

June 12, 2007

Subject: RDI and Vista/Windows '2008 support

Dear Client/Partner,

As you may know Vista is Microsoft's newest OS release. While it was released in January, it has had some tepid acceptance by the marketplace. A recent Harris Poll showed that the number of *consumers intending to wait* to purchase Windows Vista increased to 67% in March of this year, from 31% in December 2006. The response by the market is also affecting the way most peripheral application providers are addressing compatibility and support releases of their own software versions, including RDI.

At this time RDI products are not supported as Vista compatible. Although we have had some clients and peers make inquiries about compatibility, we require a substantial compatibility testing phase to meet our standards. Furthermore, Microsoft has announced 'Windows 2008', formerly "Longhorn", slated to be released later this year. Due to these circumstances, RDI's evaluation will also include the Windows 2008 platform and we anticipate supporting both operating systems in the next twelve months. This amount of time will also allow other complimentary product providers (such as data processors, scanning and device driver providers) to develop compatible versions of their software, thus, allowing you to have a complete solution that works and is supportable.

We recognize that some of you may be anxious to upgrade your equipment and to proceed with new purchases. For you we provide a list of the software that is currently supported or not currently supported:

Workstations:

XP Professional - Yes
XP Service Pack 1 - Yes
XP Service Pack 2 - Yes
2000 Professional - Yes
XP Home Edition - No
x64 Edition (All) - No
Media Center Edition (All) - No
Tablet PC Edition (All) - No
Vista (All) - No
98 - No
95 - No
ME - No

Servers:

NT (All) - No
2000 Professional - Yes
2000 Advanced Server - No
2000 Datacenter - No
2000 Server - Yes
2003 Standard Edition - Yes
2003 x64 (All) - No
2003 Web Edition - No
2003 Enterprise (All) - No
2003 Datacenter (All) - No
2003 R2 (All) - No
2003 Storage Server - No
2003 Compute Cluster - No
Windows '2008' Longhorn - No

Thank you for your attention to this important matter. We have received some reports of supported OS version patches creating incompatibility with our applications, due to the introduction of "Vista related tools". We recommend that before automatic updates are applied, that you verify with your RDI Customer Service Representative as to its compatibility with the RDI applications. We will continue to update you as we progress in our certification.

Sincerely,
RDI Staff