
Customer Reference Document: RICOH ProcessDirector V3.6 End of Software Maintenance Service and Support – Replacement Available

Overview

RICOH ProcessDirector V3.6 is being Withdrawn from Software Maintenance Service and Support on October 31, 2019.

Once maintenance service and support is withdrawn, Ricoh no longer provides any support, such as assistance for installation, usage (how-to) or code defect related questions for that version and release level.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: October 26, 2018
- End-of-Software Maintenance Service and Support Effective Date: October 31, 2019

The Replacement Program is shown in the following table.

Programs Being Withdrawn	Replacement Programs
RICOH ProcessDirector V3.6 (5765-H30)	RICOH ProcessDirector V3.7 (5765-H30)

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