Genesys PureConnect™
Interaction Web Portal / Interaction Marquee

End of Life Announcement

July 31, 2021

End of Life

Last Updated: July 30, 2021

Overview

As of July 31, 2021, Genesys announces the End of Life / Genesys support for the **Interaction Web Portal** and **Interaction Marquee** for both Genesys PureConnect™ on-premises and cloud platform listed below:

Genesys Product	Platform	Release	End of Support
Interaction Web Portal (IWP)	Genesys PureConnect™ on-premises and cloud	CIC 4.0	Oct 12, 2021
Interaction Marquee	Genesys PureConnect™ on-premises and cloud	CIC 4.0	Oct 12, 2021

Details

Interaction Web Portal (IWP) and Interaction Marquee have become technically obsolete. They are based on the *Microsoft Silverlight* development framework. Microsoft has announced Silverlight will reach the end of support on October 12, 2021. Because of this framework retirement, Genesys must retire the IWP and Interaction Marquee applications. Customers on active maintenance contracts will be fully supported by Genesys till October 12, 2021.

After October 12, 2021, customers on active maintenance contracts who currently use the IWP and Interaction Marquee solutions may continue to use it until they migrate to a replacement solution.   Customer Care may provide limited support for the products while customers migrate, but will no longer be able to provide any software patches, security updates, or product fixes after the EOL date.

For product features impacted by this product End of Life Announcement, including the replacement, please visit Interaction Web Portal/Marquee Features Impacted page in the PureConnect Documentation Library for details.

Major Versions

The CIC versions are affected by this EOL Announcement

- All Versions (CIC 4.0)

Migration & Entitlement

No entitlement replacement is offered due to product retirement.

To maintain certain functionality, Genesys recommends IWP customers migrating to Interaction Connect, Interaction Desktop, IC Business Manager (ICBM), and CX Insights.

For Interaction Marquee customers on PureConnect on-premise, Genesys recommends migration to CX Insights. Please get in touch with your Account Manager for migration detail.

For **PureConnect Cloud** customers using **Interaction Marquee**, Genesys advises contacting Avtex Solutions for alternative solutions. Go to this link for further information. https://appfoundry.genesys.com/filter/pureconnect/listing/5e707e0b-196c-43c8-868e-6c8046a86efc

For details about **CX Insights**, please visit the CX Insights document library.

For details about **Interaction Connect**, please visit the Interaction Connect document library.

For details about **ICBM**, please visit the ICBM document library.

Related Documents

Click the following links for these documents:

- EOL Policy: Provides details for Genesys End of Life policy and life cycle.
- EOL Life Cycle Table: Provides the end-of-life dates for Genesys PureConnect EOL products & versions that have been scheduled for EOL.

Note that products based partly or entirely on third-party products or platforms may be subject to accelerated end of life schedules due to the vendor's product lifecycle.

EOL Life Cycle Dates

End of Life Announcement Date	July 31, 2021
Last Order Date	July 31, 2021
End of Maintenance	July 31, 2021
End of Support	October 12, 2021

Frequently Asked Questions

Q: Why is Genesys retiring these applications?

A: **Interaction Web Portal (IWP)** and **Interaction Marquee** have become technically obsolete. They are based on the Microsoft Silverlight development framework. Microsoft has announced Silverlight will reach end of support on **October 12, 2021**. Because of this framework retirement, Genesys must retire the IWP and Interaction Marquee applications.

Q: Why is Genesys retiring these applications so soon?

A: Products based on third-party products or platforms are dependent on that vendor's support, and are subject to the vendor's product lifecycle. **Interaction Web Portal (IWP)** and **Interaction Marquee** are based on Microsoft's Silverlight development framework. Microsoft has announced Silverlight will reach end of support on **October 12, 2021**, so Genesys will be unable to offer software patches, security updates or other fixes after that date.   Redesign of these products using some other platform is not possible.

Q: What are customers' options?

A: To maintain certain functionality, Genesys recommends **IWP** customers migrating to **Interaction Connect** and **IC Business Manager (ICBM)**. Please visit [Interaction Web Portal/Marquee Features Impacted](#) page in the PureConnect Documentation Library for details.

Affected Products

Products affected by this EOL announcement:

APN Number	Product Description
CS-012-NV-IMMF	Interaction Marquee
PK-001-NV-SWIM	Interaction Marquee
PK-510-3.0-SWIM	Interaction Marquee
SW-001-4.0-WP11-DR	Interaction Marquee Server
CS-012-NV-IMMF-SUB	Interaction Marquee - SUB
CS-012-NV-IMSF	Interaction Marquee Provisioning
SW-001-4.0-WP11	Interaction Marquee Server
SW-001-4.0-WP11-DR	Interaction Marquee Server
CS-012-NV-AR34	Interaction Web Portal Agent
CS-012-NV-AR34-SUB	Interaction Web Portal Agent
SW-001-4.0-WP03	Interaction Web Portal Agent License
CS-012-NV-AR34-C-SUB	Interaction Web Portal Agent - Concurrent
SW-001-3.0-WP03	Interaction Web Portal Agent License
SW-001-4.0-WP03	Interaction Web Portal Agent License
SW-001-4.0-WP03-DR	Interaction Web Portal Agent License
SW-001-4.0-WP03-C	Interaction Web Portal Agent License - Concurrent
SW-001-4.0-WP04	Interaction Web Portal Enterprise License
SW-001-4.0-WP04-DR	Interaction Web Portal Enterprise License
SW-001-4.0-WP04-C	Interaction Web Portal Enterprise License - Concurrent
CS-012-NV-AR33	Interaction Web Portal Organization
CS-012-NV-AR33-SUB	Interaction Web Portal Organization
SW-001-3.0-WP02	Interaction Web Portal Organization License
SW-001-4.0-WP02	Interaction Web Portal Organizational License
SW-001-4.0-WP02-DR	Interaction Web Portal Organizational License

CS-012-NV-WPPF	Interaction Web Portal Provisioning
SW-001-4.0-WP01	Interaction Web Portal Server License
SW-001-3.0-WP01	Interaction Web Portal Server License
SW-001-4.0-WP01-DR	Interaction Web Portal Server License
CS-012-NV-AR35	Interaction Web Portal Supervisor
CS-012-NV-AR35-SUB	Interaction Web Portal Supervisor
CS-012-NV-AR35-C-SUB	Interaction Web Portal Supervisor - Concurrent
SW-001-3.0-WP04	Interaction Web Portal Supervisor License
SW-001-4.0-WPTL	Interaction Web Portal Trial

Definitions

End of Life Announcement Date

This is a general announcement, announcing the Last Order Date ("LOD") of commercially available Genesys products, and the corresponding EOM and EOS dates.

From the EOL Announcement date onwards, it will no longer be possible to quote product(s) or Maintenance and Support on the EOL products to new Customers.

Up until LOD it will still be possible to quote add-on Orders for additional Seats (or such other previously Ordered License Unit Type/License Element), or Maintenance and Support renewals for Customers who already have the applicable EOL product(s) installed.

Notwithstanding the foregoing, outstanding quotes issued prior to the EOL Announcement date will be honored until expiration of their validity date

Last Order Date

The ultimate date on which any additional Units of an EOL product can be ordered. From and after the LOD, no new quotes for such Units will be issued or accepted.

End of Maintenance Date

From this date, no Releases (e. g. fixes, updates, etc.) will be available for an EOL product.

End of Support Date

From this date, all Genesys Maintenance and Support obligations will be ceased.