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Customer Reference Document: Page Printing Formatting Aid for Windows (5799-RZB), Withdrawal from Marketing and End of Software Maintenance Service and Support – Replacement Available

Overview

RICOH Page Printer Formatting Aid (PPFA) for Windows is being withdrawn from Marketing and from Software Maintenance Service and Support on July 31, 2021.

Customers will be able to buy the replacement InfoPrint Manager PPFA Option (5648-F40-0003) program with 1, 2, 3, 4, or 5 year Maintenance Service and Support.

Customers with current Maintenance Service and Support for the PPFA for Windows (5799-RZB) program can migrate at no charge to the replacement InfoPrint Manager (IPM) PPFA Option (5648-F40-0003) program.   If you migrate your Maintenance for the PPFA for Windows (5799-RZB), it will be converted to Maintenance for the replacement InfoPrint Manager (IPM) PPFA Option (5648-F40-0003) program.

Once maintenance service and support are withdrawn, Ricoh no longer provides any support, such as assistance for installation, usage (how-to) or code defect related questions for that version and release level.

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 **https://help.ricohsoftware.com/swinfocenter/** under the link for "Customer Reference Documents".

End of Software Maintenance and Support Date

- Withdrawal from Marketing and End of Software Maintenance Service and Support Announce Date: July 31, 2020
- End of Software Maintenance Service and Support Effective Date: July 31, 2021

The replacement program is shown in the following table.

Programs Being Withdrawn	Replacement Programs
Page Printer Formatting Aid for Windows (5799-RZB)	InfoPrint Manager PPFA Option (5648-F40-0003)

Marketing Channels, Announcement Countries

Ricoh Sales Specialists.

This announcement applies to all Ricoh Regions.

Trademarks

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Software Support Policy

Please see the Software Support Handbook for an overview that explains Ricoh Commercial Printing's (CP'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 CP Software Support Lifecycle policy specifies the length of time support will be available for CP software, from when the product is available for purchase to the time the product is no longer supported.

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

CP 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.

Item Numbers

Customers will not be able to buy the Page Printer Formatting Aid (PPFA) for Windows program items, see attached table, after July 31, 2020.

Customers will be able to buy the replacement InfoPrint Manager PPFA Option (5648-F40-0003) program with 1, 2, 3, 4, or 5 year Maintenance Service and Support.

Customers with current Maintenance Service and Support for the PPFA for Windows (5799-RZB) program can migrate at no charge to the replacement InfoPrint Manager (IPM) PPFA Option (5648-F40-0003) program.   If you migrate your Maintenance for the PPFA for Windows (5799-RZB), it will be converted to Maintenance for the replacement InfoPrint Manager (IPM) PPFA Option (5648-F40-0003) program.

If you have Maintenance that extends beyond the end of Software Maintenance and Support date and choose not to migrate to the replacement program, 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.

5799-RZB	PAGE PRINTER FORMATTING AID FOR WINDOWS / AIX
- 5799-RZB-OC001	OPTIONAL FEATURES
5799-RZB-0001	FC 0001 - PPFA FOR WINDOWS / AIX BASE [0001/UAZ4C1/E2ED]
- 5799-RZB-OC002	SUPPLY FEATURES
- 5799-RZB-5809-01/01/00	FC 5809-010100 - PPFA FOR WINDOWS / AIX
G550074701	RICOH_IPS_FLYER
LCD4564705	INFOPRINT MANAGER: PAGE PRINTER FORMATTING AID FEATURE

S550080104	INFOPRINT MANAGER PAGE PRINTER FORMATTING AID: USERS GUIDE
- 5799-RZL-OC003	PPFA FOR WINDOWS SOFTWARE MAINTENANCE 1 YEAR REGISTRATION
- 5799-RZL-0001	FC 0001 - PPFA FOR WINDOWS BASE [0001/UAZ5C2/E2EE]
- 5799-RZL-OC004	PPFA FOR WINDOWS SOFTWARE MAINTENANCE 1 YEAR RENEWAL
- 5799-RZL-0002	FC 0002 - PPFA FOR WINDOWS BASE [0002/UAZ5C3/E2EF]
- 5799-RZL-OC005	PPFA FOR WINDOWS SOFTWARE MAINTENANCE 1 YEAR AFTER LICENSE
- 5799-RZL-0003	FC 0003 - PPFA FOR WINDOWS BASE [0003/UAZ5C4/E2EG]
- 5799-RZN-OC006	PPFA FOR WINDOWS SOFTWARE MAINTENANCE - 3 YEAR REGISTRATION
5799-RZN-0001	PPFA FOR WINDOWS BASE [0001/N/A /E2EH]
- 5799-RZN-OC007	PPFA FOR WINDOWS SOFTWARE MAINTENANCE - 3 YEAR RENEWAL
5799-RZN-0002	PPFA FOR WINDOWS BASE [0002/UAZ6C6 /E2EJ]
- 5799-RZN-OC008	PPFA FOR WINDOWS SOFTWARE MAINTENANCE - 3 YEAR AFTER LICENSE
5799-RZN-0003	PPFA FOR WINDOWS BASE [0003/UAZ6C7 /E2EK]
- 5799-RZB-OCBU	5799-RZB-OCBU
5799-RZB-BU	PAGE PRINTER FORMATTING AID FOR WINDOWS