

Gplus for SAP ERP, CRM, and Analytics Versions 7.1 (ERP & CRM) and 7.5 (Analytics)

End of Life Announcement
July 3, 2017

End of Life

Last Updated: June 17, 2017

Overview

As of July 3, 2017, Genesys announces the End of Life for the products listed below:

Genesys Products	Release
Gplus for SAP CRM ICI Multichannel & Lab	V7.1
Gplus for SAP ERP & Lab	V7.1
Gplus for SAP Analytics & Lab	V7.5

Supplemental Information

Retire 10+ year old adapter products with more recent versions available. The older products also require customer use of an SAP integration library (classic RFC) no longer supported by SAP.

Customer Migration Options

- Upgrade Gplus for SAP CRM ICI to v7.5 or 8.0 (preferred)
- Upgrade Gplus for SAP ERP to v7.5
- Upgrade Gplus for SAP Analytics to v8.0

Entitlement

All customers with current maintenance agreements are fully entitled to replacement adapters.

EOL Life Cycle Dates

End of Life Announcement Date	July 3, 2017
Last Order Date	December 31, 2017
End of Maintenance	December 31, 2018
End of Support	June 30, 2019

Frequently Asked Questions

What is the cost and effort for replacement adapters?

- Answer: There is no cost to obtain the latest versions of these products, nor is there any data migration required. The v8.0 analytics adapter uses Info Mart instead of ICON as its data source, so Info Mart may require purchase to upgrade. All version of SAP ERP and CRM applications through their latest enhancement pack are supported by current adapters (i.e. no SAP software upgrade is required)

Are the latest adapters compatible with our customers' older SAP products?

- Answer: All the latest products are backwards compatible with older versions of SAP CRM, ERP, and BW – and all combinations enjoy mutual support from both SAP and Genesys