Windows and SQL Server Support Policy

Overview

In order to maintain a high-quality, secure, and supportable software platform, Alpine® must continue to support new versions of Windows Server and SQL Server as they are released by Microsoft. Alpine must also focus its testing and development efforts on the most recent versions of these products in use by customers. Alpine is aligning its support for Windows and SQL Server versions with Microsoft's policy to simplify the support and update process both internally and for Alpine's customers.

It's also recommended that customers stay on recent versions of Microsoft products to improve the performance of their systems.

SQL Server

Microsoft offers mainstream support for 5 years after a version of SQL Server is released.

Alpine will support each version of SQL Server for ~3 years after Microsoft ends its mainstream support. The next version of Alpine software after that three-year period will only be supported on a more recent version of SQL Server

For example, with SQL 2014. Microsoft ended mainstream support 7/2019. Alpine will stop supporting SQL 2014 in 7/2022. The next major software release, likely IntelliVIEW 22.02 in the fall of 2022, will not be supported on SQL 2014.

Note: SQL 2012 will be supported by Alpine until EOY 2021. Software released after that date (starting with IntelliVIEW 22.01) will require SQL 2014 or later. The same applies to eShop-versions released in 2022 will require SQL 2014 or later.

SQL Version Year	Microsoft Mainstream Support Ends	Alpine Support Ends	IntelliVIEW Version requiring updated SQL
2012	7/2017	12/2021*	22.01
2014	7/2019	07/2022	22.02
2016	07/2021	07/2024	24.02
2017	10/2022	10/2025	25.02
2019	01/2025	01/2028	28.01

https://docs.microsoft.com/en-us/lifecycle/products/sql-server-2016

*SQL 2012 is currently supported past the three-year mark after mainstream Microsoft support, but Alpine is ending support beginning in 2022

Exception for HomeBASE users: HomeBASE is only supported on SQL 2008 R2 or earlier. Customers using HomeBASE should remain on that version of SQL until they migrate to iCommand.

Windows Server

Microsoft offers mainstream support for ~5 years after a version of Windows Server is released.

Alpine will support each version of Windows Server for ~3 years after Microsoft ends its mainstream support. The next version of Alpine software after that two-year period will only be supported on a more recent version of Windows Server.

For example, with Windows Server 2016. Microsoft ends mainstream support 1/2022. Alpine will stop supporting Windows Server 2016 by 1/2025. The next major software release, likely IntelliVIEW 25.01 in the spring, will not be supported on Windows Server 2016.

Note: Windows Server 2012 will be supported by Alpine until EOY 2021. Software released after that date (starting with IntelliVIEW 22.01) will require Windows Server 2016 or later. The same applies to eShop-versions released in 2022 will require Windows Server 2016 or later

https://endoflife.software/operating-systems/windows/windows-server

Windows Server Year	Microsoft Mainstream Support Ends	Alpine Support Ends	IntelliVIEW Version requiring updated SQL
2012	10/2018	12/2021	22.01
2016	01/2022	01/2025	25.01
2019	01/2024	01/2027	27.01

Windows

Alpine support for Windows platforms will match that of Microsoft. Microsoft's EOL dates for Windows platforms evolves as they release new versions and patches. For example, Windows 10 currently has a retirement date of 10/2025, so Alpine will continue to support its products on Windows 10 at least until that date.

Windows 7 was retired in 2020 and Alpine software is no longer supported on Windows 7.

https://docs.microsoft.com/en-us/lifecycle/products/windows-7
https://docs.microsoft.com/en-us/lifecycle/products/windows-10-home-and-pro

Future versions of Windows (or other Microsoft platforms) will be supported by Alpine as they are released.

For additional information call (866) 237-2878, or contact your local Software Consultant or Help Desk.