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Supported Operating Environment

Outbound Contact

5/5/2025

Outbound Contact

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

CPD Server Support

Notes:

- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|---------|----------------------------------|
| Windows | Windows Server 2008 | 8.0+ | Discontinued as of June 30, 2020 |

Outbound Contact 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.
- 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.

- Outbound Contact Server Lite supports the same operating systems as Outbound Contact Server.

| OS Family | Operating System | Release | Conditions |
|-----------|----------------------------|----------|---|
| Linux | CentOS Linux 7 | 8.1+ | Discontinued as of January 15, 2025 Starting with 8.1.524.04. |
| Linux | Red Hat Enterprise Linux 7 | 8.1.5+ | Note the following: <ul style="list-style-type: none"> • 8.1.519.01 is the last version that supports 32-bit for this operating system. • Supports Red Hat Enterprise Linux 64-bit 7 in compatibility mode. |
| Linux | Red Hat Enterprise Linux 8 | 8.1.5+ | Starting with 8.1.530.03. |
| Linux | Red Hat Enterprise Linux 9 | 8.1.5+ | Starting with 8.1.532.00. |
| Windows | Windows Server 2016 | 8.1.509+ | Discontinued as of January 31, 2022. |
| Windows | Windows Server 2019 | 8.1.5+ | Starting with 8.1.527.07. |
| Windows | Windows Server 2022 | 8.1.5+ | Starting with 8.1.532.00. |

Outbound Contact User Interface Support

| OS Family | Operating System | Release | Conditions |
|-----------|------------------|---------|-----------------------------------|
| Windows | Windows 7 | 8.0 | Discontinued as of June 30, 2020. |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

Notes:

- An asterisk (*) indicates the oldest databases supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including IBM DB2, Informix, MS SQL, Oracle, and Sybase
- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.
- Genesys supports Genesys products on the database patch levels up to the latest currently available patch sets.
- Outbound Contact Server Lite supports the same databases and Outbound Contact Server.

| Database | Release | Conditions/Limitations |
|----------------------------|----------|--|
| MS SQL Server 2016 | 8.1.508+ | Discontinued as of July 31, 2021. |
| MS SQL Server 2016 Cluster | 8.1.508+ | Discontinued as of July 31, 2021. |
| MS SQL Server 2019 | 8.1.5+ | Starting with 8.1.527.07. |
| MS SQL Server 2019 Cluster | 8.1.5+ | Starting with 8.1.527.07. |
| MS SQL Server 2022 | 8.1.5+ | Starting with 8.1.532.01. |
| Oracle 18c | 8.1.5+ | Discontinued as of June 30, 2021. |
| Oracle 18c RAC | 8.1.5+ | Discontinued as of June 30, 2021. |
| Oracle 19c | 8.1.5+ | Starting with 8.1.528.05. |
| Oracle 19c RAC | 8.1.5+ | Starting with 8.1.528.05. |
| PostgreSQL 10.10 | 8.1.5+ | Discontinued as of June 30, 2024. Support started from 8.1.524.04. |
| PostgreSQL 11 | 8.1.5+ | Discontinued as of September 15, 2024. Starting with 8.1.529.06. |
| PostgreSQL 12 | 8.1.5+ | Starting with 8.1.530.03. |
| PostgreSQL 13 | 8.1.5+ | Starting with 8.1.530.03. |
| PostgreSQL 16 | 8.1.5+ | Starting with 8.1.532.00. |

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 Outbound Contact.

| Component | Release | Interface | Conditions |
|------------------|---------------------|--|------------|
| Outbound Contact | 8.1 | Management Framework Configuration Server/ Proxy | |
| Outbound Contact | no direct interface | Interaction Server | |
| Outbound Contact | no direct interface | License Server | |
| Outbound Contact | no direct interface | SIP Server/T-Server | |

IPv6 Support for Additional Interfaces

No IPv6 information for additional components at this time.

Prerequisites

| CPD Server - Prerequisites | | | |
|---|-------------------------|---------------------|---|
| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
| CPD Server | | | |
| Dialogic Boards | Yes | No | Support information is published in Genesys Supported Media Interfaces Reference Manual |