

End of Support for Red Hat Enterprise Linux 6.x

End of Platform Support Announcement
August 15th, 2020

End of Platform Support

Last Updated: [August 4th, 2020](#)

Overview

As of [August 15th, 2020](#), Genesys announces the End of Platform Support for the operating system listed below:

Operating System	Release
Red Hat Enterprise Linux	6.x
End of Platform Support Announcement	August 15th, 2020
End of Platform Support	November 30th, 2020

Details

This is a notice to all customers and partners that Genesys will stop supporting the [Red Hat Enterprise Linux 6.x](#) operating system for all **Genesys Engage™** products, effective [November 30th, 2020](#). This means that if an issue arises after this date with any existing Genesys software version that relates to [Red Hat Enterprise Linux 6.x](#), Genesys will recommend that the customer migrate to a supported version of [Red Hat Enterprise Linux 7.x](#).

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 Operating End of Support announcement:

Versions of Genesys Engage™ products affected
v7.6
v8.0
v8.1
v8.5
v9.0
All future versions

Supplemental Information

Migration path: Customers should migrate to [Red Hat Enterprise Linux 7](#) at the earliest opportunity. For details about [Red Hat Enterprise Linux](#), please visit [Red Hat Support Site](#).

Frequently Asked Questions

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

- Answer: **Red Hat Enterprise Linux 6** has entered the “End of Production Phase” of its life cycle in November 2020. This means that Red Hat 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 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 system. It may or may not correspond with the vendor’s End of Support Date.