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Genesys Pulse Deployment Guide

Confirm Software Requirements

5/8/2025

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You deploy Genesys Pulse on a web application server to be accessed using a web browser through the Genesys Pulse user interface.

The following are prerequisites for Genesys Pulse deployment:

- Genesys DB Server must be release 8.1.300.05 or higher.
- Your Relational Database Management System (RDBMS) must be up and running. Genesys Pulse supports the following relational database platforms:
 - Microsoft SQL Server 2012, 2012 Cluster, 2014, 2016, 2017 (starting with release 9.0.003), 2019 (starting with release 9.0.005) Enterprise Edition, 2019 Cluster (starting with release 9.0.006)
 - Oracle 11g, 12c, 12c RAC, 18c and 18c RAC (starting with release 9.0.003), 19c and 19c RAC (starting with release 9.0.005)
 - PostgreSQL 9.x, 10 (starting with release 9.0.001), 12.x (starting with release 9.0.005), PostgreSQL 13.x (starting with release 9.0.008), PostgreSQL 16.x (starting with release 9.0.009)

Important

Discontinued relational database support:

Support of PostgreSQL versions prior to 9.5 is discontinued as of Genesys Pulse release 9.0.005
Support of Oracle 11g is discontinued as of Genesys Pulse release 9.0.005
Support of Oracle 12c (including RAC) is discontinued as of Genesys Pulse 9.0.006
Support of Oracle 18 (including RAC) is discontinued as of Genesys Pulse 9.0.006.04
Support of Microsoft SQL Server 2014 is discontinued as of Genesys Pulse 9.0.003

- The computer on which you install Genesys Pulse must be running one of the following:
 - Windows Server 2012, 2016, 2019 (starting with release 9.0.003.03)
Microsoft Visual C++ Redistributable Packages for Visual Studio 2013 and 2017 (starting with release 9.0.001) must be installed on Genesys Pulse Collector host. See <https://support.microsoft.com/en-us/help/2977003/the-latest-supported-visual-c-downloads> for more details. These packages are included in Genesys Pulse Collector IP and usually are installed automatically.
 - Red Hat Enterprise Linux 7.x (64-bit), Red Hat Enterprise Linux 8.x (64-bit) (starting with release 9.0.004) with Updates from RHN enabled, CentOS 7.x (64-bit) (starting with release 9.0.001), CentOS 8.x (64-bit) (starting with release 9.0.004).

Important

Discontinued Operating Systems support:

CentOS Linux 7 is not supported by Genesys Pulse Collector as of 9.0.008.03. However, it remains supported by Genesys Pulse.
Red Hat Enterprise Linux 7 is not supported by Genesys Pulse Collector as of 9.0.008.03. However, it remains supported by Genesys Pulse.

- Any required packages must be available on the operating system. The Installer provides a notification if it discovers that any packages are missing, such as compatibility packs for the 32-bit platform. These packages have generic names, for example: `compat-glibc*`, `compat-libstdc+*`, `libstdc+`, `compat-openssl10`, `libcrypt*`, `libxcrypt*`, and `libnsl*`.
- Beginning with release 9.0.007.00, Pulse Collector requires the OpenSSL 1.1 runtime libraries package from the Extra Packages for Enterprise Linux (EPEL) package repository on Red Hat Enterprise Linux 7.
To install the package:
 1. Enable the EPEL repository on your system. For specific instructions for each Operating System, see [Extra Packages for Enterprise Linux \(EPEL\)](#).
 2. Execute the following command to install OpenSSL 1.1 runtime libraries: `sudo yum install openssl11-libs`
No additional packages are required on RHEL8 and UBI8.

Important

Both Genesys Pulse Collector and Genesys Pulse must be installed on the same host, unless you use WebDav to share snapshots. Genesys does not support Genesys Pulse deployments that have components on separate hosts without deploying WebDav server.

- Although not required for deployment, you must have Stat Server release 8.5.109 or higher installed for basic operation.
- You must install Java Runtime Environment (JRE):
 - JRE 8 for Pulse 9.0.002 and older
 - JRE 8 or 11 for Pulse 9.0.003 - Pulse 9.0.008
 - JRE 11 for Pulse 9.0.009 and newer

Both Oracle Java SE and OpenJDK (Red Hat's implementation) runtimes are supported.