

February 7, 2012

Dear Valued Customer/Partner,

The purpose of this letter is to make you aware of some Genesys End of Life (EOL) Announcements effective as of February 7, 2012.

This letter includes the following sections:

- 1) EOL Announcements for Genesys Products and Services
- 2) EOL Announcements for Third-Party Products
- 3) End of Genesys Support Announcements for Third-Party Platforms

Should you have any questions, please contact your Genesys account representative or your Regional Genesys Technical Support Center.

All the Technical Support designated contacts and other subscribers of the Technical Support Newsletter will receive this letter. Customers and Partners who are not already subscribed to the Technical Support Newsletter can subscribe using the detailed instructions provided at the [end](#) of this letter.

This letter, the Genesys End of Life Policy, and the individual End of Life Announcements are all posted on both the [Xchange](#) website (accessible to Partners only) and the [Genesys Tech Support website](#) (hint: search for 'EOL').

EOL Announcements for Genesys Products and Services

Effective February 7, 2012, Genesys announces End of Life (EOL) for the 7.2 and 7.5 releases of all Genesys products and services, with a few exceptions. Please see the "Not EOL" tab of the [Genesys EOL Life Cycle Table](#) for the list of exceptions.

The EOL schedule for all Genesys 7.2 and all applicable Genesys 7.5 products and services is below:

Milestone	Date
EOL Announcement	February 7, 2012
Last Order Date (LOD)	August 7, 2012
End of Maintenance (EOM)	August 7, 2013
End of Support (EOS)	February 7, 2014

Please refer to the [Genesys EOL Policy](#) for the definition of each of the milestones.

EOL Announcements for Third-Party Products

As of February 7, 2012, Genesys announces End of Life (EOL) for all versions of the vendor products listed below. The Genesys last order, end of maintenance, and end of support dates for these products are shown in the EOL tab of the [Genesys EOL Life Cycle Table](#).

Please click on the links below to download the full EOL announcements for these products.

- [Hyperion Interactive Reporting for CC Analyzer](#)
- [Nuance](#)
 - RealSpeak 4.0, 4.5 and SWMS 3.1
 - Prompt Sculptor 3.x
 - Nuance 8.x ASR
 - OSDM 2.x – all types
 - OSR 3.0 and SWMS 3.1
 - Verifier 4.0 and 4.1

End of Genesys Support Announcements for Third-Party Platforms

On February 7, 2012, Genesys announces that it will stop supporting the releases of third-party operating systems and databases shown in the table below. The table also shows the vendor and Genesys end of support dates for these product releases. For more information about each announcement, please click on the links below and download the individual announcements.

Notes:

1. Genesys does not sell or provide maintenance for these products. Genesys support only refers to interoperability between these third-party products and Genesys products.
2. The Genesys end of support dates indicate when Genesys will end support for these operating system and database releases with existing Genesys releases. Genesys will not support these platforms for any new Genesys releases after 8.1.

Platform and/or Release	Vendor End of Standard Support Date	Genesys End of Support Date (see Note 2)
HP-UX operating system	December 2014	December 31, 2014
IBM AIX 5.3 operating system	April 2012	April 1, 2015
Oracle 10g database	July 2010	February 1, 2014
Windows Server 2003 operating system	July 2010	July 1, 2015

Yours Sincerely,

The Genesys Release Management Team

Tech Support Newsletter Subscriptions

Use these steps to subscribe to the Tech Support newsletter:

- If you already have a login to the Genesys Tech Support website:
 1. Log into the [Genesys Tech Support website](#). (If you have forgotten your password, click on the [automated password reminder](#) link on the login screen.)
 2. Click on the Profile link at the top right (just next to Log out).
 3. Click on the Subscription tab of your profile.
 4. In the subscription list, select Technical Support News and click the Commit Changes button.
- If you do not have a website login:
 1. Go to the [Account Request](#) web page and request a Tech Support website login.
 2. It usually takes up to two business days to process a request. After you receive the message that confirms creation of your new Genesys Web Account, log into the [Genesys Tech Support website](#) and follow the steps above.