

End of Support for Micro Focus GroupWise (All releases)

End of Platform Support Announcement
October 30th, 2020

End of Platform Support

Last Updated: [September 30th, 2020](#)

Overview

As of [October 30th, 2020](#), Genesys announces the End of Platform Support for the mail integration listed below:

Messaging & collaboration	Release
Micro Focus GroupWise	All releases (8.x, 2012)
End of Mail Integration Support Announcement Date	October 30th, 2020
End of Mail Integration Support	March 31st, 2021

Details

This is a notice to all customers and partners that Genesys will stop supporting the **Micro Focus GroupWise** messaging & collaboration system for all **Genesys PureConnect™** products, effective **March 31st, 2021**. This means that if an issue arises after this date with any existing Genesys software version that relates to **Micro Focus GroupWise**, Genesys will recommend that the customers 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.

Major Versions

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

Versions of Genesys PureConnect™ products affected
CIC 2017, 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. For details about **Micro Focus GroupWise** End of Support, please visit [Microfocus Product Support Lifecycle](#).

Frequently Asked Questions

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

- Answer: **Micro Focus** has ended its support on **GroupWise 2012** back in **June 30, 2015**. This means that software enhancements for any bug or security fixes is not guaranteed by the vendor.

GroupWise 2012 is the last validated version that Genesys tested on **CIC 2017**. Genesys has **NOT** validated the successor product **GroupWise 18** in our PureConnect™ platform. Meanwhile, **Micro Focus** has also announced **GroupWise 18** support ends on **March 31st, 2021**.

In addition, due to lack of demand with our customer base for **GroupWise**. No further validation testing will be taken for GroupWise mail integration. We recommended customers using GroupWise products migrate to one of the validated 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.