

Genesys PureEngage™ On-premises & Subscription SNMP Master Agent

End of Life Announcement

February 21, 2023

End of Life

Last Updated: February 13, 2023

Overview

As of February 21, 2023, Genesys announces the End of Life for Genesys SNMP Master Agent in Genesys PureEngage On-premises and Subscription products:

Genesys Product	Platform	SI Version	End of Support
Genesys SNMP Master Agent	Genesys PureEngag on-premises	All versions	September 30, 2023
Genesys SNMP Master Agent	Genesys PureEngage Subscription	All versions	September 30, 2023

EOL Life Cycle Dates

End of Life Announcement Date	February 21, 2023
Last Order Date	March 31, 2023
End of Maintenance	September 30, 2023
End of Support	September 30, 2023

Details

GSNMP Master Agent component is a Genesys product which is using the 3rd party library which has not been updated in past several years, further development and support is not feasible on this component. SNMP Master Agent services will reach the End-of-maintenance and End-of-support on September 30, 2023. Customers on active maintenance contracts will be fully supported by Genesys till September 30, 2023 (i.e. End-of-Support date).

Major Versions

The versions are affected by this EOL Announcement

- [All Versions](#)

Migration & Entitlement

No entitlement replacement is offered due to product retirement.

To maintain certain functionality, Genesys recommends customers using SNMP Master Agent to move to **Net SNMP** before Genesys ends support on September 30, 2023.

For customers migrating to Net SNMP:

Please get in touch with your Account Manager for migration detail.

- please visit this link for further information (to enable) - [Net SNMP](#).

Documentation page is updated with stepwise guide to configure Genesys platform to support Net SNMP.

Related Documents

Click the following links for these documents:

- [EOL Policy](#): Provides details for Genesys End of Life policy and life cycle.
- [EOL Life Cycle Table](#): Provides the end-of-life dates for Genesys EOL products & versions that have been scheduled for EOL.

Frequently Asked Questions

Q: Why is Genesys retiring SNMP Master Agent applications?

A: GSNMP Master Agent component is a Genesys product which is using the 3rd party library (agentx). There have been no updates in the past several years from 3rd party, as further development and support is not feasible on this component.

Q: What are customers' options?

A: To maintain the functionality, Genesys recommends customers migrate to **Net SNMP**. Documentation page is updated with stepwise guide to configure Genesys platform to support [Net SNMP](#). Please contact Genesys support team for any queries related to further configuration.

Q: what are the options for customers who want to continue using the services?

A: Customers can use SNMP Master Agent services at their own risk. No bug fixes will be taken post End-of-support date (September 30, 2023). Genesys recommends customers to follow the recommended migration path **Net SNMP**. Please contact your Account Manager for migration option.

Affected Products

Products affected by this EOL announcement:

Genesys Offering Type	APN Number	SI Version	Product Name
Genesys Engage Subscription	3GP18233TBAA	All Versions	SNMP Master Agent

Definitions

End of Life Announcement Date

This is a general announcement, announcing the Last Order Date (“LOD”) of commercially available Genesys products, and the corresponding EOM and EOS dates.

From the EOL Announcement date onwards, it will no longer be possible to quote product(s) or Maintenance and Support on the EOL products to new Customers.

Up until LOD it will still be possible to quote add-on Orders for additional Seats (or such other previously Ordered License Unit Type/License Element), or Maintenance and Support renewals for Customers who already have the applicable EOL product(s) installed.

Notwithstanding the foregoing, outstanding quotes issued prior to the EOL Announcement date will be honored until expiration of their validity date

Last Order Date

The ultimate date on which any additional Units of an EOL product can be ordered. From and after the LOD, no new quotes for such Units will be issued or accepted.

End of Maintenance Date

From this date, no Releases (e. g. fixes, updates, etc.) will be available for an EOL product.

End of Support Date

From this date, all Genesys Maintenance and Support obligations will be ceased.

About Genesys

Every year, Genesys® orchestrates billions of remarkable customer experiences for organizations in more than 100 countries. Through the power of our cloud, digital and AI technologies, organizations can realize Experience as a ServiceSM, our vision for empathetic customer experiences at scale. With Genesys, organizations have the power to deliver proactive, predictive, and hyper personalized experiences to deepen their customer connection across every marketing, sales, and service moment on any channel, while also improving employee productivity and engagement. By transforming back-office technology to a modern revenue velocity engine Genesys enables true intimacy at scale to foster customer trust and loyalty.

Products

- Genesys Cloud CX

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