benefit. The latest effort in the fight to keep your computer safe is to secure vulnerabilities in some versions of Microsoft Windows XP & Server 2003 operating systems. The effort requires migration from "SHA-1" encryption to the vastly more secure "SHA-2". Some versions of Microsoft Windows XP and Server 2003 must be upgraded in order to be compatible with SHA-2.

Software patches for Microsoft Windows XP and Server 2003 are available; however support for these operating systems from Microsoft is no longer available. **FedEx recommends you upgrade your computer's operating system today.**

**Click here to upgrade your Windows operating system:**

<https://www.microsoft.com/en-us/download/windows.aspx>

If you choose not to upgrade your Microsoft Windows XP and Server 2003 operating system, you will have to be sure your computer has the following Service Pack and/or Hotfix installed by January 30, 2016:

**Windows XP**

SP3 - <http://www.microsoft.com/en-us/download/details.aspx?id=10767>

**Server 2003**

SP2 - [https://technet.microsoft.com/en-us/library/cc755981\(v=ws.10\).aspx](https://technet.microsoft.com/en-us/library/cc755981(v=ws.10).aspx)

Hotfix - <https://support.microsoft.com/en-us/kb/968730>

For further information, please contact us via email at [TSC@corp.ds.fedex.com](mailto:TSC@corp.ds.fedex.com).

Thank you for investing your time and attention. We appreciate your business.

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