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Supported Operating Environment

Decisions

12/16/2025

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 | |