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Supported Operating Environment

IVR Interface Option

IVR Interface Option

General Information - IVR Interface Option

Starting with 8.0, IVR Server supports native 64-bit for the 64-bit versions of the operating systems that are noted as supported. Prior to Release 8.0, all 64-bit operating systems were supported in 32-bit compatibility mode.

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

IVR Server Support

Notes:

- An asterisk (*) indicates the oldest operating systems supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including AIX Power PC, HP-UX, and Solaris SPARC.
- 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.
- Starting with 8.0, IVR Server supports native 64-bit for the 64-bit versions of the operating systems that are noted as supported. Prior to Release 8.0, all 64-bit operating systems were supported in 32-bit compatibility mode.

OS Family	Operating System	Release	Conditions
AIX Power PC	AIX Power PC 64-bit (AIX 5L for POWER) 7.1	8.1	Discontinued December 31, 2020

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 5	8.0+	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 5	8.1	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 6	8.1.000.08+	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.5	64-bit compatibility mode only
Linux	Red Hat Enterprise Linux 8	8.5.001	Supported from 8.5.001.09
Linux	Red Hat Enterprise Linux 9	8.5+	Starting with 8.5.001.09
Solaris SPARC	Solaris SPARC 64-bit 10	7.2+	Discontinued as of December 31, 2020.
Windows	Windows Server 2008	8.0+	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.5	Discontinued as of October 31, 2024 64-bit compatibility mode only
Windows	Windows Server 2022	8.5+	Starting with 8.5.001.09

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

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 IVR Interface Option.

Component	Release	Interface	Conditions
IVR Driver / SDK	8.1+	Management Framework Configuration Server/ Proxy	
IVR Driver / SDK	no direct interface	Interaction Server	
IVR Driver / SDK	no direct interface	SIP Server/T-Server	
IVR Driver / SDK	no support	License Server	
IVR Server	8.1+	Management Framework Configuration Server/ Proxy	
IVR Server	8.1+	SIP Server/T-Server	
IVR Server	no direct interface	Interaction Server	
IVR Server	no direct interface	License Server	

IPv6 Support for Additional Interfaces

Notes:

- Release Support numbers refer to IVR Interface Option.

Component	Release	Interface	Conditions
IVR Driver / SDK	8.1+	IVR Server GLI IPv6	
IVR Server	8.1+	GLI interface	
IVR Server	8.1+	Stat Server IPv6	

Prerequisites

