Supported Operating Environment

SIP Feature Server

5/1/2025

SIP Feature Server

General Information - SIP Feature Server

Starting with release 8.1.2, SIP Voicemail Server has been renamed to SIP Feature Server; All SIP Feature Server instances in a deployment must run exclusively on Linux or exclusively on Windows. A mixed environment is not supported.

> ### 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

SIP Feature Server Support

> **Notes**:
>
> - 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.

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 5	8.1.1+	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 6	8.1.2	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.1.202.03+	

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 8	8.1.2+	Starting with 8.1.202.41
Linux	Red Hat Enterprise Linux 9	8.1.2+	Starting with 8.1.203.06.
Windows	Windows Server 2012	8.1.2	Discontinued as of October 31, 2024 Feature Server release 8.1.201.18 or later
Windows	Windows Server 2016	8.1.202.03	
Windows	Windows Server 2019	8.1.2+	Starting with 8.1.202.38
Windows	Windows Server 2022	8.1.2+	Starting with 8.1.203.15.

Supported Browsers

Component	Browser	Release	Conditions/ Limitations
SIP Feature Server	Microsoft Edge	8.1.2+	Supported browser version: 96.0.1054.53

Supported Database/DB Clusters

Database	Release	Conditions/Limitations
Cassandra 1	All	Supported by any version. Supports Embedded Cassandra deployment.
Cassandra 2.2.x	8.1.2+	Support starting with 8.1.201.92+ Supports Co-located/External Cassandra deployment.
Cassandra 3.x	8.1.2+	Support starting with 8.1.202.00+ Supports Co-located/External Cassandra deployment.
Cassandra 4.x	8.1.2+	Support starting with 8.1.203.15+ Supports Co-located/External Cassandra

Database	Release	Conditions/Limitations
		deployment.

Supported Virtualization Platforms

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

IPV6 Support for Common Interfaces

Component	Release	Interface	Conditions
SIP Feature Server	8.1.1	SIP Proxy	
SIP Feature Server	8.1.1	SIP Server	
SIP Feature Server	no support	SIP Feature Server	There is no IPv6 support for Feature Server.

IPV6 Support for Additional Interfaces

No IPV6 information for additional components at this time.

Prerequisites

SIP Feature Server - Prerequisites			
Third-Party Component	Acquired by Customer	Provided by Genesys	Conditions/ Limitations

SIP Feature Server - Prerequisites			
Prerequisites			
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	**Release**: 8.1+ Starting with 8.1.202.43.
OpenJDK 17	Yes	No	**Release**: 8.1+ Starting with 8.1.204.03. **Note:** Starting with the version 8.1.204.03, only OpenJDK 17 is supported.
OpenJDK 8	Yes	No	**Release**: 8.1+ Starting with 8.1.202.26.
Oracle Java 7 Runtime (JRE)	Yes	No	**Release**: All Discontinued as of November 1, 2024.
Oracle Java 8 Runtime (JRE)	Yes	No	**Release**: 8.1+ Starting with 8.1.202.00.