

Unsupported Hardware & Software Policy

At Colton Computer Technologies, our priority is to provide reliable, secure, and effective IT support. To maintain this standard, we can only support hardware and software that is currently supported by its vendor.

What “Unsupported” Means

A product is considered **unsupported** when the original manufacturer or vendor no longer provides:

- **Security updates or patches**
- **Bug fixes or stability updates**
- **Technical support**

This is different from “out of specification” - a system can still meet performance requirements but be unsupported if the vendor has officially ended support.

Examples

- **Operating systems** such as Windows 10 after October 2025, when Microsoft ends support.
- **Legacy software** that the developer no longer updates or supports.
- **Software incompatible with modern platforms**, such as programs not supported on Windows 11.

Why This Matters

When a product is no longer supported:

- **No security patches** are released, leaving any newly discovered vulnerabilities permanently open.
- **No vendor assistance** is available for troubleshooting issues.
- **Compatibility problems** may arise with other software or modern systems.

These risks can lead to serious **security breaches** and **operational failures** within a clients network and infrastructure.

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Our Support Policy

For the security of our clients and our ability to provide effective service:

- We **cannot** provide technical support for unsupported hardware or software.
- If such items are present in your environment, we will **recommend upgrading or replacing** them with supported versions.
- Support requests involving unsupported systems will be **declined** until the system has been brought up to a supported standard.