
Customer Reference Document: AFP Resource Installer for Windows (5639-EE2), Withdrawal from Marketing and End of Software Maintenance Service and Support

Overview

RICOH Advanced Function Presentation (AFP) Resource Installer for Windows (5639-EE2) is being withdrawn from Marketing and from Software Maintenance Service and Support on October 30, 2021

AFP Resource Installer manages the files that you need for color and monochrome printing. It allows you to install AFP resources to and from folders and directories on your local system, as well as on remote systems.

AFP Resource Installer contains several specialized installers, one for each type of resource, using a common interface.

AFP Resource Installer (5639-EE2) will continue to be available for customers to use at no charge and without Software Maintenance and Support.

If you have Maintenance that extends beyond the end of 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Once maintenance service and support are withdrawn, Ricoh no longer provides any support, such as assistance for installation, usage (how-to) or code defect related questions for that version and release level.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.riohsoftware.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: October 30, 2020
- End of Software Maintenance Service and Support Effective date: October 30, 2021

The replacement program is shown in the following table.

Programs Being Withdrawn	Replacement Programs
AFP Resource Installer for Windows (5639-EE2)	AFP Resource Installer for Windows (5639-EE2) Available to use "as-is" with no Software Maintenance and Support

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'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 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 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.

Item Numbers

Customers will not be able to buy the RICOH AFP Resource Installer (5639-EE2) program items after October 30, 2020.