

In accordance with the Kofax product lifecycle support policy of supporting the current version of software, plus the preceding major release, Kofax has announced the End of Life for Ascent Capture 7.x. If you have questions or require additional information, please refer to the following Frequently Asked Questions (FAQs) and contact your Kofax representative or email [info@kofax.com](mailto:info@kofax.com).

**GENERAL INFORMATION****1. What products are affected by the End of Life?**

This End of Life affects the Ascent Capture and Ascent Capture Internet Server 7.0 and 7.5 products.

**2. What are the key dates related to the End of Life?**

The following dates apply to this announcement:

- Ascent Capture 7.x End of Sale (Last Time Buy) = March 31, 2010
- Ascent Capture 7.x End of Support = March 31, 2011

**3. Where can I find information about products supported by Kofax?**

The Kofax Support website lists tracks the End of Life status of Kofax products and lists what products and versions are currently supported.

[http://www.kofax.com/support/supportoptions/product\\_support\\_table.asp](http://www.kofax.com/support/supportoptions/product_support_table.asp)

**4. Where can I find information about Kofax product End of Life dates?**

This information is maintained publically on the Kofax Support pages.

[http://www.kofax.com/support/Notices/EndOfSaleEndOfSupport/KC\\_Products\\_End\\_of\\_Sale.asp](http://www.kofax.com/support/Notices/EndOfSaleEndOfSupport/KC_Products_End_of_Sale.asp)

**5. Where can I get information on Kofax Support policies?**

The Kofax Software Maintenance and Support Guidelines are posted to the Kofax website.

<http://www.kofax.com/support/contact.asp>

**6. When is the last day that I can purchase additional licenses or volume for my existing Ascent Capture 7.x system?**

March 31, 2010 is the last day that Kofax will sell and fulfill licenses for Ascent Capture 7.x systems.

## Frequently Asked Questions

**7. When is the last day customers can receive technical support from Kofax on Ascent Capture 7.x products?**

March 31, 2011 is the last day that Kofax will provide technical support for Ascent Capture 7.x systems.

**8. When was Ascent Capture 7 released to the market?**

Ascent Capture 7.0 was released in June 2005.

**9. How do I get access to the upgrade?**

Customers whose systems are current with Support, can download a supported version of Kofax Capture from the Kofax Electronic Fulfillment site: <http://delivery.kofax.com>. There is no need to provide an upgrade order.

**10. Do I need to order a new license from Kofax?**

No, you will just need to install the software version that is supported and reactivate your current license.

**11. What if my Ascent Capture 7.x system is not current with Support?**

You will need to work with your Authorized Kofax Partner or Kofax Sales Representative to bring your system current with Support in order to gain access to the latest releases and receive Support from Kofax.

**12. What if I am running Ascent 5.x or 6.x?**

Support for Ascent 5 and 6 ended in December 2005 and July 2008 respectively. Customers should upgrade to a currently supported release of Kofax Capture.