

07 March 2019

Dear Customer

Your _____ store is not backing up your Aura POS database with our Dreamsafe / MozyPro software. This is due to your Aura Backoffice machine running a discontinued Windows operating system. More information on this matter can be obtained [directly from Mozypro here](#).

You need to take immediate action:

- 1) Please immediately implement a manual backup strategy. Every day you need to be backing up onto a memory stick or external harddrive. You can do this from Backoffice under Activities > Backup Database
- 2) You need to replace or upgrade your Aura Backoffice Machine. You can contact sales@cosoft.co.za for a new server.

What Cosoft will do:

- 1) We will pause your Dreamsafe account and debit order until the 31st May 2019.
- 2) We will keep the backups we do have until the 31st May 2019.
- 3) If the service has not been resumed by the 31st May 2019, then the account will be closed and the Backups will be deleted.

Please take note:

- 1) It is not only the Mozypro software that no longer runs on old Windows versions, but future versions on Aura will also not be compatible.
- 2) Please [read this article](#) for information on how to go about upgrading or replacing the machine.

With Thanks and Regards

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