

End of Genesys Support for VMware ESXi 5.x and all prior releases

End of Platform Support Announcement
January 31st, 2020

End of Platform Support

Last Updated: January 31st, 2020

Overview

As of January 31st, 2020, Genesys announces the End of Platform Support for the Virtualization System listed below:

Operating System	Release
VMware ESXi	5.x and all prior releases

End of Platform Support Announcement	January 31 st , 2020
End of Platform Support	June 30 th , 2020

Details

This is a notice to all customers and partners that Genesys will stop supporting the **VMware ESXi 5.x and all prior releases** for all Genesys products, effective **June 30th, 2020**. This means that if an issue arises after this date with any existing Genesys software version that relates to **VMware ESXi 5.x and all prior releases**, Genesys will recommend that the customer migrate to a supported version of **VMware ESXi 6.0 or above**.

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 details about **VMware ESXi** End of Support, please visit [VMware Product Lifecycle Product Matrix](#).

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
v7.6
v8.0
v8.1
v8.5
v9.0
All future versions

Supplemental Information

Migration path: While Genesys still supports **VMware ESXi 6.0**, and you are welcome to migrate to that version, Genesys strongly recommends that customers migrate to **VMware ESXi 6.5** to avoid frequent updates to their environment.

Frequently Asked Questions

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

- Answer: **VMware ESXi 5.x** enters “End of Technical Guidance” of its life cycle in September 2020. This means that any software enhancements from VMware may not be guaranteed for any bug or security fixes.

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 onward, all Genesys Maintenance and Support obligations will cease interoperability with this virtualization system on the vendor’s platform. It may or may not correspond with the vendor’s End of Support Date.