
Customer Reference Document: AFP2PDF Plus V1.3 (5876-W11) Upgrades, Withdrawal from Marketing and End of Software Maintenance Service and Support

Overview

RICOH AFP2PDF Plus support for upgrades is being Withdrawn from Software Maintenance Service and Support on September 30, 2022. After this date, any customer wishing to install RICOH AFP2PDF Plus will be required to purchase the product. Upgrades from prior products will not be possible.

If you have Maintenance that extends beyond the end of the Software Maintenance and Support date, 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Once maintenance service and support are withdrawn, Ricoh no longer provides any support, such as assistance for installation, usage (how-to) or code defect related questions for that version and release level.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 replacement 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: September 30, 2021
- End of Software Maintenance Service and Support Effective date: September 30, 2022.

The replacement program is shown in the following table.

Programs Being Withdrawn	Replacement Programs
RICOH AFP2PDF Plus V1.3 (5876-W11) upgrades: <ul style="list-style-type: none">• 5876-W11-U0001 RICOH AFP2PDF PLUS UPGRADE• 5876-W11-U0002 RICOH AFP2PDF PLUS RESTRICTED USE LICENSE UPGRADE	RICOH AFP2PDF Plus V1.3 (5876-W11)

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:

[Ricoh Software Support Documents](#)

or [https://help.ricohsoftware.com/swinfocenter/ricoh-software-support/support_project.ditamap/\\$/support_overview](https://help.ricohsoftware.com/swinfocenter/ricoh-software-support/support_project.ditamap/$/support_overview)

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 upgrade 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 AFP2PDF Plus (5876-W11) program items after September 30, 2022.