



# Support Bulletin

Geospatial  
2021-04

## Trimble AccessSync end of service notification

The Trimble® AccessSync service, used for field/office cloud transfer in Trimble Access versions 2017.x and earlier, will be retired on 31 December 2021. After this date cloud data transfer using Trimble AccessSync will no longer be possible. Customers will need to upgrade and use the Trimble Sync Manager service to continue their cloud data transfer workflows.

### Why was this decided?

Trimble AccessSync, used with Trimble Access versions 2017.x or earlier was developed for the Windows Embedded Handheld (WEHH) operating system. Microsoft declared the WEHH operating system as [end of life](#) from January 14th 2020 and is no longer releasing security updates to the operating system. As a result the WEHH operating system is no longer inherently secure when connecting to a cloud environment. As up to date cloud servers stop accepting older communication protocols and certificates there will come a point at which the WEHH devices cannot communicate with the cloud.

### Customer path forwards

This announcement specifically affects customers using Trimble AccessSync for cloud data transfer. The core survey functions of Trimble Access will continue to run on all supported devices.

While we currently plan to maintain the service until the 31st December 2021 there is an inherent risk that additional cyber security changes may require an earlier end of service. We recommend that you upgrade to the latest version of Trimble Access and use the Trimble Sync Manager service at your earliest convenience.

All customers using the Trimble AccessSync cloud data workflows are entitled to upgrade to the latest release of Trimble Access as part of their paid Trimble Protection Plan. A valid Trimble Protection Plan also entitles the customer to relinquish the Trimble Access license from supported devices and transfer it to a new device (Trimble Geo and Trimble CU excluded).

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Operating System	Data controllers	Cloud data transfer	Action required
Windows 64bit	Trimble TSC7 controller Trimble T7, T10, or T100 tablet Supported third-party tablets	AccessSync	<b>Prior to December 31st 2021</b> Upgrade to the latest version of Trimble Access Start using Trimble Sync Manager data transfer
Windows Embedded Handheld (WEHH)	Trimble TSC3 controller Trimble Slate controller Trimble Geo7X / GeoXR Trimble CU	AccessSync	<b>Prior to December 31st 2021</b> Upgrade Controller Upgrade to latest version of Trimble Access Start using Trimble Sync Manager data transfer

Trimble aims to keep our customers data and personal information secure. In a connected world, customers should stay on the most recent Trimble Access release to avoid potential loss of cloud services.

## Working with SyncManager

Cloud data transfer with the latest version of Trimble Access uses the Trimble Connect cloud. To learn more about the new way of working see the Trimble Access and Trimble Sync Manager [online help](#).

## More Information

For more information contact your local Trimble Distribution Partner.

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