

# End of Genesys Support for IBM Db2

**End of Platform Support Announcement  
July 31<sup>st</sup>, 2019**

# End of Platform Support

Last Updated: **June 31<sup>st</sup>, 2019**

## Overview

As of **July 31<sup>st</sup>, 2019**, Genesys announces the End of Platform Support for the Database System listed below:

Database System	Release
IBM Db2	All Versions

  

End of Platform Support Announcement	July 31 <sup>st</sup> , 2019
End of Platform Support	December 31 <sup>st</sup> , 2020

## Details

This is a notice to all customers and partners that Genesys will stop supporting the **IBM Db2** database system for all Genesys products, effective **December 31<sup>st</sup>, 2020**. This means that if an issue arises after this date with any existing Genesys software version that relates to **IBM Db2**, Genesys will recommend that the customer migrate to a Genesys Supported Database system.

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 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 **IBM Db2** should migrate to another supported database system before Genesys ends support in December 2020.

## Frequently Asked Questions

### Why is end of support being announced for this Database now?

- Answer: Genesys aligns itself with market demand for database system support. Genesys does not foresee sufficient demand for the **IBM Db2** platform to support continued development for this platform or to add support for new versions of **IBM Db2** going forward.

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

## 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 for this vendor's platform. It may or may not correspond with the vendor's End of Support Date.