

Hello,

One of my top priorities is to make sure Northwoods communicates information to help you make educated decisions regarding your Compass® solution. For this reason, I'm writing to let you know about an important update that may require action.

Microsoft will be ending support for the following software:

- Microsoft SQL Server 2008 and 2008 R2 on July 9, 2019
- Windows Server 2008 and 2008 R2 on January 14, 2020

If your agency is using this software to operate your Compass solution, you should consider upgrading to newer versions before these dates.

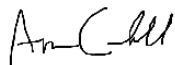
- Current versions of Compass software will continue to work with SQL Server 2008 and Windows Server 2008; however, after January 14, 2020, affected customers will not be able to upgrade to a new version of Compass software without a Microsoft SQL Server or Windows Server upgrade.
- Typically, Northwoods' Compass software is only compatible with SQL Server and operating system software that is supported by Microsoft. To make this transition easier for affected customers, we are extending Compass support of SQL Server 2008 to align with Microsoft's later end of support date for Windows Server—January 14, 2020.
- We are currently compatible with all newer versions of Microsoft SQL Server and Windows Server as described in our [Compass 3rd Party Compatibility document](#).

I'm providing you this information so you can review your current Microsoft software usage before it is no longer supported by Microsoft. **If you are using the versions of software listed above, please consider purchasing and installing new SQL Server and Windows Server software before it is no longer supported by Microsoft** and could cause disruption to your Compass software upgrade plans.

If I can answer any questions or help you plan for these upgrades, please do not hesitate to contact me. I'd be happy to work with you to ensure your Compass solution continues to operate successfully.

We'll continue to provide updates and communication as these dates draw nearer.

Sincerely,



Aaron Caldwell, Director of Customer Relations
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