

# End of Genesys Support for PostgreSQL 9.4 and prior releases

**End of Database Support Announcement**  
**January 31<sup>st</sup>, 2020**

# End of Database Support

Last Updated: [January 31<sup>st</sup>, 2020](#)

## Overview

As of [January 31<sup>st</sup>, 2020](#), Genesys announces the End of Platform Support for the Database System listed below:

Operating System	Release
<a href="#">PostgreSQL Database Release</a>	<a href="#">9.4 and prior releases</a>
<b>End of Database Support Announcement</b>	<a href="#">January 31<sup>st</sup>, 2020</a>
<b>End of Database Support</b>	<a href="#">June 30<sup>th</sup>, 2020</a>

## Details

This is a notice to all customers and partners that Genesys will stop supporting the [PostgreSQL Database Release 9.4 and prior releases](#) for all Genesys products, effective [June 30<sup>th</sup>, 2020](#). This means that if an issue arises after this date with any existing Genesys software version that relates to [PostgreSQL Database Release 9.4 and prior releases](#), Genesys will recommend that the customer migrate to a supported version of [PostgreSQL Database Release 9.5 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 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 Database EOS announcement:

Versions of Genesys products affected
v7.6
v8.0
v8.1
v8.5
v9.0
All future versions

## Supplemental Information

Migration path: Customers using **PostgreSQL Database Release 9.4 and prior releases** should migrate to **PostgreSQL Database Release 9.5** or higher release at the earliest opportunity. While Genesys still supports **PostgreSQL Database Release 9.5**, and you are welcome to migrate to that version, Genesys strongly recommends that customers migrate to **PostgreSQL Database Release 10** to avoid frequent updates to their environment.

For details about **PostgreSQL Database Release 9.4 and prior releases'** End of Support, please visit [Postgres SQL Support](#).

## Frequently Asked Questions

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

- Answer: [PostgreSQL Database Release 9.4](#) enters “End of Life” in February 2020. This means that PostgreSQL software enhancements 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 Database Support Announcement Date

This is a general announcement for end of support for a third-party Database.

### End of Database Support Date

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