GENESYS™

Supported Operating Environment

Pulse Advisors (formerly Performance Management Advisors)

12/18/2025

Pulse Advisors (formerly Performance Management Advisors)

General Information - Pulse Advisors (formerly PMA)

Pulse Advisors (formerly called Performance Management Advisors) includes Contact Center Advisor, Workforce Advisor, Frontline Advisor, Agent Advisor, Advisors Genesys Adapter, Advisors Cisco Adapter, and Contact Center Advisor-Mobile Edition.

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.

- Starting with 8.5.2, Advisors Cisco Adapter and Contact Center Advisor - Mobile Edition (both the Android and iOS Clients) are discontinued.

Supported Operating Systems

Pulse Advisors Servers Support

OS Family	Operating System	Release	Conditions
Linux	CentOS Linux 7	9.0.003+	Discontinued as of January 15, 2025
Linux	Red Hat Enterprise Linux 6	8.5+	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.5.2+	
Windows	Windows Server 2012	8.5+	Support is 8.0+ for Contact Center Advisor, Workforce Advisor, Frontline Advisor, Agent Advisor, Advisors Cisco Adapter. Support from 3.3+ for Advisors Genesys Adapter.
Windows	Windows Server 2016	9.0+	

OS Family	Operating System	Release	Conditions
Windows	Windows Server 2019	9.0+	

Pulse Advisors User Interface Support

OS Family	Operating System	Release	Conditions
Mobile	Android 7 (Nougat)	9.0+	
Mobile	iOS 11	9.0+	iOS 11.3 and 11.4 supported by iPhone only
Windows	Windows 10	8.5.2+	
Windows	Windows 7	8.1+	Discontinued as of June 30, 2020.
Windows	Windows 8	8.1+	Discontinued as of September 30, 2023.
Windows	Windows Server 2008	8.0+	Discontinued as of June 30, 2020 Be aware of the following: • Google Chrome 49 is the last version that supports Windows Server 2008. As a result, Pulse Advisors User's Interface 9.0.002.03 is not supported on this OS with Google Chrome, because it requires Google Chromes 66+. All other supported browsers are still supported on this OS. • Support is 8.0+ for Contact Center Advisor, Workforce Advisor, Frontline Advisor, Agent Advisor, Advisors Cisco Adapter. • Support from 3.3+ for Advisors Genesys Adapter.

Supported Browsers

Notes:

- Unless otherwise noted, browser plug-ins are not supported for these browsers. Only the browser is supported.

Component	Browser	Release	Conditions/ Limitations
Pulse Advisors	Apple Safari	9.0+	For mobile devices only
Pulse Advisors	Firefox	9.0+	Firefox version 12.1+ for mobile devices only
Pulse Advisors	Firefox ESR	8.5.1+	Version 42+ for desktop only
Pulse Advisors	Google Chrome	8.5.1 - 9.0.001	Version 46+ for desktop only
Pulse Advisors	Google Chrome	9.0.002+	Version 66.0 and higher
Pulse Advisors	Microsoft Edge	8.5.2+	Microsoft Edge version 41.16299.551.0 (on Windows 10 build 1709) for desktop only

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.

- Starting with release 8.5.2, a separate Contact Center Advisor-Mobile Edition is no longer being developed. If you have questions. contact your Genesys representative.

Database	Release	Conditions/Limitations
MS SQL Server 2008	8.1.1	Discontinued as of June 30, 2020.
MS SQL Server 2008	8.1.1+	Discontinued as of June 30, 2020.
MS SQL Server 2012	8.5.1+	Discontinued as of January 1, 2025. Support is for Pulse Advisors
MS SQL Server 2012 Cluster	8.5.1+	Discontinued as of January 1, 2025. Support is for Pulse Advisors
MS SQL Server 2014	8.5.1+	Discontinued as of January 1, 2025.
MS SQL Server 2014 Cluster	8.5.1+	Discontinued as of January 1, 2025.
MS SQL Server 2016	8.5.2+	
MS SQL Server 2016 Cluster	8.5.2+	
MS SQL Server 2017	9.0.003+	
Oracle 11g	8.1 - 8.5.1	Discontinued as of December 31, 2020.
Oracle 12c R1	8.5.1+	Note the following for 8.5.2+ releases: One of the following is needed: Oracle JServer or the "execute" privilege on the SYS.DBMS_LOCK package. SCAN is supported.
Oracle 12c R1 RAC	8.5.1+	Note the following for 8.5.2+ releases: One of the following is needed: Oracle JServer or the "execute" privilege on the SYS.DBMS_LOCK package. SCAN is supported
Oracle 12c R2	8.5.2+	Discontinued as of March 31, 2022.
Oracle 12c R2 RAC	8.5.2+	Discontinued as of March 31, 2022.
Oracle 18c	9.0.003+	Discontinued as of June 30, 2021.
Oracle 18c RAC	9.0.003+	Discontinued as of June 30, 2021.
Oracle 19c	9.0.003+	SCAN is supported.
Oracle 19c RAC	9.0.003+	SCAN is supported.

Supported Virtualization Platforms

> **Tip**
> See the global page that lists all Virtualization-related information.

IPV6 Support for Common Interfaces

> **Notes**:
>
> - Release numbers refer to Pulse Advisors.
> - When using numerical IPv6 addresses, enclose the literal in brackets.

Component	Release	Interface	Conditions
Pulse Advisors	8.1	Management Framework Configuration Server/Proxy	
Pulse Advisors	no direct interface	Interaction Server	
Pulse Advisors	no direct interface	License Server	
Pulse Advisors	no direct interface	SIP Server/T-Server	

IPV6 Support for Additional Interfaces

No IPV6 information for additional components at this time.

Prerequisites

Pulse Advisors - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
Apache HTTP Server secure and non-secure mode - 2.4.x supported starting with 2.4.5	Yes	No	**Release**: 8.5.2+
Apache HTTP Server secure and non-secure mode - up to 2.4.x supported	Yes	No	**Release**: 3.3 - 8.5.1
Apache Tomcat 8	No	Yes	**Release**: 8.5.2 - 9.0.001
Apache Tomcat 9	No	Yes	**Release**: 9.0.002+
OpenJDK 8	Yes	No	**Release**: 9.0.002+ Either OpenJDK 8 or Oracle Java 8 Developer's Kit (JDK) is supported.
Oracle 11g Release 2 JDBC Driver	Yes	No	**Release**: All
Oracle Database 12c Release 1 (12.1.0.2) JDBC Driver	Yes	No	**Release**: 8.5.1+ Supported using ojdbc7.jar as follows: Advisors Platform release 8.5.101.17+; Advisors Genesys Adapter release 8.5.101.17+; Advisors Contact Center Advisor/ Workforce Advisor release 8.5.101.15+; Advisors Frontline Advisor release 8.5.101.17+
Oracle Database 12c Release 2 (12.2.0.1) JDBC Driver	Yes	No	**Release**: 8.5.2+ Supported using ojdbc8.jar starting with release 8.5.2.
Oracle Database 18c (18.3) JDBC Driver	Yes	No	**Release**: 9.0.003+ Supported using ojdbc8.jar. Supported

Pulse Advisors - Prerequisites			
			only with Java 11.
Oracle Java 11 Developer's Kit (JDK) and OpenJDK 11	Yes	No	**Release**: 9.0.003+
Oracle Java 7 Developer's Kit (JDK)	Yes	No	**Release**: 3.3 - 8.5.1 Supported up to, and including, release 8.5.1. Open JDK is not supported. Discontinued as of November 1, 2024.
Oracle Java 8 Developer's Kit (JDK)	Yes	No	**Release**: 8.5.2+ Starting with 9.0.002, either Oracle Java 8 Developer's Kit (JDK) or OpenJDK 8 are supported.