

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 2017. Microsoft ended mainstream support 10/2022. Alpine will stop supporting SQL 2017 in 10/2025. **The IntelliVIEW 25.02 version, to be released in the fall of 2025, will be the last IntelliVIEW version to officially support SQL 2017.**

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
2022	01/2028	01/2031	31.01

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

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.

.NET Framework 4.8.1 requires Windows Server 2022 or later. IntelliVIEW versions 23.02.00 or later were built with the 4.8.1 framework. This means that while Windows Server 19 will be supported until January of 2027, Intelliview 23.02.00 or later will not be able to be installed on the server, only on workstations with Windows 10 20H2 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
2016	01/2022	01/2025	25.01
2019	01/2024	01/2027	27.01
2022	10/2026	09/2029	29.02
2025	10/2029	10/2032	32.02

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 8 was retired in January of 2023 and Alpine software is no longer supported on Windows 8.

Windows 10 will reach end of support on October 2025. Windows 10 requires the 20H2 service pack for compatibility with IntelliVIEW 23.02.00 or later.

In some cases, such as with .NET Framework updates, newer software versions may not be compatible with Windows platforms that would otherwise be supported.

Windows 11: Alpine supports Windows 11 starting with the 22.02 released in September of 2022.

Alpine customers are encouraged to hold off on updating relevant machines to Windows 11 until they are using this 22.02 release.

Windows 11 support applies the following software products:

- IntelliVIEW (22.02 and later)
- eShop
- Equipment software released in September 2022 and later

Windows 11 does not apply to HomeBASE, TrusPlus, or Legacy equipment software

<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.