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Supported Operating Environment

Genesys Web Engagement

5/5/2025

Genesys Web Engagement

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](#).
- Genesys Data Processing Server falls under Universal Contact Server, starting with the 9.0 release. See the

[Universal Contact Server](#) SOE page for support information.

Supported Operating Systems

Genesys Web Engagement Support

OS Family	Operating System	Release	Conditions
Linux	CentOS Linux 7	8.5.1	Discontinued as of January 15, 2025
Linux	Red Hat Enterprise Linux 5	8.1.1	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 6	8.5	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.5	
Windows	Windows Server 2008	8.1.1	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.5	Discontinued as of October 31, 2024
Windows	Windows Server 2016	8.5.2	

Genesys Web Engagement Plug-in for Workspace Desktop Edition Support

OS Family	Operating System	Release	Conditions
Windows	Windows 10	8.5	Supports Windows 10 in 8.5.000.42.
Windows	Windows 7	8.1.2	Discontinued as of June 30, 2020.

OS Family	Operating System	Release	Conditions
Windows	Windows 7	8.5	Discontinued as of June 30, 2020.
Windows	Windows Server 2008	8.1.2	Discontinued as of June 30, 2020
Windows	Windows Server 2008	8.5	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.5	Discontinued as of October 31, 2024 Supports Windows Server 2012 in 8.5.000.42.
Windows	Windows Server 2016	8.5.2	

Supported Browsers

Notes:

- Unless otherwise noted, browser plug-ins are not supported for these browsers. Only the browser is supported.

Component	Browser	Release	Conditions/ Limitations
Genesys Web Engagement	Apple Safari	8.1	Version 6+
Genesys Web Engagement	Apple Safari	8.5	Version 6+
Genesys Web Engagement	Firefox	8.1	Firefox 9.0+ is supported; ESR is not supported
Genesys Web Engagement	Firefox	8.5	Firefox 9.0+ is supported; ESR is not supported
Genesys Web Engagement	Google Chrome	8.1	
Genesys Web Engagement	Google Chrome	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.
- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.
- Genesys supports Genesys products on the database patch levels up to the latest currently available patch sets.

Database	Release	Conditions/Limitations
Cassandra 1.2	8.1	
Cassandra 2.2	8.5	Database version 2.2.9 is supported.

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 Genesys Web Engagement.

Component	Release	Interface	Conditions
Genesys Web Engagement Backend	8.1	Chat Server	
Genesys Web Engagement Backend	8.1	Interaction Server	
Genesys Web Engagement Backend	8.1	Management Framework Configuration Server/ Proxy	
Genesys Web Engagement Backend	8.1	Message Server	
Genesys Web Engagement Backend	8.1	Solution Control Server	
Genesys Web Engagement Backend	8.1	Stat Server	
Genesys Web Engagement Frontend	8.1	Management Framework Configuration Server/ Proxy	
Genesys Web Engagement Frontend	8.1	Message Server	
Genesys Web Engagement Server	8.5	Chat Server	
Genesys Web Engagement Server	8.5	Interaction Server	
Genesys Web Engagement Server	8.5	Management Framework Configuration Server/ Proxy	
Genesys Web Engagement Server	8.5	Message Server	
Genesys Web Engagement Server	8.5	Solution Control Server	
Genesys Web Engagement Server	8.5	Stat Server	

IPv6 Support for Additional Interfaces

No IPv6 information for additional components at this time.

Prerequisites

Genesys Web Engagement - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Supported Versions			
Java 7	Yes	No	<p>Release: 8.1</p> <p>Note the following:</p> <ul style="list-style-type: none"> Java 7 (starting with 1.7.79) is supported in all versions prior to 8.5. You can use either JRE or JDK. However, if you use JRE, you may receive warning messages that do not affect the functionality of your Web Engagement application. <p>Discontinued as of November 1, 2024.</p>
Java 8	Yes	No	<p>Release: 8.5+</p> <p>Note the following:</p> <ul style="list-style-type: none"> Java 8 is supported by Genesys version 8.5 and all subsequent versions. You can use either JRE or JDK. However, if you use JRE, you may receive warning messages that do not affect the functionality of your

Genesys Web Engagement - Prerequisites			
			Web Engagement application.
OpenJDK 8	Yes	No	Release: 8.5+ Supported by Genesys Web Engagement Server starting with 8.5.000.43.