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Supported Operating Environment

Solution Reporting (CCPulse+ and Contact Center Analyzer)

Solution Reporting (CCPulse+ and Contact Center Analyzer)

General Information - Solution Reporting (CCPulse+ and CC Analyzer)

Solution Reporting includes CCPulse+ and Contact Center Analyzer. The following operating environments information is applicable to both except as otherwise specified.

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

Reporting Servers 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.
- Reporting Servers include Data Sourcer and ETL Runtime.

OS Family	Operating System	Release	Conditions
AIX Power PC	AIX Power PC 64-bit (AIX 5L for POWER) 7.1	8.0.1	Discontinued December 31, 2020
Linux	Red Hat Enterprise Linux 5	7.6+	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 6	8.0.1	Discontinued as of November 30, 2020
Solaris SPARC	Solaris SPARC 64-bit 10	7.2+	Discontinued as of December 31, 2020.
Windows	Windows Server 2008	7.6+	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.1+	Discontinued as of October 31, 2024

Solution Reporting CCPulse+ User Interface Support

OS Family	Operating System	Release	Conditions
Windows	Windows 10	8.1.100.21+	
Windows	Windows 7	8.0+	Discontinued as of June 30, 2020.
Windows	Windows 8	8.0.200.14	Discontinued as of September 30, 2023.
Windows	Windows Server 2008	8.0+	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.1.0+	Discontinued as of October 31, 2024
Windows	Windows Server 2016	8.1.100.53+	
Windows	Windows Server 2019	8.1.1	Note the following: <ul style="list-style-type: none"> • 64-bit native • Starting with 8.1.100.72

Solution Reporting Data Modeling Assistant/ETL Assistant User Interface Support

OS Family	Operating System	Release	Conditions
Windows	Windows 10	8.1.1+	Data Modeling Assistant only; ETL Assistant should be run from Data Mart server.
Windows	Windows 7	8.1+	Discontinued as of June 30, 2020.
Windows	Windows 8	8.1.1+	Discontinued as of September 30, 2023.

OS Family	Operating System	Release	Conditions
			Data Modeling Assistant only; ETL Assistant should be run from Data Mart server.
Windows	Windows Server 2008	7.6+	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.1+	Discontinued as of October 31, 2024

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.

Database	Release	Conditions/Limitations
IBM DB2 9.7	7.6+	Discontinued December 31, 2020.
MS SQL Server 2008	7.6+	Discontinued as of June 30, 2020.
MS SQL Server 2012	8.1+	Discontinued as of January 1, 2025.
MS SQL Server 2016	8.1	Tested/supported by CCPulse+ starting with 8.1.100.53; supported by CC Analyzer per

Database	Release	Conditions/Limitations
		testing on ETL Runtime 8.1.001.04, DMA 8.1.000.12, and Data Sourcer 8.1.001.09
Oracle 11g	7.6+	Discontinued as of December 31, 2020.
Oracle 11g RAC	7.6+	Discontinued as of December 31, 2020.
Oracle 12c R1	8.1	
Oracle 12c R1 RAC	8.1	
Oracle 12c R2 RAC	8.1	Discontinued as of March 31, 2022.

Supported Virtualization Platforms

Tip

See the global page that lists all [Virtualization](#)-related information.

IPV6 Support for Common Interfaces

Notes:

- Release numbers refer to Solution Reporting.

Component	Release	Interface	Conditions
CCPulse+	8.0.1+	Management Framework Configuration Server/ Proxy	

IPV6 Support for Additional Interfaces

Notes:

- Release numbers refer to Solution Reporting.

Component	Release	Interface	Conditions
CCPulse+	8.0.1+	Stat Server	

Prerequisites

Solution Reporting (CCPulse+ and CC Analyzer) - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/Limitations
Third-Party Component Prerequisites			
7.6.2 Genesys Interactive Insights BOE Server Windows English (United States)	No	Yes	Crystal Reports uses the same Business Objects Enterprise as Genesys Interactive Insights.
Oracle Java 7 Runtime (JRE)	Yes	No	Discontinued as of November 1, 2024.
Oracle Java 8 Runtime (JRE)	Yes	No	
SAP Crystal Reports 2011	No	Yes	Crystal Reports uses the same Business Objects Enterprise as Genesys Interactive Insights.