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Genesys Skills Management System Overview and Operations

Product Version Dependencies

4/2/2025

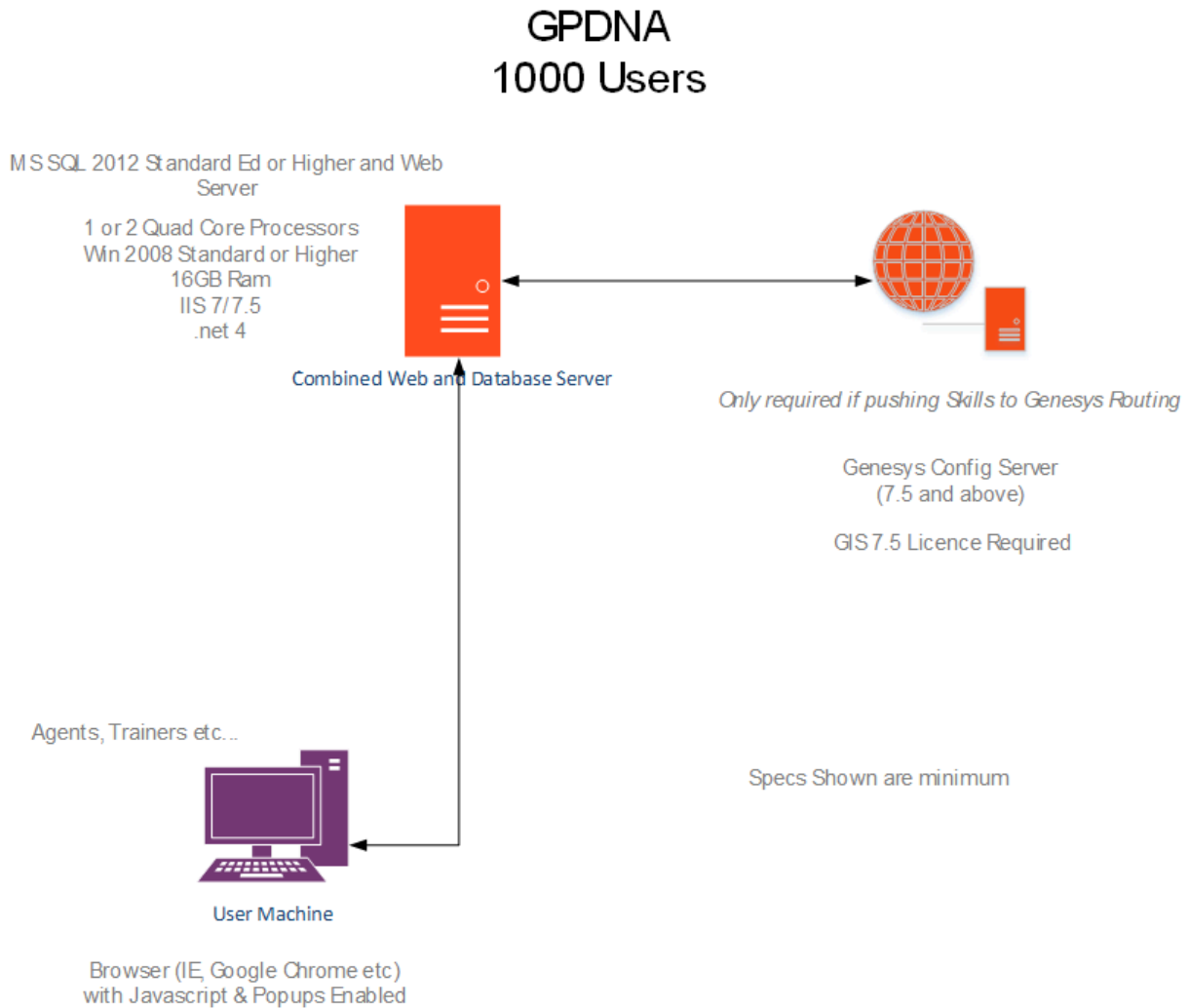
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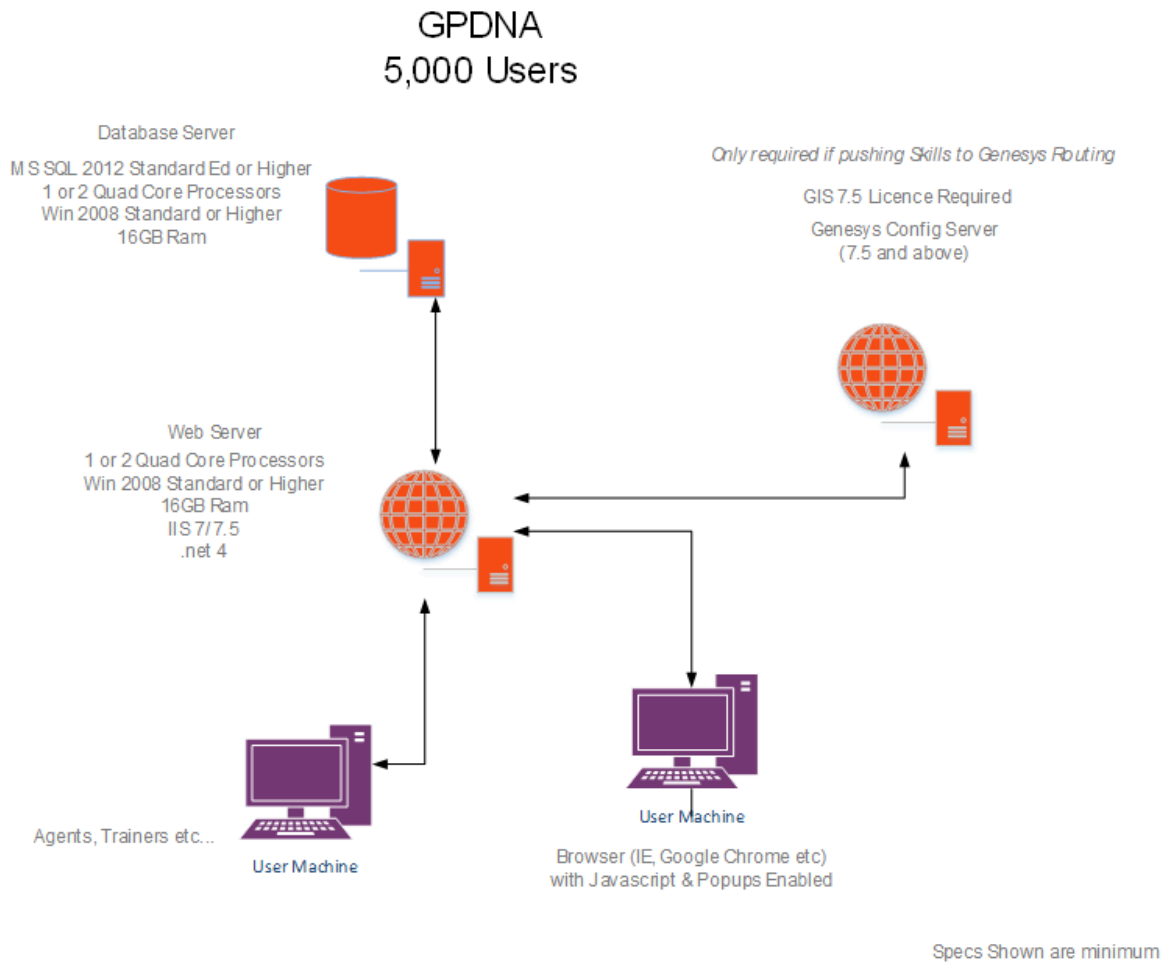
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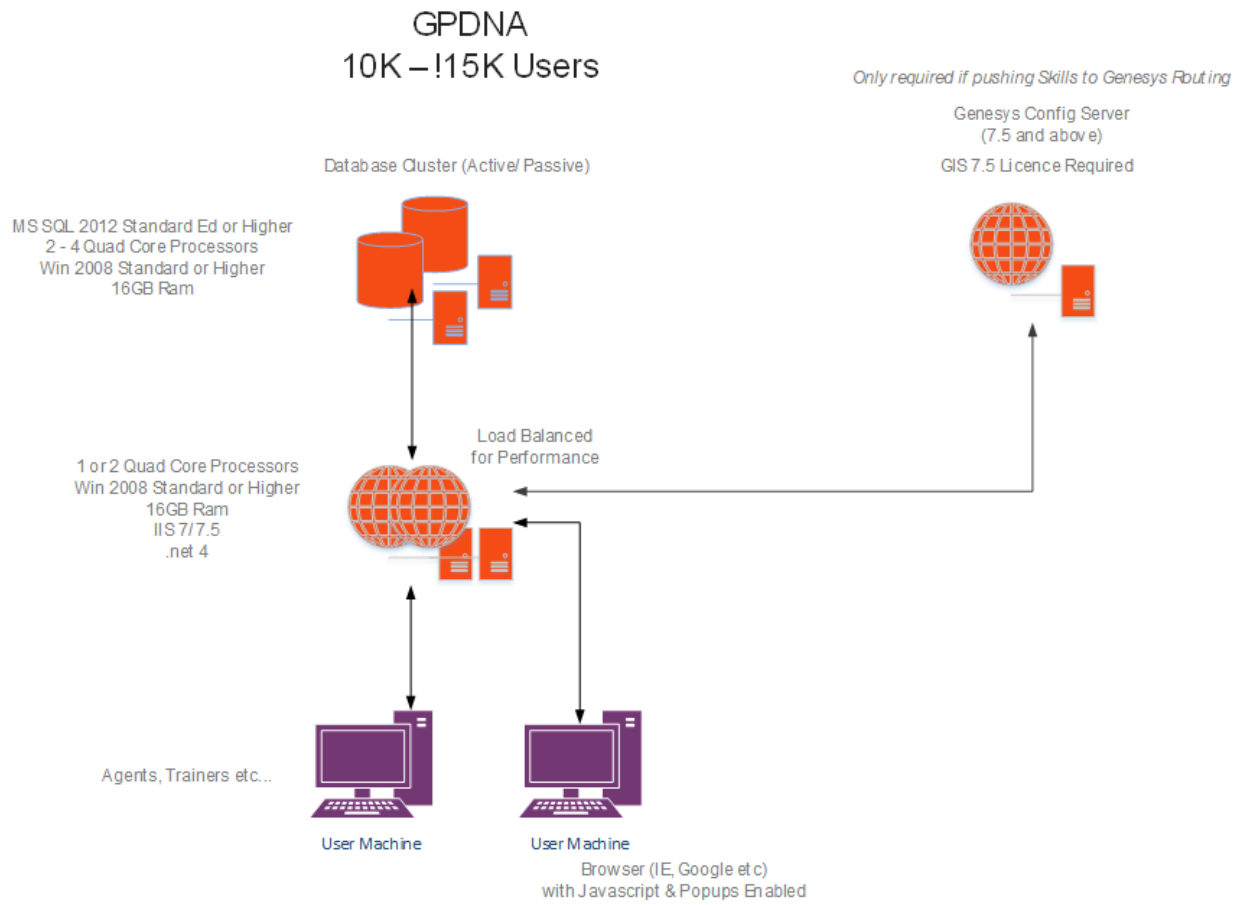
Product Version Dependencies

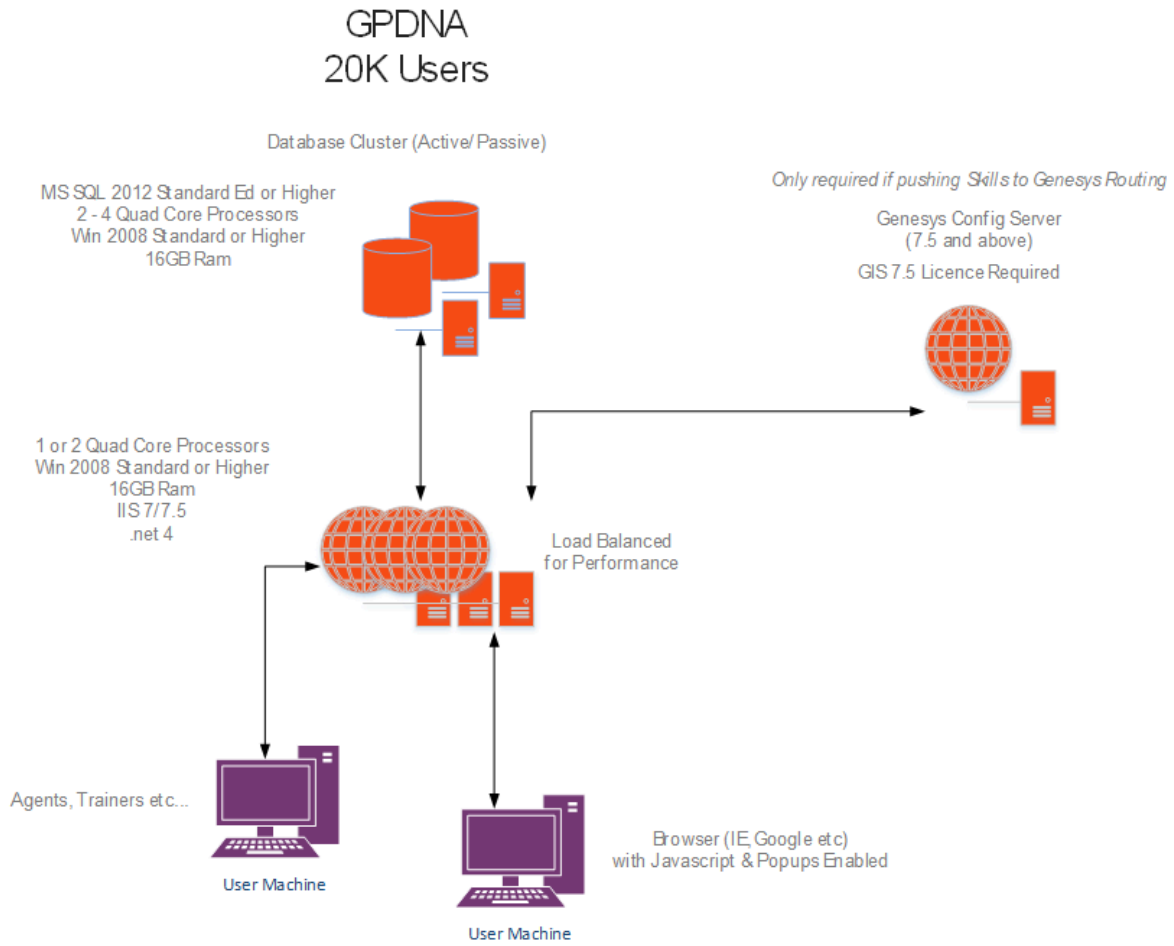
Suggested Server Architecture

These architecture requirements are based on typical usage and may differ if above average usage is expected.









Performance DNA

Supported OS and Clients

Current Release

- Required = r
- Compatible = ✓
- Incompatible = ×

Product Version Dependencies

Software Item	Performance DNA 8.5.546	Performance DNA 8.5.684	Performance DNA 9.0.0	Performance DNA Next Release (indication)
Server				
SQL Server 2005 Standard or above	×	×	×	×
SQL Server 2008 Standard or above	✓	✓	×	×
SQL Server 2012 Standard or above	✓	✓	✓	✓
SQL Server 2016 Standard or above	×	×	✓	✓
Windows Server 2003	×	×	×	×
Windows Server 2008	✓	✓	×	×
Windows Server 2008 R2	✓	✓	×	×
Windows Server 2012 R2	✓	✓	✓	✓
Windows Server 2016	×	×	✓	✓
IIS6	×	×	×	×
IIS7	✓	✓	✓	✓
IIS7.5	✓	✓	✓	✓
IIS8.5	✓	✓	✓	✓
.net 4	r	r	r	r
Client Browser				
Internet Explorer 6, 7	×	×	×	×
Internet Explorer 8	✓	×	×	×
Internet Explorer 9	✓	×	×	×
Internet Explorer 11	✓	✓	✓	✓
Firefox Latest Version at time of release	✓	×	×	×
Chrome Latest Version at time of release	✓	✓	✓	✓
Minimum Resolution	1280x1024	1280x1024	1280x1024	1280x1024
Recommended Resolution	1280x1024	1280x1024	1920x1080	1920x1080

Software Item	Performance DNA 8.5.546	Performance DNA 8.5.684	Performance DNA 9.0.0	Performance DNA Next Release (indication)
Processor	Dual Core Minimum	Dual Core Minimum	Dual Core Minimum	Dual Core Minimum
RAM	2GB Minimum	2GB Minimum	2GB Minimum	2GB Minimum
Required Hard Disk Space	Minimal Above Browser	Minimal Above Browser	Minimal Above Browser	Minimal Above Browser
Notifications Client				
Windows XP SP2	x	x	x	x
Windows Vista	x	x	x	x
Windows 7	✓	✓	✓	✓
Windows 10	x	✓	✓	✓
.net 4	r	r	r	r
Processor	Dual Core Minimum	Dual Core Minimum	Dual Core Minimum	Dual Core Minimum
RAM	2GB Minimum	2GB Minimum	2GB Minimum	2GB Minimum
Required Hard Disk Space	20 MB	20 MB	20 MB	20 MB

Important

64-bit versions of the server OS are supported; however, the web application will run in 32-bit mode.

Storage Sizing Guide

Web Application Install Size: 200 MB. Note the sufficient space should be given for media uploaded to be used in the application, that is, video, audio, or images.

Database Initial Size: 100 MB

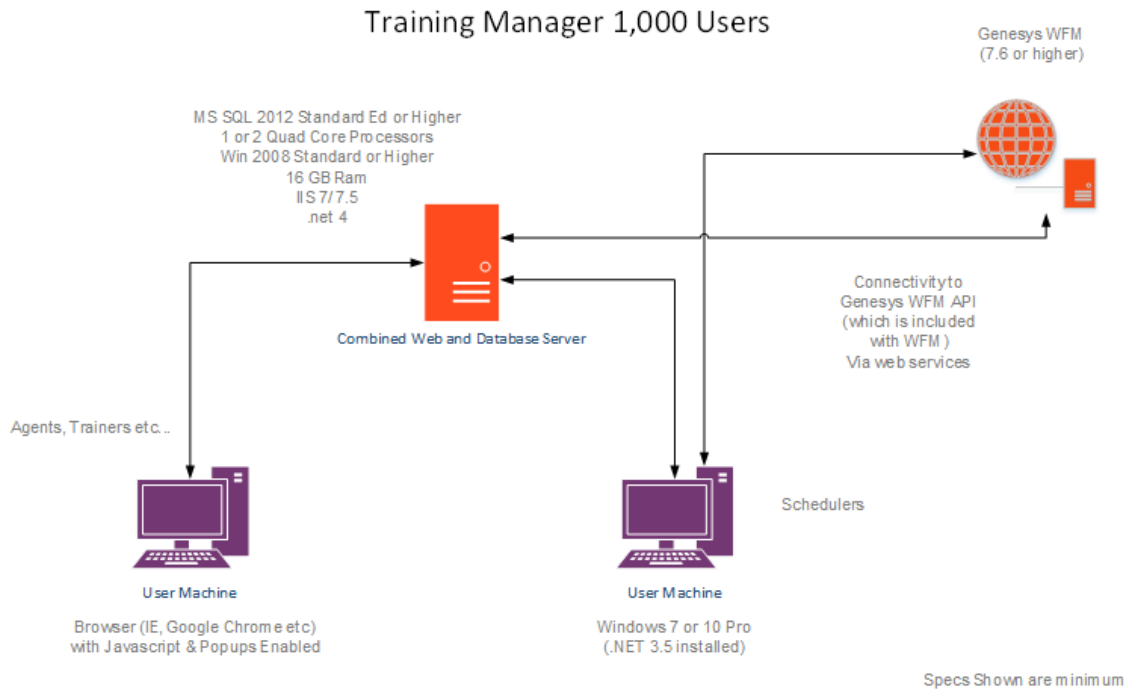
The data footprint of the system is dependent on the number of training courses, assessments, their content, and the number of KPIs included in Analysis. However, a typical annual increase in footprint is 2GB per annum for 10K users.

Training Manager

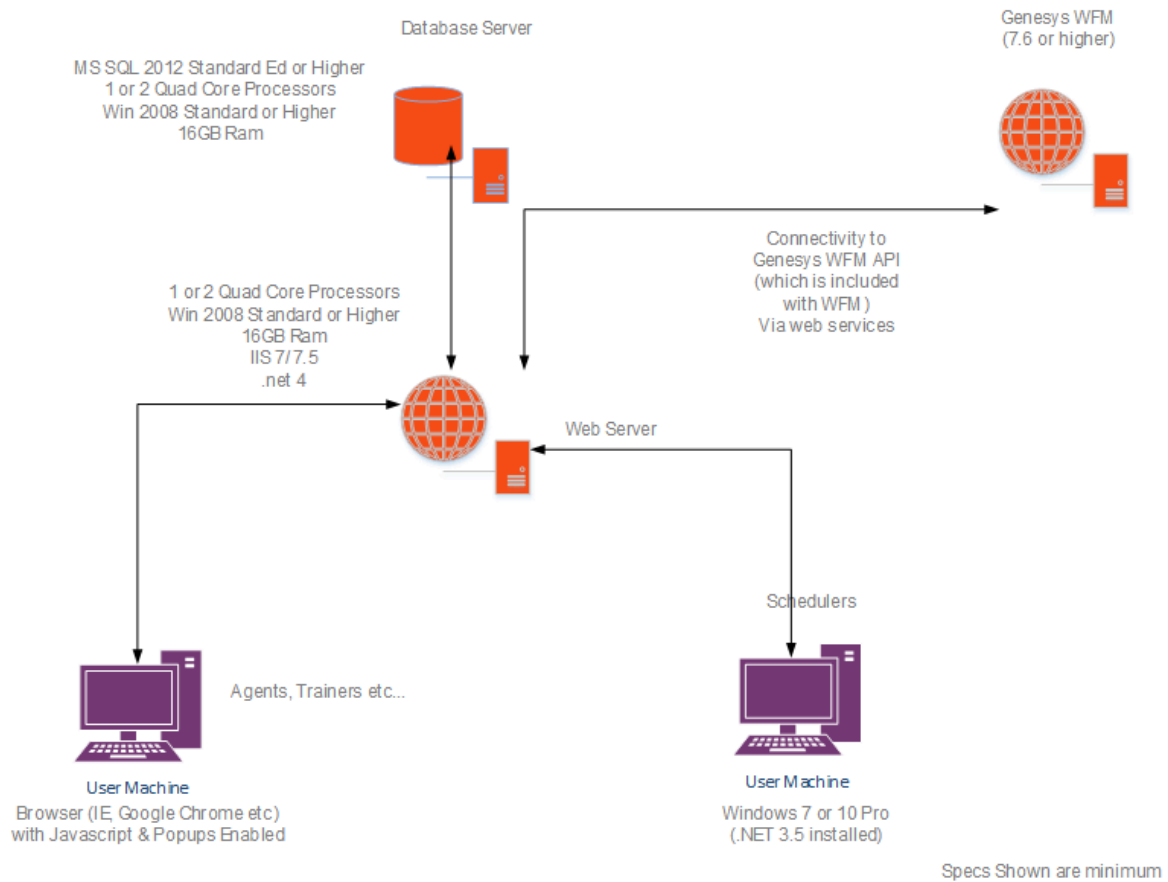
Suggested Server Architecture

These architecture requirements are based on typical usage and may differ if above average usage is

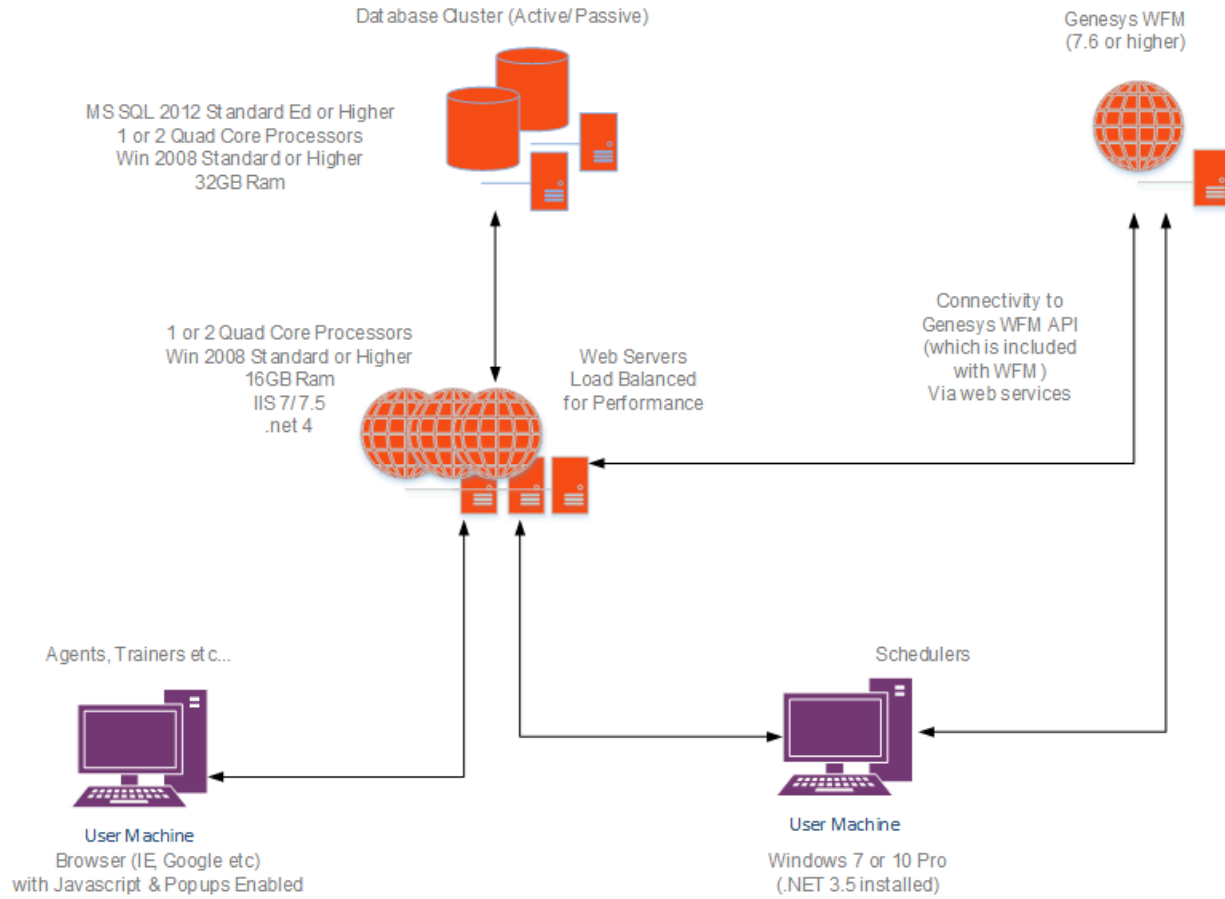
expected.



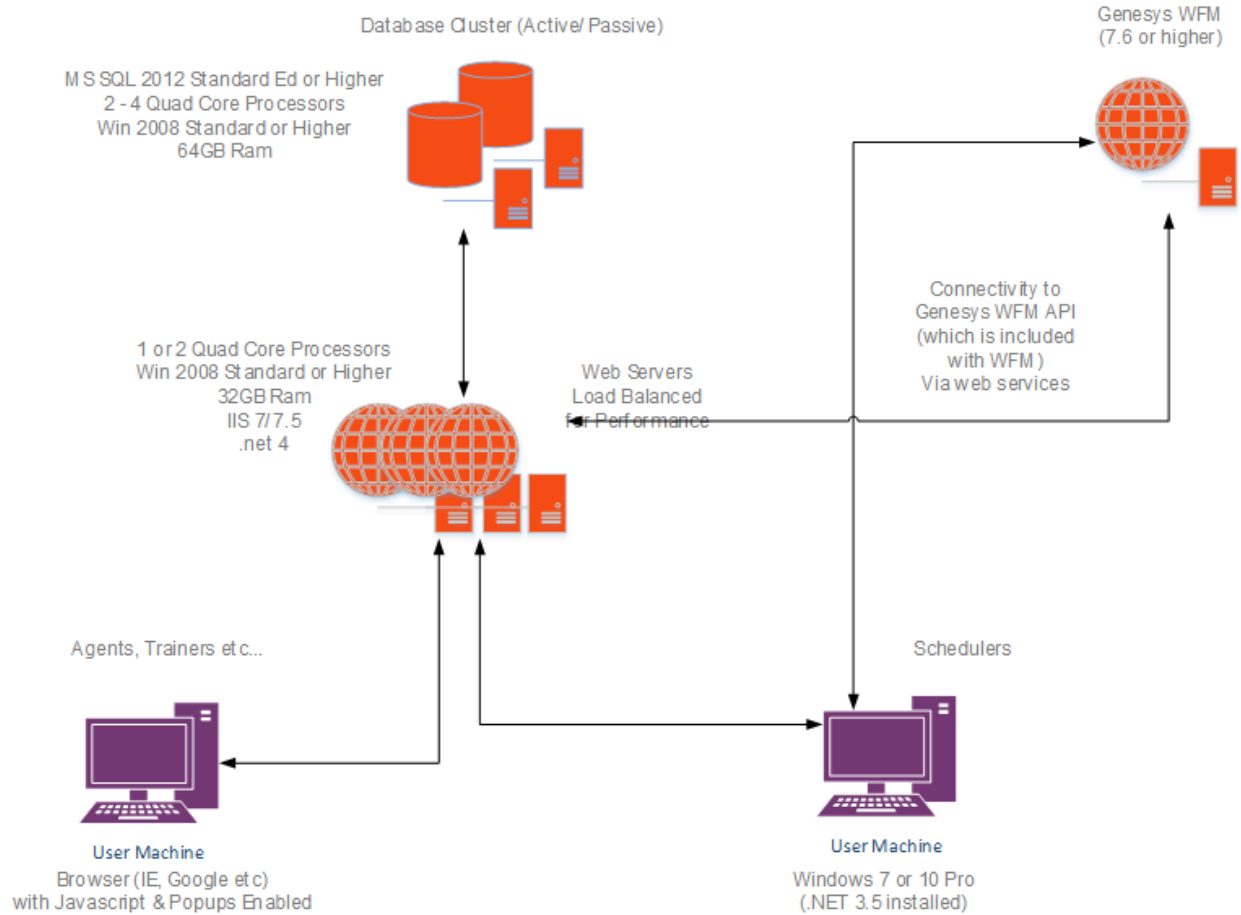
Training Manager 5,000 Users



Training Manager 10K – 15K + Users



Training Manager 20K + Users



Supported OS and Clients

Current Release

- Required = r
- Compatible = ✓
- Incompatible = ✗

Software Item	Training Manager 8.5.546	Training Manager 8.5.648	Training Manager 9.0.0	Training Manager Next Release
Server				

Product Version Dependencies

Software Item	Training Manager 8.5.546	Training Manager 8.5.648	Training Manager 9.0.0	Training Manager Next Release
SQL Server 2008	✓	✓	×	×
SQL Server 2012	✓	✓	✓	✓
SQL Server 2014	✓	✓	✓	✓
SQL Server 2016	×	×	✓	✓
Windows Server 2008 R2	✓	✓	×	×
Windows Server 2012 R2	✓	✓	✓	✓
Windows Server 2016	×	×	✓	✓
IIS7	×	×	×	×
IIS7.5	✓	✓	✓	✓
IIS8.5	✓	✓	✓	✓
.net 4	r	r	r	r
Training Manager Client				
Windows 7 32 Bit	✓	✓	✓	✓
Windows 8 64 Bit	✓	✓	✓	✓
Windows 10 64 Bit	✓	✓	✓	✓
Client .net 2 32 Bit				
Client .net 3.5 32 Bit	r	r	r	r
Client .net 4.5 32 Bit	r	r	r	r
Minimum Resolution	1280x1024	1280x1024	1280x1024	1280x1024
Recommended Resolution	1280x1024	1280x1024	1280x1024	1280x1024
Processor	Quad Core Minimum	Quad Core Minimum	Quad Core Minimum	Quad Core Minimum
RAM	4GB Minimum	4GB Minimum	4GB Minimum	4GB Minimum
Required Hard Disk Space	50 MB	50 MB	50 MB	50 MB
Portal Browser				
Internet Explorer 8	✓	×	×	×
Internet Explorer 9	✓	×	×	×
Internet Explorer 11	✓	✓	✓	✓
Firefox Latest Version at time of release	×	×	×	×

Software Item	Training Manager 8.5.546	Training Manager 8.5.648	Training Manager 9.0.0	Training Manager Next Release
Chrome Latest Version at time of release	✓	✓	✓	✓
Minimum Resolution	1280x1024	1280x1024	1280x1024	1280x1024
Recommended Resolution	1280x1024	1280x1024	1920x1080	1920x1080
Processor	Dual Core Minimum	Dual Core Minimum	Dual Core Minimum	Dual Core Minimum
RAM	2GB Minimum	2GB Minimum	2GB Minimum	2GB Minimum
Required Hard Disk Space	Minimal Above Browser	Minimal Above Browser	Minimal Above Browser	Minimal Above Browser
Notifications Client				
Windows XP SP2	×	×	×	×
Windows Vista	×	×	×	×
Windows 7	✓	✓	✓	✓
Client .net 4	r	r	r	r
Client .net 4.5	r	r	r	r
Processor	Dual Core Minimum	Dual Core Minimum	Dual Core Minimum	Dual Core Minimum
RAM	2GB Minimum	2GB Minimum	2GB Minimum	2GB Minimum
Required Hard Disk Space	20 MB	20 MB	20 MB	20 MB

Important

64-bit versions of the server OS are supported; however, the web application will run in 32-bit mode.

Storage Sizing Guide

Application Install Size: 50 MB

Web Application Install Size: 100 MB

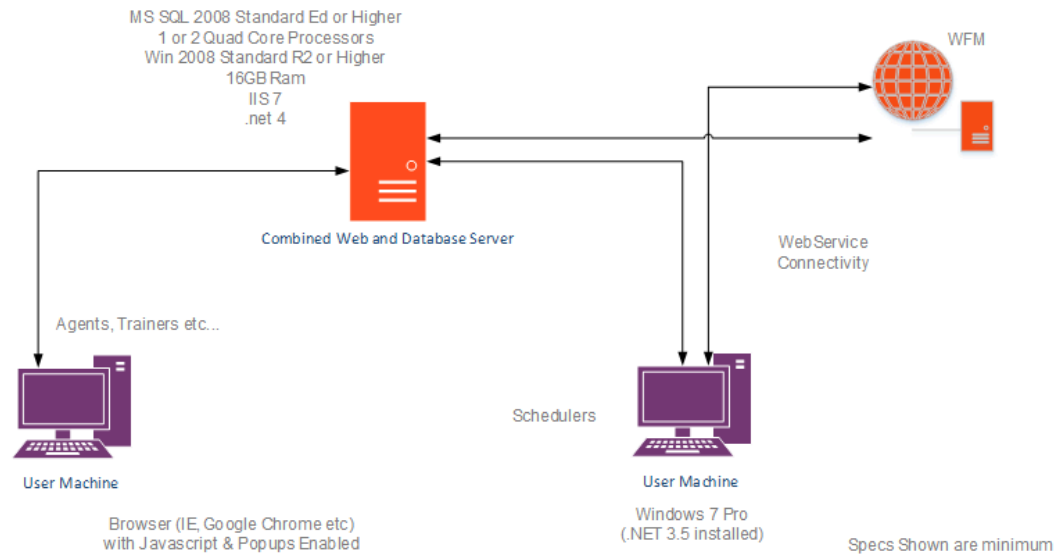
Database Initial Size: 20 MB

The data footprint of the system is dependent on the number of training course, and so on, that are configured in the system. However, a typical annual increase in footprint is 2GB per annum for 10K users.

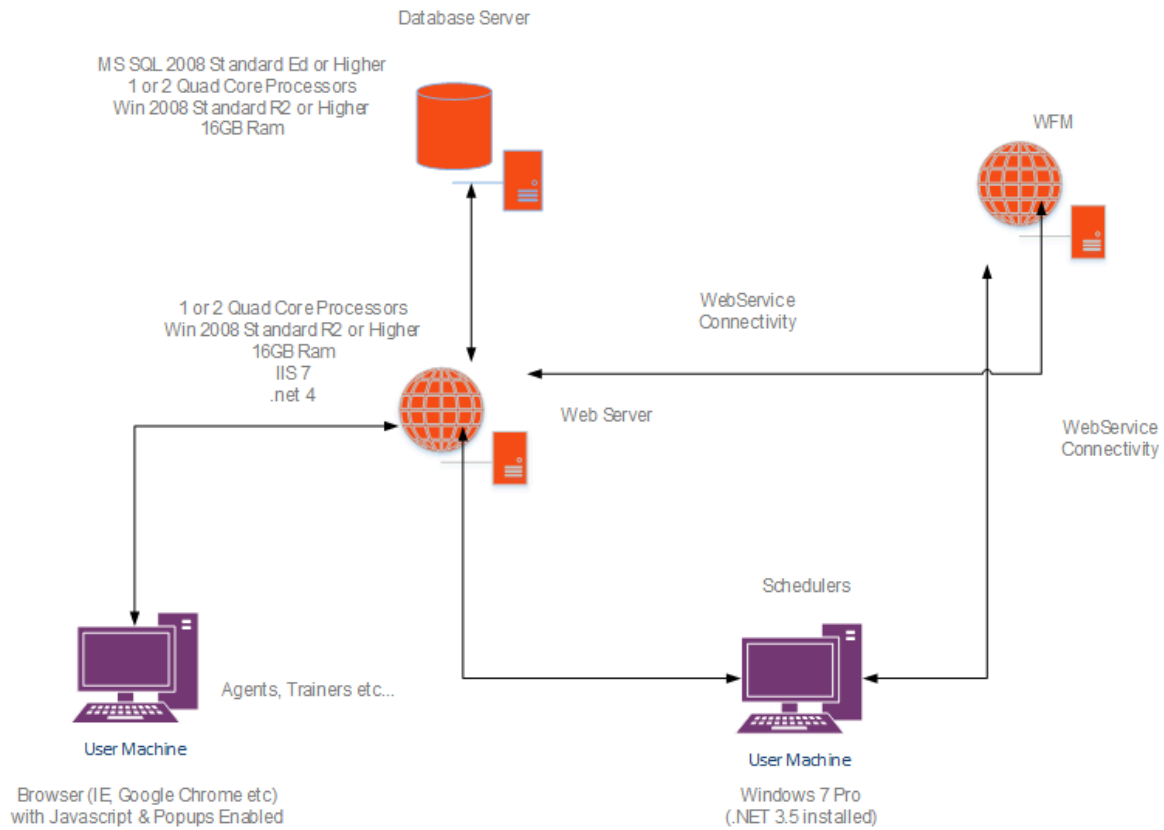
Co hosting

If you have purchased both application installations of the applications can be co-hosted, below are some sample layouts for this.

Skills Management < 1K Users

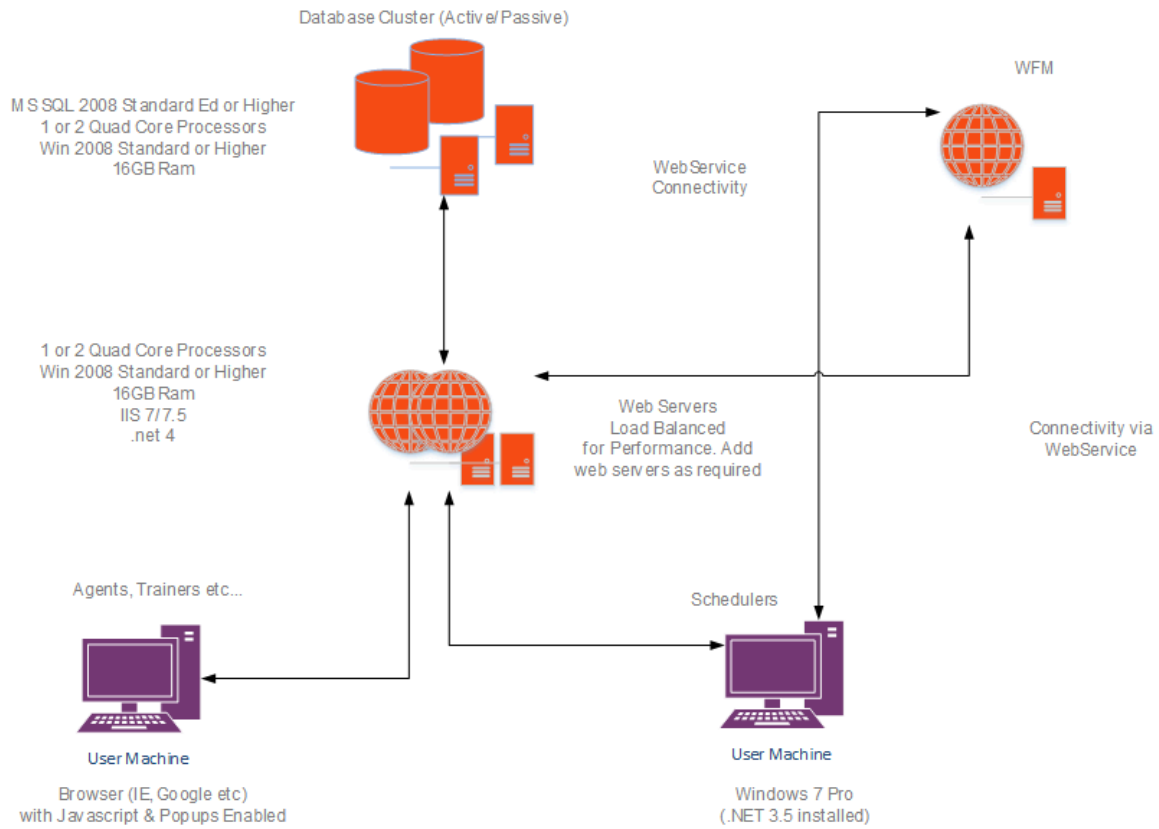


Skills Management 1K-2K Users



Specs Shown are minimum

Skills Management 5K+ Users Database/WebServer split Architecture



Skills Management 10K+ Users

