GENESYS™

Supported Operating Environment

Outbound Contact eXpert

4/2/2025

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> **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

OS Family	OS	Release	Conditions
Linux	CentOS Linux 8	8.6+	
Linux	CentOS Linux 9	8.6+	
Linux	Red Hat Enterprise Linux 8	8.6+	
Linux	Red Hat Enterprise Linux 9	8.6+	
OS Family	**OS**	**Release**	**Conditions**

Supported Browsers

Component	Browser	Release	Conditions/Limitations
Outbound Contact eXpert	Google Chrome	8.6+	
Outbound Contact eXpert	Microsoft Edge	8.6+	

Supported Database/DB Clusters

Database	Release	Conditions/Limitations
MS SQL Server 2019	8.6+	
MS SQL Server 2022	8.6+	
Oracle 18c	8.6+	
Oracle 19c	8.6+	
PostgreSQL 12	8.6+	
PostgreSQL 13	8.6+	
PostgreSQL 16	8.6+	Starting with 8.6.003.08.

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