
Customer Reference Document: RICOH InfoPrint Manager V4.11 (5648-F40) Japan End of Software Maintenance Service and Support – Replacement Available

Overview

RICOH InfoPrint Manager V4.11 is being Withdrawn from Software Maintenance Service and Support in Japan on May 24, 2024.

Once maintenance service and support are withdrawn, Ricoh no longer provides any support, such as assistance for installation, usage (how-to) or code defect related questions for that version and release level.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 suggests 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 <https://help.ricohsoftware.com/swinfocenter/> 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: February 24, 2023
- End-of-Software Maintenance Service and Support Effective Date: May 24, 2024

The Replacement Program is shown in the following table.

Programs Being Withdrawn	Replacement Programs
RICOH InfoPrint Manager V4.11, 4.11.1, and 4.11.2 (5648-F40)	RICOH InfoPrint Manager V4.12 (5648-F40)

Marketing channels

Ricoh Sales Specialists.

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

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