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Supported Operating Environment

Last Supported Versions

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Last Supported Versions

The table below lists the last versions of Operating platforms Genesys is committed to maintain throughout the Engage lifecycle. A key part of this maintenance is ensuring Engage interoperates with vendor supported operating environment elements.

The following list represents such elements which will be projected to maintain vendor support through the remaining duration of the lifecycle.

Important

As such, these will be the last versions supported on the Engage platform and Genesys will not validate any newer versions that may be released by the third party vendors in future.

Operating Systems

- Microsoft Windows Server 2022
- Windows 11
- Red Hat Enterprise Linux 9

Databases

- Microsoft SQL Server 2022
- Oracle Database 19c
- PostgreSQL 16

Virtualization

- Citrix Virtual Apps and Desktops 2203 LTSR
- VMWare ESXi 8