

Technical Advisory Notification

Notification #: 29-00622

Notification Title: ZX Servers Require TPM (Trusted Platform Module) for Windows 11 compatibility.

- All ZX Servers without TPMs

Date of Publication: 12/10/2024

Notification Summary:

Windows 11 TPM Requirement

Description of Advisory:

Microsoft's Windows 11 operating system requires a Trusted Platform Module (TPM) for installation. ZX servers without a TPM do not meet this requirement, and as such, are not compatible with Windows 11 in their current configuration.

Customer Impact:

If you are operating ZX servers that do not have TPM functionality and are considering transitioning to Windows 11, the lack of TPM will prevent successful installation and operation of the OS. This limitation stems directly from Microsoft's specifications and is not related to the hardware capabilities of ZX servers themselves.

Recommended Action:

Contact Sales: Reach out to your Sales Account Manager for guidance on potential upgrades or alternative solutions that align with your needs.

Stay Informed: For further clarification on Windows 11's system requirements, visit Microsoft's official Windows 11 specifications page.

Explore Other OS Options: If transitioning to Windows 11 is not critical, you can continue using your existing setup with its current operating system.

Users should contact ZMicro, Inc. Customer Service for any questions regarding warranty provisions or to receive a Return Materials Authorization number to service the system. All other terms and conditions of ZMicro, Inc. warranty remain unchanged. Please contact us via email at customer.service@zmicro.com or by calling 858-831-7040 M–F, 8am–5pm PST.

Technical Advisory Revision History:

Date of Revision	Revision Number	Revision Notes
12/10/2024	A	Initial Release