
InfoPrint Manager (5648-F40) V4.5 and V4.6 End of Software Maintenance Service and Support (EOS&S)

Overview

InfoPrint Manager Version 4.5 and Version 4.6 are being Withdrawn from Software Maintenance Service and Support on February 22, 2019.

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Once maintenance service and support is withdrawn, Ricoh no longer provides any support, such as assistance for installation, usage (how-to) or code defect related questions for that version and release level.

In order to continue to be eligible for this assistance under your Software Maintenance Agreement, the eligible software must be at the current version and release levels, which is available to you under your active Software Maintenance Agreement-

Therefore, in order to maintain your eligibility for this assistance, Ricoh suggests that you upgrade to the most current version and release level prior to the withdrawal of support for a given version.

Ricoh publishes the notification of service withdrawal on our web site at least 12 months prior to its effective date, so you have an entire year to plan your upgrade to the most current version and release level. The website is at <http://info.rpp.ricoh-usa.com/help/index.jsp> under the link for “Customer Reference Documents”.

If you choose not to upgrade, Ricoh will provide a prorated refund for the remaining value of your Software Maintenance Agreement, which will terminate that Agreement and end all further benefits.

End of Software Maintenance and Support Dates

- **End-of-Software Maintenance Service and Support Announce Date: February 23, 2018**
- **End-of-Software Maintenance Service and Support Effective Date: February 22, 2019**

Programs Being Withdrawn From Software Maintenance Service and Support	Last Date V4.5 and V4.6 can Be Ordered	Date for Withdrawal From Service
InfoPrint Manager Versions 4.5 and Versions 4.6 (5648-F40)	February 23, 2018	February 22, 2019

The Replacement Programs are shown in the following table.

Programs Being Withdrawn	Replacement Program
InfoPrint Manager Version 4.5 and 4.6 (5648-F40)	InfoPrint Manager Version 4.7 (5648-F40)

Marketing channels

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