Software Discontinuation Notice

This letter serves as notification that as of July 31, 2015, all support and maintenance coverage of PictureLink desktop software version 4.6 will be discontinued.

Any PictureLink desktop version 4.6 software, installed on machines as Live Image Capture or Display / Image Acquisition stations is included in this discontinuation. With an active annual maintenance contract, the agency receives PictureLink software upgrades at no additional cost. However, technical services, project management, and other service fees (i.e., remote or on-site service) typically apply to upgrades. A quote will be provided to the agency for any additional costs deemed necessary by Dynamic Imaging Systems to complete the upgrade.

There are server and database requirements for the latest PictureLink software, and in most cases, some additional hardware requirements. **Windows 7 (32bit) is the only supported OS for PictureLink desktop software. <u>Windows XP is no longer supported.</u> Please review all specifications and other details on our website:** www.dynamicimaging.com. We strongly encourage all agencies to consider moving entirely to the PictureLink Web application and off of the legacy PictureLink desktop software. Site-specific interfaces and customizations will require assessment for compatibility with PictureLink Web and in many cases, additional costs will apply in order to migrate these configurations. Using PictureLink Web and other newer software components from Dynamic Imaging Systems will support Windows 64bit OS. Please visit our website for more details and information: www.dynamicimaging.com

Upgrades require remote-assisted appointments, scheduled with a support technician from our Customer Care Group and performed through either DISI's remote support tool (internet access required) or an agency-provided VPN. Remote connectivity and authorized administrative access to machines/servers involved in the PictureLink system will be necessary. Upgrade instructions can be provided for agency personnel to complete software upgrades on remaining stations per existing licensing terms.

If you decline (letter/email/fax) to upgrade your PictureLink software before the July 31, 2015 deadline, and you have time remaining on your maintenance cycle, a refund will be issued for the unused portion of the maintenance coverage. Additionally, please notify the Customer Care Group (letter/email/fax) of any agency-specific circumstances, which may impact the completion of your upgrade before the July 31, 2015 deadline.

Please feel free to contact us, if you have any questions or need further clarification.

Sincerely,

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