

EVIDENCE LIBRARY 4 (EL4) CANCELLATION: FREQUENTLY-ASKED QUESTIONS

Q. Will I still be able to use EL4 after June 30, 2023?

A. Yes. Your software will continue to function. However, we are no longer actively developing this software or recommending it for new installations or large system expansions. Customer support along with bug fixes and security patches will continue to be provided to customers with active software maintenance agreements for the duration of their contracts.

We will make commercially reasonable efforts to continue to deliver customer service support after the maintenance contracts expire, however, service can not be guaranteed. All incidents related to Evidence Library 4 will be addressed as a P3 Priority (i.e. low priority) and new installations, re-installs, system rebuilds on separate or new machines will not be supported. This applies to Windows® 10 installations only. Support is excluded on any servers running Windows 11.

Q. What are my options?

A. We recommend migrating to VideoManager. In addition to offering far more advanced security and case management features, VideoManager supports our newest hardware including the V700 and V300 body-worn cameras and M500 in-car video system. VideoManager is available as a cloud or on-premises system.

Q. Does the new software support VISTA body-worn cameras and 4RE in-car video systems?

A. Yes. VideoManager EL supports all legacy technology, and offers all of the same configuration options as EL4.

Q. How much does VideoManager cost?

A. Please contact your account representative for a quotation.

Q. How should I start the migration process?

A. Please contact your account representative. You can find your account representative [here](#).

Q. Will you help me migrate my data to VideoManager?

A. Yes. We can help you migrate your videos to the new platform for a fee. Alternatively, you can keep your legacy data on EL4 for as long as your retention policy requires.

Q. What if I have issues with my EL4 system after June 30, 2023?

A. If you have a service contract on EL4, we will continue to support you as normal. Otherwise, our customer helpdesk will do their best to help you during the transition. Please visit our Support page (register [here](#) if you are a new user) or call (800) 605-6734.

Q. Will I still be able to share videos from EL4 after June 30, 2023?

A. Yes.