End of Genesys Support for Microsoft Internet Explorer 11 on PureConnect 2019 R2 and later releases

End of Platform Support Announcement
September 10, 2018

End of Platform Support

Last Updated: September 5, 2019

Overview

As of September 5, 2018, Genesys announces the End of Platform Support for the browser listed below:

Web Browser	Release
Microsoft Internet Explorer	Version 11

End of Platform Support Announcement	September 5, 2018
End of Platform Support	PureConnect 2019 R2 and beyond

Details

This is a notice to PureConnect customers and partners that Genesys will stop supporting the use of **Microsoft Internet Explorer 11** browser upon the release of **PureConnect version 2019 R2.** Beginning **May 14, 2019**, only the supported web browsers will be supported for **PureConnect version 2019 R2 and other future releases**. This means that if any issue arises in PureConnect 2019 R2 or later that relates specifically to Internet Explorer 11, Genesys will no longer provide updates and will recommend that the customer to use a supported web browser.

The **last release** of PureConnect that will be actively tested with **Microsoft Internet Explorer 11** is **PureConnect 2019 R1**. Due to new product features that use modern web technologies and libraries that are not available in Internet Explorer 11, PureConnect 2019 R2 and later releases will not be tested or supported with **IE11**.

Some PureConnect apps may continue to work on IE11 but they will not be supported if any specific issues are reported.

For further information on supported third-party software and system requirements, see the [CIC System Software Requirements,](#) and see the [Testlab site](#) for browsers used in testing.

Major Versions

Genesys versions that are affected by this platform EOS announcement:

Versions of Genesys products affected
PureConnect 2019 R2 and all future versions

Frequently Asked Questions

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

- PureConnect 2019 R2 and later releases plan to add new product features that use modern web technologies and libraries which are not supported in Microsoft Internet Explorer 11.

  This announcement provides an advance notice so that customers have sufficient time to plan ahead for switching to a different web browser.

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3

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

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4