



## End of Life notice: iManage FileShare (December 2023) - Action may be required

iManage FileShare gives knowledge workers access to their content in iManage Work through a mapped drive in Windows Explorer and Finder on the Mac. FileShare relies on Server Message Block (SMB) technology, and this technology suffers from many shortcomings that impact your experience with FileShare, for example:

- The iManage FileShare Server provided users with a mapped drive which was only available when the user was connected to a network.
- SMB scale is limited each server to approximately 50 concurrent users making it difficult to scale out or manage load balancing and fault tolerance.
- SMB is susceptible to high latency issues (which impacted users connecting from remote offices or working from home) and is not cloud-friendly.
- User authentication requires a local Microsoft Windows domain and does not support single sign-on (SSO).
- SMB is unable to handle long file paths.

To address these limitations and provide an enhanced experience for modern users using the latest technologies, we introduced iManage Drive. iManage Drive offers both a smarter Windows Explorer interface and a Mac Finder interface that deliver knowledge workers the same capabilities and more. iManage Drive has proven to be an effective replacement for iManage FileShare and brings several new benefits, including:

- Support for iManage Cloud and on-premises iManage Work
- Support for SSO authentication using SAML and OAuth2
- Highly efficient synchronization with a cache that allows work over high latencies
- Offers a familiar look and feel to knowledge workers experienced with Windows Explorer who might not have prior document management (DM) application experience
- Native Windows and Mac interfaces
- No requirement for you to deploy and manage local servers in each region or office

Following the addition of the new benefits and plans for key enhancements coming in the first half of 2022, including support for virtualized desktop environments, we are retiring the FileShare product and helping our customers transition to iManage Drive.

**NOTE:** To understand your entitlements and license upgrade options, please speak to your account executive.

### Action

If you are a customer using iManage FileShare, we recommend that you start planning for a transition to iManage Drive as soon as possible.

If you are planning a move to iManage Cloud, transitioning to iManage Drive is essential because iManage FileShare is not designed to work in the cloud.

As of this notice, iManage FileShare is in "Maintenance Mode", which means no new enhancements, new platform support or features will be added to it. Software fixes or patches will only be issued for Priority 1 (P1) and security or data corruption level issues as defined by our support policies.

### End Of Support date: June 30, 2023

We will continue to take support requests related to iManage FileShare until June 30, 2023. This provides time to plan for and switch to iManage Drive.

Beginning July 1, 2023, we will only take support requests related to iManage Drive for Windows and iManage Drive for Mac.

### End Of Life date: December 29, 2023

All support articles, documentation, and software downloads for the retired components and historical versions of iManage FileShare will be removed from Help Center help.imanage.com after December 29, 2023.



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