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Customer Reference Document: RICOH TotalFlow Supervisor Withdrawal from Marketing and End of Software Maintenance Service and Support No Current Replacement Available

Overview

RICOH TotalFlow Supervisor is a mobile app to help track printer productivity while on the same network. This app is not related to RICOH Supervisor, but RICOH Supervisor will be a future replacement for this app.

RICOH TotalFlow Supervisor is being Withdrawn from Marketing and Software Maintenance Service and Support on October 25, 2019.

Once maintenance service and support are withdrawn, Ricoh no longer provides any support, such as assistance for installation, OS upgrades, usage (how-to) or code defect related questions for that version and release level. The application will no longer function after the end of software maintenance and support date.

Ricoh publishes the notification withdrawal from marketing and end of service on our web site. The website is at http://info.rpp.ricoh-usa.com/help/index.jsp under the link for "Customer Reference Documents".

Withdrawal from Marketing, End of Software Maintenance and Support Dates

- Withdrawal from Marketing and End of Software Maintenance Service and Support Announce Date: October 25, 2019

- Withdrawal from Marketing Date: October 25, 2019

- End of Software Maintenance Service and Support Effective Date: December 31, 2019

The Replacement Program is shown in the following table.

Programs Being Withdrawn	Replacement Programs
RICOH TotalFlow Supervisor 1.0, 1.1, 1.2, 1.3 (all versions)	No Current Replacement Available

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