



**Pinnacle Advisory Flash**  
**Phase-Out of Pinnacle Windows NT Certification**

**PinFlash #04-001**  
**Issued: July 27, 2004**

Effective with the next release of Pinnacle v4.0 planned for Q4 2004, Pinnacle will no longer be certified for operation with Microsoft® Windows NT®. The recently released Pinnacle v3.0 represents the last version certified under Windows NT. This decision will allow us to continue providing you with a more advanced and higher quality Pinnacle system. In turn, any installations of Pinnacle v4.0 on Windows NT will not be eligible for Dealer Support assistance or possible follow-on service pack releases.

Our intention with this announcement is to allow you adequate time for planning an appropriate migration to supported operating systems. This decision is also timed to coincide with Microsoft's support ending on January 1, 2005 (reference: <http://www.microsoft.com/ntserver/ProductInfo/Availability/Retiring.asp>) as outlined below.

Microsoft's Retirement of Windows NT

July 1, 2002	Windows NT Server sales suspended
January 1, 2004	Non-security hotfixes are no longer available
January 1, 2005	Pay-per-incident, premier, and hotfix support no longer be available.
January 1, 2005	Online support will no longer be available.

Dealer Support will continue to assist you with the current release version of Pinnacle v3.0 under Windows NT, and per our support policy, one version back – namely, Pinnacle v2.1, until the release of Pinnacle v4.0 targeted for Q4 2004. Once Pinnacle v4.0 is released, Dealer Support will only accept Windows NT calls for Pinnacle v3.0 through the next Pinnacle release planned for spring of 2005. For your reference, below is a summary chart of OS Platform Support for Pinnacle:

Operating System (OS)	OS Platform Support Pinnacle v2.1	OS Platform Support Pinnacle v3.0	OS Platform Support Pinnacle v4.0
Windows NT	EOL – Q4 2004	EOL – Spring 2005	No
Windows 2000 Professional or Server w/SP4	EOL – Q4 2004	Yes	Yes
Windows 2003 Professional or Server	EOL – Q4 2004	Yes	Yes
Windows XP Professional w/SP1 or later	EOL – Q4 2004	Yes	Yes

EOL = End-of-Life Operating Platform Support

If you have any questions, please do not hesitate to contact your regional sales manager as listed on the Sielox Web site: [www.Sielox.com](http://www.Sielox.com).

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