Customer Reference Document: RICOH InfoPrint Manager V4.12 (5648-F40) and RICOH InfoPrint Manager Subscription V4.12 (5648-F50) End of Software Maintenance Service and Support – Replacement Available

Overview

RICOH InfoPrint Manager V4.12 is being Withdrawn from Software Maintenance Service and Support on February 23, 2025. There will be a grace period effective until May 2, 2025, at which point there is no support for 4.12 anymore. Upgrades will need to be completed prior to May 2, 2025.

Once maintenance service and support are withdrawn, Ricoh no longer provides any support, such as assistance for installation, usage (how-to) or code defect related questions for that version and release level.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 are available to you at no charge under your active Software Maintenance Agreement. Therefore, in order to maintain your eligibility for this assistance, Ricoh requires that you upgrade to a supported 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 URL is: https://help.ricohsoftware.com/swinfocenter/customer-reference-documents/ic.crds.project.ditamap/$/crdoverview under the link for "Customer Reference Documents".

End of Software Maintenance and Support Dates

- End of Software Maintenance Service and Support Announce Date: February 23, 2024
- End of Software Maintenance Service and Support Effective Date: February 28, 2025

The Replacement Program is shown in the following table.

Programs Being Withdrawn	Replacement Programs
RICOH InfoPrint Manager V4.12, 4.12.1, 4.12.2 and 4.12.3. (5648-F40)	RICOH InfoPrint Manager V4.13 (5648-F40)
RICOH InfoPrint Manager Subscription V4.12, 4.12.1, 4.12.2 and 4.12.3. (5648-F50)	RICOH InfoPrint Manager Subscription V4.13 (5648-F50)

Announcement Countries

This announcement applies to all Ricoh Regions, except Japan. There is a separate announcement for Japan.

Trademarks

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

Marketing Channels

Ricoh Sales Specialists.

This announcement applies to all Ricoh Regions, except Japan. There is a separate announcement for Japan.

Software Support Policy

Please see the Software Support Handbook for an overview that explains Ricoh'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

The Software Support Lifecycle policy specifies the length of time support will be available for the software, from when the product is available for purchase to the time the product is no longer supported.

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

Ricoh 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.

Support Extensions

Support Extensions are accommodations for Customers who are unable to migrate to a supported software product release within the time provided. To request an extension for your software product, contact your Ricoh Sales Representative.

Item Numbers

The RICOH InfoPrint Manager V4.12 items are planned to be removed from the configurator (no longer orderable) on February 28, 2025.   Customers will only be able to buy the current version and release items after that date.