

MEMORANDUM

FOR INTERNAL USE

TO : ALL DEALER'S REPRESENTATIVES
FROM : THE MANAGEMENT
DATE : 22 APRIL 2025
RE : **End-of-Life Announcement for TCPro Global Version 6.3.14.2 and below
for Laptop/Desktop PC**

We would like to notify you on the upcoming End-of-Life (EOL) on the following application:

EOL Application Name: TCPro Global
Version Number: Version 6.3.14.2 and below
Effective Date: 17 May 2025

The above version of the application will be discontinued due to the phasing out of the product support, for security and technological advancement reasons.

Recommended Actions:

To ensure the continuity of your trading and maintaining a secure computing environment, we strongly recommend you take the following actions:

- 1. Version Upgrade:** Upgrade immediately to the latest version 6.3.14.3 before EOL date to ensure uninterrupted access. For version 5, it is mandatory to upgrade the software manually and for version 6 and above, the software will perform automatic update on 24 April 2025, from 5 p.m. onwards.

Please refer to the attached appendices for the installation guide.

Appendix 1 – Version 6.3.14.3 Manual Upgrade and Installation Guide

Appendix 2 – Version 6.3.14.3 Automatic Upgrade and Installation Guide

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2. **Hardware Compatibility:** Ensure your device meets the recommended minimum hardware requirement.

No.	Hardware/OS	Minimum	Recommended
1.	Operating System	Windows 10	Windows 11
2.	Processor	Intel Core i3	Intel Core i5 or higher
3.	RAM	4GB	8GB
4.	Hard Disk	500GB	500GB or higher
5.	Internet/LAN	100Mbps	100Mbps or better
6.	Monitor	19"	21" and above
7.	Keyboard & Mouse	Standard	Standard

3. **Consultation:** If you require assistance or have any inquiries regarding the version upgrade, our dedicated ITD support team is available to provide guidance and answer any questions you may have.
4. **Support Assistance:** Our ITD support team can assist you to perform the upgrade or you may arrange with them to do the upgrade at your convenient time

We understand that change can be challenging and we are committed to supporting you throughout this transition period. Our goal is to ensure minimal disruption to your trading and to assist you in adopting the latest product solutions for your needs.

For further details and support, please contact our Principal Office Support Helpdesk at extension 2000 or our branch IT coordinator at your premises.

We sincerely appreciate your understanding and cooperation in this matter.

Thank you.

