



End of Life notice: iManage Work Indexer powered by IDOL (December 2023) - Action may be required

In 2017, we acquired RAVN for its superior indexing and AI technology and immediately started incorporating it into the iManage platform. Since then, we worked directly with hundreds of our customers to enhance, harden, and validate our technology at scale to answer the needs of your knowledge workers. iManage Work Indexer powered by RAVN delivers several key benefits, including:

- Eliminated the need for stop words out of the box compared to IDOL, resulting in improved search accuracy and relevancy without diminishing performance
- Increased indexing and search speed
- Reduced in the hardware footprint needed for the same amount of data
- Incorporated a foundation for content intelligence platform for future AI capabilities
- Optimized for iManage Security Policy Manager need-to-know security

Action

If you are using iManage Work Indexer powered by IDOL and intend to continue running iManage Work on-premises, you will need to begin planning your upgrade to RAVN Indexer if you haven't already done so.

If you plan to move to iManage Cloud by June 2023, you can continue using your existing IDOL Indexer. As part of your iManage Cloud services, we include iManage AI Indexer—an indexing service powered by RAVN.

As of this notice, iManage Work Indexer for IDOL 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.

NOTE: Customers current on software maintenance are entitled to a free upgrade to the latest version.

End Of Support date: June 30, 2023

We will continue to take support requests related to iManage Work Indexer powered by IDOL until June 30, 2023. This provides time to plan for and switch to iManage Work Indexer powered by RAVN.

Beginning July 1, 2023, we will only take support requests related to iManage Work Indexer powered by RAVN.

End Of Life date: December 29, 2023

All support articles, documentation, and software downloads for the retired components and historical versions of iManage Work Indexer powered by IDOL will be removed from Help Center (help.imanage.com) after December 29, 2023.



Head Office:

CHICAGO

71 S. Wacker Drive
Suite 400
Chicago, IL 60606

Main: (312) 667-7000
Support: (312) 626-8822
Fax: (312) 382-1753

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