

End of Genesys Support for Microsoft SQL Server 2008 and 2008 R2

End of Database Support Announcement
January 31st, 2020

End of Database Support

Last Updated: [January 31st, 2020](#)

Overview

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

Operating System	Release
Microsoft SQL Server	2008 and 2008 R2
End of Database Support Announcement	January 31st, 2020
End of Database Support	June 30th, 2020

Details

This is a notice to all customers and partners that Genesys will stop supporting the **Microsoft SQL Server 2008 and 2008 R2** database system for all Genesys products, effective **June 30th, 2020**. This means that if an issue arises after this date with any existing Genesys software version that relates to **Microsoft SQL Server 2008 and 2008 R2**, Genesys will recommend that the customer migrate to a supported version of **Microsoft SQL Server 2012 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: While Genesys still supports **Microsoft SQL Server 2012**, and you are welcome to migrate to that version, Genesys strongly recommends that customers migrate to **Microsoft SQL Server 2017** or higher to avoid frequent updates to their environment. For details about **Microsoft SQL Server 2008 and 2008 R2** End of Support, please visit [Microsoft Support](#).

Frequently Asked Questions

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

- Answer: **Microsoft SQL Server 2008** enters “Extended Support End Date” of its life cycle in July 2019. This means that Microsoft software enhancements for any bug or security fixes is not guaranteed.

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.