

End of Genesys Support for IBM AIX

End of Platform Support Announcement
July 16th, 2019

End of Platform Support

Last Updated: [July 16th, 2019](#)

Overview

As of [July 16th, 2019](#), Genesys announces the End of Platform Support for the Operating System listed below:

Operating System	Release
IBM AIX	All Versions
End of Platform Support Announcement	July 16th, 2019
End of Platform Support	December 31st, 2020

Details

This is a notice to all customers and partners that Genesys will stop supporting the **IBM AIX** operating system for all Genesys products, effective **December 31, 2020**. This means that if an issue arises after this date with any existing Genesys software version that relates to **IBM AIX**, Genesys will recommend that the customer migrate to a Genesys Supported Operation System (OS).

Please note that Genesys does not sell or provide maintenance for these products. Genesys support only refers to interoperability between these third-party products and Genesys products.

For further information on 3rd-party platforms supported by Genesys products, see the [Genesys Supported Operating Environment](#) reference manual.

Major Versions

Genesys versions that are affected by this platform EOS announcement:

Versions of Genesys products affected
7.6
8.0
8.1
8.5
All future versions

Supplemental Information

Migration path: Customers using [IBM AIX](#) should migrate to another supported operating system before Genesys ends support in December 2020.

Frequently Asked Questions

Why is end of support being announced for this OS now?

Answer: Genesys aligns itself with market demand for operating system support. Genesys does not foresee enough demand for the IBM AIX platforms to support continued development for these hardware platforms or to add support for new versions of IBM AIX going forward. IBM's acquisition of Red Hat makes it smoother for AIX customers to migrate to a Red Hat Linux platform.

This announcement provides as an advanced notice, so customers have sufficient time to plan ahead for typically long enterprise upgrade cycles.

Definitions

End of Platform Support Announcement Date

This is a general announcement for end of support for a third-party platform.

End of Platform Support Date

From this date, all Genesys Maintenance and Support obligations will be ceased for interoperability with for this vendor's platform. It may or may not correspond with the vendor's End of Support Date.