

# End of Genesys Support for Network T-Server for Sprint

**End of Genesys Network T-Server for Sprint  
Support Announcement  
May 31<sup>st</sup>, 2021**

# End of Network T-Server for Sprint Support

Last Updated: May 6<sup>th</sup>, 2021

## Overview

As of May 31<sup>st</sup>, 2021, Genesys™ announces the End of Support for **Network T-Server for Sprint**.

Genesys Products	Release
Network T-Server for Sprint	All Versions

  

End of Life Announcement Date	May 15 <sup>th</sup> , 2021
End of Support Date	May 15 <sup>th</sup> , 2022

## Details

This is a notice to all customers and partners that Genesys will stop supporting **Network T-Server for Sprint**, effective **May 15<sup>th</sup>, 2022**. This means that if an issue arises after this date with any existing Genesys software version that relates to **Network T-Server for Sprint**, Genesys will recommend that the customer migrate to **Genesys Engage Cloud**, **Genesys SIP Solution** or a **Genesys Supported Network T-Server**.

## Major Versions

Genesys versions that are affected by this **Network T-Server for Sprint** EOS announcement:

Versions of Genesys products affected
8.0
8.1
9.0

## Supplemental Information

Migration path: Customers using **Network T-Server for Sprint** should migrate to **Genesys SIP Solution** or another supported **Network T-Server** before Genesys ends support on **May 15<sup>th</sup>, 2022**.

## Frequently Asked Questions

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

- Answer: Yes. Customers are entitled (at no cost) to use any of the supported Genesys Network T-Servers. Customers migrating to a Genesys SIP solution will incur additional costs.

## Definitions

### **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.