

Genesys PureEngage™ On-premises & Subscription Gplus Adapter SAP

End of Life Announcement

April 21, 2023

End of Life

Last Updated: April 10, 2023

Overview

As of April 21, 2023, Genesys announces the End of Life for Gplus Adapters SAP in Genesys PureEngage On-premises and Subscription products:

Genesys Product	Platform	SI Version	End of Support
Gplus Data Access for SAP	Genesys PureEngage on-premises	All versions	April 21, 2025
Gplus Data Access for SAP	Genesys PureEngage Subscription	All versions	April 21, 2025
Gplus Adapter for SAP ERP	Genesys PureEngage on-premises	All versions	April 21, 2025
Gplus Adapter for SAP ERP	Genesys PureEngage Subscription	All versions	April 21, 2025
Gplus SAP Work Items Option	Genesys PureEngage on-premises	All versions	April 21, 2025
Gplus Adapter for SAP Analytics	Genesys PureEngage on-premises	All versions	April 21, 2025
Gplus Adapter for SAP Analytics	Genesys PureEngage Subscription	All versions	April 21, 2025
Gplus SAP E-mail Option	Genesys PureEngage on-premises	All versions	April 21, 2025

Note:

Gplus Adapter SAP CRM v7.5 & v8 is not part of this End-of-life Announcement

EOL Life Cycle Dates

End of Life Announcement Date	April 21, 2023
Last Order Date	October 31, 2023
End of Maintenance	October 31, 2024
End of Support	April 21, 2025

Details

Gplus Adapters SAP is on maintenance mode and the usage of these adapters are negligible. We also have challenges to support these products. Therefore, Genesys decided to retire the Gplus adapter SAP applications.

Customers on active maintenance contracts will be fully supported by Genesys till April 21, 2025 (i.e. End-of-Support date). On reaching the End-of-support date, no more support will be provided from Genesys. Engage On-premises customers can use Gplus adapters at their own risk.

Major Versions

The versions are affected by this EOL Announcement

- [All Versions](#)

Migration & Entitlement

No entitlement replacement is offered due to product retirement.

As of February 2020, SAP announces End-of-life for SAP 6.0 /SAP 7.0, please find the details in the [SAP End-of-Life Announcement](#).

Genesys recommends customers using Gplus adapter SAP to upgrade

- Gplus adapter SAP in **Genesys Cloud**.

Please contact Genesys customer support for Roadmap to CX Evolution.

please visit the Genesys AppFoundry links given below for further information (to enable) Gplus Adapter SAP.

Documentation page is updated with stepwise guide to configure Genesys platform to support Gplus Adapter SAP.

The Genesys AppFoundry:

- [SMART CONNECTOR FOR SAP CRM 7](#)
- [Smart Connector for SAP S/4HANA](#)
- [Smart Connector for SAP C/4HANA](#)

Related Documents

Click the following links for these documents:

- [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 Gplus adapter SAP?

A: Gplus Adapters SAP is technically obsolete and is on maintenance. Customers on active maintenance contracts will be fully supported by Genesys till April 21, 2025 (i.e. End-of-Support date)

On reaching the End-of-support date, no more support will be provided from Genesys. Customer can use Gplus adapters at their own risk.

Q: What are customers' options?

A: As of February 2020, SAP announces End-of-life for SAP 6.0 /SAP 7.0,

- [SAP Announcement](#)

Genesys recommends customer to upgrade from SAP 6.0 /SAP 7.0 to SAP HANA (C-HANA / S-HANA), and upgrade to Gplus adapter SAP in Genesys Cloud.

Please find the details above in the **Migration & Entitlement** Section.

Please contact Genesys customer support for assistance.

Q: what are the options for customers who want to continue using the services?

A: Genesys On-premises customers can continue using current versions at their own risk.

Genesys will not provide any services, bug fixes post Ends-of- support date on April 21, 2025.

Affected Products

Products affected by this EOL announcement:

Genesys Offering Type	APN Number	Product Name	SI Version Number
Genesys Engage on-premises	3GP07465ACAA	v7.1 - Gplus Data Access for SAP	7.1
Genesys Engage on-premises	3GP07686ADAA	v7.1 - Gplus Data Access for SAP - Lab	7.1
Genesys Engage Subscription	3GP07686ADAA-SUB	v7.1 - Gplus Data Access for SAP - Lab - SUB	7.1
Genesys Engage Subscription	3GP07465ACAA-SUB	v7.1 - Gplus Data Access for SAP - SUB	7.1
Genesys Engage on-premises	3GP07681ACAA	v7.5 - Gplus Adapter for SAP ERP	7.5
Genesys Engage on-premises	3GP07682ADAA	v7.5 - Gplus Adapter for SAP ERP - Lab	7.5
Genesys Engage Subscription	3GP07682ADAA-SUB	v7.5 - Gplus Adapter for SAP ERP - Lab - SUB	7.5
Genesys Engage on-premises	3GP07867ACAA	v7.5 - Gplus SAP Work Items Option	7.5
Genesys Engage on-premises	3GP20178ACAA	v8.0 - Gplus Adapter for SAP Analytics	8
Genesys Engage Subscription	3GP20178ACAA-SUB	v8.0 - Gplus Adapter for SAP Analytics - SUB	8
Genesys Engage on-premises	3GP20177AGAA	v8.0 - Gplus Adapterfor SAPAnalytics-Lab	8
Genesys Engage Subscription	3GP20177AGAA-SUB	v8.0 - Gplus Adapterfor SAPAnalytics-Lab - SUB	8
Genesys Engage on-premises	3GP08976ACAA	v8.0 - Gplus SAP E-mail Option	8
Genesys Engage on-premises	3GP08977ADAA	v8.0 - Gplus SAP E-mail Option - Lab	8
Genesys Engage on-premises	3GP08978ACAA	v8.0 - Gplus SAP Work Items Option	8
Genesys Engage on-premises	3GP08979ADAA	v8.0 - Gplus SAP Work Items Option - Lab	8

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 will be ceased.

About Genesys

Every year, Genesys® orchestrates billions of remarkable customer experiences for organizations in more than 100 countries. Through the power of our cloud, digital and AI technologies, organizations can realize Experience as a ServiceSM, our vision for empathetic customer experiences at scale. With Genesys, organizations have the power to deliver proactive, predictive, and hyper personalized experiences to deepen their customer connection across every marketing, sales, and service moment on any channel, while also improving employee productivity and engagement. By transforming back-office technology to a modern revenue velocity engine Genesys enables true intimacy at scale to foster customer trust and loyalty.

Products

- Genesys Cloud CX

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