

---

# Customer Reference Document: RICOH InfoPrint Productivity Tracker (5639-AA9), Withdrawal from Marketing and End of Software Maintenance Service and Support – Replacement Available

---

## Overview

---

RICOH InfoPrint Productivity Tracker is being withdrawn from Marketing and from Software Maintenance Service and Support on September 30, 2021.

RICOH InfoPrint Productivity Tracker is a software that captures and records all events from some Ricoh continuous feed printers. It can capture information from multiple locations for selected periods so customers can view printer performance, operator productivity, and job completion over their extended enterprise.

Customers will be able to buy the replacement RICOH Supervisor (5765-H50) program with similar functionality.

Customers with current Maintenance Service and Support for the RICOH InfoPrint Productivity Tracker program can migrate to the replacement RICOH Supervisor program. If you migrate your Maintenance for the RICOH InfoPrint Productivity Tracker can be applied to the replacement RICOH Supervisor 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.

Once maintenance service and support are withdrawn, Ricoh no longer provides any support, such as assistance for installation, usage (how-to) or code defect related questions for that version and release level.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 or replacement product. 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: September 30, 2020
- End of Software Maintenance Service and Support Effective date: September 30, 2021

The replacement program is shown in the following table.

Programs Being Withdrawn	Replacement Programs
RICOH InfoPrint Productivity Tracker (5639-AA9), all versions	RICOH Supervisor (5765-H50)

## Marketing Channels, Announcement Countries

---

Ricoh Sales Specialists.

This announcement applies to all Ricoh Regions.

## Trademarks

---

Ricoh, InfoPrint, and the InfoPrint logo are trademarks or registered trademarks of Ricoh Co., Ltd., in Japan, the United States, and other countries.

## 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:

[CIP Software Support Handbook](https://help.ricohsoftware.com/swinfocenter/ricoh-software-support/CIPSoftware_SupportHandbookV8-10.pdf) or [https://help.ricohsoftware.com/swinfocenter/ricoh-software-support/CIPSoftware\\_SupportHandbookV8-10.pdf](https://help.ricohsoftware.com/swinfocenter/ricoh-software-support/CIPSoftware_SupportHandbookV8-10.pdf)

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 RICOH InfoPrint Productivity Tracker (5639-AA9) program items after September 30, 2020.

Customers will be able to buy the replacement RICOH Supervisor (5765-H50) program with similar functionality.

Customers with current Maintenance Service and Support for the RICOH InfoPrint Productivity Tracker program can migrate to the replacement RICOH Supervisor program. If you migrate your Maintenance for the RICOH InfoPrint Productivity Tracker can be applied to the replacement RICOH Supervisor 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.

### RICOH InfoPrint Productivity Tracker Items

Item	Description
5639-AA9	PRODUCTIVITY TRACKER
- 5639-AA9-OC001	OPTIONAL FEATURES
5639-AA9-0001	FC 0001 - IP PRODUCTIVITY TRACKER [0001/U7ZBC1/D7LG]
5639-AA9-0002	FC 0002 - SNMP [0002/U8SNC1/E0FF]
- 5639-AA9-OC002	SUPPLY FEATURES
- 5639-AA9-ENID	SOFTWARE ENTITLEMENT ID INFOPRINT PRODUCTIVITY TRACKER

G5500012800	SOFTWARE ENTITLEMENT ID
- 5639-AA9-5809-2/3/0	FC 5809-230 - IP PRODUCTIVITY TRACKER V230
G550113607	INFOPRINT PRODUCTIVITY TRACKER: INSTALLING AND CONFIGURING
G5502021702	INFOPRINT PRODUCTIVITY TRACKER: USERS GUIDE
- LCD4567505	INFOPRINT PRODUCTIVITY TRACKER VERSION 2.3.0
50A0970	LCD4567505 INFOPRINT PRODUCTIVITY TRACKER VERSION 2 RELEASE 3 (ISO FORMAT: CD-ROM)
45U5250	STR MEDIA - BLANK CD
G550113904	INFOPRINT PRODUCTIVITY TRACKER: LICENSE INFORMATION
- 5639-AA9-5819-2/3/0	FC 5819-230 - SNMP V230
- LCD4569503	INFOPRINT PRODUCTIVITY TRACKER: SNMP COLLECTOR FEATURE (ISO FORMAT: CD-ROM)
50A0971	LCD4569503 INFOPRINT PRODUCTIVITY TRACKER SNMP COLLECTOR FEATURE (ISO FORMAT: CD-ROM)
45U5250	STR MEDIA - BLANK CD
5639-AA9-E001-2/3/0	5639-AA9-0001 - IP PRODUCTIVITY TRACKER BASE V230 DOWNLOAD
5639-AA9-E002-2/3/0	5639-AA9-0002 - IP PRODUCTIVITY TRACKER SNMP FEATURE V230 DOWNLOAD
- 5639-AA9-ENID	SOFTWARE ENTITLEMENT ID INFOPRINT PRODUCTIVITY TRACKER
G5500012800	SOFTWARE ENTITLEMENT ID
- 5639-A6A-OC003	[XXXX][OOD]INFOPRINT 1Y MAIN PRODUCTIVITY TRCKER SW
- 5639-A6A-2669	FC 2669 - PRODUCTIVITY TRACKER [2669/U4GJC2/2669]
5639-A6A-2669-MA910	FC 2669-MA910 - INFOPRINT PRODUCTIVITY TRACKER - PRODUCTIVITY TRACKER BASE SOFTWARE MAINTENANCE - 1 YEAR REGISTRATION
- 5639-A6A-OC004	INFOPRINT PRODUCTIVITY TRACKER SOFTWARE MAINTENANCE 1 YEAR RENEWAL
- 5639-A6A-2670	FC 2670 - PRODUCTIVITY TRACKER [2670/U4GJC3/2670]
5639-A6A-2670-MA911	FC 2670-MA911 - INFOPRINT PRODUCTIVITY TRACKER - PRODUCTIVITY TRACKER BASE SOFTWARE MAINTENANCE - 1 YEAR RENEWAL
- 5639-A7A-OC005	INFOPRINT PRODUCTIVITY TRACKER SOFTWARE MAINTENANCE 1 YEAR AFTER LICENSE
- 5639-A7A-2671	FC 2671 - PRODUCTIVITY TRACKER [2671/U4GKC4/2671]
5639-A7A-2671-MA912	FC 2671-MA912 - INFOPRINT PRODUCTIVITY TRACKER - PRODUCTIVITY TRACKER BASE SOFTWARE MAINTENANCE - 1 YEAR AFTER LICENSE
- 5639-A8A-OC006	INFOPRINT PRODUCTIVITY TRACKER SOFTWARE MAINTENANCE 3 YEAR REGISTRATION
- 5639-A8A-2672	FC 2672 - PRODUCTIVITY TRACKER [2672/U4GLC5/2672]
5639-A8A-2672-MA930	FC 2672-MA930 - INFOPRINT PRODUCTIVITY TRACKER - PRODUCTIVITY TRACKER BASE SOFTWARE MAINTENANCE - 3 YEAR REGISTRATION
- 5639-A9A-OC007	INFOPRINT PRODUCTIVITY TRACKER SOFTWARE MAINTENANCE 3 YEAR RENEWAL
- 5639-A9A-2673	FC 2673 - PRODUCTIVITY TRACKER [2673/U4GMC6/2673]
5639-A9A-2673-MA931	FC 2673-MA931 - INFOPRINT PRODUCTIVITY TRACKER - PRODUCTIVITY TRACKER BASE SOFTWARE MAINTENANCE - 3 YEAR RENEWAL
- 5639-A0A-OC009	INFOPRINT PRODUCTIVITY TRACKER EXTENDED MAINTENANCE
- 5639-A0A-2677	INFOPRINT PRODUCTIVITY TRACKER SOFTWARE MAINTENANCE - 7 YEAR RENEWAL
5639-A0A-2677-MA971	INFOPRINT PRODUCTIVITY TRACKER SOFTWARE MAINTENANCE - 7 YEAR RENEWAL
- 5639-A1B-OC008	INFOPRINT PRODUCTIVITY TRACKER SOFTWARE MAINTENANCE 3 YEAR AFTER LICENSE
- 5639-A1B-2675	FC 2675 - PRODUCTIVITY TRACKER [2675/U4GNC7/2675]
5639-A1B-2675-MA932	FC 2675-MA932 - INFOPRINT PRODUCTIVITY TRACKER - PRODUCTIVITY TRACKER BASE SOFTWARE MAINTENANCE - 3 YEAR AFTER LICENSE