

Cabinet Vision Support Changes Coming March 2026

As technology continues to evolve—and with Windows 10 sunsetting on October 14, 2025—we want to keep you informed about upcoming changes to our support policy for Cabinet Vision.

Effective March 1, 2026, Planit Canada will support only the **current version of Cabinet Vision and the three previous versions**.

This includes the end of technical support calls, training, troubleshooting for bugs or error messages, and assistance with catalogues or project files for older versions.

Until then, we remain committed to supporting all versions to the best of our ability and helping you plan a smooth transition to a newer version.

If you are currently using a version earlier than 2023, please contact sales@planitcanada.ca to discuss your next steps.

FAQ

Why is Planit Canada making this change now?

Technology is evolving rapidly, and our support policy needs to evolve with it to ensure we continue delivering reliable, efficient service. Several key factors have influenced this decision:

Windows 10 is approaching end-of-life: Microsoft will officially end support for Windows 10 in October 2025. Many older versions of Cabinet Vision were designed to run on Windows 10, and as that operating system becomes obsolete, maintaining compatibility and support becomes increasingly difficult.

PowerShell 2.0 has been deprecated: Recent Windows updates have removed support for PowerShell 2.0, which is a required component for installing older versions of Cabinet Vision (e.g., 2023.4 and 2024.4). These versions now fail to install on updated systems, while newer versions like Cabinet Vision 2025 use a different installer that avoids this issue altogether.

Changes to CLS (Cabinet Vision Licensing System): Updates to licensing and installation processes have made it more complex to maintain older versions. Supporting multiple legacy systems increases the risk of errors and delays in resolving issues.

Internal knowledge and training: Supporting a wide range of outdated versions requires our technicians to maintain expertise across many different configurations. By narrowing our focus to the current version and the three previous ones, we can ensure our team remains highly trained and responsive.

This change allows us to provide faster, more consistent support while helping customers stay aligned with current technology standards. We're here to help guide you through the transition and ensure your upgrade path is smooth and well-supported.

What versions of Cabinet Vision will be supported after March 1, 2026?

Assuming CV2026 will be released, we will support it as well as 2025, 2024 and 2023.

What happens if I'm running a version older than the last four supported ones?

Up until March 2026, Planit Canada will continue to support all versions of Cabinet Vision. After that date, support will be limited to the current version and the three previous versions—a total of four supported versions.

If you're using a version older than that:

You can still use your software, but Planit Canada will no longer provide technical support for issues related to unsupported versions. We strongly recommend upgrading before March 2026 to ensure you continue receiving assistance, updates, and compatibility with evolving technologies. Our team is here to help guide you through the upgrade process and make the transition as smooth as possible.

Will I still be able to access technical support for older versions before March 2026?

Yes. Planit Canada will continue to provide full technical support for all versions of Cabinet Vision until March 2026. Whether you're using the latest release or an older version, our team is here to help with troubleshooting, guidance, and general support.

After March 2026, support will be limited to the current version and the three previous versions. We encourage customers using older versions to plan their upgrade to ensure uninterrupted support and compatibility with evolving technologies.

Can I upgrade directly from an older version to the latest one, or do I need to step through intermediate versions?

We recommend working with your Planit Canada sales representative to schedule a migration assessment. This assessment helps our technicians understand your current setup and ensures a smooth upgrade path. Based on the results, our team can guide you through the process and help migrate your data and configurations efficiently—without unnecessary steps.

Is there a grace period or exception process for customers who can't upgrade by March 2026?

We understand that every business has unique circumstances, and some customers may face challenges upgrading by March 2026. While our official support policy will shift to only cover the current version and the three previous versions after that date, we encourage you to reach out to your Planit Canada sales representative as soon as possible.

In certain cases, we may be able to offer limited guidance or transitional support depending on your situation. A migration assessment can help us better understand your setup and explore options to ease the transition.

Will there be any cost associated with upgrading to a supported version?

Upgrade costs can vary depending on your current version, licensing status, and whether you have an active Software Maintenance Agreement (SMA). To get a clear understanding of what's involved, we recommend reaching out to your Planit Canada sales representative to book a migration assessment.

This assessment will help determine:

- Your upgrade eligibility
- Any potential costs
- The best path forward based on your current setup

Does my current Software Maintenance Agreement (SMA) cover upgrades to newer versions?

Your SMA includes access to the latest version of Cabinet Vision and access to Nexus, our online support and resource platform. However, it does not include technical support for migrating your data to the new version. To understand what's involved in upgrading and ensure a smooth transition, we recommend booking a migration assessment with your Planit Canada sales representative. This assessment will help identify any technical requirements and allow our team to guide you through the upgrade process effectively.

Will support for installation issues on older versions be billable?

After March 2026, Planit Canada will no longer provide support—billed or otherwise—for versions of Cabinet Vision that fall outside the supported range (the current version and the three previous versions).

Until that date, support for older versions remains available. If you're currently using an older version, we encourage you to begin planning your upgrade now to ensure continued access to technical assistance.

For help getting started, please reach out to your Planit Canada sales representative to book a migration assessment.

Will my existing projects and libraries be compatible with the latest version?

Your libraries can be migrated to the latest version of Cabinet Vision, and our team can assist with that process to ensure everything transfers smoothly.

We recommend keeping your jobs in their current versions and creating all new jobs in the latest version.

Are there migration tools or services available to help move from older versions to supported ones?

Yes. Planit Canada offers migration services to help customers transition from older versions of Cabinet Vision to supported ones. To get started, we recommend reaching out to your sales representative to book a migration assessment.

This assessment will help:

- Identify your current setup and version
- Determine the best upgrade path
- Ensure your data and libraries are migrated smoothly

Where can I find documentation or training for the latest version?

You can access a full recording of the “What’s New in Cabinet Vision 2025” webinar, which highlights the newest features and enhancements in version 2025.2.

[Cabinet Vision 2025 – What’s New | Full Feature Walkthrough - YouTube](#)

You can also view What’s New videos for previous versions on the Cabinet Vision YouTube channel here: [version 2021, version 2022, version 2023, version 2024, version 2025.](#)

Will Planit Canada offer onboarding or training sessions for customers upgrading to supported versions?

Yes! Planit Canada is committed to helping customers transition smoothly to supported versions of Cabinet Vision.

We offer:

- A “What’s New” webinar that explores updates and enhancements introduced over the past three versions of Cabinet Vision. This is a great way to get familiar with new features and improvements.
- The option to book one-on-one sessions with our technicians to address your specific needs, questions, and workflows. These personalized sessions ensure you get the most out of your upgrade.

To get started, reach out to your Planit Canada sales representative to schedule a migration assessment or training session that fits your needs.

How does this policy change relate to the end-of-life for Windows 10?

The decision to update our support policy is closely tied to the end-of-life for Windows 10, which is scheduled for October 2025. Many older versions of Cabinet Vision were designed to run on Windows 10, and as Microsoft phases out support, those versions may become increasingly unstable or incompatible with newer systems. By focusing support on the current version and the three previous ones, we can ensure better compatibility, faster service, and a more secure experience for our customers.

What are the benefits of staying on a supported version of Cabinet Vision?

Staying on a supported version ensures you get the most out of your investment in Cabinet Vision. Key benefits include:

Access to the latest features and improvements

Supported versions include enhancements in usability, performance, and functionality—such as smarter nesting, improved labeling, and expanded control over part properties.

Full technical support from Planit Canada

Our technicians are trained on the latest versions and can provide faster, more accurate assistance when you're on a supported release.

Access to Nexus

Nexus is our online support and resource platform, available exclusively to customers on supported versions. It includes documentation, tutorials, troubleshooting guides, and more.

Bug fixes and stability updates

The current version receives ongoing maintenance to address known issues and ensure compatibility with current operating systems and hardware.

Smooth installation and compatibility

Newer versions are designed to work with current Windows updates and avoid issues like the deprecated PowerShell 2.0 installer used in older releases.

Upgrading ensures you're aligned with evolving technology and helps us support you more effectively.

What if I'm not ready to move all my licenses to the latest version? Can I have some licenses running the older version?

Yes, you can continue using older versions of Cabinet Vision on some of your licenses. However, starting March 2026, Planit Canada will only provide technical support for the current version and the three previous versions.

Is Planit offering any promotions or bundles to help us migrate?

Planit Canada may have promotions or bundled services available to support your migration to a supported version of Cabinet Vision. These offers can vary based on your current setup, licensing status, and migration needs.

To find out if you qualify for any current promotions, please reach out to your Planit Canada sales representative.

I'm too busy to migrate right now.

We understand that every business has unique circumstances, and some customers may face challenges upgrading by March 2026. While our official support policy will shift to only cover the current version and the three previous versions after that date, we encourage you to reach out to your Planit Canada sales representative as soon as possible.

In certain cases, we may be able to offer limited guidance or transitional support depending on your situation. A migration assessment can help us better understand your setup and explore options to ease the transition.

If I don't plan to upgrade/migrate, what does this mean for me?

You can continue using your current version of Cabinet Vision, and Planit Canada will continue to support all versions until March 2026. After that date, however, we will only provide technical support for the current version and the three previous versions.

If you choose not to upgrade:

Your software will still function, but you will no longer be eligible for technical support from our team. You may encounter compatibility issues with newer operating systems, especially as Windows 10 reaches end-of-life in October 2025. Installation and licensing processes may become more difficult due to changes in PowerShell, CLS, and other system components.

We strongly encourage you to reach out to your Planit Canada sales representative to book a migration assessment. This will help you understand your options and plan a transition that works best for your business.