



---

## T-Servers (Select Set 2016) (All Versions)

End of Life Announcement  
August 31, 2016

---

# End of Life

Last Updated: August 9, 2016

## Overview

As of August 31, 2016, Genesys announces the End of Life for the products listed below:

Genesys Products	Release
<ul style="list-style-type: none"><li>• T-Server for Alcatel OmniPCX Office (OXO) / A4200</li><li>• T-Server for Aspect ACD</li><li>• T-Server for Avaya INDeX</li><li>• T-Server for Cisco Unified Contact Center Enterprise (UCCE)</li><li>• T-Server for EADS Telecom M6500</li><li>• T-Server for EADS Telecom Intecom M6880 (PointSpan)</li><li>• T-Server for Huawei NGN UAP8100</li><li>• T-Server for Nortel Communication Server 1000 (CS1K)</li><li>• T-Server for Nortel Communication Server 2000/2100 - X.25 flavor only (CS2K)</li><li>• T-Server for Siemens Hicom 300E/300H</li><li>• T-Server for Siemens HiPath DX</li><li>• T-Server for Spectrum</li><li>• T-Server for Tadiran Coral</li></ul>	All versions

## Details

The EOL Policy describes the Genesys End of Life policy and life cycle. The following dates for all Genesys EOL products and/or product versions are listed in the EOL Life Cycle Table:

- End of Life Announcement
- Last Order Date
- End of Maintenance
- End of Support

## Related Documents

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

- EOL Policy
- EOL Life Cycle Table

## Products

Products affected by this EOL announcement:

### Genesys Products/Sellable Items

Genesys Inbound Voice and Inbound Voice (All T-servers) are the two Sellable Items that include the EOL T-Servers. However, these Sellable Items include other T-Servers that will remain supported. Therefore, no Sellable Item is EOL.

## Major Versions

This lists all versions affected by this EOL Announcement

- Version 7.6
- Version 8.0
- Version 8.1

## Supplemental Information

T-Servers planned for End of Life are aligned with PBX vendor End of Life announcement, PBX growth projections and T-Server customer demand.

## Customer Choices for New Product Purchase

- SIP Server
- Migrate to a Genesys-Supported PBX

## Entitlement

SIP Server is at-cost (not a free entitlement). Migration to a Genesys-Supported PBX T-Server is at no cost.

## EOL Life Cycle Dates

1. The EOL Lifecycle dates for the following T-Servers are:
  - a. T-Server for Avaya INDeX
  - b. T-Server for Cisco Unified Contact Center Enterprise (UCCE)
  - c. T-Server for Huawei NGN UAP8100
  - d. T-Server for Siemens Hicom 300E/300H

<b>End of Life Announcement Date</b>	August 31, 2016
<b>Last Order Date</b>	August 31, 2016
<b>End of Maintenance</b>	December 31, 2016
<b>End of Support</b>	December 31, 2016

2. The EOL Lifecycle dates for the following T-Servers are:
  - a. T-Server for Alcatel OmniPCX Office (OXO) / A4200
  - b. T-Server for Aspect ACD
  - c. T-Server for EADS Telecom M6500
  - d. T-Server for EADS Telecom Intecom M6880 (PointSpan)
  - e. T-Server for Nortel Communication Server 1000
  - f. T-Server for Nortel Communication Server 2000/2100 - X.25 flavor only (CS2K)
  - g. T-Server for Spectrum
  - h. T-Server for Siemens HiPath DX
  - i. T-Server for Tadiran Coral

<b>End of Life Announcement Date</b>	August 31, 2016
<b>Last Order Date</b>	February 28, 2017
<b>End of Maintenance</b>	February 28, 2018
<b>End of Support</b>	August 31, 2018

# 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 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 cease.

## Frequently Asked Questions

### **Are customers entitled to any supported T-Server as a replacement for EOL/EOS T-Servers?**

- Yes. Customers are entitled (at no cost) to use any of the supported Genesys T-Servers. Customer migration to Genesys SIP solution is at cost.