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Supported Operating Environment

eServices

eServices

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](#).
- Please note the following:
- Messaging Apps and Social Engagement information was moved to the [Messaging Apps/Social Engagement](#) SOE page.
- Universal Contact Server information was moved to the [Universal Contact Server](#) SOE page.

Supported Operating Systems

Bot Gateway Server Support

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 7	9.0.004.08+	
Linux	Red Hat Enterprise Linux 8	9.0.008.05+	
Linux	Red Hat Enterprise Linux 9	9.0.010.01+	
Windows	Windows Server 2012	9.0 - 9.0.009	Discontinued as of February 27, 2024
Windows	Windows Server 2016	9.0.004.08+	
Windows	Windows Server 2019	9.0.008.05+	
Windows	Windows Server 2022	9.0.010.01+	Starting with 9.0.011.02

Content Analyzer (Plugin for Genesys Administrator Extension) Support

OS Family	Operating System	Release	Conditions
Linux	CentOS Linux 7	8.5.305+	Discontinued as of January 15, 2025
Linux	Red Hat Enterprise Linux 5	8.5.0 - 8.5.2	Discontinued as of June 30, 2018.

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 6	8.5.1 - 8.5.2	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.5.305.03+	
Linux	Red Hat Enterprise Linux 8	9.0.001.04+	
Linux	Red Hat Enterprise Linux 9	9.0.001.14+	
Windows	Windows Server 2008	8.5.0 - 8.5.2	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.5 - 9.0	Discontinued as of October 31, 2024 Support discontinued as of 9.0.001.03.
Windows	Windows Server 2016	8.5.305+	
Windows	Windows Server 2019	9.0.001.03+	
Windows	Windows Server 2022	9.0.001.15+	

E-mail Server Java Support

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 7	8.5.1+	Starting with 8.5.104.13.
Linux	Red Hat Enterprise Linux 8	8.5.2+	Starting with 8.5.214.04.
Linux	Red Hat Enterprise Linux 9	8.5.2+	Starting with 8.5.211.09.
Windows	Windows Server 2012	See note:	Discontinued as of March 25, 2024 (last supported version 8.5.210.02)
Windows	Windows Server 2016	8.5.104.13+	
Windows	Windows Server 2019	8.5.200.02+	
Windows	Windows Server 2022	8.5.212.01+	

eServices Manager (Plugin for Genesys Administrator Extension) Support

OS Family	Operating System	Release	Conditions
Linux	CentOS Linux 7	8.5.301.09+	Discontinued as of January 15, 2025
Linux	Red Hat Enterprise Linux 5	8.5.0 - 8.5.1	Discontinued as of June 30, 2018.

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 6	8.5.1 - 8.5.302	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.5.3+	Supported for use on Kernel Virtual Machine (KVM) starting with 8.5.300.09.
Linux	Red Hat Enterprise Linux 8	9.0.003.07+	
Linux	Red Hat Enterprise Linux 9	9.0.004.13+	
Windows	Windows Server 2008	8.5.0 - 8.5.302	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.5 - 9.0	Discontinued as of October 31, 2024 Support discontinued as of 9.0.003.06.
Windows	Windows Server 2016	8.5.304+	
Windows	Windows Server 2019	9.0.003.03+	
Windows	Windows Server 2022	9.0.004.14+	

eServices Server Components Support

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.
- eServices server components include Classification Server, Chat Server, Interaction Server, Interaction Server Proxy, SMS Server, and Training Server. It also includes the following groups of servers: Web API (Web API Server, Web API Server for WebLogic, Web API Server for WebSphere, .NET Web API Server and Samples)
- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.
- Genesys supports use of products on Oracle Linux, provided that the Oracle Linux distribution is 100% compatible with a Genesys-supported Red Hat distribution, and that the Oracle Unbreakable Enterprise Kernel is not used. Genesys will only support Oracle Linux based on testing and reproduction of any issues in the equivalent Red Hat Linux version; no investigation or testing will be performed on Oracle Linux itself. Support only applies to Oracle Linux versions 5.x and later.
- Web Collaboration is not supported on AIX.

OS Family	Operating System	Release	Conditions
AIX	AIX Power PC 64-bit (AIX 5L for POWER) 7.1	8.0.2+	Discontinued December 31, 2020
Linux	CentOS Linux 7	8.5.1+	Discontinued as of January 15, 2025. Supported by Interaction Server 8.5.104.13
Linux	CentOS Linux 7	8.5.201+	Discontinued as of January 15, 2025
Linux	CentOS Linux 7	8.5.3+	Discontinued as of January 15, 2025 Supported by the following: <ul style="list-style-type: none"> • Chat Server starting with 8.5.301.06 • Classification Server starting with 8.5.300.03 • Training Server starting with 8.5.305.01 No longer supported by the following: <ul style="list-style-type: none"> • Chat Server as of 8.5.317.02
Linux	Oracle Linux 7	8.5.3+	Note the following: <ul style="list-style-type: none"> • Classification Server starting with 8.5.300.03, with Oracle Linux 7, coupled with Unbreakable Enterprise Kernel Release 4. • Chat Server, starting with 8.5.306.03.
Linux	Red Hat Enterprise Linux 5	8.1+	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 6	8.1.4+	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.5.1+	Supported by the following: <ul style="list-style-type: none"> • Chat Server starting with 8.5.102.08

OS Family	Operating System	Release	Conditions
			<ul style="list-style-type: none"> • Classification Server starting with 8.5.300.03, including usage on a Kernel Virtualization Machine (KVM) • Interaction Server starting with 8.5.107.06 • Interaction Server Proxy starting with 8.5.107.14 • Training Server starting with 8.5.305.01
Linux	Red Hat Enterprise Linux 8	8.5.3+	Supported by Chat Server starting with 8.5.314.02
Linux	Red Hat Enterprise Linux 8	9.0+	Supported by the following: <ul style="list-style-type: none"> • Interaction Server starting with 9.0.000.10. • Interaction Server Proxy starting with 9.0.000.03. • Classification Server starting with 9.0.000.07. • Interaction Server Cluster Plug-in for GAX starting with version 9.0.000.00. • Training Server starting with 9.0.000.08
Linux	Red Hat Enterprise Linux 9	8.5.3+	Supported by the following: <ul style="list-style-type: none"> • Chat Server starting with 8.5.317.02
Linux	Red Hat Enterprise Linux 9	9.0+	Supported by the following:

OS Family	Operating System	Release	Conditions
			<ul style="list-style-type: none"> • Interaction Server starting with 9.0.015.09 • Interaction Server Proxy starting with 9.0.015.02 • Interaction Server Cluster Plug-in for GAX starting with version 9.0.000.15 • Classification Server starting with 9.0.000.16
Solaris	Solaris SPARC 64-bit 10	7.6 - 8.1	Discontinued as of December 31, 2020.
Solaris	Solaris SPARC 64-bit 10	7.6 - 8.5	Discontinued as of December 31, 2020.
Windows	Windows Server 2008	8.1+	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.5+	<p>Discontinued as of October 31, 2024</p> <p>Supported by the following:</p> <ul style="list-style-type: none"> • Classification Server starting with 8.5.000.14 <p>No longer supported by the following:</p> <ul style="list-style-type: none"> • Chat Server as of 8.5.314.02 • Classification Server as of 9.0.000.08 • Training Server as of 9.0.000.08
Windows	Windows Server 2016	8.5+	<p>Supported by the following:</p> <ul style="list-style-type: none"> • Chat Server starting with 8.5.201.05 • Classification Server starting with 8.5.301.01 • Interaction Server

OS Family	Operating System	Release	Conditions
			starting with 8.5.201.05 <ul style="list-style-type: none"> • Interaction Server Proxy starting with 8.5.201.00 • Training Server starting with 8.5.305.01 • Interaction Server Cluster Plug-in for GAX starting with version 9.0.000.00
Windows	Windows Server 2019	8.5.3	Supported by the following: <ul style="list-style-type: none"> • Chat Sever starting with 8.5.314.02 • Interaction Server starting with 8.5.304.07 • Interaction Server Proxy starting with 8.5.304.02
Windows	Windows Server 2019	9.0.0+	Supported by the following: <ul style="list-style-type: none"> • Training Server starting with 9.0.000.08 • Classification Server starting with 9.0.000.07 • Interaction Server Cluster Plug-in for GAX starting with version 9.0.000.00
Windows	Windows Server 2022	8.5.3+	Supported by the following: <ul style="list-style-type: none"> • Chat Server starting with 8.5.317.02
Windows	Windows Server 2022	9.0.0+	Supported by the following:

OS Family	Operating System	Release	Conditions
			<ul style="list-style-type: none"> Interaction Server starting with 9.0.014.03 Interaction Server Proxy starting with 9.0.014.07 Interaction Server Cluster Plug-in for GAX starting with version 9.0.000.14 Classification Server starting with 9.0.000.16

Knowledge Manager (Legacy) Support

OS Family	Operating System	Release	Conditions
Windows	Windows 7	8.0.1+	Discontinued as of June 30, 2020.
Windows	Windows Server 2008	8.0.1-8.5.1	Discontinued as of June 30, 2020

Privacy Manager (Plugin for Genesys Administrator Extension) Support

OS Family	Operating System	Release	Conditions
Linux	CentOS Linux 7	8.5.305+	Discontinued as of January 15, 2025
Linux	Red Hat Enterprise Linux 5	8.5.0 - 8.5.1	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 6	8.5.1 - 8.5.300	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.5.3	Support starting with 8.5.300.10, including use on a Kernel Virtualization Machine (KVM).
Linux	Red Hat Enterprise Linux 8	9.0.001.06+	
Linux	Red Hat Enterprise Linux 9	9.0.001.13+	
Windows	Windows Server 2008	8.5.0 - 8.5.300	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.5 - 9.0	Discontinued as of October 31, 2024

OS Family	Operating System	Release	Conditions
			Support discontinued as of 9.0.001.05.
Windows	Windows Server 2016	8.5.305+	
Windows	Windows Server 2019	9.0.001.05+	
Windows	Windows Server 2022	9.0.001.14+	

Supported Browsers

Notes:

- For browser support information for Genesys Widgets, see [Supported Operating Environment: Genesys Widgets](#).

Component	Browser	Release	Conditions/Limitations
Content Analyzer (Plugin for Genesys Administrator Extension)	Firefox ESR	8.5.2+	
Content Analyzer (Plugin for Genesys Administrator Extension)	Google Chrome	8.5.2+	
Content Analyzer (Plugin for Genesys Administrator Extension)	Microsoft Edge Chromium	9.0.0+	Starting with version 9.0.001
Content Analyzer (Plugin for Genesys Administrator Extension)	Microsoft IE11	8.5.2+	
eServices Manager (Plugin for Genesys Administrator Extension)	Firefox ESR	8.5+	Tested with version 46
eServices Manager (Plugin for Genesys Administrator)	Google Chrome	8.5+	

Component	Browser	Release	Conditions/ Limitations
Extension)			
eServices Manager (Plugin for Genesys Administrator Extension)	Microsoft Edge Chromium	9.0.0+	Starting with version 9.0.002
eServices Manager (Plugin for Genesys Administrator Extension)	Microsoft IE11	8.5+	
Interaction Server Cluster (Plugin for Genesys Administrator Extension)	Firefox ESR	8.5.1+	Minimum supported version: 38
Interaction Server Cluster (Plugin for Genesys Administrator Extension)	Google Chrome	8.5.1+	Minimum supported version: 44
Interaction Server Cluster (Plugin for Genesys Administrator Extension)	Microsoft IE11	8.5.1+	
Privacy Manager (Plugin for Genesys Administrator Extension)	Firefox ESR	8.5.1+	
Privacy Manager (Plugin for Genesys Administrator Extension)	Google Chrome	8.5+	
Privacy Manager (Plugin for Genesys Administrator Extension)	Microsoft Edge Chromium	9.0.0+	Starting with version 9.0.001
Privacy Manager (Plugin for Genesys Administrator Extension)	Microsoft IE11	8.5+	

Supported Database/DB Clusters

Notes:

- An asterisk (*) indicates the oldest databases supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including IBM DB2, Informix, MS SQL, Oracle, and Sybase.
- Genesys supports Genesys products on the database patch levels up to the latest currently available patch sets.

Database	Release	Conditions/Limitations
Cassandra 2	8.5.1 - 8.5.3	Not supported by Chat Server starting with 8.5.314.02.
Cassandra 3.11	8.5.3+	Supported in high availability mode by Chat Server starting with 8.5.307.04.
Cassandra 4.0.x	8.5.3+	Supported in high availability mode by Chat Server starting with 8.5.316.02.
IBM DB2 10	8.1.4+	Discontinued December 31, 2020.
IBM DB2 9.7	8.1+	Discontinued December 31, 2020.
MS SQL Server 2008	8.0.1+	Discontinued as of June 30, 2020.
MS SQL Server 2012	8.5+	Discontinued as of January 1, 2025. Not supported by Interaction Server starting with 8.5.2.
MS SQL Server 2012 Cluster	8.5+	Discontinued as of January 1, 2025. Also supports AlwaysOn Cluster with Synchronous Mirroring capability. Not supported by Interaction Server from 8.5.2.
MS SQL Server 2014	8.5.1+	Discontinued as of January 1, 2025. Supported by Interaction Server starting with 8.5.108.05.
MS SQL Server 2014 Cluster	8.5.1+	Discontinued as of January 1, 2025. Supported by Interaction Server starting with 8.5.108.05. Also supports AlwaysOn capability.
MS SQL Server 2016	8.5+	Supported by Interaction Server starting with 8.5.201.05.
MS SQL Server 2016 Cluster	8.5.1+	Supported by Interaction Server starting with 8.5.201 with AlwaysOn capability.
MS SQL Server 2017	8.5.3	Supported by Interaction Server starting with 8.5.300.07.

Database	Release	Conditions/Limitations
MS SQL Server 2019	8.5.3+	Supported by Interaction Server starting with 8.5.306.04.
MS SQL Server 2019 Cluster	8.5.3+	Supported by Interaction Server starting with 8.5.306.04 with AlwaysOn capability.
MS SQL Server 2022	9.0.0+	Supported by Interaction Server starting with 9.0.012.05.
MS SQL Server 2022 Cluster	9.0.0+	Supported by Interaction Server starting with 9.0.012.05 with AlwaysOn capability.
Oracle 11g RAC	8.1+	Discontinued as of December 31, 2020.
Oracle 12c R1	8.5+	
Oracle 12c R1 RAC	8.5+	SCAN is not supported.
Oracle 12c R2	8.5.3	Discontinued as of March 31, 2022.
Oracle 12c R2 RAC	8.5.3	Discontinued as of March 31, 2022.
Oracle 18c	8.5.3+	Discontinued as of June 30, 2021.
Oracle 18c RAC	8.5.3+	Discontinued as of June 30, 2021.
Oracle 19c	8.5.3+	Supported by Interaction Server starting with 8.5.307.02.
Oracle 19c RAC	8.5.3+	Supported by Interaction Server starting with 8.5.307.02. Support includes Transparent Application Failover (TAF). SCAN is not supported.
PostgreSQL 10	8.5.2+	Discontinued as of June 30, 2024. Supported by Interaction Server starting with 8.5.2.
PostgreSQL 12	9.0.0+	Supported by Interaction Server starting with 9.0.003.06.
PostgreSQL 13	9.0.0+	Supported by Interaction Server starting with 9.0.009.03.
PostgreSQL 14	9.0.0+	Supported by Interaction Server starting with 9.0.010.07.
PostgreSQL 16	9.0.0+	Supported by Interaction Server starting with 9.0.013.05
PostgreSQL 9.6	8.5.2+	Discontinued as of November 11, 2021. Interaction Server - Last supported version: 9.0.004.07.

Supported Virtualization Platforms

Tip

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

IPV6 Support for Common Interfaces

Notes:

- Release Support numbers refer to eServices.

Component	Release	Interface	Conditions
eServices	8.1	Interaction Server	
eServices	8.1.3+	E-mail Server	
eServices	no direct interface	License Server	
eServices	no direct interface	SIP Server/T-Server	

IPV6 Support for Additional Interfaces

No IPV6 information for additional components at this time.

Prerequisites

Bot Gateway Server - Prerequisites

Bot Gateway Server - Prerequisites

Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/Limitations
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	Release: 9.0+
OpenJDK 17	Yes	No	Release: 9.0.009+ Starting with 9.0.009.05
Oracle Java 8 Developer's Kit (JDK), OpenJDK 8	Yes	No	Release: 9.0+
Transport Layer Security 1.2	Yes	No	Release: 9.0+

Classification Server - Prerequisites

Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/Limitations
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	Release: 9.0+ Starting with 9.0.000.02
OpenJDK 17	Yes	No	Release: 9.0+ Starting with 9.0.000.14
Oracle Java 7 Developer's Kit (JDK)	Yes	No	Release: 8.1.3 - 8.5.3 Discontinued as of December 11, 2018.
Oracle Java 8 Developer's Kit (JDK)	Yes	No	Release: 8.5.1+ Starting with 8.5.110.03

Content Analyzer (Plugin for Genesys Administrator Extension) - Prerequisites

Content Analyzer (Plugin for Genesys Administrator Extension) - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/Limitations
Genesys Administrator Extension			
8.5.220.25-8.5.260.XX	No	Yes	Release: 8.5.2 Tested with GAX 8.5.220.25
8.5.290.09 +	No	Yes	Release: 9.0.0 Note the following: <ul style="list-style-type: none"> • Tested with GAX 8.5.290.09 • Tested with GAX 9.0.001.37 • Tested with GAX 9.0.100.56 • New text
8.5.290.09-9.0.001.XX	No	Yes	Release: 8.5.3 Note the following: <ul style="list-style-type: none"> • Tested with GAX 8.5.290.09 • Tested with GAX 9.0.001.37
Third-Party Component Prerequisites			
OpenJDK 17	Yes	No	Release: 9.0.001+ Starting with 9.0.001.14
Third-Party Library Dependencies			
Spring 6.x Framework	Yes	No	Release: 9.0.002+ Supported starting from GAX 9.0.108.01.

Digital Messaging Server - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	Release: 9.1+ Support starts with 9.1.002.02.
E-mail Server Java - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	Release: 8.5.1+ Support starts with 8.5.106.01.
OpenJDK 17	Yes	No	Release: 8.5.209+ Support starts with 8.5.209.05.
Oracle Java 7	Yes	No	Release: 8.1.4 - 8.5.1 Discontinued as of June 28, 2019.
Oracle Java 8	Yes	No	Release: 8.5.1+ Support starts with 8.5.103.11.
eServices Manager (Plugin for Genesys Administrator Extension) - Prerequisites			
Third-Party Component	Acquired by Customer	Provided by Genesys	Conditions/ Limitations

eServices Manager (Plugin for Genesys Administrator Extension) - Prerequisites			
Prerequisites			
Genesys Administrator Extension			
GAX 8.5.210.10 - GAX 8.5.260.xx	No	Yes	Release: 8.5.1
GAX 8.5.220.25 - GAX 8.5.260.xx	No	Yes	Release: 8.5.2
GAX 8.5.240.19 - GAX 8.5.260.xx	No	Yes	Release: 8.5.300.09 - 8.5.301.09
GAX 8.5.270.06	No	Yes	Release: 8.5.3 Support starts with 8.5.302.02.
GAX 8.5.290.09 - GAX 9.0.001.xx	No	Yes	Release: 9.0.000.09
GAX 8.5.290.09 - GAX 9.0.001.xx	No	Yes	Release: 8.5.3 Supports starts with 8.5.304.10.
GAX 8.5.290.09 - GAX 9.0.101.xx	No	Yes	Release: 9.0.001.08 - 9.0.003.03
GAX 8.5.290.09+	No	Yes	Release: 9.0 Support starts with 9.0.003.05.
Third-Party Component Prerequisites			
OpenJDK 17	Yes	No	Release: 9.0.004+ Starting with 9.0.004.13
Third-Party Library Dependencies			
Spring 6.x Framework	Yes	No	Release: 9.0.005+ Supported starting from GAX 9.0.108.01.
Interaction Server - Prerequisites			
Third-Party Component	Acquired by Customer	Provided by Genesys	Conditions/ Limitations

Interaction Server - Prerequisites			
Prerequisites			
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	<p>Release: 8.5.3</p> <p>Note the following:</p> <ul style="list-style-type: none"> Starting with 8.5.302.12 Required only for the following optional functionalities <ul style="list-style-type: none"> JMS and Kafka Capture Points XML transformations JMS and Groovy Event Loggers
OpenJDK 17	Yes	No	<p>Release: 9.0</p> <p>Note the following:</p> <ul style="list-style-type: none"> Starting with 9.0.012.05 Required only for the following optional functionalities: <ul style="list-style-type: none"> JMS and Kafka Capture Points XML transformations JMS and Groovy Event Loggers
OpenJDK 8	Yes	No	<p>Release: 8.5.3</p> <p>Note the following:</p> <ul style="list-style-type: none"> Starting with 8.5.302.12 Required only for the

Interaction Server - Prerequisites			
			following optional functionalities <ul style="list-style-type: none"> • JMS and Kafka Capture Points • XML transformations • JMS and Groovy Event Loggers
Interaction Server Cluster (Plugin for Genesys Administrator Extension) - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/Limitations
Genesys Administrator Extension			
GAX 8.5.240.19+	No	Yes	Release: 8.5.1+
GAX 9.0.001.37	No	Yes	Release: 9.0.0+
GAX 9.0.101.29	No	Yes	Release: 9.0.0+
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	Release: 8.5.2+ Starting with version 8.5.200.08
OpenJDK 8	Yes	No	Release: 8.5.2+ Starting with version 8.5.200.08
Oracle Java 8 Developer's Kit (JDK)	Yes	No	Release: 8.5.1+
Knowledge Manager (Legacy) - Prerequisites			

Knowledge Manager (Legacy) - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Library Dependencies			
Oracle Java 6 Developer's Kit (JDK)	Yes	No	Release: 8.5.0 JDK 6 32-bit only, is used with 8.5.0 of Knowledge Manager. Discontinued as of November 1, 2024.
Oracle Java 7 Developer's Kit (JDK)	Yes	No	Release: 8.5.1 JDK 7 is used with 8.5.1 of Knowledge Manager. Discontinued as of November 1, 2024.

Privacy Manager (Plugin for Genesys Administrator Extension) - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Genesys Administrator Extension			
8.5.240.19 - 8.5.260.XX	No	Yes	Release: 8.5.3 Note the following: <ul style="list-style-type: none"> • Support starting with 8.5.300.10 • Tested with GAX 8.5.240.19
8.5.290.09 - 9.0.001.XX	No	Yes	Release: 8.5.3 Note the following:

Privacy Manager (Plugin for Genesys Administrator Extension) - Prerequisites

			<ul style="list-style-type: none"> • Support starts with 8.5.305.01. • Tested with GAX 8.5.290.09 • Tested with GAX 9.0.001.37
9.0.100 +	No	Yes	Release: 9.0.0 Note the following: <ul style="list-style-type: none"> • Support starts with 9.0.001.04. • Tested with GAX 9.0.100.56
GAX 8.5.210.10 - 8.5.260.xx	No	Yes	Release: 8.5.1

Third-Party Component Prerequisites

OpenJDK 17	Yes	No	Release: 9.0.001+ Starting with 9.0.001.13
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Third-Party Library Dependencies

Spring 6.x Framework	Yes	No	Release: 9.0.002+ Supported starting from GAX 9.0.108.01.
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Training Server - Prerequisites

Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	Release: 9.0+ Supported starting with 9.0.000.07

Training Server - Prerequisites			
Oracle Java 7 Developer's Kit (JDK)	Yes	No	Release: 7.6 - 8.5.1 Discontinued as of November 1, 2024.
Oracle Java 8 Developer's Kit (JDK)	Yes	No	Release: 8.5.1+ Supported starting with 8.5.110.03.

Web API Server (Legacy) - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations

Supported Combinations of Web Servers and Servlet Engines			
AIX; DB2; IBM WebSphere & HTTP Server	Yes	No	Release: 8.5 Discontinued December 31, 2020
Linux; Apache/Tomcat	Yes	No	Release: 8.5 WebAPI 8.5 supports RHEL 6.5, Apache 2.4, Tomcat 6, 7
Solaris; Oracle; Apache/Tomcat; IBM WebSphere and HTTP Server; BEA WebLogic	Yes	No	Release: 8.5 WebAPI 8.5 supports Apache 2.4, Tomcat 6, 7, WebSphere 8.5, WebLogic 12cR3. Solaris support discontinued as of December 31, 2020.

Third-Party Library Dependencies			
Apache HTTP Server	No	Yes	Release: 7.2 - 8.0.11 Apache HTTP Server 2.0 (7.2 - 7.5) 2.2.4 (7.6) 2.2.11 (8.0) 2.2.14 (8.0.1+)
Apache Tomcat	No	Yes	Release: 7.2+ Tomcat 5.5 with WebAPI 7.2 Tomcat 6.0 with WebAPI 7.6+ Tomcat 7.0 with WebAPI 8.5

Web API Server (Legacy) - Prerequisites			
BEA WebLogic	Yes	No	Release: 7.2 - 8.0.11 BEA WebLogic 8.1 with WebAPI 7.2 - 7.6.1 BEA WebLogic 9.2 with WebAPI 8.0+
IBM WebSphere	Yes	No	Release: All IBM WebSphere 6.0 (7.2 - 7.6.1); WebSphere 6.1 (8.0+); WebSphere 7.0 (8.1.0); WebSphere 8.5 (8.1.2+)
Jetty	Yes	No	Release: 8.5 Jetty 8 and 9 supported by WebAPI 8.5 only
Microsoft IIS	Yes	No	Release: 8.0.1+ IIS 6.0 and IIS 7.0 (8.0.1+) IIS is not supported with WebAPI 8.5
Oracle Java Developer's Kit (JDK)	Yes	No	Release: All JDK 1.4.2 (7.0.1 - 7.6.1); JDK 1.5 (7.6); JDK 1.6 (8.0+); JDK 1.7 (8.5+) From Release 8.0.1, Web API Server supports the JDK version that is included in the supported configuration Web Server/Application Server.
Oracle WebLogic	Yes	No	Release: 8.5 WebLogic 12cR3 supported by WebAPI 8.5 only