

ATTENTION WINDOWS 7 USERS

An Important Upgrade is Required Now

THE ISSUE

Our web hosting provider is requiring a mandatory firewall update, which is a breaking change for many of our online services beginning **August 1st**.

If you are using Appraise-It (Classic) and do not update to v16.6, all online services will cease to function:

- Registering, re-registering, or changing users
- Street Maps
- Flood Maps
- Market Analysis Service
- Marshall & Swift Estimator
- Appraiser Genie Cloud
- CompLink

Additionally, unless you install the update within six weeks, Appraise-It (Classic) will unregister and revert to Demo Mode, as the licensing system will be unable to reach our licensing service.

If you are using Appraise-It Pro and do not update to v2.7, CompLink will cease to function. No other services are affected.

THE ANSWER

To address this, emergency updates are available for Appraise-It (Classic) and Appraise-It Pro. However, **these updates cannot install on Windows 7**. Microsoft discontinued support for Windows 7 in January 2020. SFREP discontinued support for Windows 7 in May 2021.

To install this required update **you must upgrade to a supported version of Windows no later than July 31st** to ensure continuity of service.

Currently, SFREP supports Windows 8.1 Update 1, Windows 10 version 1607 or newer, and Windows 11. SFREP does not support Windows on ARM and does not recommend upgrading to Windows 8.1 because Microsoft will discontinue extended support for it in January 2023.

SFREP will provide a **Buying a New Computer** webinar, scheduled for Friday, July 15, and again on Friday, July 22 at 2:00 p.m. EDT each day. Additional webinars may be added soon. Click here to view our [Training Calendar](#). This is an excellent opportunity to move to Appraise-It Pro. The SFREP technical support team will be standing by to assist.

For Appraise-It (Classic) and Appraise-It Pro Users Alike

If you are on **Windows 8.1 or above**, all you need to do is update to the latest version of Appraise-It (Classic) or Appraise-It Pro as usual before July 31st.

If you are on **Windows 7**, you will need to upgrade to Windows 10 or above before updating to the latest version of Appraise-It (Classic) or Appraise-It Pro.

If you have an older computer, you may need to purchase a new computer that supports Windows 10 or above.

Note: This is a security update from our web hosting provider, not SFREP. It is not a termination of Appraise-It (Classic); however, as we move forward updating your software to Appraise-It Pro becomes more important for security as well.



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