

End of Component Support

Genesys Administrator

**End Of Support Announcement for Genesys Administrator:
January 20, 2022**

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Last Updated: [June 22, 2022](#)

Overview

As of [January 20, 2022](#), Genesys announces the End of Support for GA (Genesys Administrator).

Genesys Products	Release
GA (Genesys Administrator)	All Versions

End of Life Announcement Date	January 20, 2022
End of Support Date	January 20, 2024



Details

End of Component Support (EOCS) date for **GA (Genesys Administrator)** is **January 20, 2024**.

Underlying technologies that GA uses have become technically obsolete and Genesys will not provide software patches, security updates or other fixes for GA all versions.

To maintain certain functionality Genesys recommends the customers who have cloud or private edition Genesys software's, to move to **Agent Setup**.

All customers who have premise-based deployments are recommended to migrate to **GAX (Genesys Administrator extension)**

Major Versions

All GA (Genesys Administrator) versions including the ones listed below will be affected by this End of Support announcement:

Genesys Administrator

Versions of Genesys components affected

Version 8.0

Version 8.1

Version 8.5

Version 9.0



Supplemental Information

Migration path: Customers who have cloud or private edition Genesys software's are recommended to move to **AS (Agent Setup)**

All customers who have premise-based deployments are recommended to migrate to **GAX (Genesys Administrator extension)**

Customers using the outbound feature in GA are recommended to migrate to **CX contact** first and then migrate to **Agent Setup or GAX**.

Related Documents

- Agent Setup Product Guide: [Agent Setup - Genesys Documentation](#)
- GAX (Genesys Administrator extension) Product Guide: [Genesys Administrator Extension 9.0.x Release Note](#)
- [EOL Life Cycle Table](#): Provides the end-of-life dates for Genesys EOL products & versions that have been scheduled for EOL.

Frequently Asked Questions

Will Genesys Administrator product be working after the End of component Support date?

- Yes, but it is important to stop using GA (Genesys Administrator) and follow the recommended migration path due to security concerns.

We use outbound in Genesys Administrator, what is the path forward for us?

- Genesys recommends the customers to upgrade to CX contact as replacement for outbound and it contains more features.
- Migrate outbound to CX contact and then to AS (Agent Setup) or GAX (Genesys Administrator Extension).

Can feature requests be made during from now till the EOS timeline?

- Genesys will not provide any new features or upgrades for GA (Genesys Administrator). Underlying technologies that GA uses have become technically obsolete and Genesys will not provide software patches, security updates or other fixes for GA all versions.
- However, any new feature request can be made to the newer provisioning product (AS) Agent Setup.

Will Bugs be fixed during EOCS timeline?

- Genesys will be unable to provide software patches, security updates or other fixes for GA (Genesys Administrator) all versions before and after the EOCS date.

Internet Explorer (IE) 11 desktop application support is ending on June 15, 2022, what is the recommended browser that should be used?

- Genesys recommends the customers to use Google Chrome or Microsoft Edge. Internet Explorer mode in Microsoft Edge enables backward compatibility.

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 (Genesys Advisor) or contact Genesys Customer Care (My Support).

Definitions

End of Component Support (EOCS)

Retirements of software components that underpin Genesys products.

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.

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Products

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