
Customer Reference Document: RICOH ProcessDirector V3.7 End of Software Maintenance Service and Support – Replacement Available

Overview

RICOH ProcessDirector V3.7 is being Withdrawn from Software Maintenance Service and Support on January 31, 2021.

Once maintenance service and support are withdrawn, Ricoh no longer provides any support, such as assistance for installation, usage (how-to) or code defect related questions for that version and release level.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 requires 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 25, 2019
- End of Software Maintenance Service and Support Effective Date: January 31, 2021

The Replacement Program is shown in the following table.

Programs Being Withdrawn	Replacement Programs
RICOH ProcessDirector V3.7, V3.7.1, V3.7.2 (5765-H300)	RICOH ProcessDirector V3.8 (5765-H30)

Announcement Countries

This announcement applies to Ricoh Japan. There is a separate announcement for the other Ricoh Regions.

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Ricoh Internal Section

This section is only for Ricoh employees and is not part of the Customer Reference Document (CRD),

Marketing Channels

Ricoh Sales Specialists.

This announcement applies to Ricoh Japan. There is a separate announcement for the other Ricoh Regions.

Software Support Policy

Please see [Software Support Handbook](#) for an overview that explains Ricoh's commitment to supporting clients and its software support organization. The "Software Support Handbook" can be found at this Web link:

[Support and Downloads](#) or <https://www.ricoh-usa.com/en/support-and-download>

The Software Support Lifecycle policy specifies the length of time support will be available for the software, from when the product is available for purchase to the time the product is no longer supported

Most Software Products conform to the Standard Support Lifecycle policy, which describes the normal support period for a product. Many products are supported for a period of approximately two years. Once the withdrawal of support is announced, Service and support will be available for at least 12 months. After this time, the software will no longer be supported.

To obtain the most accurate lifecycle information for your product, contact support or your SSE/FTSS.

Note: Some products may not adhere to this standard policy, including but not limited to Software that is sold "as is", products supported by third party directly, or products recently acquired by Ricoh, which may still adhere to their own legacy lifecycle agreements.

Ricoh may modify the Lifecycle policy at any time and will communicate the modification and any exceptions via a product announcement letter, or in a general policy announcement.

Support Extensions

Support Extensions are accommodations for Customers who are unable to migrate to a supported software product release within the time provided. To request an extension for your software product, contact your Sales Representative

Item Numbers

The RICOH ProcessDirector V3.7 items are planned to be removed from the configurator (no longer orderable) on January 31, 2021. Customers will only be able to buy current version and release items after that date.