

Retail Pro compatibility statement for Microsoft Windows® 7

Retail Pro International, LLC (RPI) is committed to providing the highest quality products and support for our Retail Pro partners and customers. This includes the support for the latest editions of Microsoft's operating systems, including Windows 7™. As new Retail Pro products are released, RPI will continue to make appropriate announcements and publish updates to ensure compatibility with the latest generations of the Windows business operating systems.

What does Windows 7 compatibility mean for Retail Pro?

Windows 7 compatibility is defined as the ability to install/load and operate the Retail Pro core product (Small Business, Merchant, Global, Global Enterprise, and DataStor) on a computer running the Windows 7 operating system.

Which Retail Pro solutions are Windows 7 compatible?

The Retail Pro 9 suite of products (version 9.2 R2 and later), including Small Business, Global, Global Enterprise, and DataStor editions are compatible with Windows 7 Professional, both 32 bit and 64 bit editions.

The Retail Pro 8 suite of products (version 8.6 and later), including Shop, Small Business, and Merchant editions are compatible with Windows 7 Professional 32 bit Edition. Windows 7 Professional 64 bit Edition is not supported for use with the Retail Pro 8 products. Compatibility issues which are concretely found to be caused through the use of RP8 and Windows 7 (as validated by RPI) will be considered for remedy by RPI. In some cases a fix may not be possible within Retail Pro 8 platform, in which case, one will be considered for Retail Pro 9.

It is important to note that some ancillary tools based on legacy development platforms may not be compatible with Windows 7. In these cases the ancillary tools are provided in an as-is state.

RPI does not recommend the use of, nor support the use of Microsoft's Windows Home Premium or Home Basic editions with either Retail Pro 9 or 8.

Important Note: *Not all hardware drivers are Windows 7 compatible, and in some cases drivers which are Windows 7 compatible are not 64 bit compatible. It is the customer's responsibility to verify that all software and hardware devices being utilized with their Retail Pro products are Windows 7 compatible or 64 bit compatible when a 64 bit operating system is being utilized. Under no circumstance will Retail Pro International, LLC be liable, nor responsible for 3rd party software applications and/or hardware components that are not Windows 7 and/or 64 bit compliant.*

Do I need to upgrade my Retail Pro software to be compatible with Windows 7?

Only Retail Pro 9.2 R2 and Retail Pro 8.6 or later releases are considered Windows 7 compatible. A Retail Pro release prior to these versions will need to be updated to support the Windows 7 operating system.

How do I upgrade my Retail Pro software to be compatible with Windows 7?

Upgrading your Retail Pro software is a simple process, but does require active software assurance. It is highly recommended you consult your authorized Retail Pro Reseller to determine the best migration path to make your Retail Pro software Windows 7 compatible.

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