

# GraniteNet Ends Windows XP Support



Dear Valued CUES Customer:

**We are providing you with an important notice about the CUES GraniteNet CCTV Inspection software.**

As you may know, as of April 8, 2014, support and updates for Windows XP are no longer available. Microsoft advises that if we continue to use Windows XP now that support has ended, the computers will still work but they might become more vulnerable to security risks and viruses. Also, as more software and hardware manufacturers continue to optimize for more recent versions of Windows, you can expect to encounter more apps and devices that do not work with Windows XP. Therefore, GraniteNet will no longer be supported on Windows XP.

**GRANITENET VERSION 2.5.3 IS THE LAST RELEASE THAT CAN FUNCTION IN WINDOWS XP.**

Starting with GraniteNet version 2.6.0 and later, the supported operating systems are:

- Windows 10
- Windows 8.1
- Windows 7 SP1
- Windows Server 2012 R2
- Windows Server 2012
- Windows Server 2008 R2 SP1

If your organization is planning to upgrade to Windows 10, please contact CUES to ensure your video capture drivers and other system components will be supported on Windows 10 before doing so. Customers with a valid support plan are entitled to free\* upgrades to GraniteNet however it is critical to plan the upgrade to ensure all applications are compatible with Windows 10.

For any additional assistance please email CUES at: [granitesupport@cuesinc.com](mailto:granitesupport@cuesinc.com)

We appreciate your attention in this matter and look forward to supporting your Granite XP and GraniteNet software needs.

Sincerely,  
The CUES Software Division  
(800) 327 7791

\* Some additional charges like training, GIS implementation, etc. may apply.

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## Contact:

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