



September 17, 2009

Open Letter to onOne Software Customers

Dear onOne Software Customers:

As most of you know both Microsoft and Apple have, or soon will, release new versions of their operating systems. Specifically, Windows 7 and Mac OS X 10.6 Snow Leopard respectively. Both of these operating systems add many new features and we are all tempted to upgrade to them as soon as they are available.

However if you have been in the computer world for as many years as I have, you know that with new versions of software, especially operating systems, it can take some time to work out all of the kinks. For those of you who have been early adopters to new technology you understand what I'm talking about. It often means updating other software and drivers to get everything working again.

At onOne we are committed to providing timely updates for our software to support both of these new operating systems. Normally, we strive to have our updates available within 30 days of new operating systems or new versions of Photoshop. Over the past 4 years, we have been able to deliver upon this time frame for updates as new versions of Windows Vista, Mac OS X Tiger, Mac OS X Leopard, Photoshop CS3 and Photoshop CS4 have been released.

Today, many of our products feature software activation. This is something that we have not developed ourselves, but like many other software developers, have licensed from a third-party developer who specializes in this. We know that the majority of problems facing our users who have upgraded to Mac OS X Snow Leopard stem from an issue with the activation. We are working closely with our activation service provider to resolve these issues and get the necessary updates to you as fast as possible.

Below is a table that outlines each onOne Software product and its official compatibility status with both Mac OS X Snow Leopard and Windows 7. We will continue to update this table with new information as it becomes available. We thank you in advance for your support and understanding.

Sincerely,
Craig Keudell
President, onOne Software



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Mac OS X 10.6 Snow Leopard & Windows 7 Compatibility Table

Currently any onOne Software product that uses the activation and licensing service is not compatible with Snow Leopard. We are working on a solution and will announce when updates are available as soon as possible.

We are currently testing our products with Windows 7. While we have not found any compatibility issues to date, we have not completed our testing yet.

This compatibility table will be updated as our testing continues.

onOne Product	Snow Leopard 10.6	Windows 7
Plug-In Suite 4.5.1	No	Testing in progress
Genuine Fractals 6	No	Testing in progress
FocalPoint 1.1	No	Testing in progress
PhotoTools 2	No	Testing in progress
PhotoFrame 4	No	Testing in progress
PhotoTune 2	No	Testing in progress
Mask Pro 4.1	Yes	Testing in progress
Essentials 2 for iPhoto	No	Testing in progress
Essentials for Photoshop Elements	No	Testing in progress
DSLR Camera Remote Server 1.1	Yes	Testing in progress
Lightroom & ACR Presets	Testing in Progress	Testing in progress