

# Genesys Engage On-Premises End of Component Support Interaction Concentrator v8.0

End of Component Support Announcement  
May 17, 2023

# End of Component Support for Interaction Concentrator Announcement

Last Updated: [May 3, 2023](#)

## Overview

As of [May 17, 2023](#), Genesys announces the End of Component Support for Interaction Server for the versions listed below.

Genesys Products	Release
Interaction Concentrator	Version 8.0

End of Life Announcement Date	<a href="#">May 17, 2023</a>
Last Order Date	<a href="#">May 17, 2023</a>
End of Maintenance	<a href="#">November 30, 2023</a>
End of Support Date	<a href="#">November 30, 2023</a>

## Details

Interaction Concentrator Version 8.0 will be retired as of November 30, 2023. This means that Genesys will not provide software patches, security updates or customer care support after the End of Component Support (EOCS) date.

To maintain certain functionality, Genesys recommends customers to upgrade to the latest versions: [Interaction Concentrator Version 8.1 & Version 9.0](#).

## Major Versions

Interaction Concentration versions that are affected by this EOCS announcement:

<b>Versions of Genesys components affected:</b>
Interaction Concentration Version 8.0

## Affected Components

Components affected by this EOL announcement:

APN Number	Product Description
3GP179711TAAA	CD - v8.0 - Interaction Concentrator

## Migration / Upgrade Information

No entitlement is offered, due to the product retirement.

Genesys recommends customers using Interaction Concentration v8.0 to upgrade to Interaction Concentration v8.1 or Interaction Concentration v9.0.

## Related Documents

Release Notes

- [Interaction Concentrator v9.0](#)
- [Interaction Concentrator v8.1](#)

Information on Genesys EOL products & versions that have been scheduled for EOL

- [EOL Life Cycle Table](#)

## Frequently Asked Questions

### **Why is Genesys retiring these components?**

- Genesys is retiring the older versions to optimize our development and support resources and to provide our customers the best possible solution for Interaction Concentration.

### **Is there any replacement solution for the components being retired?**

- Yes. Genesys recommends customers using Interaction Concentration v8.0 to upgrade to Interaction Concentration v8.1 or Interaction Concentration v9.0.

### **What if I need help or have questions?**

- If you need help or have questions about this migration, reach out to your Customer Success Manager or contact Genesys Customer Care (My Support).

## Definitions

### **End of Life Announcement Date**

This is a general announcement for end of support.

### **End of Support Date**

From this date, all Genesys Maintenance and Support obligations will be ceased.