RIMAGE®

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Rimage WebQD and WebRSM – End of Service, December 1, 2020

Rimage announced End of Service as of December 1, 2020.

Due to changes to underlying software required by WebQD and WebRSM to improve security, Rimage will no longer support WebQD and WebRSM software. Customers continuing to use this software do so at their own risk.

Customers should migrate to Rimage System Manager and Quick Disc applications.

Definition of Terms – Product and Service Options

What Does "End of Service" Mean?
As Rimage hardware and software matures, products move through a two major phases. These phases are: Manufacturing End of Production (EOP) and End of Service (EOS)

- *EOP* is the last date of shipment for a certain product model or software release.
  - A Rimage Application Engineer will work with System Integrators (SIs) ahead of a new product or software release to ensure they are tested, integrated into the SIs solution, and available for sale.
  - Customers that have EOP products should plan to incorporate new technology in their next budgeting cycle. Rimage will continue to support EOP systems until the EOS dates have been reached.

- *EOS* is the last date Rimage Service & Support is able to effectively support a software version, hardware system or provide replacement spare parts. Mature software products will not be patched or supported in Service Packs and will receive limited technical support for a limited time. Rimage strongly recommends that by the EOS date, customers migrate to current technology and supported platforms.

For existing customers, Rimage makes every effort to extend the support lifecycle of their installed systems for a reasonable useful life period. Over the life of certain product lines, Rimage faces "last time buy" restrictions from suppliers, making it very difficult to source quality parts for systems older than four years. This limits Rimage's ability to provide the quality service and support our customers expect and deserve. While Rimage works diligently to source viable alternatives, there comes a time when replacement parts cannot be obtained.

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How this applies in the real world

Rimage systems built today have a useful life of approximately five years when used in a typical environment. Rimage supports this product life by offering maintenance services on purchased systems for at least five years from date of installation. The fifth year is typically the final period when systems will be provided standardized maintenance programs such as On-Site and Rapid Exchange support while the unit is under an End of Service (EOS) notice. Rimage typically provides maintenance customers a one-year notice of any support changes. During this EOS time, Rimage works with the customer to ensure a plan to migrate production workflow processes to current technology and supported platforms.

Although the supported Life Cycle of Rimage systems is five years, it may be possible the equipment will remain viable for production purposes for a short period beyond the EOS date. While it is not recommended for Mission Critical environments, Rimage will review specific requests on a case-by-case basis and work with you to provide Time and Materials break-fix services, and spare parts for some EOS units.

Generally, Rimage customers can apply the following principles when considering the overall Life Cycle of Rimage systems:

- Rimage considers five years from date of purchase to be the useful life of a Rimage system used in a typical production environment.
- Rimage Maintenance Agreements are only available for five years from the date of purchase.
- Rimage Equipment, given its approximate useful life should be amortized for four years or less.

  Rimage does maintain parts availability for five years beyond the End of Production for a specific part number. However, parts availability is prioritized to systems under a Maintenance Agreement. For systems beyond the five years of usage, Rimage offers limited break-fix services but this can be quite expensive and is certainly not recommended for systems used in Mission Critical environments.