



October 14, 2024

Application Support Reminder – End of Support for CGM MEDISOFT Releases at CGM MEDISOFT V27 or Below

Dear CGM MEDISOFT Customer,

Our records indicate that you are using a CGM MEDISOFT release that is at CGM MEDISOFT v27 or older. CGM, the developer of CGM MEDISOFT, will no longer support older versions such as yours after December 14, 2024. We recommend that you contact your Value-Added Reseller immediately to purchase and schedule the installation of your software upgrade.

CGM is committed to providing the updates necessary to ensure your software is secure, compliant, and current with industry standards. With the addition of numerous security protocols, such as TLS updates, new password requirements, and new Microsoft Windows versions, it is more important than ever that we communicate with you regarding these version support guidelines.

You have an exceptional opportunity to upgrade your soon-to-be unsupported, non-compliant software with discounts on the new versions during an upgrade sale that runs from October 14th to December 13th. **The deepest discounts are from October 13th to 25th.** Your Value-Added Reseller can provide details and estimates to purchase and install the latest, supported versions of CGM MEDISOFT.

In addition to your CGM MEDISOFT software version, you should also verify the operating system(s) on which your office is running its operations. The newest version of CGM MEDISOFT, v29, will support Windows Server 2022.

Staying up-to-date is critical to ensuring that your practice complies with government and industry regulations and standards. At the same time, upgrading your software will provide access to many new or improved features which have accumulated since you installed your current software. If used, these features are sure to positively impact your revenue and productivity, often in drastic ways.

Continuing to use systems that are no longer supported violates HIPAA Security Rule 45 C.F.R. 164.308. If you are using software that Microsoft or CGM no longer supports or is end-of-life, you will not meet the requirements for HIPAA compliance. Furthermore, as industry requirements continue to change, operating systems are updated, or security risks evolve, older versions of CGM MEDISOFT are not updated to comply with these challenges.

Please contact your Value-Added Reseller today to discuss how upgrading your practice management software can provide endless advantages. Your reseller can also offer consultation to ensure that your computer equipment, network environment, database, operating systems, security protocols, and antivirus monitoring are up-to-date.

Thank you for your continued partnership and attention.

CGM Support