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Supported Operating Environment

Genesys Co-browse

Genesys Co-browse

General Information - Genesys Co-browse

Genesys Co-browse includes the following components: Genesys Co-browse Server, Genesys Co-browse Sample Reporting Templates, and Genesys Co-browse Plug-in for Workspace Desktop Edition.

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](#).
- The information below reflects support only where applicable.

Supported Operating Systems

Genesys Co-browse Support

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 5	8.1.3	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 6	8.1.3+	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.5.0+	Starting with 8.5.003.07.
Linux	Red Hat Enterprise Linux 8	9.0+	Starting with 9.0.005.49.
Solaris	Solaris SPARC 64-bit 10	8.1.3 - 8.5.0	Discontinued as of December 31, 2020.
Windows	Windows Server 2008	8.1.3+	Discontinued as of June 30, 2020 This version is not supported as of 9.0.005.49
Windows	Windows Server 2012	8.5.0+	Discontinued as of

OS Family	Operating System	Release	Conditions
			October 31, 2024
Windows	Windows Server 2016	9.0	
Windows	Windows Server 2019	9.0+	Supported by the following: <ul style="list-style-type: none">• Genesys Co-browse Plug-in for Workspace Desktop Edition starting with 9.0.005.48• Genesys Co-browse Server starting with 9.0.005.49

Supported Browsers

Notes:

- For browsers tested, see [Tested Browsers](#).

Component	Browser	Release	Conditions/ Limitations
Genesys Co-browse	Apple Safari	8.1.3+	Supports versions 9 and 10 for Desktop and iOS from 8.5.1. iOS support starts from 8.5.101.02.
Genesys Co-browse	Firefox ESR	8.1.3+	
Genesys Co-browse	Google Chrome	8.1.3+	Supports Desktop and Android from 8.5.1. Android support starts from 8.5.101.02.
Genesys Co-browse	Microsoft Edge	8.5.1+	Starting with 8.5.102.02.
Genesys Co-browse	Microsoft IE11	8.1.3+	Last supported: 9.0.005.55. As of 9.0.014.xx, Internet Explorer 11 is no longer supported. It means that, Co-browse can work in this browser but

Component	Browser	Release	Conditions/ Limitations
			there will be no fixes or improvements associated with it.

Supported Database/DB Clusters

Database	Release	Conditions/Limitations
Cassandra 1	8.1.3	
Cassandra 2.2	8.5 - 9.0	<p>Note the following:</p> <ul style="list-style-type: none"> Only Cassandra 2.2.x is supported, with the exception of Cassandra 2.2.7, which is not supported. As of 9.0.005.15 (06/25/19), Cassandra 2.2 is no longer supported. For this product, it means that the database still works but there will be no fixes or improvements associated with it. The support is completely dropped in 9.0.014.07. It means that Co-browse does not work at all with Cassandra 2.2.
Redis 3	9.0.0+	Starting with 9.0.005.15.
Redis 4	9.0.0+	Starting with 9.0.005.15.
Redis 5	9.0.0+	Starting with 9.0.005.15.
Redis 6	9.0.0+	Starting with 9.0.005.43. Redis Sentinel Cluster is supported.

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 Co-browse - 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 9.0.014.12
OpenJDK 8	Yes	No	Release: 9.0+ Starting with 9.0.005.15
Oracle Java 7 Developer's Kit (JDK)	Yes	No	Release: 8.1.3 - 8.5.1 Java 7 is not supported starting with 8.5.104.01. JRE "only" not supported. Discontinued as of November 1, 2024.
Oracle Java 8 Developer's Kit (JDK)	Yes	No	Release: 8.5.0+
Oracle Java 8 Runtime Environment (JRE)	Yes	No	Release: 9.0+ Starting with 9.0.000.07