

End of Genesys Support for Network T-Server for ISCP

**End of Genesys Network T-Server for ISCP
Support Announcement
May 15th, 2021**

End of Network T-Server for ISCP Support

Last Updated: May 6th, 2021

Overview

As of May 15th, 2021, Genesys™ announces the End of Support for **Network T-Server for ISCP**.

Genesys Products	Release
Network T-Server for ISCP	All Versions

End of Life Announcement Date	May 15 th , 2021
End of Support Date	May 15 th , 2022

Details

This is a notice to all customers and partners that Genesys will stop supporting **Network T-Server for ISCP**, effective **May 15th, 2022**. This means that if an issue arises after this date with any existing Genesys software version that relates to **Network T-Server for ISCP**, Genesys will recommend that the customer migrate to **Genesys Engage Cloud**, **Genesys SIP Solution** or a **Genesys Supported Network T-Server**.

Major Versions

Genesys versions that are affected by this **Network T-Server for ISCP** EOS announcement:

Versions of Genesys products affected
8.0
8.1
9.0

Supplemental Information

Migration path: Customers using **Network T-Server for ISCP** should migrate to **Genesys SIP Solution** or another supported **Network T-Server** before Genesys ends support on **May 15th, 2022**.

Frequently Asked Questions

Are customers entitled to any supported Network T-Server as a replacement for EOL/EOS Network T-Servers?

- Answer: Yes. Customers are entitled (at no cost) to use any of the supported Genesys Network T-Servers. Customers migrating to a Genesys SIP solution will incur additional costs.

Definitions

End of Life Announcement Date

This is a general announcement for end of support.

End of Support Date

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