

September 12, 2002

Re: End of Life of Infinite Mail Server Products and Transition Plan Options

Dear Customer:

Within the Captaris Infinite product line, Captaris has made the business decision to focus efforts on Infinite Mobile Delivery, Infinite WAP Gateway and WAPLite to ensure these products continue as best-of-breed. As a result, Captaris has made the difficult decision to discontinue development and end of life the following Captaris Infinite products in all markets worldwide:

- WebMail™
- InterChange™
- iList
- ExpressIT!2000
- PopPass
- WebRules
- WebAdmin (Remote Admin)
- WMX User

Captaris is offering migration options for the many satisfied WebMail and InterChange customers to help transition our customers to Infinite Mobile Delivery where it is feasible. Furthermore, if you are a customer using the mail-store functionality, Captaris has identified and partnered with an industry-leading mail server vendor, Ipswitch, Inc. We are working with Ipswitch to make your transition as smooth as possible.

The following outlines the options available to current WebMail and InterChange customers.

#### **Option 1: Upgrade to Infinite Mobile Delivery**

If you are using Captaris software as a client (web and/or wireless access) to a third party mail server such as a Unix mail server, Groupwise, Exchange, Domino or other mail servers via POP3 or IMAP4, the Infinite Mobile Delivery Enterprise Mail Connector is a viable and recommended upgrade path.

If you have a current U&E Agreement, the upgrade path for current licenses to the Infinite Mobile Delivery Enterprise Mail Connector software will be provided free of charge. Additional user licenses are available for purchase as well; please ask your Captaris Sales Representative for pricing information. At the time of the upgrade, you will have the option to purchase an Infinite Mobile Delivery support agreement. Visit the Captaris Web site ([http://www.captaris.com/customer\\_support/plans/2014.html](http://www.captaris.com/customer_support/plans/2014.html)) for an overview of all support offerings. Any amount still active on your U&E Agreement will be applied to your Infinite Mobile Delivery support agreement. However, the U&E Agreement will not cover Infinite Mobile Delivery support.

If you do not have a current U&E Agreement, one can be purchased through December 31, 2002, which will provide you with an option to upgrade to Infinite Mobile Delivery. After December 31, 2002, you would need to purchase an Infinite Mobile Delivery upgrade plan or support plan with upgrade options to obtain the Infinite Mobile Delivery upgrade.

If you are a customer using an SFT version and/or have custom code, we will assist you on a case-by-case basis to determine a viable upgrade path. Please contact your Captaris sales representative for assistance.

## Option 2: Stay with existing products

Captaris is working on a final maintenance version for the WebMail and InterChange products with the release targeted for mid-October 2002. WebMail 3.63 and InterChange 3.63 will be available if you have a U&E Agreement and are a non-SFT customer or a customer without a customized version. If you are a customer with SFT or a customized version of this product with a current U&E Agreement, Captaris technical support will assist you on a case-by-case basis. Captaris will help to ensure that you are able to upgrade to version 3.63.

The 3.63 version releases are maintenance releases correcting a number of critical issues within the product. Please see your Sales Representative for a list of the issues that are planning to be addressed in 3.63. This release will only be supported through August 31, 2003. **As this release contains no product enhancements, it is recommended that you upgrade only if you are experiencing critical WebMail or InterChange product issues.**

If you have a current U&E Agreement on August 27, 2002, upgrade options will be honored through August 31, 2003. Support policies will continue in a manner consistent with how support is provided today through August 31, 2003.

If you do not have a current U&E Agreement but would like to receive the update to version 3.63, a U&E Agreement must be purchased. The agreement will be prorated from the request date to the final supported date. These agreements will only be offered through December 31, 2002. Please contact Captaris Customer Communications or your Captaris sales representative. Complete contact information for Customer Communications and Sales is enclosed.

All reference to the sale of these products will be removed from the Captaris Web site December 1, 2002. All support materials will remain until August 31, 2003.

## Option 3: Transition to a third-party mail server

If you are using the mail server/store functionality in the InterChange or WebMail products, Captaris currently recommends transitioning this functionality to Ipswitch, Inc. The Ipswitch IMail Server provides equivalent functionality to our current offering as well as a product upgrade path. Please visit their website at [www.ipswitch.com](http://www.ipswitch.com) for additional product, pricing and sales information. Direct sales can be made through [sales@ipswitch.com](mailto:sales@ipswitch.com); 1 800.793.4825; or +1 781.676.5700. Ipswitch pricing for the IMail Server is located on their web site at <http://www.ipswitch.com/Purchase/products/imail.html>.

If you require a conversion of InterChange or WebMail mail server information to Ipswitch, please contact Ipswitch, if you require conversion of InterChange or WebMail mail server information to another mail server, ComAxis may be able to perform such conversions. For more information on ComAxis, visit their site at [www.ComAxis.com](http://www.ComAxis.com).

## Option 4: Upgrade to third-party mail server and Infinite Mobile Delivery

If you are using the mail server/store functionality in the WebMail or InterChange products along with Web and wireless access capabilities, you may choose a combination solution of Ipswitch IMail and Captaris Infinite Mobile Delivery. These components are described in Options 1 and 3 above.

The following table outlines the major milestones of the Infinite End of Life process

Information posted on the Captaris Web site at <a href="http://www.Captaris.com">www.Captaris.com</a>	September 12, 2002
Products no longer enhanced	Immediately
End of life products no longer sold; remove all sale	December 1, 2002



Business within your reach.

info from Web site (support docs will remain)	
Maintenance release 3.63 availability	Mid October, 2002
No future U&E Agreements issued	December 31, 2002
No additional software fixes for 3.63 Versions	April 30, 2003
End of life products no longer supported	August 31, 2003
Remove all support documentation from Web site	August 31, 2003

Please contact your Captaris supplier or your local Captaris office for assistance during this transition. A list of our offices are available online at [http://www.captaris.com/contact\\_us/2193.html](http://www.captaris.com/contact_us/2193.html).

Additional contact information to assist you through this transition phase is as follows:

To place an order for any Infinite product, contact Captaris Customer Communications at:

- Phone: +1 425.820.6000 extension 5610
- Fax: +1 425.820.4200
- Email: [CustomerCommunications@Captaris.com](mailto:CustomerCommunications@Captaris.com)

For technical support on the entire Infinite product line, contact Captaris Technical Support at +1 520.320.7070 or [Support@Captaris.com](mailto:Support@Captaris.com). Standard technical support hours are Monday - Friday, 5:00 a.m. - 5:00 p.m. PST.

Thank you for your immediate attention to this notification. We look forward to assisting you during this transition process and migrating you to our Infinite Mobile Delivery product and/or the Ipswitch IMail product. If you have any questions or concerns, please do not hesitate to contact your Captaris supplier or sales representative.

Sincerely,

Theresa A. Nelson  
Director, Marketing, Mobility Solutions