

End of Genesys Support for IBM AIX Logical Partition (LPAR) Virtualization

End of Platform Support Announcement
August 30th, 2019

End of Platform Support

Last Updated: [August 30th, 2019](#)

Overview

As of [August 30th, 2019](#), Genesys announces the End of Platform Support for the Virtualization System listed below:

Virtualization System	Release
IBM AIX LPAR	All Versions
End of Platform Support Announcement	August 30th, 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 LPAR** Virtualization System for all Genesys products, effective **December 31st, 2020**. This means that if an issue arises after this date with any existing Genesys software version that relates to **IBM AIX LPAR**, Genesys will recommend that the customer migrate to a Genesys Supported Virtualization system.

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
9.0
All future versions

Supplemental Information

Migration path: Customers using **IBM AIX LPAR** should migrate to another supported virtualization system before Genesys ends support in December 2020.

Frequently Asked Questions

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

- Answer: Genesys has recently announced end of life for IBM AIX Operating System. End of Support announcement for IBM AIX LPAR is a natural extension of the IBM AIX Operating System announcement. Genesys does not foresee sufficient demand for the IBM AIX LPAR platform to support continued development for this platform or to add support for new versions of IBM AIX LPAR going forward.

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.