October 27, 2021

Application Support Reminder – End of Support, End of Life for CGM LYTEC Releases LYTEC 2019 and Below

Dear Lytec Customer,

Our records indicate that you are using a CGM LYTEC release that is LYTEC 2019 or older. CGM/eMDs, the developer of LYTEC, no longer supports older versions. We recommend that you contact your Value-Added Reseller immediately to purchase and schedule the installation of your software upgrade as soon as possible.

CGM/eMDs is committed to providing the updates necessary to ensure your software is secure, compliant, and current with industry standards. Our policy has been, and remains, to only provide support for the most currently released software version and one version back. With the addition of numerous security protocols, such as TLS updates, new SQL database versions, and new Microsoft Windows versions, it is more important than ever that we communicate with you regarding these version support guidelines.

You have an opportunity to upgrade your unsupported, non-compliant software with a 45% discounted pricing promotion that runs through November 19, 2021. Your Value-Added Reseller can provide details and estimates to purchase and install the latest, supported version of LYTEC.

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 improved features are sure to positively impact your revenue, often in drastic ways.

Continuing to use systems that are no longer supported violates HIPAA Security Rule 45 C.F.R. 164.308 (a)(5)(ii). If you are using software that Microsoft or CGM/eMDs no longer supports or is end-of-life, you will not meet the requirements for HIPAA compliance. Furthermore, as industry requirements continue to change, operating systems are updated, or security risks evolve, older versions of LYTEC are not updated to comply with these challenges.

Please contact your Value-Added Reseller today to update your software to maintain compliance with all regulations and laws. Please take advantage of our discounted pricing promotion to assist you in becoming current with your software.

Your Value-Added Reseller can 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. They can provide you with the necessary protection from malicious and expensive intrusions or denial of access to your data.

Thank you for your continued partnership and attention.

CGM/eMDs Support