

February 8, 2011

Dear Valued Customer/Partner,

The purpose of this letter is to make you aware of End of Life (EOL) Announcements effective as of February 8, 2011.

This letter includes the following sections:

- 1) EOL Announcement for Genesys Products and Services
- 2) Announcement for End of Genesys Support for Third-Party Platforms

Should you have any questions, please contact your Genesys account representative or your Regional Genesys Technical Support Center.

All the Technical Support designated contacts and other subscribers of the Technical Support Newsletter will receive this letter. Customers and partners who are not already subscribed to the Technical Support Newsletter can subscribe using the detailed instructions provided at the [end](#) of this letter.

This letter, the Genesys End of Life Policy, and the individual End of Life Announcements are all posted on both the [Xchange](#) website (accessible to partners only) and the [Genesys Tech Support website](#) (hint: search for 'EOL').

EOL Announcement for Genesys Products and Services

Effective February 8, 2011, Genesys announces End of Life for the 7.0 and 7.1 releases of all Genesys products and services, with a few exceptions. Please see the "Not EOL" tab of the [Genesys EOL Lifecycle Table](#) for the list of exceptions.

The EOL schedule for all Genesys 7.0 and all applicable Genesys 7.1 products and services is below:

Milestone	Date
EOL Announcement	February 8, 2011
Last Order Date (LOD)	August 8, 2011
End of Maintenance (EOM)	August 8, 2012
End of Support (EOS)	February 8, 2013

Please refer to the [Genesys EOL Policy](#) for the definition of each of the milestones.

End of Genesys Support for Third-Party Platforms

As of February 8, 2011, Genesys announces that it will stop supporting the following releases of third-party operating systems and databases as of July 31, 2011. Please note that Genesys does not sell or provide maintenance for these products. Genesys support only refers to interoperability between these third-party products and Genesys products. For more information about each announcement, please click on the links below and download the individual announcements.

- [IBM AIX 5.1 and 5.2 operating systems](#)
- [Oracle \(formerly Sun\) Solaris v8 operating system](#)
- [Oracle 9 database](#)

Yours Sincerely,

The Genesys Release Management Team

Tech Support Newsletter Subscriptions

Use these steps to subscribe to the Tech Support newsletter:

- If you already have a login to the Genesys Tech Support website:
 1. Log into the [Genesys Tech Support website](#). (If you have forgotten your password, click on the [automated password reminder](#) link on the login screen.)
 2. Click on the Profile link at the top right (just next to Log out).
 3. Click on the Subscription tab of your profile.
 4. In the subscription list, select Technical Support News and click the Commit Changes button.
- If you do not have a website login:
 1. Go to the [Account Request](#) web page and request a Tech Support website login.
 2. It usually takes up to two business days to process a request. After you receive the message that confirms creation of your new Genesys Web Account, log into the [Genesys Tech Support website](#) and follow the steps above.