End of Support for
HCL Domino (All versions)

End of Platform Support Announcement
October 30th, 2020

GENESYS™

End of Platform Support

Last Updated: September 28th, 2020

Overview

As of October 30th, 2020, Genesys announces the End of Platform Support for the mail integration listed below:

Messaging & collaboration	Release
HCL Domino	All releases

End of Mail Integration Support Announcement Date	October 30th, 2020
End of Mail Integration Support	October 30th, 2021

Details

This is a notice to all customers and partners that Genesys will stop supporting the **HCL Domino** messaging & collaboration system for all **Genesys PureConnect™** products, effective **October 30th, 2021**. This means that if an issue arises after this date with any existing Genesys software version that relates to **HCL Domino**, Genesys will recommend that the customer migrate to a different mail integration platform listed in our Genesys **Mail Platforms Testlab 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 PureConnect™ Supported Operating Environment reference manual.

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Major Versions

Genesys versions that are affected by this mail integration End of Support announcement:

Versions of Genesys PureConnect™ products affected
CIC 2018, 2019, 2020 and future releases

Supplemental Information

Migration path: Genesys strongly recommends that customers migrate to a supported mail platform listed in our **Testlab site** to avoid frequent updates to their environment.

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Frequently Asked Questions

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

- Answer: Due to lack of demand with our customer base for **HCL Domino**. No further validation testing will be taken for HCL Domino mail integration. We recommended customers using HCL Domino products migrate to one of the validated / supported mail platform as list in the Genesys PureConnect™ **Testlab site**.

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.

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