October 1, 2026

Application Support Reminder – End of Support for CGM MEDISOFT Releases at CGM MEDISOFT v29 or Below

Dear CGM MEDISOFT Customer,

Our records indicate that you are using a CGM MEDISOFT release that is at CGM MEDISOFT v29 or older. CompuGroup Medical, the developer of CGM MEDISOFT, will no longer support older versions such as yours after December 2nd, 2026. 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 20th to December 2nd. **You'll be pleased to know that we are offering up to 45% off the price to help you make the transition*.** 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 operating system(s) on which your office is running its operations. As you may already be aware, Windows 10 reached its End of Support (EOS) on October 14, 2025. Running an unsupported operating system increases your risk of security vulnerabilities as new threats will not be patched. The newest version of CGM MEDISOFT, v31, will support Windows Server 2022 and higher . Your Value-Added Resellers can help you with system upgrades.

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 may violate 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 may not meet the requirements for HIPAA compliance. Your Cyber Liability insurance coverage may also decline to provide coverage for damages and claims arising out of an act, error, or omission resulting in a failure to prevent unauthorized access that results in destruction, deletion or corruption of data, theft or loss of data, or denial of service. 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.

CompuGroup Medical

*Requires purchase of eMEDIX EDI Services.