

# Genesys PureConnect Latitude by Genesys Release 10.0 SU7 & prior releases

**End of Life Announcement**  
**April 30<sup>th</sup>, 2020**



# End of Life

Last Updated: [April 30<sup>th</sup>, 2020](#)

## Overview

As of [April 30<sup>th</sup>, 2020](#), Genesys announces the End of Life for the product listed below:

Genesys Products	Release
<a href="#">Latitude by Genesys</a>	<a href="#">Release 10.0 SU7 &amp; prior releases</a>

## Details

### Related Documents

Click [here](#) to view the following documents:

- EOL Policy: Provides details for Genesys End of Life policy and life cycle.
- EOL Life Cycle Table: Provides the end of life dates for all Genesys EOL product & versions that have been scheduled for EOL.

## Products

Products affected by this EOL announcement:

**Genesys Products**  
[Latitude 10.0 Service Update SU7 & prior releases](#)

## Major Versions

This lists all versions affected by this EOL Announcement

- Release 10 Service Update SU7 and prior releases

## Supplemental Information

Genesys provides software updates for 18 months from the date of the release of the product version. With the release of **Latitude 10.0 SU9** in February 2019, **SU7** and **prior releases** have reached beyond their standard support expiration date.

Genesys recommends current Latitude 10.0 customers to update to the latest Latitude 10.0 Service Release, currently SU9

For details about Latitude by Genesys 10.0 SU9 Documentation, please visit [https://help.genesys.com/latitude/10/desktop/latitude\\_by\\_genesys\\_documentation.htm](https://help.genesys.com/latitude/10/desktop/latitude_by_genesys_documentation.htm)

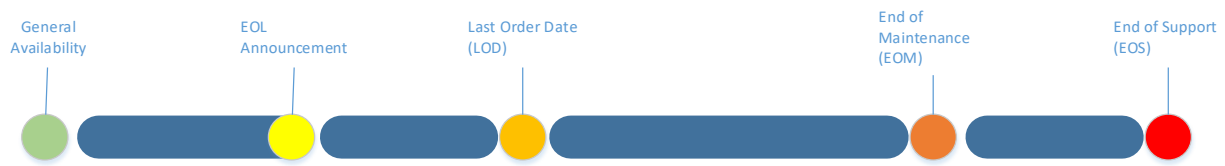
For others Latitude 10.0 Documentation, please visit the doc library at <https://help.genesys.com/latitude/10/mergedProjects/LatitudeReleaseNotes/desktop/ProductNotices.htm>

## Entitlement

Active Latitude customers are entitled to update Latitude from Prior Service Updates to SU9 for free.

## EOL Life Cycle Dates

<b>End of Life Announcement Date</b>	<b>April 30<sup>th</sup>, 2020</b>
<b>Last Order Date</b>	<b>October 31<sup>st</sup>, 2020</b>
<b>End of Maintenance</b>	<b>April 30<sup>th</sup>, 2021</b>
<b>End of Support</b>	<b>October 31<sup>st</sup>, 2021</b>



## Frequently Asked Questions

### Why is Genesys retiring Latitude by Genesys 10.0 SU7?

- **Answer:** Old service updates of Latitude are being retired (End of Life) as all equivalent functionality is now available in the latest releases (SU9) and this EOL Announcement aims to motivate customers to migrate to latest service update of the product.

# Definitions

## End of Life Announcement Date

This is a general announcement, announcing the Last Order Date (“LOD”) of commercially available Genesys products, and the corresponding EOM and EOS dates.

From the EOL Announcement date onwards, it will no longer be possible to quote product(s) or Maintenance and Support on the EOL products to new Customers.

Up until LOD it will still be possible to quote add-on Orders for additional Seats (or such other previously Ordered License Unit Type/License Element), or Maintenance and Support renewals for Customers who already have the applicable EOL product(s) installed.

Notwithstanding the foregoing, outstanding quotes issued **prior** to the EOL Announcement date will be honoured until expiration of their validity date

## Last Order Date

The ultimate date on which any additional Units of an EOL product can be ordered. From and after the LOD, no new quotes for such Units will be issued or accepted.

## End of Maintenance Date

From this date, no Releases (e. g. fixes, updates, etc.) will be available for an EOL product.

## End of Support Date

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