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Supported Operating Environment

Genesys Voice Platform

Genesys Voice Platform

General Information - Genesys Voice Platform

This page covers the following components that fall under this GVP SOE page:

- Call Control Platform
- CTI Connector
- MRCP Proxy
- Policy Server
- Supplementary Services Gateway
- Third-Party Squid

See the [Genesys Media Server](#) SOE page if you're looking for SOE information for the following:

- Genesys Media Control Platform
- Resource Manager
- Reporting Server
- Reporting Plug-In for GAX
- Management Information Base (MIB)
- T-Server-CUCM to Media Server Connector

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

Notes:

- 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 CentOS Linux, provided that the CentOS Linux distribution is 100% compatible with a Genesys-supported Red Hat distribution.
- 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.

OS Family	OS	Release	Conditions
Linux	Red Hat Enterprise Linux 5	8.1.2 - 8.5.1	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 6	8.1.7+	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	9.0.0+	Supported for the following components: <ul style="list-style-type: none"> • VP Supplementary Services Gateway (9.0.031.10) • VP MRCP Proxy (9.0.035.04) • VP CTI Connector (9.0.041.07)
Linux	Red Hat Enterprise Linux 8	9.0.0+	Supported for the following components: <ul style="list-style-type: none"> • VP Supplementary Services Gateway (9.0.031.88+) • VP MRCP Proxy (9.0.049.38+) • VP CTI Connector (9.0.065.11+)
Linux	Red Hat Enterprise Linux 9	9.0+	Supported for the following components: <ul style="list-style-type: none"> • VP MRCP Proxy (9.0.078.81+) • VP Supplementary Services Gateway (9.0.078.86 +)
Windows	Windows Server 2008	8.1.2 - 9.0	Discontinued as of June 30, 2020 Last supported on the following components and respective versions: <ul style="list-style-type: none"> • VP CTI Connector 8.5.160.80 • VP Supplementary Services Gateway
OS Family	OS	Release	Conditions

OS Family	OS	Release	Conditions
			<p>9.0.031.10</p> <ul style="list-style-type: none"> VP MRCP Proxy 9.0.019.27 VP Third Party Squid 8.5.100.06 VP Policy Server 8.5.010.10 VP Call Control Platform 9.0.013.03
Windows	Windows Server 2012	8.5.1+	<p>Discontinued as of October 31, 2024</p> <p>Supported for the following components:</p> <ul style="list-style-type: none"> CTI Connector MRCP Proxy <p>Last supported on the following components and respective versions:</p> <ul style="list-style-type: none"> Supplementary Services Gateway 9.0.031.10 Third Party Squid 8.5.100.06
Windows	Windows Server 2016	9.0+	<p>The Standard version is supported for the following components:</p> <ul style="list-style-type: none"> Call Control Platform CTI Connector Supplementary Services Gateway MRCP Proxy
Windows	Windows Server 2019	9.0+	<p>The Standard version is supported for the following components:</p> <ul style="list-style-type: none"> CTI Connector Supplementary Services
OS Family	OS	Release	Conditions

OS Family	OS	Release	Conditions
			Gateway <ul style="list-style-type: none">• MRCP Proxy
OS Family	OS	Release	Conditions

Supported Browsers

Notes:

- For browser support information, see the Supported Browsers table on the [Genesys Administrator Extension](#) page in this guide.

Supported Database/DB Clusters

Notes:

- For database support information, see the Supported Database/DB Cluster table on the [Genesys Media Server](#) page in this document.

Supported Virtualization Platforms

Tip

See the global page that lists all [Virtualization](#)-related information.

IPV6 Support for Common Interfaces

Notes:

- For IPV6 support information, see the [Genesys Media Server](#) page in this guide.

Component	Release	Interface	Conditions
Genesys Media Server	8.1	Management Framework Configuration Server/ Proxy	
Genesys Media Server	8.1	SIP Server/T-Server	
Genesys Media Server	no direct interface	Interaction Server	

IPV6 Support for Additional Interfaces

Notes:

- Release Support numbers refer to Genesys Voice Platform.

Component	Release	Interface	Conditions
Genesys Voice Platform	8.1.5	F5 or NLB/Radware for load-balancing	
Genesys Voice Platform	8.1.5	IVR Server 7.5 or 8.0	
Genesys Voice Platform	8.1.5	SIP Phones	
Genesys Voice Platform	8.1.5	Web Interface-HTTP	

Prerequisites

Notes:

- For additional prerequisites, see the Prerequisite table in the [Genesys Media Server](#) page in this document.

Genesys Voice Platform - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
If using ASR			
Any validated MRCP compliant speech-recognition software	Yes	Resell	Release: All Reference the Supported Media Interfaces reference manual for compatibility of GVP with Nuance and any GValidated speech integration. It is your responsibility to order the appropriate number of speech licenses. Contact Genesys Sales for additional guidance.
If using TTS			
Any validated MRCP compliant text-to-speech software	Yes	Resell	Release: All Reference the Supported Media Interfaces reference manual for compatibility of GVP with Nuance and any GValidated speech integration. It is your responsibility to order the appropriate number of speech licenses. Contact Genesys Sales for additional guidance.

Genesys Voice Platform - Prerequisites

Cisco Queue Adapter (for GVP 7.6) or CTI-Connector (Cisco)

Cisco ICM	Yes	No	Release: 7.6 Depending on the GVP release that is deployed, there are different supported versions of Cisco ICM.
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Cisco ICM AIM (CTIC support)

Cisco ICM 7.5 or later	Yes	No	Release: 8.1.5+
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Microsoft IIS for GVP 8.1.1 or earlier or GVPi applications on GVP 8.1.1–8.1.4.

Common Files	Yes	No	Release: 8.1.5 Not needed for GVP 8.1.5 or later.
Internet Information Server Snap-In	Yes	No	Release: 8.1.5 Not needed for GVP 8.1.5 or later.
Microsoft Internet Information Server (IIS) 6.0 components	Yes	No	Release: 8.1.5 Not needed for GVP 8.1.5 or later.
World Wide Web Server	Yes	No	Release: 8.1.5 Not needed for GVP 8.1.5 or later.

SIP Server to Resource Manager HA (active-active mode) (Optional)

Third-party Load Balancer	Yes	No	Release: All F5, Microsoft Network Load Balancer (NLB) are supported.
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Voice Platform Policy Server - Prerequisites

Voice Platform Policy Server - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Policy Server			
Java 7 (JRE)	Yes	No	Release: 8.5 Last supported version: 8.5.010.10 Discontinued as of November 1, 2024.