

We have been forced to leave the MyCommerce/Digital River platform. You may have received or will receive an email stating that your subscription cannot be renewed.

The very painful fact is that if you purchased any Blue Iris product through the MyCommerce/Digital River platform since July 1, 2024, we have not received any of this money. As a small business, this has been an extremely stressful time here, considering that more than 1/4 of a year's revenue is being withheld, and we must consider the possibility of pursuing legal action, while realizing that the money may never be recovered. We have also had to scramble to setup new eCommerce solutions (which are light years better, except for lack of integrated tax handling).

Of course we have decided to "do the right thing" and honor your purchases—we are not going anywhere! In fact, we are still hard at work supporting and advancing Blue Iris and there are many exciting updates yet to come.

Read more about Digital River's troubles here:

[https://www.theregister.com/AMP/2024/10/15/digital\\_river\\_runs\\_dry\\_hasnt/](https://www.theregister.com/AMP/2024/10/15/digital_river_runs_dry_hasnt/)

If you have the time and wherewithal, you might consider contesting these charges as fraud.

You are under absolutely no obligation to do anything of course, but if you do obtain a refund, we are then giving customers the opportunity to send some of that money back to us by using this link:

<https://buy.stripe.com/3cs7wpbqf5Jk3xS14a>

When your maintenance expiration arrives, please consider renewing using the new links found on our website or within the software itself beginning with version 5.9.8. When you renew through the software, this is now a key-less process, no more emails and maintenance keys to enter. You may update using this link:

[https://blueirissoftware.com/50/Update64\\_59900.exe](https://blueirissoftware.com/50/Update64_59900.exe)

*If your maintenance has already expired and you do not intend to renew your maintenance, DO NOT UPDATE with this link.*

Take care and thank you for being our customer.