

v8.0 – Interaction Workspace SIP Endpoint

v8.1 – SIP Endpoint Connector

End of Life Announcement
September 7, 2018

End of Life

Last Updated: [September 7, 2018](#)

Overview

As of [September 7th, 2018](#), Genesys announces the End of Life for the products listed below:

Genesys Products	Release
Interaction Workspace SIP Endpnt	8.0
SIP Endpoint Connector & Lab	8.1

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 / Sellable Items
v8.0 - Interaction Workspace SIP Endpnt
v8.1 - SIP Endpoint Connector
v8.1 - SIP Endpoint Connector (Lab)

Major Versions

This lists all versions affected by this EOL Announcement

- [Version 8.0](#)
- [Version 8.1](#)

Supplemental Information

These versions have been replaced by v8.5 and v9.0

Customer Choices for New Product Purchase

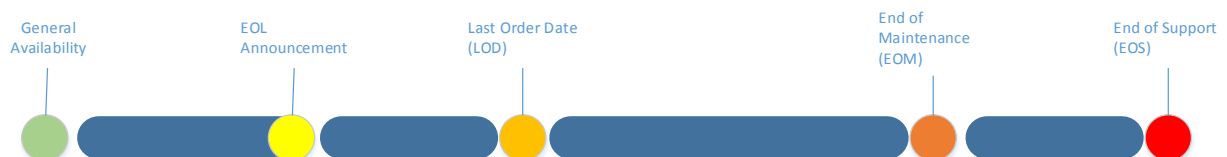
- [v9.0 - SIP Endpoint Connector](#)
- [v9.0 - Genesys Softphone](#)

Entitlement

Customers who purchased v8.0 and v8.1 items are entitled to v8.5 and v9.0 at no additional charge.

EOL Life Cycle Dates

End of Life Announcement Date	September 7, 2018
Last Order Date	March 7, 2019
End of Maintenance	March 7, 2020
End of Support	September 7, 2020



Frequently Asked Questions

Why are these items being announced as End of Life?

- Answer: These are older versions which each have two new successors

Definitions

End of Life Announcement Date

This is a general announcement, notifying the Last Order Date (LOD) of commercially available Genesys products, and the corresponding End of Maintenance (EOM) and End of Support (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 honored until expiration of their validity date.

Last Order Date (LOD)

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 (EOM) Date

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

End of Support (EOS) Date

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