

End of Genesys Support for T-Server for Mitel MiTAI

**End of Genesys T-Server for Mitel MiTAI Support Announcement
August 30th, 2019**

End of T-Server for Mitel MiTAI Support

Last Updated: [August 22nd, 2019](#)

Overview

As of [August 30th, 2019](#), Genesys announces the End of T-Server for Mitel MiTAI Support.

Genesys Products	Release
T-Server for Mitel MiTAI	All Versions

End of Life Announcement Date	August 30th, 2019
End of Support Date	September 15th, 2019

Details

This is a notice to all customers and partners that Genesys will stop supporting **T-Server for Mitel MiTAI**, effective [August 30th, 2019](#). This means that if an issue arises after this date with any existing Genesys software version that relates to **T-Server for Mitel MiTAI**, Genesys will recommend that the customer migrate to a Genesys Supported T-Server.

Major Versions

Genesys versions that are affected by this T-Server for Mitel MiTAI EOS announcement:

Versions of Genesys products affected
8.0
8.1
All future versions

Supplemental Information

Migration path: Customers using **T-Server for Mitel MiTAI** should migrate to another supported **T-Server** before Genesys ends support on September 15, 2019.

Frequently Asked Questions

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

- Answer: Yes. Customers are entitled (at no cost) to use any of the supported Genesys 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.