

OPERATING SYSTEM SUPPORT

With Microsoft's release of the Windows 11 Operating System (OS) to the market, The Crowley Company is evolving its supported applications and operating systems as noted below for Crowley, Mekel Technology and Wicks and Wilson manufactured products (referred to as "Crowley hardware"). For products that are not manufactured by Crowley, please refer to that manufacturer's website for information on their products.

1. WINDOWS 7

The manufacturer's support for Windows 7 ended on January 14, 2020.¹ For Crowley hardware running on Windows 7, customers are encouraged to upgrade to the latest supported operating system which may require an update of the application software.*

Additionally, a supported PC platform based on Microsoft's specifications and hardware compatibility guidelines may be required.

2. WINDOWS 10

All current Crowley hardware, shipped after January 2023, operates on Windows 10 V22H2 and will be supported through the operating system's end-of-life (estimated October 2025).²

For hardware that is purchased with an accompanying PC, Crowley will ship PCs equipped with Windows 10 and can be upgraded to Windows 11 by the customer. Future editions of Windows 10 (V23H2 and beyond) will be evaluated and updated on the Support Matrix (refer to page two).

As Windows 10 is continually evolving, future scanner software updates may be required.

3. WINDOWS 11

All current Crowley hardware shipped after January 2023 support Windows 11 V22H2.³ As Windows 11 is continually evolving, future scanner software updates may be required to address updates.

*Customers running legacy hardware manufactured prior to 2022 running Windows 7 will be supported on a best-case basis, noting that Microsoft has stopped development and support for Windows 7.

¹ Windows 7 lifecycle information can be [found here](#).

² Windows 10 lifecycle information can be [found here](#).

³ Windows 11 has minimum hardware requirements, please refer to the [Microsoft Website](#) for more information.

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4. SUPPORT MATRIX

Manufacturer	Products	Current Operating Software	Windows 7	Windows 10**	Windows 11**
The Crowley Company / Mekel Technology	MACH10 MACH Mini Film MACH7 MACH Mini Fiche	QuantumScan V2.1.0 QuantumProcess V2.1.0 FastFiche V2.1.0	No longer supported	Supported through V22H2	Supported through V22H2
The Crowley Company / Wicks and Wilson	UScan+ HD UScan+ Advanced C400 C400 Advanced	4.0.7 5.0.4 4.2.15 1.0.4	No longer supported	Supported through V22H2	Supported through V22H2

***Other drivers, BIOS and firmware updates may be required depending on the age of the device.*

As Microsoft operating systems continue to evolve, Crowley will evaluate further support and validate the applications for the above products for compatibility.

Please contact support@thecrowleycompany.com if you need any further information.