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Supported Operating Environment

Interaction SDK

Interaction SDK

General Information - Interaction SDK

From 7.2 and higher, Genesys Integration Server (GIS) is no longer a standalone product; it is part of Interaction SDK.

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:

- 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.
- 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 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.
- The GIS proxies for .NET are only supported on the Microsoft .NET Framework, so they are only supported on Windows.
- When running on Windows, the GIS is only supported on Windows Server operating systems, not on Windows Client operating systems.

OS Family	OS	Release	Conditions
AIX Power PC	AIX Power PC 64-bit (AIX 5L for POWER) 7.1	7.6.5+	Discontinued December 31, 2020
Linux	Red Hat Enterprise Linux 5	7.6.3+	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 6	7.6.5+	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	7.6.6+	Supported by Genesys Integration Server starting with 7.6.601.39.
Solaris SPARC	Solaris SPARC 64-bit 10	7.2+	
Windows	Windows 10	7.6.6+	Only valid for Agent Interaction Layer (AIL) clients and Genesys Integration Server (GIS) Proxies. Note: This operating system is only supported for user interface implementations not server implementations.
Windows	Windows 7	7.6.3+	Discontinued as of June 30, 2020.
Windows	Windows 8	7.6.6+	Discontinued as of September 30, 2023. Only valid for Agent Interaction Layer (AIL) clients and Genesys Integration Server (GIS) Proxies. Note: This operating system is only supported for user interface implementations not server implementations.
Windows	Windows Server 2008	7.6.3+	
Windows	Windows Server 2012	7.6.6+	Discontinued as of October 31, 2024 Supported starting with 7.6.600.10.
Windows	Windows Server 2016	7.6.6+	Supported by Genesys Integration Server starting with version 7.6.601.36.
OS Family	OS	Release	Conditions

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

No IPV6 information for common interfaces at this time.

IPV6 Support for Additional Interfaces

No IPV6 information for additional components at this time.

Prerequisites

Notes:

- All third party dependencies The AIL installs with all needed external libraries. Client applications must make sure that those dependencies exist and are not overridden by other classpath libraries. AIL 7.6.4 third party-libraries: Apache log4j. File: log4j.jar JavaMail 1.3.1 (spec 1.3): File: mail.jar FlexLM Java 7.2: flexlm.jar
- Needed only when not using JDK 6 or higher: JavaBeans Activation Framework 1.0.2 (spec 1.0). Used by JavaMail. File: activation.jar Java Architecture for XML binding (ref impl 2.1.1, spec 2.1): jaxb-api.jar, jaxb-impl.jar

Interaction SDK - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
GIS			
Apache 2.0 with Tomcat 4.1 or 5.5 on Windows, Solaris, and Linux only	Yes	No	Release: 7.2
Apache 2.0 with Tomcat 5.5 on Windows, Solaris, and Linux only	Yes	No	Release: 7.5
Apache 2.0 with Tomcat 5.5 or 6.0 on Windows, Solaris, and Linux only	Yes	No	Release: 7.6.4+
Apache 2.0 with Tomcat 5.5 or 6.0 on Windows, Solaris, and Linux only	Yes	No	Release: 7.6.3
IIS 5.0/6.0 with Tomcat 4.1 or 5.5 on Windows only	Yes	No	Release: 7.2
IIS 5.0/6.0 with Tomcat 5.5 on Windows only	Yes	No	Release: 7.5
IIS 5.0/6.0 with Tomcat 5.5 or 6.0 on Windows only	Yes	No	Release: 7.6.3
IIS 5.0/6.0 with Tomcat 5.5 or 6.0 on Windows only	Yes	No	Release: 7.6.4+
WebLogic 8.1 on Solaris only	Yes	No	Release: 7.5

Interaction SDK - Prerequisites			
WebLogic 8.1 on Solaris only	Yes	No	Release: 7.2
WebLogic 9/10 on Solaris only	Yes	No	Release: 7.6.4+
WebLogic 9/10 on Solaris only	Yes	No	Release: 7.6.3
WebSphere and WebSphere Express 5.1/6.0	Yes	No	Release: 7.5
WebSphere and WebSphere Express 5.1/6.0	Yes	No	Release: 7.2
WebSphere and WebSphere Express 6.0/6.1	Yes	No	Release: 7.6.3
WebSphere and WebSphere Express 6.1/7.0	Yes	No	Release: 7.6.4+
AIL and GIS			
1.6	Yes	No	Release: 7.6.3 Discontinued as of November 1, 2024.
Java SE 7	Yes	No	Release: 7.6.4+ Interaction SDK 7.6.5+ Discontinued as of November 1, 2024.
Java SE 8	Yes	No	Release: 7.6.4+ Interaction SDK 7.6.6+
JDK 1.4.2	Yes	No	Release: 7.5 Discontinued as of November 1, 2024.
JDK 1.4.2	Yes	No	Release: 7.6.3 Discontinued as of November 1, 2024.
JDK 1.4.2	Yes	No	Release: 7.2 Discontinued as of November 1, 2024.
JDK 1.5	Yes	No	Release: 7.5 Discontinued as of November 1, 2024.
JDK 1.5	Yes	No	Release: 7.6.3 Discontinued as of

Interaction SDK - Prerequisites			
			November 1, 2024.
JDK 1.5	Yes	No	Release: 7.2 Discontinued as of November 1, 2024.
JDK 1.5	Yes	No	Release: 7.6.4+ Discontinued as of November 1, 2024.
JDK 1.6	Yes	No	Release: 7.6.4+ Discontinued as of November 1, 2024.
GIS proxy libraries			
Apache Axis Toolkit 1.1 and 1.3	Yes	No	Release: 7.2
Apache Axis Toolkit 1.1, 1.3, and 1.4 (1.4 is recommended)	Yes	No	Release: 7.5
Apache Axis Toolkit 1.4	Yes	No	Release: 7.6.4+
Apache Axis Toolkit 1.4	Yes	No	Release: 7.6.3
Microsoft .NET Framework SDK 1.1 and 2.0	Yes	No	Release: 7.5
Microsoft .NET Framework SDK 1.1 and 2.0	Yes	No	Release: 7.2
Microsoft .NET Framework SDK 1.1, 2.0, 3.0, 3.5	Yes	No	Release: 7.6.4+
Microsoft .NET Framework SDK 1.1, 2.0, 3.0, 3.5	Yes	No	Release: 7.6.3