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Supported Operating Environment

Web Services and Applications

Web Services and Applications

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:

- 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	CentOS Linux 7	8.5.2	Discontinued as of January 15, 2025 Supported starting with 8.5.202.63.
Linux	Red Hat Enterprise Linux 6	8.5.2	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.5.2	Supported starting with 8.5.201.61.
Linux	Red Hat Enterprise Linux 8	8.5.2	Supported starting with 8.5.203.03.
Linux	Red Hat Enterprise Linux 8	8.6+	Supported starting with 8.6.000.03.
Linux	Red Hat Enterprise Linux 9	8.6+	Supported starting with 8.6.000.03.
OS Family	OS	Release	Conditions

Supported Browsers

Notes:

- Genesys recommends to use the latest release of each browser. However, Genesys will review and address the issues reported in the N-1 versions of the browsers.
- This table combines OS/Browser support for these Applications: Workspace Web Edition and Gplus Adapter for Salesforce.

Browser	Related Operating System	Genesys Release	Conditions/ Limitations
Firefox	, All OSes	8.5.2, 8.6+	
Google Chrome	, All OSes	8.5.2, 8.6+	
Microsoft Edge	Windows 10, Windows 11	8.5.2	
Microsoft Edge Chromium	All OSes	8.6+	

Supported Database/DB Clusters

Database	Release	Conditions/Limitations
Cassandra 1	8.5.2	Discontinued support.
Cassandra 2	8.5.201.41	
Elasticsearch 1.x	8.5.2	
Elasticsearch 8	8.6+	
MS SQL Server 2019	8.6+	
Oracle 19c	8.6+	
PostgreSQL 13	8.6+	
PostgreSQL 14	8.6+	
Redis 7.2	8.6+	

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 Web Services and Applications - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Supported Versions			
Elasticsearch	Yes	No	Release: All Genesys recommends using the latest stable 8.x version of Elasticsearch
Java 8	Yes	No	Release: 8.5.201.29
Jetty 11	No	Yes	Release: 8.6+ Jetty 11 is embedded in Web Services (no need to deploy separately).
Jetty 12	Yes	No	Release: 8.6+ Jetty 12 is embedded in Web Services (no need to deploy separately).
Jetty 9.2	No	Yes	Release: All Jetty 9.2 embedded in Web Services (no need to deploy separately)
Redis	Yes	No	Release: 8.6+ Starting with 8.6.000.03 Redis 6 is supported.
Third-Party Component Prerequisites			
Java 17	Yes	No	Release: 8.6+ Starting with 8.6.000.03
OpenJDK 8	Yes	No	Release: 8.5 Starting with 8.5.202.69.