

# Digital only Software Distribution for all Genesys™ on-premises products

Product Delivery Advisory  
April 30, 2021

# Digital only Software Distribution

Last Updated: [April 22, 2021](#)

## Overview

Beginning **August 1, 2021**, all on-premises software will **only** be distributed **digitally**. To promote global sustainability and lower environmental impact, physical distribution of Genesys products via **CD/DVD** will be discontinued on **July 31, 2021**.

All Genesys products are already available as Electronic Software Delivery (ESD) via Software Download Center from the **My Support** portal.

<b>Affected Platform</b>	<b>Genesys™ Engage on-premises</b> <b>Genesys™ PureConnect on-premises</b>
<b>End of Physical Software Distribution Date</b>	<b>July 31<sup>st</sup>, 2021</b>

## Details

A majority of Genesys customers utilize electronic software delivery service to receive their products. Genesys also cares deeply about Global Sustainability, and to that end, it is doing its part to cut down on the environmental impacts related to the packing and delivery of physical software CD/ DVDs.

Genesys has decided to discontinue physical media distribution on our on-premises software products in favor of digital and online only delivery. This new delivery method further benefits our customers by helping improve application updates times and efficiency.

Beginning August 1, 2021, all on-premises software will **only** be distributed **digitally**.

To learn more about Genesys Software Downloads, please refer to [Genesys Care / Support site](#) for details.

# Frequently Asked Questions

## What is changing?

- **Answer:** Beginning **August 1, 2021**, all Genesys on-premises software will **only** be distributed **digitally**.
- Genesys will discontinue physical media distribution on our on-premises software products. All orders will be fulfilled via Electronic Software Distribution.

## What platform will be a part of this change?

**Answer:** Genesys Engage on-premises (including subscription) & PureConnect on-premises

All **cloud-based** solutions, including Genesys™ Cloud, Genesys™ Engage Cloud and PureConnect™ Cloud **will not** be affected as these cloud services are developed from the ground up for online delivery.