End of Genesys Support for Microsoft Internet Explorer Version 9 and Version 10

End of Platform Support Announcement
November 13, 2017

End of Platform Support

Last Updated: November 13, 2017

Overview

As of November 13, 2017, Genesys announces the End of Platform Support for the web browsers listed below:

Browser	Release
Microsoft Internet Explorer	9 & 10

End of Platform Support Announcement	November 13, 2017
End of Platform Support	March 31, 2018

Details

This is a notice to all customers and partners that Genesys will stop supporting the **Microsoft Internet Explorer 9 & 10** browsers for all Genesys products, effective **March 31, 2018**. This means that if an issue arises after this date with any existing Genesys software version that relates to Microsoft Internet Explorer 9 & 10, Genesys will recommend that the customer migrate to a supported version of Microsoft Internet Explorer or another supported browser.

In addition, any Genesys software version released from G·NINE forward will not be tested or supported on Microsoft Internet Explorer 9 & 10.

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.

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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 platform EOS announcement:

Versions of Genesys products affected
7.6
8.0
8.1
8.5
All future versions

Supplemental Information

Migration path: Customers using Microsoft Internet Explorer 9 and 10 should migrate to Microsoft Internet Explorer 11 or another supported browser at the earliest opportunity.

Frequently Asked Questions

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

- Answer: In order to support newer versions of Internet Explorer now available, Genesys is ending support for older versions in new releases starting in Genesys G·NINE.

  This announcement provides advance notice so customers have sufficient time to plan ahead for typically long enterprise upgrade cycles.

Why migrate to Microsoft Internet Explorer 11, and not Microsoft Edge?

- Answer: Not all Genesys products support Microsoft Edge as of this announcement date, so customers that need to migrate sooner may find IE11 provides the product coverage they need, versus waiting for support of Microsoft Edge on the Genesys products they use.

Definitions

End of Platform Support Announcement Date

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

End of Platform Support Date

From this date, all Genesys Maintenance and Support obligations will be ceased for interoperability with this vendor's platform version. It may or may not correspond with the vendor's End of Support Date.

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