End of Genesys Support for Redis 3

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
Redis	3.x

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 **Redis 3** 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 **Redis 3**, Genesys will recommend that the customer migrate to a supported version of **Redis 4.0 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.

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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: Customers using **Redis 3** should migrate to **Redis 4.0** or higher release at the earliest opportunity.

While Genesys still supports **Redis 4.0**, and you are welcome to migrate to that version, Genesys strongly recommends that customers migrate to **Redis 5.0** to avoid frequent updates to their environment.

Frequently Asked Questions

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

- Answer: **Redis 3** enters end of its life cycle in 2020. This means that Redis software enhancements may not be guaranteed for any bug or security fixes.

  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.

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