

End of Genesys Support for Red Hat Enterprise Linux 5.x

End of Platform Support Announcement
August 15, 2017

End of Platform Support

Last Updated: August 15, 2017

Overview

As of August 15th, 2017, Genesys announces the End of Platform Support for the Operating System listed below:

Operating System	Release
Red Hat Enterprise Linux	5.x
End of Platform Support Announcement	August 15, 2017
End of Platform Support	June 30, 2018

Details

This is a notice to all customers and partners that Genesys will stop supporting the **Red Hat Enterprise Linux 5.x** operating system for all Genesys products, effective **June 30, 2018**. This means that if an issue arises after this date with any existing Genesys software version that relates to Red Hat Enterprise Linux 5.x, Genesys will recommend that the customer migrate to a supported version of Red Hat Enterprise Linux.

In addition, any Genesys software version released from G·NINE forward will not be tested or supported on Red Hat Enterprise Linux 5.x.

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 Red Hat Enterprise Linux 5.x should migrate to Red Hat Enterprise Linux 6 or the latest Genesys-supported Red Hat release at the earliest opportunity.

Frequently Asked Questions

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

- Answer: Red Hat Enterprise Linux 5 has entered the “End of Production Phase” of its life cycle in March 2017. This means that Red Hat software enhancements may not be guaranteed for any bug or security fixes. Genesys is ending support for older vendor versions in releases starting Genesys G·NINE

This announcement provides advance 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.