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Supported Operating Environment

Decisions

5/4/2025

Decisions

Important

Genesys support for the platform versions mentioned on this page ends when the respective vendors declare End of Support. For more information, see [Discontinued Support](#).

Supported Operating Systems

Decisions Clients Support

OS Family	Operating System	Release	Conditions
Windows	Windows 10	8.5.100+	
Windows	Windows 11	8.5.100+	
Windows	Windows 7	8.5.100+	
Windows	Windows 8	8.5.100+	

Decisions Servers (DB and DataBus) Support

OS Family	Operating System	Release	Conditions
Windows	Windows Server 2008	8.5.100+	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.5.100+	Discontinued as of October 31, 2024
Windows	Windows Server 2019	8.5.100+	

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

Notes:

- An asterisk (*) indicates the oldest operating systems supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including AIX Power PC, HP-UX, and Solaris SPARC.
- Cluster configuration (for example, Microsoft SQL Cluster, Oracle RAC, etc) are not supported unless specifically listed below.
- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.
- For MS SQL Server, Enterprise Edition is recommended, especially for large deployments; however, Standard Edition is the minimum requirement.
- Genesys supports Genesys products on the database patch levels up to the latest currently available patch sets.

Database	Release	Conditions/Limitations
MS SQL Server 2008	8.5.100+	
MS SQL Server 2012	8.5.100+	
MS SQL Server 2014	8.5.100+	
MS SQL Server 2016	8.5.100+	
MS SQL Server 2019	8.5.100+	

Supported Virtualization Platforms

Tip

See the global page that lists all **Virtualization**-related information.

IPv6 Support for Common Interfaces

No IPv6 information for common interfaces at this time.

IPV6 Support for Additional Interfaces

No IPV6 information for additional components at this time.

Prerequisites

Decisions - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Web Server			
Microsoft .NET Framework 4.5	Yes	Yes	