

Hitachi Energy Switzerland Ltd  
Bruggerstrasse 72, Baden 5400, Aargau  
Switzerland

BUSINESS

FROM

Lorenzo Santoro

PHONE DIRECT

+41 78 73 18 980

E-MAIL

lorenzo.santoro@hitachienergy.com

DOCUMENT ID

4CAE001472

DATE

2023-04-17

**SDM600 ends support for Microsoft SQL  
Server 2012**

Dear Valued Customer,

Keeping in mind the safety and security of your infrastructure, we would like to inform you that the upcoming release, SDM600 1.3.1 from Hitachi Energy, will no longer support Microsoft SQL Server 2012. This important change is the result of Microsoft SQL Server 2012 reaching End of Life and End of Support on July 12, 2022.

Once a product reaches its End of Life, it will no longer receive patches or updates to address any issues or vulnerabilities that may arise. This includes security and non-security updates, such as bug fixes, technical support, and design changes. It also implies that security vulnerabilities will no longer be addressed, leaving the product exposed to potential cybersecurity threats.

As previously communicated in September 2022, starting from version 1.3.1, SDM600 will only support SQL Server 2019, and we encourage our customers to migrate to this newer, more powerful, and fully supported version. By doing so, you will receive the best support and cybersecurity handling, as well as better performance in SDM600, including shorter loading times, quicker data synchronization, and improved stability.

For customers using SQL Server 2012 Express, updating to SQL Server 2019 will require you to migrate your existing data to the new database. For those using SQL Server 2012 Standard, the update will require the same workflow described above, as well as the purchase of a new SQL Standard license. The migration procedure is fully documented.

We understand that this change may cause some inconvenience and disrupt your operations. However, this is an essential step toward ensuring the safety and security of our products and providing our customers with the best possible service. We will do our best to assist and support you during this transition and we thank you for your continued trust and support.

We are committed to supporting you as our customer, through this process and will be available to answer any questions you may have.

Thank you for your understanding and continued support.

Yours sincerely,

Lorenzo Santoro  
Global Product Manager, SDM600