

End of Support for Oracle Database 11g (All releases)

**End of Database Support Announcement
August 15th, 2020**

End of Database Support

Last Updated: [August 4th, 2020](#)

Overview

As of [August 15th, 2020](#), Genesys announces the End of Platform Support for the database listed below:

Database	Release
Oracle Database 11g	All releases
End of Database Support Announcement	August 15th, 2020
End of Database Support	December 31st, 2020

Details

This is a notice to all customers and partners that Genesys will stop supporting the **Oracle Database 11g** database system for all **Genesys Engage™** products, effective **December 31st, 2020**. This means that if an issue arises after this date with any existing Genesys software version that relates to **Oracle Database 11g**, Genesys will recommend that the customer migrate to a recent version listed in our Genesys [Supported Operating Environment Page](#).

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 End of Support announcement:

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

Supplemental Information

Migration path: Genesys strongly recommends that customers migrate to a recent version listed in our [SOE Page](#) to avoid frequent updates to their environment. For details about **Oracle Database 11g** End of Support, please visit [Oracle Support](#).

Frequently Asked Questions

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

- Answer: **Oracle Database 11g** enters “Extended Support End Date” of its life cycle in December 2020. This means that 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 Support Announcement Date

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

End of Support Date

From this date onward, all Genesys Maintenance and Support obligations will cease interoperability with this third-party product. It may or may not correspond with the vendor’s End of Support Date.