
Customer Reference Document: RICOH TotalFlow™ Producer (5765-M20) End of Software Maintenance Service and Support

Overview

RICOH TotalFlow™ Producer (5765-M20) is being Withdrawn from Software Maintenance Service and Support on July 1, 2024.

Once maintenance service and support are withdrawn, Ricoh no longer provides any support, such as assistance for installation, usage (how-to) or code defect related questions for the SaaS offering.

End of Software Maintenance and Support Dates

- End of Software Maintenance Service and Support Announce Date: July 1, 2024
- End of Software Maintenance Service and Support Effective Date: July 1, 2024

The Replacement Alternative is shown in the following table.

Programs Being Withdrawn	Replacement Alternative
RICOH TotalFlow Producer (5765-M20-0001) for Base Package Type	For customers seeking similar functionality, Fiery® JobFlow™ is an alternative solution to automate job preparation steps in prepress workflows.
RICOH TotalFlow Producer (5765-M20-0002) for Advanced Package Base Package Type	For customers seeking similar functionality, Fiery® JobFlow™ is an alternative solution to automate job preparation steps in prepress workflows.

Announcement Countries

This announcement applies to all Ricoh Regions, including 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.