

Genesys Engage™ On-Premises Versions Deprecation

Note: This is not a general product retirement announcement. This covers only deprecation of older versions of supported products.

Message from Guillaume Lardeux, General Manager of Genesys Engage and PureConnect

Dear Genesys Engage Customers,

In October 2022, Genesys made important announcements about our product strategy. We made the decision to go “all in” on one cloud product – Genesys Cloud. We also announced that Genesys Engage would remain as our on-premises offering. We are continuing to offer Engage on-premises to new and existing customers and will support it until at least through 2028.

Within the Engage Business Unit, our main priority is ensuring the Engage on-premises platform remains secure, reliable, and up to date. To help achieve this, we are accelerating the phase out of older product versions. This is necessary because these versions may have outdated components or lack compatibility with up to date third party software such as operating systems or databases. It also allows us to focus on the most recent version of those products for all security fixes, new database and OS support, and other enhancements.

Today, we are sharing our plan to retire specific older product versions for 33 products and components. We are presenting this as an Engage portfolio-wide announcement to simplify understanding and align timing. In general, we have selected versions that have not been updated for several years, are used by fewer customers, and have a straightforward upgrade path to the latest supported version. More information on upgrades and target versions is provided per product in the announcement. Please review with your teams to determine which of these are relevant to your Engage implementation, and plan for the updates as needed.

Thank you for your collaboration in helping us maintain Genesys Engage as a product platform on which you can rely.

Version Deprecation Announcement

Last Updated: October 11, 2023

Overview

As of October 20, 2023, Genesys announces [deprecation for select older versions of Engage on-premises products](#). To deliver up to date products, Genesys reserves the right to periodically discontinue older versions of Engage products and ask customers to upgrade to the latest versions with better functionality and maintainability.

Important:

- This End of Life Announcement is [only to discontinue support of the older versions](#) of the 33 products listed below.
- The deprecated versions of the products mentioned in the list below shall no longer be supported by Genesys after the [End of Support date of October 31, 2024](#). Genesys recommends customers to migrate/upgrade to the latest versions of these products before the End of Support date.

EOL Life Cycle Dates

End of Life Announcement Date	October 20, 2023
Last Order Date	October 20, 2023
End of Maintenance	October 31, 2024
End of Support	October 31, 2024

Affected Products and Components List and Upgrade Version

Product Group	Product Name	Deprecated Version(s)	Upgrade Version
Data	Genesys Info Mart	8.1	8.5
Data	Genesys Pulse	8.1	9
Data	Real-time Metrics Engine	8.1, 8.0	8.5
Desktop	Genesys Softphone	8.1, 8.5	9
Desktop	Gplus Adapter WFM	7	7.2
Desktop	SIP Endpoint SDK (SIP Endpoint Connector)	8.5, 8.1, 8.0	9
Digital	Apple Business Chat Plug-in for WDE	9.0 / all	Hub Plug-in for WDE
Digital	Classification Server	8.1, 8.0	9
Digital	Digital Messaging Server (DMS)	9.0	9.1
Digital	DMS Driver for Apple Business Chat	9.0	9.1
Digital	DMS Drivers for Facebook & Twitter	8.1, 8.5	9
Digital	Email Server	8.1	8.5
Digital	Interaction Server	8.5	9
Digital	Interaction Server Proxy	8.5	9
Digital	SMS Server	8.5	DMS 9.1/SMS Driver
Digital	Social Media Plug-in for WDE (Facebook & Twitter)	8.5	9
Digital	Universal Contact Server (UCS)	8.0, 8.1	8.5.3
Digital	Universal Contact Server Manager	8.1	8.5.3
Digital	Universal Contact Server Proxy	8.1	8.5.3
Inbound	Interaction Routing Designer (IRD)	8.0	8.1
Inbound	Orchestration Server (ORS)	8.0	8.1
Inbound	Universal Routing Server (URS)	8.0	8.1
Open Platform	Genesys Universal SDK	8.0, 8.1	8.5, 9.0
Open Platform	Platform SDK (PSDK)	8.0, 8.1, 8.5	9
Open Platform	Web Callback	8.0, 8.1	8.5
Orchestration	Composer	8.0	8.1
Outbound	CX Contact	9.0	100
Outbound	Outbound Contact Server (OCS)	8.0	8.1
Self-Service	Genesys Media Server (RM, MCP, RS, T-Server CUCCM, GAX plugin, MIB)	8.5	9
Self-Service	Genesys Voice Platform (CCP, MRCP, CTIC, SSG)	8.5	9
Self-Service	IVR SDK	8.0, 8.1	8.5
WFO	Speech and Text Analytics	8.0, 8.1	8.5
WFO	Workforce Management	8.0, 8.1	8.5

Additional Information

CX Contact: CX Contact v100 is only available to current CX Contact v9 customers.

Interaction Server & Interaction Server Proxy: As a pre-requisite to use Interaction Server v9.x, customers will need to upgrade their environment (OS and DB versions) according to the [Supported Operating Environment reference guide](#). In addition, customers using DB Server to connect Interaction Server and its database will need to migrate to ODBC, since DB Server isn't supported starting from Interaction Server version 8.5.3. This migration is described in [Genesys documentation](#).

Interaction Server Deployment Guides:

- [Interaction Server 9.0.x Deployment Guide](#)
- [Interaction Server Proxy 9.0.x Deployment Guide](#)
- [Recommendation Guide for Upgrading Interaction Server 8.5.x to 9.0.x](#)

Migration & Entitlement

[Genesys customers on active contracts are entitled to the upgrade versions at no cost.](#)

To maintain certain functionality, Genesys recommends customers to upgrade to the latest versions of the deprecated versions before Genesys ends support on October 31, 2024. Please contact your Account Manager or Genesys Care team for upgrade details.

Related Documents

Click the following links for these documents:

- [Genesys Engage On-Premises Documentation](#): Engage product guide.
- [EOL Policy](#): Provides details for Genesys End of Life policy and life cycle.
- [EOL Life Cycle Table](#): Provides the end-of-life dates for Genesys EOL products & versions that have been scheduled for EOL.

Frequently Asked Questions

Q: Why is Genesys retiring older versions of these 33 Engage on-premises products?

A: The older versions of the listed products are technically obsolete. By retiring older versions, we aim to help our customers migrate to latest versions with better functionality and maintainability.

Q: What are customers' options?

A: After the End of Support date, Genesys will not be providing any security updates, upgrades, bug fixes, troubleshooting, or other support, to maintain the functionality, Genesys recommends customers to upgrade to the latest versions of the retiring products.

Please contact your Account Manager or Genesys Care team for more details or assistance.

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 honored until expiration of their validity date

Last Order Date

The last 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.