

PureConnect EOL: Action Required For PureConnect Premise License Customers

Why This Matters

After July 31, 2025, Genesys will no longer be capable of generating any PureConnect licenses. This includes customers who need changes to perpetual, hybrid, and subscription licenses.

Who This Affects

- Customers with PureConnect perpetual, hybrid licenses or subscription licenses who desire to continue using their PureConnect product after July 31, 2025.
 - Hybrid and subscription license files have an expiration date matching the earliest expiration date in the license file.
 - Perpetual licenses have an expiration date of 01/01/2100.
- Customers who need new licenses due to HOSTID change (hardware replacement) prior to July 31, 2025.
- Customers who need new licenses due to new license allocation prior to July 31, 2025.
- Customers who will be obtaining Support for PureConnect through Infosys beyond July 31, 2025.

What Customers Need to Do

- For customers with an existing hybrid license file who intend on using their perpetual-only licenses beyond July 31, 2025, a Genesys PureConnect care case will need to be opened to request a new perpetual-only license file.
- If any HostIDs are changing prior to July 31, 2025, create a PureConnect Care case requesting new licenses. Please include a list of the Machine Name and new HOSTID for each server. Care will provide license files with new HostIDs.
- If you have purchased an Infosys PureConnect support offer, contact your Infosys Support team to provide you with an updated license file.
- If the subscription portion of your license file expires *before* 07/31/2025, please see your Genesys Renewal Manager for renewal options.

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What Happens If You Don't Act

- **After July 31, 2025, Genesys will no longer have the ability to generate any PureConnect licenses.** This includes customers who need changes to perpetual, hybrid, and subscription licenses.
- Support options beyond July 31, 2025, are available through Infosys, who will be able to generate PureConnect licenses based on your license entitlements.
- Customers with subscription-only or hybrid license files will begin experiencing pop up messaging beyond July 31, 2025; see [here](#) for details of software behavior after license expiration.

Need Help?

- For license inquiries and support prior to July 31, 2025, open a case with Genesys PureConnect Care.
- For PureConnect support inquiries beyond July 31, 2025, contact Infosys directly for extended support at PCC_ExtendedSupport@Infosys.com