



## Digital Jacket End-of-Lifecycle Notification

May 4<sup>th</sup>, 2010

Dear Digital Jacket Customer,

This letter covers the roadmap for the end-of-lifecycle information related to legacy versions of our Digital Jacket application. It describes the support that will be available for legacy licenses, until when this support will be provided, as well as discussing upgrade paths to the current Digital Jacket 5.0 Pro release.

### End-of-Lifecycle Roadmap

Digital Jacket Version	General Availability Date	Mainstream Support Retired	Extended Support Retired
Digital Jacket 2001	January 9, 2001	January 1, 2007	January 1, 2008
Digital Jacket 2002	November 14, 2001	January 1, 2008	January 1, 2010
Digital Jacket 2002 SR2	May 17, 2002	January 1, 2009	January 1, 2010
Digital Jacket 3.0	December 13, 2002	January 1, 2009	January 1, 2010
Digital Jacket 3.5	July 7, 2003	January 1, 2009	January 1, 2010
Digital Jacket 3.6	September 22, 2003	January 1, 2009	January 1, 2010
Digital Jacket 4.0	April 20, 2004	January 1, 2009	January 1, 2010
Digital Jacket 4.5	January 18, 2005	January 1, 2010	January 1, 2012
Digital Jacket 5.0	September 17, 2008		

Mainstream support is handled for Digital Jacket through e-mail, with all updates freely provided for current version owners and access to previous versions of the Digital Jacket application through our FTP site at <ftp://ftp.desacc.com>. Transfer of licenses between computers is freely available during the mainstream support period. If you are within the Extended Support period you will be allowed a final transfer of license for each license that you have purchased, prior to needing to purchase an upgrade. An upgrade can be made from any legacy version to the latest version of Digital Jacket.

### Extended Support Contract

When your copy of Digital Jacket is no longer supported within mainstream support, any support questions or transfer of license requests will require either a per-incident charge or the purchase of an extended support contract until the extended support retirement date for your version of Digital Jacket has been reached. At any time during the extended support contract period you can upgrade to the latest version of Digital Jacket at the upgrade price minus the price you paid for your extended support contract.

If you have any questions, please contact me at [ebalcavage@desacc.com](mailto:ebalcavage@desacc.com), or (866) 638-0936 Extension 706.

Kind Regards,

Elizabeth Balcavage  
Sales Director