

EOL Announcement for Genesys Enterprise Telephony Software G7.x (All Versions and options)

Publish Date: October 4, 2012

Date of Last Update: October 4, 2012

Overview:

As of October 4, 2012 Genesys announces the End of Life for the products listed below:

- Genesys Enterprise Telephony Software (GETS) (All releases 7.x)

Detail:

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

Click on these document names to download the [EOL Policy](#) and [EOL Life Cycle Table](#).

If you have obtained this document from Xchange and do not have access to the Genesys Technical Support website, please click [here](#) to access the related documents on Xchange.

Products:

- GETS Server/User
- GETS
- GETS HA

Major Versions:

7.1

7.2

7.5

7.6

Supplemental Information:

Migration path for EOL products:

- There is no replacement product from Genesys, although ALUE intends to offer a functionally similar product from a business partner (but without migration or entitlements). Some customers may also want to consider use of Genesys UC Connect instead

Migration path for EOL product releases:

- No further release of GETS from Genesys is planned or available

EOL Lifecycle Dates:

- End of Life Announcement Date: October 4, 2012
- Last Order Date: October 1, 2013
- End of Maintenance Date: October 1, 2014
- End of Support Date: April 30, 2015

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 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 metric), or maintenance 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 product units and add-ons of an EOL product can be ordered. From and after the LOD, no new quotes for either licenses or maintenance contracts containing the EOL product will be issued or accepted.

End of Maintenance Date: From this date no software 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.

EOL FAQs:

Question 1: Why has Genesys decided to end support for GETS?

Answer: Although a well accepted product when first released six years ago, the introduction by Microsoft of SIP voice, the ongoing need to keep the GETS product up to date, and widespread availability of simple Lync telephony integration from other PBX vendors has reduced the marketplace for the GETS offerings.

Question 2: What upgrade entitlements will be offered to current GETS customers?

Answer: Genesys will refer existing GETS customers to Alcatel-Lucent Enterprise (where Alcatel-Lucent Enterprise was the original supplier), and upgrade options for other Genesys customers should be discussed with the local Genesys account team. No entitlement is included with this announcement.