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# Supported Operating Environment

Genesys Intelligent Automation (formerly GAAP)

12/19/2025

# Genesys Intelligent Automation (formerly GAAP)

## General Information - Genesys Intelligent Automation (formerly GAAP)

Previously, Genesys Intelligent Automation was known as Genesys App Automation Platform.

### 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

### Intelligent Automation Server Support

#### Notes:

- This information applies to Intelligent Automation Server (VUI), Intelligent Automation Messaging Server, and Intelligent Automation Server Integration Hub.

OS Family	Operating System	Release	Conditions
Windows	Windows Server 2012	9.0+	Discontinued as of October 31, 2024  R2, 64-bit Standard Edition.
Windows	Windows Server 2016	9.0+	Support starts with 9.0.104
Windows	Windows Server 2019	9.0+	Support starts with 9.0.105
Windows	Windows Server 2022	9.0+	Support starts with

OS Family	Operating System	Release	Conditions
			9.0.127

## Intelligent Automation Server User Interface Support

OS Family	Operating System	Release	Conditions
Windows	Windows 10	9.0+	
Windows	Windows Server 2012	9.0+	Discontinued as of October 31, 2024
			R2, 64-bit Standard Editions.
Windows	Windows Server 2016	9.0+	Support starts with 9.0.104
Windows	Windows Server 2019	9.0+	Support starts with 9.0.114 Requires Visual C++ 2013 Redistribution packages from Microsoft
Windows	Windows Server 2022	9.0+	Support starts with 9.0.127

## Supported Browsers

Component	Browser	Release	Conditions/Limitations
Genesys Intelligent Automation (formerly GAAP)	Firefox ESR	3.3+	Supported on Windows 7, 8, 10, Windows Server 2012 R2, Mac; Genesys supports Firefox from tested version to latest version unless a bug is introduced in either browser. For example, Firefox introduces a bug in version x that breaks compatibility that is fixed in x+1. Genesys will support x-1 and x+1 but not x.
Genesys Intelligent Automation (formerly GAAP)	Google Chrome	3.3+	Supported on Windows 7, 8, 10, Windows Server 2012 R2, Mac. Genesys supports

Component	Browser	Release	Conditions/Limitations
			Chrome from the tested version to the latest version unless a bug is introduced in either browser. For example, Chrome introduces a bug in version x that breaks compatibility that is fixed in x+1. Genesys will support x-1 and x+1 but not x.
Genesys Intelligent Automation (formerly GAAP)	Microsoft Edge	3.3+	Supported on Windows 10
Genesys Intelligent Automation (formerly GAAP)	Microsoft IE	3.3+	Internet Explorer 11 is NOT supported on Windows.

## Supported Database/DB Clusters

### Notes:

- Only the Standard Edition is supported for MS SQL Server.

Database	Release	Conditions/Limitations
Elasticsearch	9.0	Elasticsearch is no longer supported from 9.0.110.xx onwards.
MS SQL Server 2016	9.0.101+	No longer supported from 9.0.113.xx
MS SQL Server 2017 (Windows)	9.0.101+	Microsoft SQL Server 2017 (RTM-CU25) (KB5003830) - 14.0.3401.7 (x64)
MS SQL Server 2019	9.0.1+	Starting from 9.0.114+
MS SQL Server 2022	9.0+	Starting with 9.0.128.06
Oracle 19c	9.0+	Starting with 9.0.109
Oracle 19c RAC	9.0.121+	Starting from 9.0.125+. Transparent data encryption (TDE) is supported for tables only.

Database	Release	Conditions/Limitations
PostgreSQL 10	9.0.101+	Discontinued as of June 30, 2024. PostgreSQL is no longer supported from 9.0.110.xx onwards.

## 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

Genesys Intelligent Automation (formerly GAAP) - Prerequisites

Genesys Intelligent Automation (formerly GAAP) - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
Apache Tomcat 9.0.62	No	Yes	<b>Release:</b> 9.0.101+ Supported from 9.0.101+
Apache Tomcat 9.0.72	No	Yes	<b>Release:</b> 9.0.119+ Supported Groovy version is 4.0.2
Apache Tomcat 9.0.80	No	Yes	<b>Release:</b> 9.0.121+
OpenJDK 21	Yes	No	<b>Release:</b> 9.0.0+ After installation, create an environment variable: GIA_JAVA_HOME = "C:\Program Files\Java\jdk-21" or the path where the JDK is installed.
SNMP v2c	Yes	No	<b>Release:</b> 9.0.0+ Starting with 9.0.109
Visual C++ Redistributable Packages for Visual Studio 2013	Yes	No	<b>Release:</b> All