End of Genesys Support for Microsoft Hyper-V Server 2008 and 2008 R2

End of Platform Support Announcement

January 31st, 2020

GENESYS™

End of Platform Support

Last Updated: January 31st, 2020

Overview

As of January 31st, 2020, Genesys announces the End of Platform Support for the Virtualization System listed below:

Operating System	Release
Microsoft Hyper-V Server	2008 and 2008 R2

End of Platform Support Announcement	January 31st, 2020
End of Platform Support	June 30th, 2020

Details

This is a notice to all customers and partners that Genesys will stop supporting the **Microsoft Hyper-V Server 2008 and 2008 R2** virtualization system for all Genesys products, effective **June 30th, 2020**. This means that if an issue arises after this date with any existing Genesys software version that relates to **Microsoft Hyper-V Server 2008 and 2008 R2**, Genesys will recommend that the customer migrate to a supported version of **Microsoft Hyper-V Server 2012 or above.**

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.

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Major Versions

Genesys versions that are affected by this platform EOS announcement:

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

Supplemental Information

Migration path: Customers using **Microsoft Hyper-V Server 2008 and 2008 R2** should migrate to **Microsoft Hyper-V Server 2012** or higher release at the earliest opportunity. While Genesys still supports **Microsoft Hyper-V Server 2012**, and you are welcome to migrate to that version, Genesys strongly recommends that customers migrate to **Microsoft Hyper-V Server 2016** or higher to avoid frequent updates to their environment.

For details about **Microsoft Hyper-V Server 2008 and 2008 R2** End of Support, please visit Microsoft Support.

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Frequently Asked Questions

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

- Answer: **Microsoft Hyper-V Server 2008 and 2008 R2** enters "Extended Support End Date" of its life cycle in January 2020. This means that Microsoft 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 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 onward, all Genesys Maintenance and Support obligations will cease interoperability with this virtualization system on the vendor's platform. It may or may not correspond with the vendor's End of Support Date.

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