End of Genesys Support for IBM DB2 Version 9.5

End of Platform Support Announcement
November 13, 2017

GENESYS™

End of Platform Support

Last Updated: November 13, 2017

Overview

As of November 13, 2017, Genesys announces the End of Platform Support for the Database System listed below:

Database System	Release
IBM DB2	Version 9.5

End of Platform Support Announcement	November 13, 2017
End of Platform Support	March 31, 2018

Details

This is a notice to all customers and partners that Genesys will stop supporting the **IBM DB2 Version 9.5** database server system for all Genesys products, effective **March 31, 2018**. This means that if an issue arises after this date with any existing Genesys software version that relates to IBM DB2 version 9.5, Genesys will recommend that the customer migrate to a supported version of IBM DB2.

In addition, any Genesys software version released from G·NINE forward will not be tested or supported on IBM DB2 Version 9.5 .

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 Version 9.5 should migrate to IBM DB2 Version 10.1 or the latest Genesys-supported IBM DB2 versions at the earliest opportunity.

Frequently Asked Questions

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

- Answer: Vendor's (IBM) extended support for DB2 Version 9.5 will end on **April 30, 2018**. In order to support new versions of IBM DB2 now available, Genesys is ending support for older vendor versions in releases starting Genesys G·NINE

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