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Supported Operating Environment

System Level Guides Current

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Supported Operating Environment Reference

[Link to video](#)

This reference provides system-level information about the operating environments (system, databases, and other support) for Genesys Engage on-premises products.

For information about other deployment methods, refer to [Genesys Engage cloud](#) and [cloud private edition](#).

Important

Of particular note:

- Genesys support for below platform versions ends when respective vendors declare End of support. For information, see [Discontinued Support](#).
- For virtualization support information, see [Virtualization Platform Support](#).
- For information on Java support, see [Java Support](#).
- Selective products (9.x version) support Docker and Kubernetes, and the supported operating environments may vary from 8.x versions. Refer to the respective Deployment Guides for details. For example, see [CX Contact](#), [Web Services and Applications](#), [Customer Experience Insights](#).

OS

[Link to video](#)

Browsers

[Link to video](#)

Database

[Link to video](#)

IPv6

[Link to video](#)

Find a Product

Links to product pages in this guide:

- [Billing Data Server](#)
- [Composer](#)
- [CSTA Connector for BroadSoft BroadWorks](#)
- [CX Contact](#)
- [Decisions](#)
- [eServices](#)
- [Management Framework](#)
- [Genesys Intelligent Automation \(formerly GAAP\)](#)
- [Genesys Co-browse](#)
- [Genesys Customer Experience Insights](#)
- [Genesys Administrator Extension](#)
- [Genesys Agent Scripting](#)
- [Genesys Desktop](#)
- [Genesys Info Mart](#)
- [Genesys Interaction Recording](#)
- [Genesys Interactive Insights](#)
- [Genesys IVR SDK](#)
- [Genesys Knowledge Center](#)
- [Genesys Media Server](#)
- [Genesys Mobile Services](#)
- [Genesys Pulse](#)
- [Genesys Quality Management \(Zoom\)](#)
- [Genesys Rules System](#)
- [Genesys Skills Management](#)
- [Genesys Softphone](#)
- [Genesys Video Gateway](#)
- [Genesys Voice Platform](#)
- [Genesys Voice Platform Studio](#)
- [Genesys Web Engagement](#)
- [Genesys WebRTC Service](#)
- [Genesys Web Services and Applications](#)
- [Genesys Widgets](#)
- [Gplus Adapter for Microsoft CRM](#)
- [Gplus Adapter for SAP Analytics](#)
- [Gplus Adapter for SAP CRM](#)
- [Gplus Adapter for SAP Data Access Component](#)
- [Gplus Adapter for SAP ERP](#)
- [Gplus Adapter for SAP ICI Multi-Channel](#)
- [Gplus Adapter for Siebel CRM](#)
- [Genesys Predictive Routing](#)
- [Genesys Voice Platform Voice Application Reporter](#)
- [Interaction Concentrator](#)
- [Interaction SDK](#)
- [IVR Interface Option](#)
- [intelligent Workload Distribution](#)
- [License Reporting Manager](#)
- [LivePerson Adapter](#)
- [Load Distribution Server](#)
- [Messaging Apps/ Social Engagement](#)
- [Multimedia](#)
- [Connector for Skype for Business](#)
- [Network SIP Server](#)
- [Network T-Server ATT](#)
- [Network T-Server GenSpec](#)
- [Network T-Server ISCP](#)
- [Network T-Server MCI](#)
- [Network T-Server NGSN](#)
- [Network T-Server Sprint](#)
- [Outbound Contact eXpert](#)
- [Orchestration Server](#)
- [Outbound Contact](#)
- [Platform SDK](#)
- [Pulse Advisors \(formerly PMA\)](#)
- [Real-Time Metrics Engine](#)
- [SIP Endpoint SDK](#)
- [SIP Feature Server](#)
- [SIP Proxy](#)
- [SIP Server](#)
- [Solution Reporting](#)

Supported Operating Environment Reference

| (CCPulse+ and CC Analyzer) | Manager | MiVoice 5000 | Server |
|--|---|--|---|
| <ul style="list-style-type: none">• SpeechMiner | <ul style="list-style-type: none">• T-Server Avaya TSAPI | <ul style="list-style-type: none">• T-Server NEC NEAX/APEX | <ul style="list-style-type: none">• Universal Routing |
| <ul style="list-style-type: none">• Stream Manager | <ul style="list-style-type: none">• T-Server Cisco Unified Communications Manager | <ul style="list-style-type: none">• T-Server Nortel Communication Server 2000/2100 | <ul style="list-style-type: none">• Voice Treatment Option |
| <ul style="list-style-type: none">• T-Server Aastra MX-ONE | <ul style="list-style-type: none">• T-Server CSTA Connector | <ul style="list-style-type: none">• T-Server Siemens HiPath 4000 CSTA III | <ul style="list-style-type: none">• Workforce Management |
| <ul style="list-style-type: none">• T-Server Alcatel A4400/OXE | <ul style="list-style-type: none">• T-Server Mitel | <ul style="list-style-type: none">• UC Connector | <ul style="list-style-type: none">• Workspace Desktop Edition |
| <ul style="list-style-type: none">• T-Server Avaya Communication | | <ul style="list-style-type: none">• Universal Contact | <ul style="list-style-type: none">• Workspace SIP Endpoint |

Product List

Important

Genesys support for below platform versions ends when respective vendors declare end of support. For information, see [Discontinued Support](#).

- Billing Data Server
- Composer
- CSTA Connector for BroadSoft BroadWorks
- CX Contact
- Decisions
- eServices
- Management Framework
- Genesys Intelligent Automation (formerly GAAP)
- Genesys Co-browse
- Genesys Customer Experience Insights
- Genesys Administrator Extension
- Genesys Agent Scripting
- Genesys Desktop
- Genesys Info Mart
- Genesys Interaction Recording
- Genesys Interactive Insights
- Genesys IVR SDK
- Genesys Knowledge Center
- Genesys Media Server
- Genesys Mobile Services
- Genesys Pulse
- Genesys Quality Management (Zoom)
- Genesys Rules System
- Genesys Skills Management
- Genesys Softphone
- Genesys Video Gateway
- Genesys Voice Platform
- Genesys Voice Platform Studio
- Genesys Web Engagement
- Genesys WebRTC Service
- Genesys Web Services and Applications
- Genesys Widgets
- Gplus Adapter for Microsoft CRM
- Gplus Adapter for SAP Analytics
- Gplus Adapter for SAP CRM
- Gplus Adapter for SAP Data Access Component
- Gplus Adapter for SAP ERP
- Gplus Adapter for SAP ICI Multi-Channel
- Gplus Adapter for Siebel CRM
- Genesys Predictive Routing
- Genesys Voice Platform Voice Application Reporter
- Interaction Concentrator
- Interaction SDK
- IVR Interface Option
- intelligent Workload Distribution
- License Reporting Manager
- LivePerson Adapter
- Load Distribution Server
- Messaging Apps/Social Engagement
- Multimedia Connector for Skype for Business
- Network SIP Server
- Network T-Server ATT
- Network T-Server GenSpec
- Network T-Server ISCP
- Network T-Server MCI
- Network T-Server NGSN
- Network T-Server Sprint
- Outbound Contact eXpert
- Orchestration Server
- Outbound Contact
- Platform SDK
- Pulse Advisors (formerly PMA)
- Real-Time Metrics Engine
- SIP Endpoint SDK
- SIP Feature Server
- SIP Proxy
- SIP Server
- Solution Reporting (CCPulse+ and CC Analyzer)
- SpeechMiner

Product List

- Stream Manager
- T-Server Aastra MX-ONE
- T-Server Alcatel A4400/OXE
- T-Server Avaya Communication Manager
- T-Server Avaya TSAPI
- T-Server Cisco Unified Communications Manager
- T-Server CSTA Connector
- T-Server Mitel MiVoice 5000
- T-Server NEC NEAX/APEX
- T-Server Nortel Communication Server 2000/2100
- T-Server Siemens HiPath 4000 CSTA III
- UC Connector
- Universal Contact Server
- Universal Routing
- Voice Treatment Option
- Workforce Management
- Workspace Desktop Edition
- Workspace SIP Endpoint

Billing Data Server

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

Billing Data Server Support

| OS Family | Operating System | Release | Conditions |
|-----------|----------------------------|---------|-------------------------------------|
| Linux | CentOS Linux 7 | 9.0.0 | Discontinued as of January 15, 2025 |
| Linux | Red Hat Enterprise Linux 7 | 9.0.0 | |
| Linux | Red Hat Enterprise Linux 8 | 100.0+ | |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

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

Composer

General Information - Composer

Composer is the new name for Composer Voice starting with Release 8.0.2.

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 |
|-----------|---------------------|--------------------|--|
| Mac | Mac OS X 10.0 | 8.1.3 - 8.1.300.78 | Discontinued as of October 1, 2024. |
| Windows | Windows 10 | 8.1.4+ | Support starting with version 8.1.420.14. |
| Windows | Windows 11 | 8.1.5+ | Support starting with version 8.1.561.35. |
| Windows | Windows 7 | 8.0.4+ | Discontinued as of June 30, 2020. |
| Windows | Windows 8 | 8.1.4 | Discontinued as of September 30, 2023. |
| Windows | Windows Server 2008 | 8.0.4+ | Discontinued as of June 30, 2020 |
| Windows | Windows Server 2012 | 8.1.4+ | Discontinued as of October 31, 2024. Support starting with version 8.1.400.35. |
| Windows | Windows Server 2016 | 8.1.5+ | Discontinued as of November 19, 2024. Last supported version: 8.1.561.29. Support starting with version 8.1.500.03. |
| Windows | Windows Server 2019 | 8.1.5+ | Runtime support starting with version 8.1.561.29. Support for Runtime activities in Composer include exporting and deploying Composer generated WAR files in Windows Server 2019. Design time activities such as installation of Composer and usage of IDE is NOT supported in Window Server 2019. |
| OS Family | OS | Release | Conditions |

| OS Family | OS | Release | Conditions |
|-----------|---------------------|---------|--|
| Windows | Windows Server 2022 | 8.1.5+ | Runtime support starting with version 8.1.561.29. Support for Runtime activities in Composer include exporting and deploying Composer generated WAR files in Windows Server 2022. Design time activities such as installation of Composer and usage of IDE is NOT supported in Window Server 2022. |
| OS Family | OS | Release | Conditions |

Supported Browsers

Notes:

- Composer uses Eclipse's built-in browser which is set to a native browser by default. Eclipse can be configured to use an external browser like Google Chrome, Mozilla Firefox, or Microsoft Edge.
- Unless otherwise noted, browser plug-ins are not supported for these browsers. Only the browser is supported.

| Component | Browser | Release | Conditions/Limitations |
|-----------|--------------|---------|---|
| Composer | Firefox ESR | 8.0.2+ | Discontinued. |
| Composer | Microsoft IE | 8.1.4 | Discontinued. IE11 reached EOL as of June 15, 2022. |

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 |
|--------------------|---------|-----------------------------------|
| MS SQL Server 2008 | 8.0.2+ | Discontinued as of June 30, 2020. |
| MS SQL Server 2012 | 8.1.4+ | Discontinued as of January 1, |

| Database | Release | Conditions/Limitations |
|------------------------------|------------|---------------------------------------|
| | | 2025. Support starts with 8.1.420+ |
| MS SQL Server 2016 | 8.1.450.20 | |
| MS SQL Server 2016 Cluster | 8.1.450.20 | |
| MS SQL Server 2017 (Windows) | 8.1.450+ | Support starts with 8.1.450.33 |
| MS SQL Server 2019 | 8.1.5+ | Support starts with 8.1.561.29. |
| Oracle 11g | 8.0.2+ | Discontinued as of December 31, 2020. |
| Oracle 12c R1 | 8.1.5+ | Support starts with 8.1.510.12 |
| Oracle 12c R2 | 8.1.450.20 | Discontinued as of March 31, 2022. |
| Oracle 19c | 8.1.4+ | Support starts with 8.1.561.24. |
| Oracle 19c RAC | 8.1.4+ | Support starts with 8.1.561.24. |

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 Composer.

| Component | Release | Interface | Conditions |
|-----------|------------|--|------------|
| Composer | no support | Interaction Server | |
| Composer | no support | License Server | |
| Composer | no support | Management Framework Configuration Server/ Proxy | |

| Component | Release | Interface | Conditions |
|-----------|------------|---------------------|------------|
| Composer | no support | SIP Server/T-Server | |

IPV6 Support for Additional Interfaces

No IPV6 information for additional components at this time.

Prerequisites

Notes:

- Starting with Composer 8.0.3, Genesys does not recommend specific Web application servers for use with Composer. For more information, as well as minimum Web application, please refer to the Composer 8.1 Deployment Guide accessible using the Composer page.

Composer - Prerequisites

| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
|-------------------------------------|----------------------|---------------------|--|
| Web Server | | | |
| Apache/Tomcat 10.1.x | Yes | No | Release: 8.1.5+ Starting with 8.1.561.35. As of version 8.1.561.35 - Only Tomcat 10.1.x is supported. |
| Apache/Tomcat 7 | Yes | No | Release: 8.1.420+ Discontinued as of March 31, 2021. |

| Composer - Prerequisites | | | |
|-------------------------------------|-----|----|---|
| Apache/Tomcat 8.5 | Yes | No | <p>Release: 8.1.450+</p> <p>Starting with 8.1.450.20.</p> <p>As of version 8.1.450.20 - Tomcat 8.5 is supported; Tomcat 9 and 10 are not certified.</p> |
| Apache/Tomcat 9.0.36 | Yes | No | <p>Release: 8.1.5+</p> <p>Starting with 8.1.560.15.</p> <p>As of version 8.1.560.15 - Tomcat 9.0.36 is supported; Tomcat 10 is not certified.</p> |
| Third-Party Component Prerequisites | | | |
| Microsoft .NET Framework 2.0 | Yes | No | <p>Release: 8.0-8.1.4</p> <p>Required for design-time compilation. In 8.1.500.03, this is no longer required if .NET Framework 4.7.2 is used.</p> |
| Microsoft .NET Framework 3.5 | Yes | No | <p>Release: 8.1+</p> <p>A prerequisite for runtime execution. However, starting with 8.1.5, .NET Framework 4.7.2 can be used.</p> |
| Microsoft .NET Framework 4.7.2 | Yes | No | <p>Release: 8.1.5+</p> |
| OpenJDK 11 | Yes | No | <p>Release: 8.1.5</p> <p>Note the following:</p> <ul style="list-style-type: none"> Starting with Composer version 8.1.550.08 Supported only for runtime deployment and execution of WAR files |
| OpenJDK 17.0.2 | Yes | No | <p>Release: 8.1+</p> <p>Note the following:</p> |

| Composer - Prerequisites | | | |
|-----------------------------|-----|----|---|
| | | | <ul style="list-style-type: none"> Starting with Composer version 8.1.600.07 Supported in both runtime and design time environments |
| OpenJDK 8 | Yes | No | <p>Release: 8.1.5</p> <p>Note the following:</p> <ul style="list-style-type: none"> Starting with Composer version 8.1.550.08 Supported in both runtime and design time environments |
| Oracle Java 7 Runtime (JRE) | Yes | No | <p>Release: 8.1+</p> <p>Discontinued as of November 1, 2024.</p> |
| Oracle Java 8 Runtime (JRE) | Yes | No | <p>Release: 8.1.4+</p> <p>Starting with 8.1.410.14.</p> |

CSTA Connector for BroadSoft BroadWorks

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

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 | OS | Release | Conditions |
|-----------|----------------------------|---------|--|
| Linux | Red Hat Enterprise Linux 7 | 8.1.1+ | |
| Linux | Red Hat Enterprise Linux 8 | 8.1.1+ | Starting with 8.1.111.00 |
| Windows | Windows Server 2012 | 8.1+ | Discontinued as of October 31, 2024 Starting with version 8.1.103 |
| Windows | Windows Server 2016 | 8.1+ | Starting with 8.1.109.00 |
| Windows | Windows Server 2019 | 8.1+ | Starting with 8.1.110.04 |
| OS Family | OS | Release | Conditions |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

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

CX 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

CX Contact Support

| OS Family | Operating System | Release | Conditions |
|-----------|----------------------------|---------|---|
| Linux | Red Hat Enterprise Linux 8 | 100.0+ | Support starting with the version 100.0.031.0002. |
| Linux | Red Hat Enterprise Linux 9 | 100.0+ | Support starting with the version 100.0.036.0000. |

Supported Browsers

| Component | Browser | Release | Conditions/Limitations |
|------------|----------------|---------|--|
| CX Contact | Google Chrome | 100.0+ | You must use the latest version of Chrome as the UI browser. |
| CX Contact | Microsoft Edge | 100.0+ | 2020 release. |

Supported Database/DB Clusters

| Database | Release | Conditions/Limitations |
|--------------------|-------------|---|
| Elasticsearch 7 | 100.0+ | Elasticsearch Cluster 7.x is required. |
| Elasticsearch 7.17 | 100.0.034.+ | Elasticsearch Cluster 7.17 is required. |
| Elasticsearch 8 | 100.0.036.+ | Elasticsearch Cluster 8.x is required. |
| PostgreSQL 13 | 100.0+ | Starting with 100.0.027.0004 . |
| PostgreSQL 16 | 100.0.036.+ | Starting with 100.0.036.0005. |
| Redis 7.2 | 100.0.036.+ | Redis in Cluster mode only. |

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

CX Contact - Prerequisites

| CX Contact - Prerequisites | | | |
|-------------------------------------|----------------------|---------------------|---|
| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
| Third-Party Component Prerequisites | | | |
| Docker | Yes | No | Release: 100.0+ Docker 17.03.2-ce, with CX Contact Docker images stored in the Docker registry. |
| Elasticsearch | Yes | No | Release: 100.0+ Elasticsearch Cluster 7.5.x is required. |
| Genesys core components | No | Yes | Release: 100.0+ Note the following: <ul style="list-style-type: none"> • Supports Genesys 8.1 and 8.5 core components. • CX Contact components operate with Genesys core services on the back end. It's expected that all voice-processing components (Voice VM and shared services such as GVP) are deployed and running. In Genesys Engage cloud, Cloud Contact can operate with multiple voice tenants and comprises a shared service. |
| Genesys Web Services 9.0 | No | Yes | Release: 100.0+ |
| Kubernetes 1.11.1+ | Yes | No | Release: 100.0+ |
| NFS shared file system | Yes | No | Release: 100.0+ |
| PostgreSQL 13 | Yes | No | Release: 100.0+ |

| CX Contact - Prerequisites | | | |
|----------------------------|-----|----|---|
| | | | Starting with 100.0.027.0004. |
| Redis 6.0+ cluster | Yes | No | Release: 100.0+ Enterprise Redis with persistence is recommended. |
| SFTP Server | Yes | No | Release: 100.0+ (Optional) Use when automation capabilities are required. |
| Third-party Load Balancer | Yes | No | Release: 100.0+ F5 or functionally comparable hardware or software load balancer. |
| Virtual Machines | Yes | No | <p>Release: 100.0+</p> <p>Note the following:</p> <ul style="list-style-type: none"> Each machine should run Red Hat Enterprise Linux 8.0 or 9.0 64-bit as a guest OS and have at least 8 CPU cores and 16 GB RAM minimum (32 GB RAM recommended), 100 GB HDD minimum. All VMs running CX Contact components should belong to the same local network segment and be interconnected so that all components can communicate over the network. DNS must be present in the network and allow for names resolution. CX Contact components always use FQDNs (not IP addresses) to establish communication to each other. |

Decisions

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

Decisions Clients Support

| OS Family | Operating System | Release | Conditions |
|-----------|------------------|----------|------------|
| Windows | Windows 10 | 8.5.100+ | |
| Windows | Windows 11 | 8.5.100+ | |
| Windows | Windows 7 | 8.5.100+ | |
| Windows | Windows 8 | 8.5.100+ | |

Decisions Servers (DB and DataBus) Support

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|----------|-------------------------------------|
| Windows | Windows Server 2008 | 8.5.100+ | Discontinued as of June 30, 2020 |
| Windows | Windows Server 2012 | 8.5.100+ | Discontinued as of October 31, 2024 |
| Windows | Windows Server 2019 | 8.5.100+ | |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

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.
- Cluster configuration (for example, Microsoft SQL Cluster, Oracle RAC, etc) are not supported unless specifically listed below.
- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.
- For MS SQL Server, Enterprise Edition is recommended, especially for large deployments; however, Standard Edition is the minimum requirement.
- Genesys supports Genesys products on the database patch levels up to the latest currently available patch sets.

| Database | Release | Conditions/Limitations |
|--------------------|----------|------------------------|
| MS SQL Server 2008 | 8.5.100+ | |
| MS SQL Server 2012 | 8.5.100+ | |
| MS SQL Server 2014 | 8.5.100+ | |
| MS SQL Server 2016 | 8.5.100+ | |
| MS SQL Server 2019 | 8.5.100+ | |

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

| Decisions - Prerequisites | | | |
|-------------------------------------|----------------------|---------------------|-------------------------|
| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
| Web Server | | | |
| Microsoft .NET Framework 4.5 | Yes | Yes | |

eServices

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](#).
- Please note the following:
- Messaging Apps and Social Engagement information was moved to the [Messaging Apps/Social Engagement](#) SOE page.
- Universal Contact Server information was moved to the [Universal Contact Server](#) SOE page.

Supported Operating Systems

Bot Gateway Server Support

| OS Family | Operating System | Release | Conditions |
|-----------|----------------------------|---------------|--------------------------------------|
| Linux | Red Hat Enterprise Linux 7 | 9.0.004.08+ | |
| Linux | Red Hat Enterprise Linux 8 | 9.0.008.05+ | |
| Linux | Red Hat Enterprise Linux 9 | 9.0.010.01+ | |
| Windows | Windows Server 2012 | 9.0 - 9.0.009 | Discontinued as of February 27, 2024 |
| Windows | Windows Server 2016 | 9.0.004.08+ | |
| Windows | Windows Server 2019 | 9.0.008.05+ | |
| Windows | Windows Server 2022 | 9.0.010.01+ | Starting with 9.0.011.02 |

Content Analyzer (Plugin for Genesys Administrator Extension) Support

| OS Family | Operating System | Release | Conditions |
|-----------|----------------------------|---------------|-------------------------------------|
| Linux | CentOS Linux 7 | 8.5.305+ | Discontinued as of January 15, 2025 |
| Linux | Red Hat Enterprise Linux 5 | 8.5.0 - 8.5.2 | Discontinued as of June 30, 2018. |

| OS Family | Operating System | Release | Conditions |
|-----------|----------------------------|---------------|---|
| Linux | Red Hat Enterprise Linux 6 | 8.5.1 - 8.5.2 | Discontinued as of November 30, 2020 |
| Linux | Red Hat Enterprise Linux 7 | 8.5.305.03+ | |
| Linux | Red Hat Enterprise Linux 8 | 9.0.001.04+ | |
| Linux | Red Hat Enterprise Linux 9 | 9.0.001.14+ | |
| Windows | Windows Server 2008 | 8.5.0 - 8.5.2 | Discontinued as of June 30, 2020 |
| Windows | Windows Server 2012 | 8.5 - 9.0 | Discontinued as of October 31, 2024 Support discontinued as of 9.0.001.03. |
| Windows | Windows Server 2016 | 8.5.305+ | |
| Windows | Windows Server 2019 | 9.0.001.03+ | |
| Windows | Windows Server 2022 | 9.0.001.15+ | |

E-mail Server Java Support

| OS Family | Operating System | Release | Conditions |
|-----------|----------------------------|-------------|---|
| Linux | Red Hat Enterprise Linux 7 | 8.5.1+ | Starting with 8.5.104.13. |
| Linux | Red Hat Enterprise Linux 8 | 8.5.2+ | Starting with 8.5.214.04. |
| Linux | Red Hat Enterprise Linux 9 | 8.5.2+ | Starting with 8.5.211.09. |
| Windows | Windows Server 2012 | See note: | Discontinued as of March 25, 2024 (last supported version 8.5.210.02) |
| Windows | Windows Server 2016 | 8.5.104.13+ | |
| Windows | Windows Server 2019 | 8.5.200.02+ | |
| Windows | Windows Server 2022 | 8.5.212.01+ | |

eServices Manager (Plugin for Genesys Administrator Extension) Support

| OS Family | Operating System | Release | Conditions |
|-----------|----------------------------|---------------|-------------------------------------|
| Linux | CentOS Linux 7 | 8.5.301.09+ | Discontinued as of January 15, 2025 |
| Linux | Red Hat Enterprise Linux 5 | 8.5.0 - 8.5.1 | Discontinued as of June 30, 2018. |

| OS Family | Operating System | Release | Conditions |
|-----------|----------------------------|-----------------|---|
| Linux | Red Hat Enterprise Linux 6 | 8.5.1 - 8.5.302 | Discontinued as of November 30, 2020 |
| Linux | Red Hat Enterprise Linux 7 | 8.5.3+ | Supported for use on Kernel Virtual Machine (KVM) starting with 8.5.300.09. |
| Linux | Red Hat Enterprise Linux 8 | 9.0.003.07+ | |
| Linux | Red Hat Enterprise Linux 9 | 9.0.004.13+ | |
| Windows | Windows Server 2008 | 8.5.0 - 8.5.302 | Discontinued as of June 30, 2020 |
| Windows | Windows Server 2012 | 8.5 - 9.0 | Discontinued as of October 31, 2024 Support discontinued as of 9.0.003.06. |
| Windows | Windows Server 2016 | 8.5.304+ | |
| Windows | Windows Server 2019 | 9.0.003.03+ | |
| Windows | Windows Server 2022 | 9.0.004.14+ | |

eServices Server Components 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.
- eServices server components include Classification Server, Chat Server, Interaction Server, Interaction Server Proxy, SMS Server, and Training Server. It also includes the following groups of servers: Web API (Web API Server, Web API Server for WebLogic, Web API Server for WebSphere, .NET Web API Server and Samples)
- 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.
- Web Collaboration is not supported on AIX.

| OS Family | Operating System | Release | Conditions |
|-----------|--|----------|--|
| AIX | AIX Power PC 64-bit (AIX 5L for POWER) 7.1 | 8.0.2+ | Discontinued December 31, 2020 |
| Linux | CentOS Linux 7 | 8.5.1+ | Discontinued as of January 15, 2025. Supported by Interaction Server 8.5.104.13 |
| Linux | CentOS Linux 7 | 8.5.201+ | Discontinued as of January 15, 2025 |
| Linux | CentOS Linux 7 | 8.5.3+ | Discontinued as of January 15, 2025 Supported by the following: <ul style="list-style-type: none"> • Chat Server starting with 8.5.301.06 • Classification Server starting with 8.5.300.03 • Training Server starting with 8.5.305.01 No longer supported by the following: <ul style="list-style-type: none"> • Chat Server as of 8.5.317.02 |
| Linux | Oracle Linux 7 | 8.5.3+ | Note the following: <ul style="list-style-type: none"> • Classification Server starting with 8.5.300.03, with Oracle Linux 7, coupled with Unbreakable Enterprise Kernel Release 4. • Chat Server, starting with 8.5.306.03. |
| Linux | Red Hat Enterprise Linux 5 | 8.1+ | Discontinued as of June 30, 2018. |
| Linux | Red Hat Enterprise Linux 6 | 8.1.4+ | Discontinued as of November 30, 2020 |
| Linux | Red Hat Enterprise Linux 7 | 8.5.1+ | Supported by the following: <ul style="list-style-type: none"> • Chat Server starting with 8.5.102.08 |

| OS Family | Operating System | Release | Conditions |
|-----------|----------------------------|---------|---|
| | | | <ul style="list-style-type: none"> • Classification Server starting with 8.5.300.03, including usage on a Kernel Virtualization Machine (KVM) • Interaction Server starting with 8.5.107.06 • Interaction Server Proxy starting with 8.5.107.14 • Training Server starting with 8.5.305.01 |
| Linux | Red Hat Enterprise Linux 8 | 8.5.3+ | Supported by Chat Server starting with 8.5.314.02 |
| Linux | Red Hat Enterprise Linux 8 | 9.0+ | Supported by the following: <ul style="list-style-type: none"> • Interaction Server starting with 9.0.000.10. • Interaction Server Proxy starting with 9.0.000.03. • Classification Server starting with 9.0.000.07. • Interaction Server Cluster Plug-in for GAX starting with version 9.0.000.00. • Training Server starting with 9.0.000.08 |
| Linux | Red Hat Enterprise Linux 9 | 8.5.3+ | Supported by the following: <ul style="list-style-type: none"> • Chat Server starting with 8.5.317.02 |
| Linux | Red Hat Enterprise Linux 9 | 9.0+ | Supported by the following: |

| OS Family | Operating System | Release | Conditions |
|-----------|-------------------------|-----------|--|
| | | | <ul style="list-style-type: none"> • Interaction Server starting with 9.0.015.09 • Interaction Server Proxy starting with 9.0.015.02 • Interaction Server Cluster Plug-in for GAX starting with version 9.0.000.15 • Classification Server starting with 9.0.000.16 |
| Solaris | Solaris SPARC 64-bit 10 | 7.6 - 8.1 | Discontinued as of December 31, 2020. |
| Solaris | Solaris SPARC 64-bit 10 | 7.6 - 8.5 | Discontinued as of December 31, 2020. |
| Windows | Windows Server 2008 | 8.1+ | Discontinued as of June 30, 2020 |
| Windows | Windows Server 2012 | 8.5+ | <p>Discontinued as of October 31, 2024</p> <p>Supported by the following:</p> <ul style="list-style-type: none"> • Classification Server starting with 8.5.000.14 <p>No longer supported by the following:</p> <ul style="list-style-type: none"> • Chat Server as of 8.5.314.02 • Classification Server as of 9.0.000.08 • Training Server as of 9.0.000.08 |
| Windows | Windows Server 2016 | 8.5+ | <p>Supported by the following:</p> <ul style="list-style-type: none"> • Chat Server starting with 8.5.201.05 • Classification Server starting with 8.5.301.01 • Interaction Server |

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|---------|---|
| | | | starting with 8.5.201.05 <ul style="list-style-type: none"> • Interaction Server Proxy starting with 8.5.201.00 • Training Server starting with 8.5.305.01 • Interaction Server Cluster Plug-in for GAX starting with version 9.0.000.00 |
| Windows | Windows Server 2019 | 8.5.3 | Supported by the following: <ul style="list-style-type: none"> • Chat Sever starting with 8.5.314.02 • Interaction Server starting with 8.5.304.07 • Interaction Server Proxy starting with 8.5.304.02 |
| Windows | Windows Server 2019 | 9.0.0+ | Supported by the following: <ul style="list-style-type: none"> • Training Server starting with 9.0.000.08 • Classification Server starting with 9.0.000.07 • Interaction Server Cluster Plug-in for GAX starting with version 9.0.000.00 |
| Windows | Windows Server 2022 | 8.5.3+ | Supported by the following: <ul style="list-style-type: none"> • Chat Server starting with 8.5.317.02 |
| Windows | Windows Server 2022 | 9.0.0+ | Supported by the following: |

| OS Family | Operating System | Release | Conditions |
|-----------|------------------|---------|---|
| | | | <ul style="list-style-type: none"> Interaction Server starting with 9.0.014.03 Interaction Server Proxy starting with 9.0.014.07 Interaction Server Cluster Plug-in for GAX starting with version 9.0.000.14 Classification Server starting with 9.0.000.16 |

Knowledge Manager (Legacy) Support

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|-------------|-----------------------------------|
| Windows | Windows 7 | 8.0.1+ | Discontinued as of June 30, 2020. |
| Windows | Windows Server 2008 | 8.0.1-8.5.1 | Discontinued as of June 30, 2020 |

Privacy Manager (Plugin for Genesys Administrator Extension) Support

| OS Family | Operating System | Release | Conditions |
|-----------|----------------------------|-----------------|---|
| Linux | CentOS Linux 7 | 8.5.305+ | Discontinued as of January 15, 2025 |
| Linux | Red Hat Enterprise Linux 5 | 8.5.0 - 8.5.1 | Discontinued as of June 30, 2018. |
| Linux | Red Hat Enterprise Linux 6 | 8.5.1 - 8.5.300 | Discontinued as of November 30, 2020 |
| Linux | Red Hat Enterprise Linux 7 | 8.5.3 | Support starting with 8.5.300.10, including use on a Kernel Virtualization Machine (KVM). |
| Linux | Red Hat Enterprise Linux 8 | 9.0.001.06+ | |
| Linux | Red Hat Enterprise Linux 9 | 9.0.001.13+ | |
| Windows | Windows Server 2008 | 8.5.0 - 8.5.300 | Discontinued as of June 30, 2020 |
| Windows | Windows Server 2012 | 8.5 - 9.0 | Discontinued as of October 31, 2024 |

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|-------------|--|
| | | | Support discontinued as of 9.0.001.05. |
| Windows | Windows Server 2016 | 8.5.305+ | |
| Windows | Windows Server 2019 | 9.0.001.05+ | |
| Windows | Windows Server 2022 | 9.0.001.14+ | |

Supported Browsers

Notes:

- For browser support information for Genesys Widgets, see [Supported Operating Environment: Genesys Widgets](#).

| Component | Browser | Release | Conditions/ Limitations |
|--|-------------------------|---------|-------------------------------|
| Content Analyzer (Plugin for Genesys Administrator Extension) | Firefox ESR | 8.5.2+ | |
| Content Analyzer (Plugin for Genesys Administrator Extension) | Google Chrome | 8.5.2+ | |
| Content Analyzer (Plugin for Genesys Administrator Extension) | Microsoft Edge Chromium | 9.0.0+ | Starting with version 9.0.001 |
| Content Analyzer (Plugin for Genesys Administrator Extension) | Microsoft IE11 | 8.5.2+ | |
| eServices Manager (Plugin for Genesys Administrator Extension) | Firefox ESR | 8.5+ | Tested with version 46 |
| eServices Manager (Plugin for Genesys Administrator) | Google Chrome | 8.5+ | |

| Component | Browser | Release | Conditions/ Limitations |
|---|----------------------------|---------|-------------------------------|
| Extension) | | | |
| eServices Manager (Plugin for Genesys Administrator Extension) | Microsoft Edge Chromium | 9.0.0+ | Starting with version 9.0.002 |
| eServices Manager (Plugin for Genesys Administrator Extension) | Microsoft IE11 | 8.5+ | |
| Interaction Server Cluster (Plugin for Genesys Administrator Extension) | Firefox ESR | 8.5.1+ | Minimum supported version: 38 |
| Interaction Server Cluster (Plugin for Genesys Administrator Extension) | Google Chrome | 8.5.1+ | Minimum supported version: 44 |
| Interaction Server Cluster (Plugin for Genesys Administrator Extension) | Microsoft IE11 | 8.5.1+ | |
| Privacy Manager (Plugin for Genesys Administrator Extension) | Firefox ESR | 8.5.1+ | |
| Privacy Manager (Plugin for Genesys Administrator Extension) | Google Chrome | 8.5+ | |
| Privacy Manager (Plugin for Genesys Administrator Extension) | Microsoft Edge Chromium | 9.0.0+ | Starting with version 9.0.001 |
| Privacy Manager (Plugin for Genesys Administrator Extension) | Microsoft IE11 | 8.5+ | |

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.
- Genesys supports Genesys products on the database patch levels up to the latest currently available patch sets.

| Database | Release | Conditions/Limitations |
|----------------------------|---------------|---|
| Cassandra 2 | 8.5.1 - 8.5.3 | Not supported by Chat Server starting with 8.5.314.02. |
| Cassandra 3.11 | 8.5.3+ | Supported in high availability mode by Chat Server starting with 8.5.307.04. |
| Cassandra 4.0.x | 8.5.3+ | Supported in high availability mode by Chat Server starting with 8.5.316.02. |
| IBM DB2 10 | 8.1.4+ | Discontinued December 31, 2020. |
| IBM DB2 9.7 | 8.1+ | Discontinued December 31, 2020. |
| MS SQL Server 2008 | 8.0.1+ | Discontinued as of June 30, 2020. |
| MS SQL Server 2012 | 8.5+ | Discontinued as of January 1, 2025. Not supported by Interaction Server starting with 8.5.2. |
| MS SQL Server 2012 Cluster | 8.5+ | Discontinued as of January 1, 2025. Also supports AlwaysOn Cluster with Synchronous Mirroring capability. Not supported by Interaction Server from 8.5.2. |
| MS SQL Server 2014 | 8.5.1+ | Discontinued as of January 1, 2025. Supported by Interaction Server starting with 8.5.108.05. |
| MS SQL Server 2014 Cluster | 8.5.1+ | Discontinued as of January 1, 2025. Supported by Interaction Server starting with 8.5.108.05. Also supports AlwaysOn capability. |
| MS SQL Server 2016 | 8.5+ | Supported by Interaction Server starting with 8.5.201.05. |
| MS SQL Server 2016 Cluster | 8.5.1+ | Supported by Interaction Server starting with 8.5.201 with AlwaysOn capability. |
| MS SQL Server 2017 | 8.5.3 | Supported by Interaction Server starting with 8.5.300.07. |

| Database | Release | Conditions/Limitations |
|----------------------------|---------|---|
| MS SQL Server 2019 | 8.5.3+ | Supported by Interaction Server starting with 8.5.306.04. |
| MS SQL Server 2019 Cluster | 8.5.3+ | Supported by Interaction Server starting with 8.5.306.04 with AlwaysOn capability. |
| MS SQL Server 2022 | 9.0.0+ | Supported by Interaction Server starting with 9.0.012.05. |
| MS SQL Server 2022 Cluster | 9.0.0+ | Supported by Interaction Server starting with 9.0.012.05 with AlwaysOn capability. |
| Oracle 11g RAC | 8.1+ | Discontinued as of December 31, 2020. |
| Oracle 12c R1 | 8.5+ | |
| Oracle 12c R1 RAC | 8.5+ | SCAN is not supported. |
| Oracle 12c R2 | 8.5.3 | Discontinued as of March 31, 2022. |
| Oracle 12c R2 RAC | 8.5.3 | Discontinued as of March 31, 2022. |
| Oracle 18c | 8.5.3+ | Discontinued as of June 30, 2021. |
| Oracle 18c RAC | 8.5.3+ | Discontinued as of June 30, 2021. |
| Oracle 19c | 8.5.3+ | Supported by Interaction Server starting with 8.5.307.02. |
| Oracle 19c RAC | 8.5.3+ | Supported by Interaction Server starting with 8.5.307.02. Support includes Transparent Application Failover (TAF). SCAN is not supported. |
| PostgreSQL 10 | 8.5.2+ | Discontinued as of June 30, 2024. Supported by Interaction Server starting with 8.5.2. |
| PostgreSQL 12 | 9.0.0+ | Supported by Interaction Server starting with 9.0.003.06. |
| PostgreSQL 13 | 9.0.0+ | Supported by Interaction Server starting with 9.0.009.03. |
| PostgreSQL 14 | 9.0.0+ | Supported by Interaction Server starting with 9.0.010.07. |
| PostgreSQL 16 | 9.0.0+ | Supported by Interaction Server starting with 9.0.013.05 |
| PostgreSQL 9.6 | 8.5.2+ | Discontinued as of November 11, 2021. Interaction Server - Last supported version: 9.0.004.07. |

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 eServices.

| Component | Release | Interface | Conditions |
|-----------|---------------------|---------------------|------------|
| eServices | 8.1 | Interaction Server | |
| eServices | 8.1.3+ | E-mail Server | |
| eServices | no direct interface | License Server | |
| eServices | no direct interface | SIP Server/T-Server | |

IPV6 Support for Additional Interfaces

No IPV6 information for additional components at this time.

Prerequisites

Bot Gateway Server - Prerequisites

Bot Gateway Server - Prerequisites

| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
|--|----------------------|---------------------|---|
| Third-Party Component Prerequisites | | | |
| OpenJDK 11 | Yes | No | Release: 9.0+ |
| OpenJDK 17 | Yes | No | Release: 9.0.009+ Starting with 9.0.009.05 |
| Oracle Java 8 Developer's Kit (JDK), OpenJDK 8 | Yes | No | Release: 9.0+ |
| Transport Layer Security 1.2 | Yes | No | Release: 9.0+ |

Classification Server - Prerequisites

| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
|-------------------------------------|----------------------|---------------------|---|
| Third-Party Component Prerequisites | | | |
| OpenJDK 11 | Yes | No | Release: 9.0+ Starting with 9.0.000.02 |
| OpenJDK 17 | Yes | No | Release: 9.0+ Starting with 9.0.000.14 |
| Oracle Java 7 Developer's Kit (JDK) | Yes | No | Release: 8.1.3 - 8.5.3 Discontinued as of December 11, 2018. |
| Oracle Java 8 Developer's Kit (JDK) | Yes | No | Release: 8.5.1+ Starting with 8.5.110.03 |

Content Analyzer (Plugin for Genesys Administrator Extension) - Prerequisites

| Content Analyzer (Plugin for Genesys Administrator Extension) - Prerequisites | | | |
|---|----------------------|---------------------|---|
| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/Limitations |
| Genesys Administrator Extension | | | |
| 8.5.220.25-8.5.260.XX | No | Yes | Release: 8.5.2 Tested with GAX 8.5.220.25 |
| 8.5.290.09 + | No | Yes | Release: 9.0.0 Note the following: <ul style="list-style-type: none"> • Tested with GAX 8.5.290.09 • Tested with GAX 9.0.001.37 • Tested with GAX 9.0.100.56 • New text |
| 8.5.290.09-9.0.001.XX | No | Yes | Release: 8.5.3 Note the following: <ul style="list-style-type: none"> • Tested with GAX 8.5.290.09 • Tested with GAX 9.0.001.37 |
| Third-Party Component Prerequisites | | | |
| OpenJDK 17 | Yes | No | Release: 9.0.001+ Starting with 9.0.001.14 |
| Third-Party Library Dependencies | | | |
| Spring 6.x Framework | Yes | No | Release: 9.0.002+ Supported starting from GAX 9.0.108.01. |

Digital Messaging Server - Prerequisites

| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
|-------------------------------------|----------------------|---------------------|---|
| Third-Party Component Prerequisites | | | |
| OpenJDK 11 | Yes | No | Release: 9.1+ Support starts with 9.1.002.02. |

E-mail Server Java - Prerequisites

| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
|-------------------------------------|----------------------|---------------------|--|
| Third-Party Component Prerequisites | | | |
| OpenJDK 11 | Yes | No | Release: 8.5.1+ Support starts with 8.5.106.01. |
| OpenJDK 17 | Yes | No | Release: 8.5.209+ Support starts with 8.5.209.05. |
| Oracle Java 7 | Yes | No | Release: 8.1.4 - 8.5.1 Discontinued as of June 28, 2019. |
| Oracle Java 8 | Yes | No | Release: 8.5.1+ Support starts with 8.5.103.11. |

eServices Manager (Plugin for Genesys Administrator Extension) - Prerequisites

| Third-Party Component | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
|-----------------------|----------------------|---------------------|-------------------------|
|-----------------------|----------------------|---------------------|-------------------------|

| eServices Manager (Plugin for Genesys Administrator Extension) - Prerequisites | | | |
|--|----------------------|---------------------|---|
| Prerequisites | | | |
| Genesys Administrator Extension | | | |
| GAX 8.5.210.10 - GAX 8.5.260.xx | No | Yes | Release: 8.5.1 |
| GAX 8.5.220.25 - GAX 8.5.260.xx | No | Yes | Release: 8.5.2 |
| GAX 8.5.240.19 - GAX 8.5.260.xx | No | Yes | Release: 8.5.300.09 - 8.5.301.09 |
| GAX 8.5.270.06 | No | Yes | Release: 8.5.3 Support starts with 8.5.302.02. |
| GAX 8.5.290.09 - GAX 9.0.001.xx | No | Yes | Release: 9.0.000.09 |
| GAX 8.5.290.09 - GAX 9.0.001.xx | No | Yes | Release: 8.5.3 Supports starts with 8.5.304.10. |
| GAX 8.5.290.09 - GAX 9.0.101.xx | No | Yes | Release: 9.0.001.08 - 9.0.003.03 |
| GAX 8.5.290.09+ | No | Yes | Release: 9.0 Support starts with 9.0.003.05. |
| Third-Party Component Prerequisites | | | |
| OpenJDK 17 | Yes | No | Release: 9.0.004+ Starting with 9.0.004.13 |
| Third-Party Library Dependencies | | | |
| Spring 6.x Framework | Yes | No | Release: 9.0.005+ Supported starting from GAX 9.0.108.01. |
| Interaction Server - Prerequisites | | | |
| Third-Party Component | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |

| Interaction Server - Prerequisites | | | |
|-------------------------------------|-----|----|---|
| Prerequisites | | | |
| Third-Party Component Prerequisites | | | |
| OpenJDK 11 | Yes | No | <p>Release: 8.5.3</p> <p>Note the following:</p> <ul style="list-style-type: none"> Starting with 8.5.302.12 Required only for the following optional functionalities <ul style="list-style-type: none"> JMS and Kafka Capture Points XML transformations JMS and Groovy Event Loggers |
| OpenJDK 17 | Yes | No | <p>Release: 9.0</p> <p>Note the following:</p> <ul style="list-style-type: none"> Starting with 9.0.012.05 Required only for the following optional functionalities: <ul style="list-style-type: none"> JMS and Kafka Capture Points XML transformations JMS and Groovy Event Loggers |
| OpenJDK 8 | Yes | No | <p>Release: 8.5.3</p> <p>Note the following:</p> <ul style="list-style-type: none"> Starting with 8.5.302.12 Required only for the |

| Interaction Server - Prerequisites | | | |
|---|----------------------|---------------------|--|
| | | | following optional functionalities <ul style="list-style-type: none"> • JMS and Kafka Capture Points • XML transformations • JMS and Groovy Event Loggers |
| Interaction Server Cluster (Plugin for Genesys Administrator Extension) - Prerequisites | | | |
| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/Limitations |
| Genesys Administrator Extension | | | |
| GAX 8.5.240.19+ | No | Yes | Release: 8.5.1+ |
| GAX 9.0.001.37 | No | Yes | Release: 9.0.0+ |
| GAX 9.0.101.29 | No | Yes | Release: 9.0.0+ |
| Third-Party Component Prerequisites | | | |
| OpenJDK 11 | Yes | No | Release: 8.5.2+ Starting with version 8.5.200.08 |
| OpenJDK 8 | Yes | No | Release: 8.5.2+ Starting with version 8.5.200.08 |
| Oracle Java 8 Developer's Kit (JDK) | Yes | No | Release: 8.5.1+ |
| Knowledge Manager (Legacy) - Prerequisites | | | |

| Knowledge Manager (Legacy) - Prerequisites | | | |
|--|----------------------|---------------------|--|
| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
| Third-Party Library Dependencies | | | |
| Oracle Java 6 Developer's Kit (JDK) | Yes | No | Release: 8.5.0 JDK 6 32-bit only, is used with 8.5.0 of Knowledge Manager. Discontinued as of November 1, 2024. |
| Oracle Java 7 Developer's Kit (JDK) | Yes | No | Release: 8.5.1 JDK 7 is used with 8.5.1 of Knowledge Manager. Discontinued as of November 1, 2024. |

| Privacy Manager (Plugin for Genesys Administrator Extension) - Prerequisites | | | |
|--|----------------------|---------------------|---|
| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
| Genesys Administrator Extension | | | |
| 8.5.240.19 - 8.5.260.XX | No | Yes | Release: 8.5.3 Note the following: <ul style="list-style-type: none"> • Support starting with 8.5.300.10 • Tested with GAX 8.5.240.19 |
| 8.5.290.09 - 9.0.001.XX | No | Yes | Release: 8.5.3 Note the following: |

| Privacy Manager (Plugin for Genesys Administrator Extension) - Prerequisites | | | |
|--|----------------------|---------------------|---|
| | | | <ul style="list-style-type: none"> Support starts with 8.5.305.01. Tested with GAX 8.5.290.09 Tested with GAX 9.0.001.37 |
| 9.0.100 + | No | Yes | <p>Release: 9.0.0</p> <p>Note the following:</p> <ul style="list-style-type: none"> Support starts with 9.0.001.04. Tested with GAX 9.0.100.56 |
| GAX 8.5.210.10 - 8.5.260.xx | No | Yes | Release: 8.5.1 |
| Third-Party Component Prerequisites | | | |
| OpenJDK 17 | Yes | No | Release: 9.0.001+ Starting with 9.0.001.13 |
| Third-Party Library Dependencies | | | |
| Spring 6.x Framework | Yes | No | Release: 9.0.002+ Supported starting from GAX 9.0.108.01. |
| Training Server - Prerequisites | | | |
| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
| Third-Party Component Prerequisites | | | |
| OpenJDK 11 | Yes | No | Release: 9.0+ Supported starting with 9.0.000.07 |

| Training Server - Prerequisites | | | |
|---|----------------------|---------------------|---|
| Oracle Java 7 Developer's Kit (JDK) | Yes | No | Release: 7.6 - 8.5.1 Discontinued as of November 1, 2024. |
| Oracle Java 8 Developer's Kit (JDK) | Yes | No | Release: 8.5.1+ Supported starting with 8.5.110.03. |
| Web API Server (Legacy) - Prerequisites | | | |
| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
| Supported Combinations of Web Servers and Servlet Engines | | | |
| AIX; DB2; IBM WebSphere & HTTP Server | Yes | No | Release: 8.5 Discontinued December 31, 2020 |
| Linux; Apache/Tomcat | Yes | No | Release: 8.5 WebAPI 8.5 supports RHEL 6.5, Apache 2.4, Tomcat 6, 7 |
| Solaris; Oracle; Apache/Tomcat; IBM WebSphere and HTTP Server; BEA WebLogic | Yes | No | Release: 8.5 WebAPI 8.5 supports Apache 2.4, Tomcat 6, 7, WebSphere 8.5, WebLogic 12cR3. Solaris support discontinued as of December 31, 2020. |
| Third-Party Library Dependencies | | | |
| Apache HTTP Server | No | Yes | Release: 7.2 - 8.0.11 Apache HTTP Server 2.0 (7.2 - 7.5) 2.2.4 (7.6) 2.2.11 (8.0) 2.2.14 (8.0.1+) |
| Apache Tomcat | No | Yes | Release: 7.2+ Tomcat 5.5 with WebAPI 7.2 Tomcat 6.0 with WebAPI 7.6+ Tomcat 7.0 with WebAPI 8.5 |

| Web API Server (Legacy) - Prerequisites | | | |
|---|-----|----|---|
| BEA WebLogic | Yes | No | Release: 7.2 - 8.0.11 BEA WebLogic 8.1 with WebAPI 7.2 - 7.6.1 BEA WebLogic 9.2 with WebAPI 8.0+ |
| IBM WebSphere | Yes | No | Release: All IBM WebSphere 6.0 (7.2 - 7.6.1); WebSphere 6.1 (8.0+); WebSphere 7.0 (8.1.0); WebSphere 8.5 (8.1.2+) |
| Jetty | Yes | No | Release: 8.5 Jetty 8 and 9 supported by WebAPI 8.5 only |
| Microsoft IIS | Yes | No | Release: 8.0.1+ IIS 6.0 and IIS 7.0 (8.0.1+) IIS is not supported with WebAPI 8.5 |
| Oracle Java Developer's Kit (JDK) | Yes | No | Release: All JDK 1.4.2 (7.0.1 - 7.6.1); JDK 1.5 (7.6); JDK 1.6 (8.0+); JDK 1.7 (8.5+) From Release 8.0.1, Web API Server supports the JDK version that is included in the supported configuration Web Server/Application Server. |
| Oracle WebLogic | Yes | No | Release: 8.5 WebLogic 12cR3 supported by WebAPI 8.5 only |

Framework

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

Notes:

- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.
For Red Hat Linux subscription, be sure to download the following libraries. These libraries are required for installation of Genesys components released after April 22, 2024:
 - libnsl.x86_64
 - libxcrypt.x86_64
 - libgcc.x86_64
 - libstdc++.x86_64

For Genesys components released before April 22, 2024, Genesys installers on Linux were 32-bit and required the following 32-bit compatibility libraries. These libraries must be installed before installing Genesys components, although these libraries are not required for operating 64-bit components themselves:

- glibc.i686
- libnsl.i686
- libcrypt.i686 or libxcrypt.i686
- libgcc.i686
- libstdc++.i686

| OS Family | OS | Release | Conditions |
|--------------|--|---------|--|
| AIX Power PC | AIX Power PC 64-bit (AIX 5L for POWER) 7.1 | 8.1+ | Not supported by DB Server 8.5+. |
| Linux | CentOS Linux 7 | 8.1.3+ | Discontinued as of January 15, 2025. Only supported by DB Server starting with 8.1.301.18. Refer to Management Framework Release notes for specific framework server versions. |
| Linux | CentOS Linux 7 | 8.5.1+ | Discontinued as of January 15, 2025. Support for this operating system includes the following components, starting with the version listed: <ul style="list-style-type: none"> • Configuration Database Maintenance Scripts 8.5.100.19 • Configuration Server 8.5.101.18 • Genesys Security Pack on UNIX 8.5.100.14 • Local Control Agent 8.5.100.23 • Message Server 8.5.100.14 • Solution Control Server 8.5.100.26 |
| Linux | Red Hat Enterprise Linux 7 | 8.5.1+ | Support for this operating system includes the following components, starting with the version listed: <ul style="list-style-type: none"> • Message Server 8.5.100.09 • Configuration Database Maintenance Scripts |
| OS Family | OS | Release | Conditions |

| OS Family | OS | Release | Conditions |
|-----------|----------------------------|---------|--|
| | | | 8.5.100.06 <ul style="list-style-type: none"> • Configuration Server 8.5.100.17 • Local Control Agent 8.5.100.15 • Security Pack on UNIX 8.5.100.10 • SNMP Master Agent 8.5.100.07 • Solution Control Server 8.5.100.13 |
| Linux | Red Hat Enterprise Linux 8 | 8.5.1+ | Support for this operating system includes the following components, starting with the version listed: <ul style="list-style-type: none"> • Configuration Server - 8.5.101.50 • Database Server - 8.5.100.06 • Local Control Agent - 8.5.100.36 • Solution Control Server - 8.5.100.46 • Security Pack on UNIX - 8.5.100.23 • Message Server - 8.5.100.30 • Configuration Database Maintenance Scripts - 8.5.100.24 Refer to the information mentioned about Red Hat in the Notes column above. |
| Linux | Red Hat Enterprise Linux 9 | 8.5.1+ | Support for this operating system includes the following components, starting with the version listed: <ul style="list-style-type: none"> • Configuration Server |
| OS Family | OS | Release | Conditions |

| OS Family | OS | Release | Conditions |
|---------------|-------------------------|-------------|---|
| | | | <ul style="list-style-type: none"> - 8.5.102.08 • Database Server - 8.5.100.26 • Local Control Agent - 8.5.100.44 • Solution Control Server - 8.5.100.64 • Security Pack on UNIX - 8.5.100.33 • Message Server - 8.5.100.44 • Configuration Database Maintenance Scripts - 8.5.100.26 <p>Refer to the information mentioned about Red Hat in the Notes column above.</p> |
| Solaris SPARC | Solaris SPARC 64-bit 10 | 7.2+ | Not supported by DB Server 8.5+. |
| Windows | Windows 10 | 8.1+ | <p>Note the following:</p> <ul style="list-style-type: none"> • Support starts with 8.1.101. • Internet Explorer 11 is required. |
| Windows | Windows 10 | 8.1.3 | Starting with 8.0.301.05 |
| Windows | Windows 11 | 8.1 | <p>Support for this operating system includes the following components, starting with the version listed:</p> <ul style="list-style-type: none"> • Configuration Manager 8.1.101.06 |
| Windows | Windows Server 2012 | 8.1.100.06+ | <p>Discontinued as of October 31, 2024</p> <p>Starting with 8.0.301.05</p> |
| Windows | Windows Server 2012 | 8.1.3 | Discontinued as of October 31, 2024 |
| OS Family | OS | Release | Conditions |

| OS Family | OS | Release | Conditions |
|-----------|---------------------|---------|---|
| | | | Starting with 8.0.301.05 |
| Windows | Windows Server 2012 | 8.1.3+ | Discontinued as of October 31, 2024 |
| | | | Starting with 8.0.301.05 |
| Windows | Windows Server 2016 | 8.1+ | Note the following: <ul style="list-style-type: none"> • Support starts with 8.1.101. • Internet Explorer 11 is required. |
| Windows | Windows Server 2016 | 8.1.3 | Starting with 8.0.301.05 |
| Windows | Windows Server 2016 | 8.5.1+ | Support for this operating system includes the following components, starting with the version listed: <ul style="list-style-type: none"> • DB Server 8.1.301.16 • Configuration Server 8.5.101.11 • Message Server 8.5.100.14 • Local Control Agent 8.5.100.22 • Solution Control Server 8.5.100.25 |
| Windows | Windows Server 2019 | 8.5.1+ | Support for this operating system includes the following components, starting with the version listed: <ul style="list-style-type: none"> • Configuration Database Maintenance Scripts 8.5.100.24 • Configuration Server 8.5.101.33 • DB Server 8.1.302.09 • Local Control Agent 8.5.100.32 |
| OS Family | OS | Release | Conditions |

| OS Family | OS | Release | Conditions |
|-----------|---------------------|---------|--|
| | | | <ul style="list-style-type: none"> • Message Server 8.5.100.25 • Solution Control Server 8.5.100.40 |
| Windows | Windows Server 2022 | 8.5.1+ | <p>Support for this operating system includes the following components, starting with the version listed:</p> <ul style="list-style-type: none"> • Configuration Database Maintenance Scripts 8.5.100.26 • Configuration Server Language Pack 8.5.100.07 • Configuration Server 8.5.102.04 • DB Server 8.5.100.23 • Local Control Agent 8.5.100.42 • Message Server 8.5.100.41 • Solution Control Server 8.5.100.62 |
| OS Family | OS | Release | Conditions |

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 Administrator 8.1+ does not require a database to operate. However, certain Genesys Administrator features do have access to databases, such as the Centralized logging and Outbound Contact. For these purposes, Genesys Administrator uses DB Server and, if a solution supports storing data in a particular database, Genesys Administrator can access it through DB Server.
- Genesys supports Genesys products on the database patch levels up to the latest currently available patch sets.
- Starting with release 8.5, all versions of Informix, and Sybase database support have been discontinued.

| Database | Release | Conditions/Limitations |
|----------------------------|---------|--|
| MS SQL Server 2012 | 8.1.3+ | Discontinued as of January 1, 2025. Genesys does not support Windows authentication mode of MSSQL database. |
| MS SQL Server 2012 Cluster | 8.5+ | Discontinued as of January 1, 2025. AlwaysOn Cluster with sync mirroring capability is supported for Framework Business Continuity. DB Server 8.1.301 is required if accessing latest MSSQL Server/Cluster from applications, configured to use DB Server. |
| MS SQL Server 2014 | 8.5.1+ | Discontinued as of January 1, 2025. Supported by DB Server starting with 8.1.301. |
| MS SQL Server 2014 Cluster | 8.5.1+ | Discontinued as of January 1, 2025. AlwaysOn Cluster with sync mirroring capability is supported for Framework Business Continuity. DB Server 8.1.301 is required if accessing latest MSSQL Server/Cluster from applications, configured to use DB Server. |
| MS SQL Server 2016 | 8.5.1+ | Note the following support starting with the version indicated: DB Server 8.1.301.14; Configuration Server 8.5.101.07; Message Server 8.5.100.13 |

| Database | Release | Conditions/Limitations |
|------------------------------|---------|---|
| MS SQL Server 2016 Cluster | 8.5.1+ | AlwaysOn Cluster with sync mirroring capability is supported for Framework Business Continuity. DB Server 8.1.301 is required if accessing latest MSSQL Server/Cluster from applications, configured to use DB Server. |
| MS SQL Server 2017 (Linux) | 8.1.3+ | Supported by DB Server starting with 8.1.302.01. |
| MS SQL Server 2017 (Linux) | 8.5.1+ | Note the following support starting with the version indicated: Configuration Server 8.5.101.20; Message Server 8.5.100.16 |
| MS SQL Server 2017 (Windows) | 8.1.3+ | Note the following support starting with the version indicated: Configuration Server 8.5.101.77; Message Server 8.5.100.31; DB Server 8.5.100.07. Note: Supported by PostgreSQL client 10.1 |
| MS SQL Server 2017 (Windows) | 8.1.3+ | Supported by DB Server starting with 8.1.302.02. |
| MS SQL Server 2017 (Windows) | 8.5.1+ | Note the following support starting with the version indicated: Configuration Server 8.5.101.22; Message Server 8.5.100.19 |
| MS SQL Server 2017 Cluster | 8.5.1+ | AlwaysOn Cluster with sync mirroring capability is supported for Framework Business Continuity. Note the following support starting with the version indicated: Configuration Server 8.5.101.22; Message Server 8.5.100.19; DB Server 8.1.302.02; |
| MS SQL Server 2019 | 8.5.1+ | Note the following support starting with the version indicated: Configuration Server 8.5.101.50; DB Server 8.5.100.06; Message Server 8.5.100.30 |
| MS SQL Server 2019 (Linux) | 8.5.1+ | Starting from version Configuration Server 8.5.102.10, DB Server 8.5.100.28, and Message Server 8.5.100.46, the MSSQL dbclient on Linux can load the ODBC driver v18; to connect to MSSQL Server 2019 or later, the ODBC driver v18 must |

| Database | Release | Conditions/Limitations |
|----------------------------|---------|---|
| | | be used, and the dbclient_msql_64 located in the dbclient_next folder must be used. |
| MS SQL Server 2019 Cluster | 8.5.1+ | AlwaysOn Cluster with sync mirroring capability is supported for Framework Business Continuity. Note the following support starting with the version indicated: Configuration Server 8.5.101.50; DB Server 8.5.100.06; Message Server 8.5.100.30 |
| MS SQL Server 2022 | 8.5.1+ | Note the following support starting with the version indicated: Configuration Server 8.5.102.11; DB Server 8.5.100.29; Message Server 8.5.100.47. The MSSQL dbclient on windows can load the ODBC driver v18. To connect to MSSQL Server 2022 or later, the ODBC driver v18 must be used, along with the dbclient_msql_64 located in the dbclient_next folder. For deployment instructions, refer to the Microsoft SQL Server Databases article in the Framework Database Connectivity Reference Guide. |
| MS SQL Server 2022 (Linux) | 8.5.1+ | Note the following support starting with the version indicated: Configuration Server 8.5.102.11; DB Server 8.5.100.29; Message Server 8.5.100.47. The MSSQL dbclient on windows can load the ODBC driver v18. To connect to MSSQL Server 2022 or later, the ODBC driver v18 must be used, along with the dbclient_msql_64 located in the dbclient_next folder. For deployment instructions, refer to the Microsoft SQL Server Databases article in the Framework Database Connectivity Reference Guide. |
| MS SQL Server 2022 Cluster | 8.5.1+ | Note the following support starting with the version indicated: Configuration Server 8.5.102.11; DB Server 8.5.100.29; Message Server |

| Database | Release | Conditions/Limitations |
|--------------------|---------|--|
| | | 8.5.100.47. The MSSQL dbclient on windows can load the ODBC driver v18. To connect to MSSQL Server 2022 or later, the ODBC driver v18 must be used, along with the dbclient_msqli_64 located in the dbclient_next folder. For deployment instructions, refer to the Microsoft SQL Server Databases article in the Framework Database Connectivity Reference Guide. |
| Oracle 12c R1 | 8.1.3+ | Supported by DB Server starting with 8.1.301. |
| Oracle 12c R1 RAC | 8.1.3+ | Supported by DB Server starting with 8.1.301. |
| Oracle 12c R1 RAC | 8.5+ | |
| Oracle 12c R2 | 8.1.3+ | Discontinued as of March 31, 2022. |
| Oracle 12c R2 | 8.5+ | Discontinued as of March 31, 2022. |
| Oracle 12c R2 RAC | 8.1.3+ | Discontinued as of March 31, 2022. |
| Oracle 12c R2 RAC | 8.5+ | Discontinued as of March 31, 2022. |
| Oracle 18c | 8.1.3+ | Discontinued as of June 30, 2021. |
| Oracle 18c | 8.5.1+ | Discontinued as of June 30, 2021. |
| Oracle 19c | 8.5.1+ | Support of Oracle 19c and RAC server: Configuration Server 8.5.101.50; DB Server 8.5.100.06; Message Server 8.5.100.30. Support of Oracle 19c dbclient: Configuration Server 8.5.101.92, Message Server 8.5.100.36, DB Server 8.5.100.12 |
| Oracle Golden Gate | 8.5+ | |
| PostgreSQL 10.1 | 8.1.3+ | Discontinued as of June 30, 2024. Supported by DB Server starting with 8.1.302.01. |
| PostgreSQL 10.1 | 8.5.1+ | Discontinued as of June 30, 2024. Note the following support starting with the version indicated: Configuration Server 8.5.101.20; Message Server 8.5.100.16. |
| PostgreSQL 12 | 8.5.1+ | Supports PostgreSQL Server 12 in Configuration Server 8.5.101.77; |

| Database | Release | Conditions/Limitations |
|---------------|---------|--|
| | | Message Server 8.5.100.31; DB Server 8.5.100.07. Note: Supported by PostgreSQL client 10.1, PostgreSQL client 11, and PostgreSQL client 12. Supports PostgreSQL 12 in Configuration Server 8.5.102.08, Message Server 8.5.100.44, DB Server 8.5.100.26. Note: Supported by PostgreSQL client 12 and PostgreSQL client 13. Password Authentication: Supports PostgreSQL SCRAM-SHA-256 password authentication with PostgreSQL client 11 and 12 in Configuration Server 8.5.102.06, Message Server 8.5.100.42, DB Server 8.5.100.24. |
| PostgreSQL 13 | 8.5.1+ | Supports PostgreSQL 13 in Configuration Server 8.5.101.89, Message Server 8.5.100.35, DB Server 8.5.100.11. Note: Supported by PostgreSQL client 11, and PostgreSQL client 12. Supports PostgreSQL Server 13 in Configuration Server 8.5.102.08, Message Server 8.5.100.44, DB Server 8.5.100.26. Note: Supported by PostgreSQL client 12 and PostgreSQL client 13. Password Authentication: Supports PostgreSQL SCRAM-SHA-256 password authentication with PostgreSQL client 11 and 12 in Configuration Server 8.5.102.06, Message Server 8.5.100.42, DB Server 8.5.100.24. |
| PostgreSQL 16 | 8.5.1+ | Supports PostgreSQL 16 in Configuration Server 8.5.102.12, Message Server 8.5.100.48, DB Server 8.5.100.30. Note: Supported by PostgreSQL client 12, and PostgreSQL client 13. |

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 Framework.
- This section provides IPv6 information for Configuration Server, DB Server, Local Control Agent, Message Server, SNMP Master Agent, Solution Control Interface, and Solution Control Server.

| Component | Release | Interface | Conditions |
|----------------------|---------------------|--|---|
| Configuration Server | 8.1 | License Server | |
| Configuration Server | 8.1 | Management Framework Configuration Server/ Proxy | |
| DB Server | 8.1 | Management Framework Configuration Server/ Proxy | |
| DB Server | no direct interface | License Server | |
| Local Control Agent | 8.1 | Solution Control Server | |
| Local Control Agent | no direct interface | License Server | |
| Local Control Agent | no direct interface | Management Framework Configuration Server/ Proxy | |
| Message Server | 8.1 | Management Framework Configuration Server/ Proxy | IPv6 is supported at all interfaces to components which use Message Server, for example, T-Server, Universal Routing Server, SIP Server, Outbound Contact Server. |
| Message Server | no direct interface | License Server | |
| SNMP Master Agent | 8.1 | Management | |

| Component | Release | Interface | Conditions |
|----------------------------|---------|--|---|
| | | Framework Configuration Server/ Proxy | |
| Solution Control Interface | 8.0.3 | Management Framework Configuration Server/ Proxy | IPv6 is supported at all interfaces to components which use Message Server, for example, T-Server, Universal Routing Server, SIP Server, Outbound Contact Server. |
| Solution Control Server | 8.1 | License Server | |
| Solution Control Server | 8.1 | Management Framework Configuration Server/ Proxy | |

IPv6 Support for Additional Interfaces

Notes:

- Release Support numbers refer to Framework.
- This section provides IPv6 information for Configuration Server, DB Server, Local Control Agent, Message Server, SNMP Master Agent, Solution Control Interface, and Solution Control Server.
- This section provides IPv6 information for Configuration Server, DB Server, Local Control Agent, Message Server, SNMP Master Agent, Solution Control Interface, Solution Control Server, and Stat Server.

| Component | Release | Interface | Conditions |
|----------------------|---------|----------------------------|--|
| Configuration Server | 8.1 | Management User Interfaces | Configuration Management Environment (CME) and legacy UIs are excluded from IPv6 support. Use Genesys Administrator or Genesys Administrator Extension for all configuration and management tasks. |

| Component | Release | Interface | Conditions |
|-------------------------|------------|-----------------------------------|--|
| DB Server | 8.1.1 | Database Management Server (DBMS) | |
| Solution Control Server | 8.1 | Management User Interfaces | Configuration Management Environment (CME) and legacy UIs are excluded from IPv6 support. Use Genesys Administrator or Genesys Administrator Extension for all configuration and management tasks. |
| Solution Control Server | no support | Third-party SNMP agent | |

Prerequisites

Notes:

- Currently, there are no prerequisites for Framework components.

Genesys Administrator Extension

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

Genesys Administrator (GA) Support

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|----------|-------------------------------------|
| Windows | Windows Server 2012 | 8.1.304+ | Discontinued as of October 31, 2024 |
| Windows | Windows Server 2016 | 8.1.310+ | |
| Windows | Windows Server 2019 | 8.1.311+ | Starting with 8.1.311.07. |
| Windows | Windows Server 2022 | 8.1.311+ | Starting with 8.1.311.07. |

Genesys Administrator Extension (GAX) Support

Notes:

- 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.

| OS Family | Operating System | Release | Conditions |
|-----------|------------------|---------|-------------------------------------|
| Linux | CentOS Linux 7 | 8.5.2+ | Discontinued as of January 15, 2025 |
| | | | Starting with |

| OS Family | Operating System | Release | Conditions |
|-----------|----------------------------|----------|--|
| | | | 8.5.290.20. |
| Linux | Red Hat Enterprise Linux 7 | 8.5.2+ | |
| Linux | Red Hat Enterprise Linux 8 | 9.0.1+ | Starting with 9.0.100.72 + |
| Linux | Red Hat Enterprise Linux 9 | 9.0.1+ | Starting with 9.0.106.12+ |
| Windows | Windows Server 2012 | 8.1.4+ | Discontinued as of October 31, 2024 With 64-bit applications running natively on a 64-bit OS. |
| Windows | Windows Server 2016 | 8.5.260+ | As per Oracle, this version of Windows requires Java 8 version 1.8.0_111+. |
| Windows | Windows Server 2019 | 9.0.1+ | Starting with 9.0.100.72+ |

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 |
|---------------------------------------|-------------------------|-------------|--------------------------------|
| Genesys Administrator (GA) | Firefox ESR | 8.0.2 - 8.1 | |
| Genesys Administrator Extension | Microsoft Edge Chromium | 9.0.1+ | |
| Genesys Administrator Extension (GAX) | Apple Safari | 8.5.2+ | Versions 7 and 8 are supported |
| Genesys Administrator Extension (GAX) | Firefox ESR | 8.5+ | |
| Genesys Administrator | Google Chrome | 8.1.2+ | Starting from 8.5.2+, |

| Component | Browser | Release | Conditions/Limitations |
|---------------------------------------|----------------|---------|---|
| Extension (GAX) | | | Chrome is supported on MAC OS X v10.9+. |
| Genesys Administrator Extension (GAX) | Microsoft Edge | 8.5.24+ | |

Supported Database/DB Clusters

Notes:

- Genesys Administrator does not support the AlwaysOn Availability Groups feature.
- Genesys supports Genesys products on the database patch levels up to the latest currently available patch sets.

| Database | Release | Conditions/Limitations |
|----------------------------|---------|---|
| MS SQL Server 2012 | 8.1.4+ | Discontinued as of January 1, 2025. |
| MS SQL Server 2014 | 8.5.24+ | Discontinued as of January 1, 2025. |
| MS SQL Server 2014 Cluster | 8.5.24+ | Discontinued as of January 1, 2025. Supports AlwaysOn Cluster with Synchronous Mirroring capability. However, JTDS, the third-party JDBC driver that GAX uses, does not officially support the AlwaysOn configuration. Therefore, even though Genesys successfully tested GAX with MS SQL Server 2014 Cluster/ AlwaysOn, Genesys cannot officially recommend anything but a simple failover clustering configuration. |
| MS SQL Server 2016 | 8.5.26+ | |
| MS SQL Server 2016 Cluster | 8.5.26+ | Supports AlwaysOn Cluster with Synchronous Mirroring capability. However, JTDS, the third-party JDBC driver that GAX uses, does not officially support the AlwaysOn configuration. Therefore, even though Genesys successfully tested GAX with MS |

| Database | Release | Conditions/Limitations |
|--------------------|----------|---|
| | | SQL Server 2016 Cluster/ AlwaysOn, Genesys cannot officially recommend anything but a simple failover clustering configuration. |
| MS SQL Server 2017 | 8.5.26+ | Starting with 8.5.260.11 |
| MS SQL Server 2019 | 9.0.1+ | Starting with 9.0.103.06 |
| Oracle 12c R1 | 8.1.4+ | |
| Oracle 12c R1 RAC | 8.5.2+ | SCAN is supported. |
| Oracle 12c R2 RAC | 8.5.2+ | Discontinued as of March 31, 2022. |
| Oracle 18c | 9.0.100+ | Discontinued as of June 30, 2021. |
| Oracle 18c RAC | 9.0.100+ | Discontinued as of June 30, 2021. |
| Oracle 19c | 9.0.100+ | Enterprise Edition 19.0.0.0.0 is supported. |
| Oracle 19c RAC | 9.0.100+ | Starting with 9.0.100.56 |
| PostgreSQL 10 | 8.5.2+ | Discontinued as of June 30, 2024. Support started with 8.5.220.47. |
| PostgreSQL 13 | 9.0.1+ | Starting with 9.0.103.06 |
| PostgreSQL 9.3 | 8.5.2+ | Discontinued as of November 11, 2021. |

Supported Virtualization Platforms

Tip

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

IPV6 Support for Common Interfaces

Notes:

- Release numbers refer to Genesys Administrator.

| Component | Release | Interface | Conditions |
|---------------------------------------|---------------------|--|------------|
| Genesys Administrator (GA) | 8.1 | Management Framework Configuration Server/ Proxy | |
| Genesys Administrator (GA) | no direct interface | License Server | |
| Genesys Administrator Extension (GAX) | no direct interface | License Server | |

IPV6 Support for Additional Interfaces

Notes:

- Release numbers refer to Genesys Administrator.

| Component | Release | Interface | Conditions |
|----------------------------|---------|--|------------|
| Genesys Administrator (GA) | 8.1 | Browser to Genesys Administrator Extension backend | |

Prerequisites

| Genesys Administrator (GA) - Prerequisites | | | |
|--|----------------------|---------------------|-------------------------|
| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
| Windows Server 2012 R2 | | | |
| Both Microsoft .NET | Yes | No | |

| Genesys Administrator (GA) - Prerequisites | | | |
|---|-----|----|--|
| Framework 4.5 by default (includes ASP.NET 4.5) and Microsoft .NET Framework 3.5 (includes .NET 2.0 and 3.0) installed. | | | |
| Microsoft Internet Information Services (IIS) Version 8.5 | Yes | No | |
| Windows Server 2019 | | | |
| Both Microsoft .NET Framework 4.5 by default (includes ASP.NET 4.5) and Microsoft .NET Framework 3.5 (includes .NET 2.0 and 3.0) installed. | Yes | No | |
| Microsoft Internet Information Services (IIS) Version 10 | Yes | No | |
| Windows Server 2022 | | | |
| Both Microsoft .NET Framework 4.5 by default (includes ASP.NET 4.5) and Microsoft .NET Framework 3.5 (includes .NET 2.0 and 3.0) installed. | Yes | No | |
| Microsoft Internet Information Services (IIS) Version 10 | Yes | No | |
| Windows Server 2008 (except for R2) | | | |
| ASP.NET 2.0 | Yes | No | |
| Microsoft .NET Framework 3.5 SP1 | Yes | No | |
| Microsoft Internet Information Services (IIS) Version 7 | Yes | No | |

Genesys Administrator (GA) - Prerequisites

Windows Server 2008 R2

| | | | |
|---|-----|----|--|
| ASP.NET 2.0 | Yes | No | |
| Microsoft .NET Framework 3.5 SP1 | Yes | No | |
| Microsoft Internet Information Services (IIS) Version 7.5 | Yes | No | |

Windows Server 2012

| | | | |
|---|-----|----|--|
| Both Microsoft .NET Framework 4.5 by default (includes ASP.NET 4.5) and Microsoft .NET Framework 3.5 (includes .NET 2.0 and 3.0) installed. | Yes | No | |
| Microsoft Internet Information Services (IIS) Version 8.0 | Yes | No | |

Genesys Administrator Extension (GAX) - Prerequisites

Third-Party Component Prerequisites

Acquired by Customer

Provided by Genesys

Conditions/Limitations

Third-Party Component Prerequisites

| | | | |
|-----------------|-----|-----|--|
| Apache/Tomcat 8 | Yes | No | Release: 8.5.260+ Support starts with version 8.5.260 |
| Apache/Tomcat 9 | Yes | No | Release: 9.0.100+ GAX 9.0.100+ supports Tomcat 9.0.36. |
| Jetty 12 | No | Yes | Release: 9.0.1+ Starting with 9.0.107.04 |
| OpenJDK 17 | Yes | No | Release: 9.0.1+ Starting with |

Genesys Administrator Extension (GAX) - Prerequisites

| Genesys Administrator Extension (GAX) - Prerequisites | | | |
|---|-----|-----|--|
| | | | 9.0.107.04. |
| OpenJDK 8 | Yes | No | Release: 8.5.2+ Starting with 8.5.290.09. JDK/JRE 8 is not supported starting with 9.0.107.04. |
| Oracle Java 6 Runtime (JRE) | Yes | No | Release: 8.1.2 - 8.5.250 JDK/JRE 6 is not supported starting with 8.5.260.11. |
| Oracle Java 7 Runtime (JRE) | Yes | No | Release: 8.1.4 - 8.5.290 JDK/JRE 7 is mandatory to install GAX starting with version 8.5.260.11 to 8.5.290.xx. It is not supported in GAX 9.x. |
| Oracle Java 8 Runtime (JRE) | Yes | No | Release: 8.5.2+ JDK/JRE 8 is not supported starting with 9.0.107.04. |
| Oracle Java 8 Runtime (JRE) | Yes | No | Release: 9.0.1+ Note the following: <ul style="list-style-type: none"> Starting with 9.0.100.72 Requires Java version 1.8.0_211 or later JDK/JRE 8 is not supported starting with 9.0.107.04. |
| Oracle JDBC (OJDBC) driver 11 | No | Yes | Release: 9.0.1+ Starting with 9.0.107.04. |
| Oracle JDK 1.8 | Yes | No | Release: 9.0+ Not supported starting with 9.0.107.04. |
| Oracle OpenJDK 11 | Yes | No | Release: 9.0+ Support is for OpenJDK 11 or later starting with 9.0.001.26. JDK/JRE 11 is not supported starting with 9.0.107.04. |
| Redhat OpenJDK 11 | Yes | No | Release: 9.0+ Support is for OpenJDK |

Genesys Administrator Extension (GAX) - Prerequisites

| | | | |
|--|--|--|---|
| | | | 11 or later starting with 9.0.001.26. JDK/JRE 11 is not supported starting with 9.0.107.04. |
|--|--|--|---|

Genesys Agent Scripting

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

Genesys Agent Scripting 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 | Discontinued as of June 30, 2018. |
| Linux | Red Hat Enterprise Linux 6 | 8.1 | Discontinued as of November 30, 2020 |
| Linux | Red Hat Enterprise Linux 7 | 8.1 | |
| Windows | Windows 10 | 8.1 | |
| 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 | 8.1 | Discontinued as of June 30, 2020 |

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|---------|-------------------------------------|
| Windows | Windows Server 2012 | 8.1 | Discontinued as of October 31, 2024 |

Genesys Agent Scripting User Interface Support

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|---------|--|
| Windows | Windows 10 | 8.1 | |
| 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 | 8.1 | Discontinued as of June 30, 2020 |
| Windows | Windows Server 2012 | 8.1 | Discontinued as of October 31, 2024 |

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 |
|--|--------------|---------|--------------------------|
| Genesys Agent Scripting User Interface | Microsoft IE | 8.1 | Version 11 is supported. |

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 MS SQL and Oracle.
- 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 |
|----------------------------|---------|---|
| MS SQL Server 2008 | 7.2 | Discontinued as of June 30, 2020. |
| MS SQL Server 2012 | 8.1 | Discontinued as of January 1, 2025. |
| MS SQL Server 2012 Cluster | 8.1+ | Discontinued as of January 1, 2025. Also supports AlwaysOn Cluster with Synchronous Mirroring capability. |
| Oracle 11g | 8.1 | Discontinued as of December 31, 2020. |
| Oracle 11g RAC | 8.1 | Discontinued as of December 31, 2020. |
| Oracle 12c R1 | 8.1 | |

Supported Virtualization Platforms

Tip

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

IPV6 Support for Common Interfaces

Notes:

- Interface with the backend is based on AIL 7.6.3, which does not support IPv6.

- Release numbers refer to Genesys Agent Scripting.

| Component | Release | Interface | Conditions |
|-------------------------|------------|--|------------|
| Genesys Agent Scripting | no support | Interaction Server | |
| Genesys Agent Scripting | no support | License Server | |
| Genesys Agent Scripting | no support | Management Framework Configuration Server/ Proxy | |
| Genesys Agent Scripting | no support | SIP Server/T-Server | |

IPV6 Support for Additional Interfaces

Notes:

- Release numbers refer to Genesys Agent Scripting.

| Component | Release | Interface | Conditions |
|-------------------------|------------|--------------------------------|------------|
| Genesys Agent Scripting | no support | Chat Server | |
| Genesys Agent Scripting | no support | Universal Contact Server/Proxy | |

Prerequisites

| Genesys Agent Scripting - Prerequisites | | | |
|---|----------------------|---------------------|-------------------------|
| Third-Party Component | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |

| Genesys Agent Scripting - Prerequisites | | | |
|--|-----|----|--|
| Prerequisites | | | |
| Web Server | | | |
| Apache HTTP 2.x | Yes | No | |
| Apache Tomcat 5.0/5.5/ 6.0/7.0 | Yes | No | |
| Java Version-JRE 1.4.2/ 1.5/1.6/1.7/1.8 | Yes | No | |
| Microsoft IIS versions 6/ 7/7.5/8.0/8.5 | Yes | No | |
| WebSphere 5.1/6.0 | Yes | No | |

Genesys Intelligent Automation (formerly GAAP)

General Information - Genesys Intelligent Automation (formerly GAAP)

Previously, Genesys Intelligent Automation was known as Genesys App Automation Platform.

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

Intelligent Automation Server Support

Notes:

- This information applies to Intelligent Automation Server (VUI), Intelligent Automation Messaging Server, and Intelligent Automation Server Integration Hub.

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|---------|---|
| Windows | Windows Server 2012 | 9.0+ | Discontinued as of October 31, 2024 R2, 64-bit Standard Edition. |
| Windows | Windows Server 2016 | 9.0+ | Support starts with 9.0.104 |
| Windows | Windows Server 2019 | 9.0+ | Support starts with 9.0.105 |
| Windows | Windows Server 2022 | 9.0+ | Support starts with |

| OS Family | Operating System | Release | Conditions |
|-----------|------------------|---------|------------|
| | | | 9.0.127 |

Intelligent Automation Server User Interface Support

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|---------|---|
| Windows | Windows 10 | 9.0+ | |
| Windows | Windows Server 2012 | 9.0+ | Discontinued as of October 31, 2024 R2, 64-bit Standard Editions. |
| Windows | Windows Server 2016 | 9.0+ | Support starts with 9.0.104 |
| Windows | Windows Server 2019 | 9.0+ | Support starts with 9.0.114 Requires Visual C++ 2013 Redistribution packages from Microsoft |
| Windows | Windows Server 2022 | 9.0+ | Support starts with 9.0.127 |

Supported Browsers

| Component | Browser | Release | Conditions/ Limitations |
|--|---------------|---------|---|
| Genesys Intelligent Automation (formerly GAAP) | Firefox ESR | 3.3+ | Supported on Windows 7, 8, 10, Windows Server 2012 R2, Mac; Genesys supports Firefox from tested version to latest version unless a bug is introduced in either browser. For example, Firefox introduces a bug in version x that breaks compatibility that is fixed in x+1. Genesys will support x-1 and x+1 but not x. |
| Genesys Intelligent Automation (formerly GAAP) | Google Chrome | 3.3+ | Supported on Windows 7, 8, 10, Windows Server 2012 R2, Mac. Genesys supports |

| Component | Browser | Release | Conditions/Limitations |
|--|----------------|---------|--|
| | | | Chrome from the tested version to the latest version unless a bug is introduced in either browser. For example, Chrome introduces a bug in version x that breaks compatibility that is fixed in x+1. Genesys will support x-1 and x+1 but not x. |
| Genesys Intelligent Automation (formerly GAAP) | Microsoft Edge | 3.3+ | Supported on Windows 10 |
| Genesys Intelligent Automation (formerly GAAP) | Microsoft IE | 3.3+ | Internet Explorer 11 is NOT supported on Windows. |

Supported Database/DB Clusters

Notes:

- Only the Standard Edition is supported for MS SQL Server.

| Database | Release | Conditions/Limitations |
|------------------------------|----------|---|
| Elasticsearch | 9.0 | Elasticsearch is no longer supported from 9.0.110.xx onwards. |
| MS SQL Server 2016 | 9.0.101+ | No longer supported from 9.0.113.xx |
| MS SQL Server 2017 (Windows) | 9.0.101+ | Microsoft SQL Server 2017 (RTM-CU25) (KB5003830) - 14.0.3401.7 (x64) |
| MS SQL Server 2019 | 9.0.1+ | Starting from 9.0.114+ |
| Oracle 19c | 9.0+ | Starting with 9.0.109 |
| Oracle 19c RAC | 9.0.121+ | Starting from 9.0.125+. Transparent data encryption (TDE) is supported for tables only. |
| PostgreSQL 10 | 9.0.101+ | Discontinued as of June 30, 2024. |

| Database | Release | Conditions/Limitations |
|----------|---------|--|
| | | PostgreSQL is no longer supported from 9.0.110.xx onwards. |

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

Genesys Intelligent Automation (formerly GAAP) - Prerequisites

| Genesys Intelligent Automation (formerly GAAP) - Prerequisites | | | |
|--|----------------------|---------------------|---|
| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/Limitations |
| Third-Party Component Prerequisites | | | |
| Apache Tomcat 9.0.62 | No | Yes | Release: 9.0.101+ Supported from 9.0.101+ |
| Apache Tomcat 9.0.72 | No | Yes | Release: 9.0.119+ Supported Groovy version is 4.0.2 |
| Apache Tomcat 9.0.80 | No | Yes | Release: 9.0.121+ |
| OpenJDK 17 | Yes | No | Release: 9.0.121+ After installation, create an environment variable: GIA_JAVA_HOME = "C:\Program Files\Java\jdk-17" or the path where the JDK is installed. |
| SNMP v2c | Yes | No | Release: 9.0.0+ Starting with 9.0.109 |
| Visual C++ Redistributable Packages for Visual Studio 2013 | Yes | No | Release: All |

Genesys Co-browse

General Information - Genesys Co-browse

Genesys Co-browse includes the following components: Genesys Co-browse Server, Genesys Co-browse Sample Reporting Templates, and Genesys Co-browse Plug-in for Workspace Desktop 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](#).
- The information below reflects support only where applicable.

Supported Operating Systems

Genesys Co-browse Support

| OS Family | Operating System | Release | Conditions |
|-----------|----------------------------|---------------|--|
| Linux | Red Hat Enterprise Linux 5 | 8.1.3 | Discontinued as of June 30, 2018. |
| Linux | Red Hat Enterprise Linux 6 | 8.1.3+ | Discontinued as of November 30, 2020 |
| Linux | Red Hat Enterprise Linux 7 | 8.5.0+ | Starting with 8.5.003.07. |
| Linux | Red Hat Enterprise Linux 8 | 9.0+ | Starting with 9.0.005.49. |
| Solaris | Solaris SPARC 64-bit 10 | 8.1.3 - 8.5.0 | Discontinued as of December 31, 2020. |
| Windows | Windows Server 2008 | 8.1.3+ | Discontinued as of June 30, 2020 This version is not supported as of 9.0.005.49 |
| Windows | Windows Server 2012 | 8.5.0+ | Discontinued as of |

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|---------|---|
| | | | October 31, 2024 |
| Windows | Windows Server 2016 | 9.0 | |
| Windows | Windows Server 2019 | 9.0+ | Supported by the following: <ul style="list-style-type: none"> Genesys Co-browse Plug-in for Workspace Desktop Edition starting with 9.0.005.48 Genesys Co-browse Server starting with 9.0.005.49 |

Supported Browsers

Notes:

- For browsers tested, see [Tested Browsers](#).

| Component | Browser | Release | Conditions/ Limitations |
|-------------------|----------------|---------|--|
| Genesys Co-browse | Apple Safari | 8.1.3+ | Supports versions 9 and 10 for Desktop and iOS from 8.5.1. iOS support starts from 8.5.101.02. |
| Genesys Co-browse | Firefox ESR | 8.1.3+ | |
| Genesys Co-browse | Google Chrome | 8.1.3+ | Supports Desktop and Android from 8.5.1. Android support starts from 8.5.101.02. |
| Genesys Co-browse | Microsoft Edge | 8.5.1+ | Starting with 8.5.102.02. |
| Genesys Co-browse | Microsoft IE11 | 8.1.3+ | Last supported: 9.0.005.55. As of 9.0.014.xx, Internet Explorer 11 is no longer supported. It means that, Co-browse can work in this browser but |

| Component | Browser | Release | Conditions/Limitations |
|-----------|---------|---------|--|
| | | | there will be no fixes or improvements associated with it. |

Supported Database/DB Clusters

| Database | Release | Conditions/Limitations |
|---------------|-----------|---|
| Cassandra 1 | 8.1.3 | |
| Cassandra 2.2 | 8.5 - 9.0 | <p>Note the following:</p> <ul style="list-style-type: none"> • Only Cassandra 2.2.x is supported, with the exception of Cassandra 2.2.7, which is not supported. • As of 9.0.005.15 (06/25/19), Cassandra 2.2 is no longer supported. For this product, it means that the database still works but there will be no fixes or improvements associated with it. • The support is completely dropped in 9.0.014.07. It means that Co-browse does not work at all with Cassandra 2.2. |
| Redis 3 | 9.0.0+ | Starting with 9.0.005.15. |
| Redis 4 | 9.0.0+ | Starting with 9.0.005.15. |
| Redis 5 | 9.0.0+ | Starting with 9.0.005.15. |
| Redis 6 | 9.0.0+ | Starting with 9.0.005.43. Redis Sentinel Cluster is supported. |

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

| Genesys Co-browse - Prerequisites | | | |
|---|----------------------|---------------------|--|
| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
| Third-Party Component Prerequisites | | | |
| OpenJDK 11 | Yes | No | Release: 9.0+ Starting with 9.0.014.12 |
| OpenJDK 8 | Yes | No | Release: 9.0+ Starting with 9.0.005.15 |
| Oracle Java 7 Developer's Kit (JDK) | Yes | No | Release: 8.1.3 - 8.5.1 Java 7 is not supported starting with 8.5.104.01. JRE "only" not supported. Discontinued as of November 1, 2024. |
| Oracle Java 8 Developer's Kit (JDK) | Yes | No | Release: 8.5.0+ |
| Oracle Java 8 Runtime Environment (JRE) | Yes | No | Release: 9.0+ Starting with 9.0.000.07 |

Genesys Customer Experience Insights

General Information - Genesys Customer Experience Insights

Genesys Customer Experience Insights is often referred to as Genesys CX Insights, or simply GCXI. This page also provides supported environment information for Reporting and Analytics Aggregates (RAA), the aggregation engine that is required when GCXI is deployed with Genesys Info Mart. For additional documentation about either product, see:

- [Genesys CX Insights documentation](#)
- [Reporting and Analytics Aggregates documentation](#)

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 7 | 9.0+ | <p>Discontinued as of January 15, 2025</p> <p>Note the following:</p> <ul style="list-style-type: none"> CentOS Linux 7.5 is supported starting with GCXI 9.0.007.03 CentOS Linux 7.9 is supported starting with GCXI 9.0.016.02 |
| Linux | CentOS Linux 8 | 9.0+ | Starting with GCXI 9.0.019.01 |
| Linux | Red Hat Enterprise Linux 7 | 9.0+ | <p>Note the following:</p> <ul style="list-style-type: none"> RedHat Enterprise Linux 7.5 is supported starting with GCXI 9.0.007.03 RedHat Enterprise Linux 7.9 is supported starting with GCXI 9.0.016.02 |
| Linux | Red Hat Enterprise Linux 8 | 9.0+ | Starting with GCXI 9.0.019.01 |
| Windows | Windows Server 2019 | 100.0+ | Compatible with RAA 100.0.004.0100+ (9.0.004.01+) |
| OS Family | OS | Release | Conditions |

Supported Browsers

| Component | Browser | Release | Conditions/ Limitations |
|-----------|----------------|---------|---|
| | Apple Safari 7 | 9.0+ | Windows and Mac OS client. The latest version of the browser is supported. |
| | Firefox | 9.0+ | Windows client, Linux client, and Mac OS client: version 36.x and 37.x. The latest version of the browser is supported. |
| | Google Chrome | 9.0+ | Mac OS client: version 42.x and 43.x. The latest version of the browser is supported. |
| | Google Chrome | 9.0+ | Windows client: version 41.x and 42.x. The latest version of the browser is supported. |
| | Microsoft Edge | 9.0+ | Windows client: supported on Windows 10. The latest version of the browser is supported. |
| | Microsoft IE10 | 9.0+ | Windows client: Standard mode only; certification testing is not performed for compatibility view mode. The latest version of the browser is supported. |
| | Microsoft IE11 | 9.0+ | Windows client: Standard mode only; certification testing is not performed for compatibility view mode. The latest version of the browser is supported. |
| | Microsoft IE8 | 9.0+ | Windows client: Standard mode only; certification testing is not performed for |

| Component | Browser | Release | Conditions/Limitations |
|-----------|---------------|---------|---|
| | | | compatibility view mode. The latest version of the browser is supported. |
| | Microsoft IE9 | 9.0+ | Windows client: Standard mode only; certification testing is not performed for compatibility view mode. The latest version of the browser is supported. |

Supported Database/DB Clusters

| Database | Release | Conditions/Limitations |
|----------------------------|---------|--|
| MS SQL Server 2012 | 9.0+ | Discontinued as of January 1, 2025. Compatible with Genesys Info Mart 8.1.3+ |
| MS SQL Server 2016 | 9.0+ | Compatible with Genesys Info Mart 8.5.007+ |
| MS SQL Server 2016 Cluster | 9.0+ | Compatible with Genesys Info Mart 8.5.007+; also supports AlwaysOn Cluster with Synchronous Mirroring capability |
| MS SQL Server 2017 | 9.0+ | Compatible with Genesys Info Mart 8.5.014.19+ |
| MS SQL Server 2019 | 9.0+ | Compatible with RAA 9.0.011.01+, and GCXI 100.0.028.0000+ |
| MS SQL Server 2019 Cluster | 9.0+ | Compatible with RAA 9.0.011.01+, and GCXI 100.0.028.0000+ |
| Oracle 11g RAC | 9.0+ | Discontinued as of December 31, 2020. |
| Oracle 12c R1 RAC | 9.0+ | Compatible with Genesys Info Mart 8.1+ |
| Oracle 12c R2 RAC | 9.0+ | Discontinued as of March 31, 2022. |
| Oracle 18c RAC | 9.0+ | Discontinued as of June 30, 2021. |
| Oracle 19c | 8.5+ | Compatible with RAA 8.5.011.03+ |

| Database | Release | Conditions/Limitations |
|----------------|-------------|--|
| Oracle 19c | 9.0+ | Compatible with GCXI 9.0.014.02+ |
| Oracle 19c RAC | 9.0+ | Compatible with Genesys Info Mart 8.5.015.19+ |
| PostgreSQL 10 | 9.0+ | Discontinued as of June 30, 2024. Compatible with Genesys Info Mart 8.5.011.18+; also GCXI / MicroStrategy Metadata and History List databases are supported |
| PostgreSQL 11 | 9.0+ | Discontinued as of September 15, 2024. GCXI / MicroStrategy Metadata and History List databases are supported, starting with 9.0.014 |
| PostgreSQL 12 | 9.0+ | Compatible with RAA 9.0.001.03+; also GCXI / MicroStrategy Metadata and History List databases are supported, starting with GCXI 100.0.020 |
| PostgreSQL 13 | 9.0+ | Compatible with RAA 9.0.011.01+; also GCXI / MicroStrategy Metadata and History List databases are supported, starting with GCXI 100.0.033. |
| PostgreSQL 16 | 100.0.036.+ | Supported from 100.0.036.0000 |
| PostgreSQL 9.6 | 9.0+ | Discontinued as of November 11, 2021. Compatible with Genesys Info Mart 8.5.007+; also GCXI / MicroStrategy Metadata and History List databases are supported. |

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

Notes:

- This table lists third-party requirements for the most recent release of Genesys CX Insights (GCXI) and Reporting and Analytics Aggregates (RAA). For information about earlier releases or other requirements, see the [Genesys CX Insights Deployment Guide](#) and [Reporting and Analytics Aggregates Deployment Guide](#).

Genesys Customer Experience Insights - Prerequisites

| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
|--|----------------------|---------------------|---|
| Third-Party Component Prerequisites | | | |
| 11.3.0300.11047 (MicroStrategy 2021, Update 3) | No | Yes | <p>Release: 100.0+</p> <p>Supported starting with release 100.0.024.0000.</p> <p>Provided in the Genesys CX Insights Installation Package. However, if</p> |

| Genesys Customer Experience Insights - Prerequisites | | | |
|--|-----|-----|--|
| | | | you plan to install optional MicroStrategy report editing tools, you must separately download a compatible version of the MicroStrategy software . |
| Docker 19.03-ce, 20.10-ce | Yes | No | Release: 100.0+ |
| Kubernetes v1.24..v1.26 | Yes | No | Release: 100.0+ Supported starting with release 100.0.024.0000. See the Kubernetes documentation for more information about the latest release of Kubernetes. |
| Genesys Products | | | |
| Genesys Info Mart 8.5.014.34+ | No | Yes | Release: 9.0+ |
| intelligent Workload Distribution 8.5 / 9.0 | No | Yes | Release: 9.0+ In scenarios where Genesys CX Insights release 9.0.016.03 or later is deployed with iWD release 9.0.012.07 or later, or with iWD 8.5.108.14 or a later 8.5 release, Genesys CX Insights automatically enables only those prompts, metrics, and attributes in the Genesys CX Insights for iWD project that are supported by the installed release of iWD. |
| Reporting and Analytics Aggregates (RAA) 9.0.001.10+ | No | Yes | Release: 9.0+ |

Genesys Desktop

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

Genesys Agent Desktop Support

| OS Family | Operating System | Release | Conditions |
|-----------|------------------|---------|--|
| Windows | Windows 10 | 7.6.4+ | |
| Windows | Windows 7 | 7.6.3+ | Discontinued as of June 30, 2020. |
| Windows | Windows 8 | 7.6.4+ | Discontinued as of September 30, 2023. |

Genesys Desktop Server Support

Notes:

- For AIX Power PC and Solaris SPARC: An asterisk (*) indicates the oldest operating systems supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including AIX Power PC, and Solaris SPARC.
- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.
- For Red Hat Enterprise Linux: 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 |
|---------------|--|---------|---------------------------------------|
| AIX Power PC | AIX Power PC 64-bit (AIX 5L for POWER) 7.1 | 7.6.4 | Discontinued December 31, 2020 |
| Linux | Red Hat Enterprise Linux 5 | 7.6.3+ | Discontinued as of June 30, 2018. |
| Linux | Red Hat Enterprise Linux 6 | 7.6.4 | 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 | 7.6.3+ | Discontinued as of June 30, 2020 |

Genesys Supervisor Desktop Support

| OS Family | Operating System | Release | Conditions |
|-----------|------------------|---------|--|
| Windows | Windows 10 | 7.6.4+ | |
| Windows | Windows 7 | 7.6.3+ | Discontinued as of June 30, 2020. |
| Windows | Windows 8 | 7.6.4+ | Discontinued as of September 30, 2023. |

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 |
|----------------------------|--------------|---------|------------------------|
| Genesys Agent Desktop | Microsoft IE | 7.6.4+ | Version 11 |
| Genesys Supervisor Desktop | Microsoft IE | 7.6.4+ | Version 11 |

Supported Database/DB Clusters

No DB information at this time.

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 Genesys Desktop.

| Component | Release | Interface | Conditions |
|-----------------|------------|--|------------|
| Genesys Desktop | no support | Interaction Server | |
| Genesys Desktop | no support | License Server | |
| Genesys Desktop | no support | Management Framework Configuration Server/ Proxy | |
| Genesys Desktop | no support | SIP Server/T-Server | |

IPV6 Support for Additional Interfaces

Notes:

- Release Support numbers refer to Genesys Desktop.

| Component | Release | Interface | Conditions |
|-----------------|------------|--------------------------------|------------|
| Genesys Desktop | no support | Chat Server | |
| Genesys Desktop | no support | Universal Contact Server/Proxy | |

Prerequisites

Notes:

- These prerequisites are for Genesys Agent Desktop and Genesys Supervisor Desktop.

Genesys Agent Desktop/Genesys Supervisor Desktop - Prerequisites

| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
|-------------------------------------|----------------------|---------------------|--|
| Supported Versions | | | |
| Apache Web Server 2.2.14 | No | Yes | Release: 7.6 |
| IIS 5.0/IIS 6.0/IIS 7.0 | Yes | No | Release: 7.6 |
| JDK 1.4.2 | Yes | No | Release: 7.6 Not supported by Tomcat 6 Discontinued as of November 1, 2024. |
| JDK 1.5 | Yes | No | Release: 7.6 Discontinued as of November 1, 2024. |
| JDK 1.6 | Yes | No | Release: 7.6 Discontinued as of November 1, 2024. |
| Servlet Engine Tomcat 5.5 | Yes | No | Release: 7.6 |
| Servlet Engine Tomcat | No | Yes | Release: 7.6 |

Genesys Agent Desktop/Genesys Supervisor Desktop - Prerequisites

| | | | |
|---|-----|----|--|
| 6.0 | | | |
| WebLogic 8.1 | Yes | No | Release: 7.6 |
| WebSphere and WebSphere Express 6.0/6.1/7/8.5 | Yes | No | Release: 7.6 From Genesys Desktop 7.6.4 and higher. |
| Supported Combinations of Web Servers and Servlet Engines | | | |
| AIX with WebSphere HTTP Server/Servlet Engine | | | Release: 7.6 AIX support discontinued as of December 31, 2020 |
| Solaris with Apache/Tomcat or WebSphere HTTP Server/Servlet Engine or Apache/BEA WebLogic | | | Release: 7.6 Solaris support discontinued as of December 31, 2020. |
| Windows with IIS/Tomcat or Apache/Tomcat or WebSphere HTTP Server/Servlet Engine | | | Release: 7.6 |

Genesys Info Mart

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

Genesys Info Mart Server Support

| OS Family | Operating System | Release | Conditions |
|-----------|----------------------------|----------|--|
| Linux | CentOS Linux 7 | 8.5.003+ | Discontinued as of January 15, 2025 Note the following: <ul style="list-style-type: none"> Starting with 8.5.003.16 Supported for use on Kernel Virtual Machine (KVM) starting with 8.5.014.19. Genesys Info Mart supports 64-bit native mode and 64-bit compatibility mode starting with 8.1.2. |
| Linux | Oracle Linux 7 | 8.5.0+ | Starting with 8.5.014.09 |
| Linux | Red Hat Enterprise Linux 6 | 8.1.2+ | Discontinued as of November 30, 2020 |
| Linux | Red Hat Enterprise Linux 7 | 8.5.0+ | Note the following: <ul style="list-style-type: none"> Starting with 8.5.003.16 Supported for use on Kernel Virtual Machine (KVM) |

| OS Family | Operating System | Release | Conditions |
|-----------|----------------------------|----------|--|
| | | | starting with 8.5.014.19. • Genesys Info Mart supports 64-bit native mode and 64-bit compatibility mode starting with 8.1.2. |
| Linux | Red Hat Enterprise Linux 8 | 8.5.0 | Starting with 8.5.015.19 |
| Linux | Red Hat Enterprise Linux 9 | 8.5+ | Starting with 8.5.117.07 |
| Windows | Windows Server 2012 | 8.1.3+ | Discontinued as of October 31, 2024 Supported for Genesys Info Mart Administration Console starting with 7.6.000.10 for Release 7.6, and with 8.0.001.01 for Release 8.0. |
| Windows | Windows Server 2016 | 8.5.008+ | Supported for Genesys Info Mart Administration Console starting with 7.6.000.10 for Release 7.6, and with 8.0.001.01 for Release 8.0. |
| Windows | Windows Server 2019 | 8.5.015+ | Starting with 8.5.015.07 |
| Windows | Windows Server 2022 | 8.5+ | Starting with 8.5.117.07 |

Supported Browsers

Notes:

- GIM Manager is a Genesys Administrator Extension (GAX) plug-in, which you install on the same host as your GAX application. As such, GIM Manager supports the operating systems supported by GAX; see the Supported Operating Systems table on the [Genesys Administrator Extension](#) page in this guide.

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 |
|----------------------------|-------------|---|
| MS SQL Server 2012 | 8.1.3+ | Discontinued as of January 1, 2025. |
| MS SQL Server 2012 Cluster | 8.5+ | Discontinued as of January 1, 2025. Also supports AlwaysOn Cluster with Synchronous Mirroring capability |
| MS SQL Server 2014 | 8.5.003+ | Discontinued as of January 1, 2025. |
| MS SQL Server 2014 Cluster | 8.5.007+ | Discontinued as of January 1, 2025. Also supports AlwaysOn Cluster with Synchronous Mirroring capability. |
| MS SQL Server 2016 | 8.5.007+ | |
| MS SQL Server 2016 Cluster | 8.5.007+ | Also supports AlwaysOn Cluster with Synchronous Mirroring capability |
| MS SQL Server 2017 | 8.5 | Starting with 8.5.014.19 |
| MS SQL Server 2019 | 8.5.015+ | Starting with 8.5.015.07 |
| MS SQL Server 2019 Cluster | 8.5.015+ | Starting with 8.5.015.23. Also supports AlwaysOn Cluster with Synchronous Mirroring capability. |
| Oracle 12c R1 | 8.1.4+ | |
| Oracle 12c R1 RAC | 8.1.4+ | |
| Oracle 12c R2 RAC | 8.5.009.09+ | Discontinued as of March 31, 2022. |
| Oracle 18c | 8.5.0+ | Discontinued as of June 30, 2021. |
| Oracle 18c RAC | 8.5+ | Discontinued as of June 30, 2021. |

| Database | Release | Conditions/Limitations |
|----------------|----------|---|
| Oracle 19c | 8.5.0+ | Starting with 8.5.014.34 |
| Oracle 19c RAC | 8.5.0 | Starting with 8.5.015.19. Includes environments using container databases (CDBs), pluggable databases (PDBs), non-CDBs, or any combination of these database types, with or without Automatic Storage Management (ASM). |
| PostgreSQL 10 | 8.5+ | Discontinued as of June 30, 2024. Support started with 8.5.011.18. |
| PostgreSQL 11 | 8.5.0+ | Discontinued as of September 15, 2024. Starting with 8.5.015.19 |
| PostgreSQL 12 | 8.5.0+ | Starting with 8.5.015.19 |
| PostgreSQL 13 | 8.5.1+ | Starting with 8.5.116.29 |
| PostgreSQL 14 | 8.5.1+ | Starting with 8.5.116.53 |
| PostgreSQL 9.2 | 8.1.3+ | Discontinued as of November 11, 2021. Last supported version: 8.5.015.14 |
| PostgreSQL 9.3 | 8.1.4+ | Discontinued as of November 11, 2021.. Last supported version: 8.5.015.14 |
| PostgreSQL 9.4 | 8.5 | Discontinued as of November 11, 2021. Last supported version: 8.5.015.14 |
| PostgreSQL 9.6 | 8.5.007+ | Discontinued as of November 11, 2021. |

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 Genesys Info Mart.
- Reporting and Analytics Aggregates is an optional component for Genesys Info Mart. For IPv6 support information for Reporting and Analytics Aggregates, see the Genesys Interactive Insights page in this guide.

| Component | Release | Interface | Conditions |
|--|---------------------|--|------------|
| Genesys Info Mart | 8.1.2+ | Local Control Agent | |
| Genesys Info Mart | 8.1.2+ | Management Framework Configuration Server/ Proxy | |
| Genesys Info Mart | 8.1.2+ | Message Server | |
| Genesys Info Mart | no direct interface | DB Server | |
| Genesys Info Mart | no direct interface | License Server | |
| Genesys Info Mart | no direct interface | Local Control Agent | |
| Genesys Info Mart Administration Console | no direct interface | DB Server | |
| Genesys Info Mart Administration Console | no direct interface | License Server | |
| Genesys Info Mart Administration Console | no direct interface | Management Framework Configuration Server/ Proxy | |
| Genesys Info Mart Administration Console | no direct interface | Message Server | |

IPV6 Support for Additional Interfaces

Notes:

- Reporting and Analytics Aggregates is an optional component for Genesys Info Mart. For IPv6 support information for Reporting and Analytics Aggregates, see the Genesys Interactive Insights page in this guide.

| Component | Release | Interface | Conditions |
|--|---------------------|--|------------|
| Genesys Info Mart | no direct interface | Genesys Info Mart Administration Console | |
| Genesys Info Mart | no direct interface | Genesys Info Mart Database | |
| Genesys Info Mart | no direct interface | Interaction Database | |
| Genesys Info Mart Administration Console | no direct interface | Genesys Info Mart Database | |

Prerequisites

Notes:

- For more information, see the Genesys Info Mart Deployment Guide for your respective version.

| Genesys Info Mart - Prerequisites | | | |
|-------------------------------------|----------------------|---------------------|--|
| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
| Third-Party Component Prerequisites | | | |
| Java SE 8 | Yes | No | Release: 8.5 Starting with 8.5.014.19. |
| Java SE 9 | Yes | No | Release: 8.5 Starting with 8.5.014.19. |
| JDBC Driver | Yes | No | Release: 8.1 |
| JDBC Driver | Yes | No | Release: 8.1.2+ |
| JDK 1.6 or 1.7 | Yes | No | Release: 8.1 Discontinued as of November 1, 2024. |
| JDK 1.7 or Server JRE | Yes | No | Release: 8.1.2 - 8.5 |

| Genesys Info Mart - Prerequisites | | | |
|-----------------------------------|-----|----|---|
| 1.7 | | | Last supported: 8.5.015.14 Discontinued as of November 1, 2024. |
| JDK 1.8 or Server JRE 1.8 | Yes | No | Release: 8.5.0+ |
| OpenJDK 11 | Yes | No | Release: 8.5.014+ <ul style="list-style-type: none"> • Oracle OpenJDK 11 starting with 8.5.014.09. • Open-source OpenJDK 11 starting with 8.5.014.09. • Red Hat openJDK 11 starting with 8.5.016.04. |
| OpenJDK 17 | Yes | No | Release: 8.5.110+ <ul style="list-style-type: none"> • OpenJDK 17 starting with 8.5.116.52 |
| OpenJDK 8 | Yes | No | Release: 8.5.003+ <ul style="list-style-type: none"> • Oracle openJDK 8 starting with 8.5.003.12. • Open-source openJDK 8 starting with 8.5.016.04. • Red Hat openJDK 8 starting with 8.5.016.04. |

Genesys Interaction Recording

General Information - Genesys Interaction Recording

Genesys Interaction Recording includes the following components: Recording Processor Script, Recording Crypto Server, Genesys Screen Recording Service (SRS), Recording Muxer Script, Interaction Recording Web Services and Lost Voice Recording (LVR) Recovery Script. The Genesys Interaction Recording Solution also includes the following composite products: [Genesys Administrator Extension](#), [Genesys Voice Platform](#), [Genesys Info Mart](#), [Interaction Concentrator](#), [SpeechMiner](#), [SIP Server](#), and [Universal Routing Server](#). For supported operating environment information of these products, refer to the associated pages in this guide.

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

Genesys Screen Recording Service (SRS) Support

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|---------|--|
| Windows | Windows 10 | 8.5.2+ | Supported only for Genesys Screen Recording Service (SRS). |
| Windows | Windows 11 | 8.5.5+ | Supported only for Genesys Screen Recording Service (SRS). |
| Windows | Windows 8 | 8.5.2 | Discontinued as of September 30, 2023. Supported only for Genesys Screen Recording Service (SRS). |
| Windows | Windows Server 2012 | 8.5.2 | Discontinued as of October 31, 2024 |

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|---------|--|
| | | | Last supported: 8.5.371.30 |
| Windows | Windows Server 2019 | 8.5.3+ | Note the following: <ul style="list-style-type: none"> Also supported for Citrix Workspace with Virtual Delivery Agent installed on Windows Server 2019. |
| Windows | Windows Server 2022 | 8.5.5+ | Support starting with 8.5.500.20. Note the following: <ul style="list-style-type: none"> Also supported for Citrix Workspace with Virtual Delivery Agent installed on Windows Server 2022. |

Interaction Recording Web Services Support

Notes:

- For Red Hat Enterprise Linux: 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 6 | 8.5.0+ | Discontinued as of November 30, 2020 |
| Linux | Red Hat Enterprise Linux 7 | 8.5.2+ | Discontinued as of December 20, 2024. Starting with 8.5.202.19. Last Supported: 8.5.205.65 |
| Linux | Red Hat Enterprise Linux 8 | 8.5.2+ | Starting with 8.5.204.14 |
| Linux | Red Hat Enterprise | 8.5.2+ | Starting with 8.5.205.65 |

| OS Family | Operating System | Release | Conditions |
|-----------|------------------|---------|------------|
| | Linux 9 | | |

Lost Voice Recording (LVR) Recovery Script 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 6 | 8.5.210.19 | Discontinued as of November 30, 2020 |
| Linux | Red Hat Enterprise Linux 7 | 8.5.2+ | Starting with 8.5.210.19. Last supported: 8.5.222.54 |
| Linux | Red Hat Enterprise Linux 8 | 8.5.2+ | Starting with 8.5.222.54 |
| Linux | Red Hat Enterprise Linux 9 | 8.5.2+ | Starting with 8.5.222.55 |
| Windows | Windows Server 2008 | 8.5.210.19 | Discontinued as of June 30, 2020 R2 is supported |
| Windows | Windows Server 2012 | 8.5.2 | Discontinued as of October 31, 2024 Starting with 8.5.210.19. Last supported: 8.5.222.54 |
| Windows | Windows Server 2019 | 8.5.2+ | Starting with 8.5.222.54 |

Recording Cloud Backup Service Support

Notes:

- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.
- For Red Hat Enterprise Linux: 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.
- Recording Cloud Backup Service is for Genesys Engage cloud deployments only.

| OS Family | Operating System | Release | Conditions |
|-----------|----------------------------|---------|---|
| Linux | Red Hat Enterprise Linux 6 | 8.5.2 | Discontinued as of November 30, 2020 |
| Linux | Red Hat Enterprise Linux 8 | 8.5.2 | Recording Cloud Backup Service. This is for Genesys Engage cloud deployments only. |
| Windows | Windows Server 2008 | 8.5.2 | Discontinued as of June 30, 2020 Recording Cloud Backup Service. This is for Genesys Engage cloud deployments only. |
| Windows | Windows Server 2012 | 8.5.2 | Discontinued as of October 31, 2024 Recording Cloud Backup Service. This is for Genesys Engage cloud deployments only. |
| Windows | Windows Server 2019 | 8.5.2 | Recording Cloud Backup Service. This is for Genesys Engage cloud deployments only. |

Recording Crypto Server Support

Notes:

- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.
- For Red Hat Enterprise Linux: 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 | 8.5.0+ | Discontinued as of June 30, 2018. |
| Linux | Red Hat Enterprise Linux 6 | 8.5.0+ | Discontinued as of November 30, 2020 |
| Linux | Red Hat Enterprise Linux 7 | 8.5.0+ | Starting with 8.5.075.71. Last supported: 8.5.093.82 |
| Linux | Red Hat Enterprise Linux 8 | 8.5.0+ | Starting with 8.5.093.82 |
| Linux | Red Hat Enterprise Linux 9 | 8.5.0+ | Starting with 8.5.095.17 |
| Windows | Windows Server 2008 | 8.5.0+ | Discontinued as of June 30, 2020 |
| Windows | Windows Server 2012 | 8.5.0+ | Discontinued as of October 31, 2024 Starting with 8.5.005.09. Last supported: 8.5.093.82 |
| Windows | Windows Server 2019 | 8.5.0+ | Starting with 8.5.093.82. |

Recording Muxer Script Support

Notes:

- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.
- For Red Hat Enterprise Linux: 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 | 8.5.0+ | Discontinued as of June 30, 2018. |
| Linux | Red Hat Enterprise Linux 6 | 8.5.0+ | Discontinued as of November 30, 2020 |
| Linux | Red Hat Enterprise Linux 7 | 8.5.2+ | Starting with 8.5.275.71. Last supported: 8.5.500.09. |
| Linux | Red Hat Enterprise Linux 8 | 8.5.2+ | Starting with 8.5.291.93 |
| Linux | Red Hat Enterprise Linux 9 | 8.5.5+ | Starting with 8.5.500.12 |
| Windows | Windows Server 2008 | 8.5.2 | Discontinued as of June 30, 2020 |
| Windows | Windows Server 2012 | 8.5.2 | Discontinued as of October 31, 2024 Starting with 8.5.210.70. Last supported: 8.5.292.03 |
| Windows | Windows Server 2019 | 8.5.2+ | Starting with 8.5.291.93 |

Recording Plug-in for GAX Support

| OS Family | Operating System | Release | Conditions |
|-----------|----------------------------|---------|--|
| Linux | Red Hat Enterprise Linux 7 | 8.5.0+ | Starting with 8.5.075.72. Last supported: 8.5.097.57 |
| Linux | Red Hat Enterprise Linux 8 | 8.5.0+ | Starting with 8.5.097.57 |
| Linux | Red Hat Enterprise Linux 9 | 8.5.5+ | Starting with 8.5.500.05 |

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|---------|---|
| Windows | Windows Server 2008 | 8.5.0+ | Discontinued as of June 30, 2020 |
| Windows | Windows Server 2012 | 8.5.0 | Discontinued as of October 31, 2024 Starting with 8.5.004.11. Last supported: 8.5.097.57 |
| Windows | Windows Server 2019 | 8.5.0+ | Starting with 8.5.097.57 |

Recording Processor Script Support

Notes:

- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.
- For Red Hat Enterprise Linux: 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 6 | 8.5.0+ | Discontinued as of November 30, 2020 |
| Linux | Red Hat Enterprise Linux 7 | 8.5.0+ | Starting with 8.5.030.87. Last supported: 8.5.500.11. |
| Linux | Red Hat Enterprise Linux 8 | 8.5.0+ | Starting with 8.5.091.27 |
| Linux | Red Hat Enterprise Linux 9 | 8.5.5+ | Starting with 8.5.500.15 |
| Windows | Windows Server 2008 | 8.5.1+ | Discontinued as of June 30, 2020 |
| Windows | Windows Server 2012 | 8.5.0+ | Discontinued as of October 31, 2024 Starting with 8.5.000.25. Last supported: 8.5.091.27 |

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|---------|--------------------------|
| Windows | Windows Server 2019 | 8.5.0+ | Starting with 8.5.091.27 |

Voice Processor Support

| OS Family | Operating System | Release | Conditions |
|-----------|----------------------------|---------|--|
| Linux | Red Hat Enterprise Linux 7 | 9.0.0 | Used as Docker host. Last supported 9.0.000.32 |
| Linux | Red Hat Enterprise Linux 8 | 9.0.0+ | Starting with version 9.0.000.32. |
| Linux | Red Hat Enterprise Linux 9 | 9.0.0+ | Starting with version 9.0.000.40. |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

| Database | Release | Conditions/Limitations |
|--------------------|------------|--|
| Cassandra 1.2 | 8.5.2 | Supported by Interaction Recording Web Services. |
| Cassandra 2.2 | 8.5.201.75 | Supported by Interaction Recording Web Services. |
| Elasticsearch 1.x | All | Genesys supports using the stable 1.x version of Elasticsearch for Interaction Recording Web Services |
| Elasticsearch 7.16 | 8.5.204 | Genesys recommends using the latest stable version of Elasticsearch 7.16.3 starting from Interaction Recording Web Services 8.5.204.16. |
| Elasticsearch 7.17 | 8.5.2+ | Genesys recommends using the latest stable version of Elasticsearch 7.17.15 starting from Interaction Recording Web Services 8.5.205.32. |
| PostgreSQL 12.11 | 8.5.2 | Supported only by Voice Processor 9.0. |

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

| Interaction Recording Web Services - Prerequisites | | | |
|--|----------------------|---------------------|---|
| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
| Third-Party Component Prerequisites | | | |
| Elasticsearch 1.x | Yes | No | Release: All Genesys supports using the stable 1.x version of Elasticsearch. |
| Elasticsearch 7.16.3 | Yes | No | Release: 8.5.204 Genesys recommends |

Interaction Recording Web Services - Prerequisites

| | | | |
|----------------------------|-----|-----|--|
| | | | using the latest stable version of Elasticsearch 7.16.3 starting from Interaction Recording Web Services 8.5.204.16. |
| Elasticsearch 7.17.15 | Yes | No | Release: 8.5.2+ Genesys recommends using the latest stable version of Elasticsearch 7.17.15 starting from Interaction Recording Web Services 8.5.205.32. |
| Jetty 9.2 | No | Yes | Release: All Jetty 9.2 embedded in Interaction Recording Web Services (no need to deploy separately). |
| Oracle Java 8 or OpenJDK 8 | Yes | No | Release: 8.5.201.29 Interaction Recording Web Services requires either either Oracle Java 8 or OpenJDK 8. |

Lost Voice Recording (LVR) Recovery Script - Prerequisites

| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
|-------------------------------------|----------------------|---------------------|--|
| Third-Party Component Prerequisites | | | |
| Oracle Java 8 or OpenJDK 8 | Yes | No | Release: All Genesys recommends using the latest supported versions of Oracle or OpenJDK Java and deprecating any previous versions. |

Recording Cloud Backup Service - Prerequisites

| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
|-------------------------------------|----------------------|---------------------|---|
| Third-Party Component Prerequisites | | | |
| Oracle Java 8 or OpenJDK 8 | Yes | No | Release: All Note the following: <ul style="list-style-type: none"> • For Genesys Engage cloud deployments only. • Recording Cloud Backup Service requires either Oracle Java 8 or OpenJDK 8. |

Recording Crypto Server - Prerequisites

| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
|-------------------------------------|----------------------|---------------------|---|
| Third-Party Component Prerequisites | | | |
| Oracle Java 7 | Yes | No | Release: 8.5 Note the following: <ul style="list-style-type: none"> • Support discontinued as of 8.5.093.27 released on October 08, 2019. • Only JRE is required. |
| Oracle Java 8 or OpenJDK 8 | Yes | No | Release: 8.5+ Note the following: |

| Recording Crypto Server - Prerequisites | | | |
|---|----------------------|---------------------|--|
| | | | <ul style="list-style-type: none"> Starting with 8.5.060.72. Recording Crypto Server requires either Oracle Java 8 or OpenJDK 8. |
| Voice Processor - Prerequisites | | | |
| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
| Third-Party Component Prerequisites | | | |
| Ansible | Yes | No | <p>Release: 9.0.0</p> <p>Note the following:</p> <ul style="list-style-type: none"> Ansible 2.6 is a minimum requirement. Use provided Ansible Playbook Scripts. |
| Docker | Yes | No | <p>Release: 9.0.0</p> <p>Note the following:</p> <ul style="list-style-type: none"> Docker 17.12.1-ce is a minimum requirement. There is no official support for Kubernetes/Helm. |

Genesys Interactive Insights

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

Genesys Interactive Insights 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, and Solaris SPARC.
- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.
- For Red Hat Enterprise Linux: 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.
- Genesys Interactive Insights for iWD 8.0 supports all platforms supported by Genesys Interactive Insights 8.0. See the associated iWD page in this guide.

| OS Family | Operating System | Release | Conditions |
|---------------|----------------------------|---------|---------------------------------------|
| Linux | Red Hat Enterprise Linux 5 | 8.0+ | Discontinued as of June 30, 2018. |
| Linux | Red Hat Enterprise Linux 6 | 8.1.4 | Discontinued as of November 30, 2020 |
| Solaris SPARC | Solaris SPARC 64-bit 10 | 7.6+ | Discontinued as of December 31, 2020. |
| Windows | Windows Server 2008 | 8.0+ | Discontinued as of June 30, 2020 |

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|------------|-------------------------------------|
| Windows | Windows Server 2012 | 8.1.4 | Discontinued as of October 31, 2024 |
| Windows | Windows Server 2016 | 8.5.001.02 | |

Genesys Interactive Insights User Interface Support

Notes:

- Genesys Interactive Insights for iWD 8.0 supports all platforms supported by Genesys Interactive Insights 8.0. See the associated iWD page in this guide.

| OS Family | Operating System | Release | Conditions |
|-----------|------------------|----------|--|
| Windows | Windows 10 | 8.5.001+ | For Business Intelligence 4.2 client tools |
| Windows | Windows 7 | 8.1 | Discontinued as of June 30, 2020. |
| Windows | Windows 8 | 8.1 | Discontinued as of September 30, 2023. |

Supported Browsers

Notes:

- Genesys Interactive Insights for iWD 8.0 supports all platforms supported by Genesys Interactive Insights 8.0. See the associated iWD page in this guide.
- Unless otherwise noted, browser plug-ins are not supported for these browsers. Only the browser is supported.

| Component | Browser | Release | Conditions/Limitations |
|---|-------------|---------|---|
| Genesys Interactive Insights User Interface | Firefox ESR | 8.1.3+ | Firefox ESR release 17 is supported. Windows Server 2008, SP2 x64, Server 2008 R2 SP1 |

| Component | Browser | Release | Conditions/Limitations |
|---|---------------|---------|---|
| | | | x64, Server 2012 X64; BI 4.1 SP02+ |
| Genesys Interactive Insights User Interface | Google Chrome | 8.1.3+ | The current version of Google Chrome is supported by SAP based on testing with earlier versions of Chrome during development. Although SAP will work to maintain compatibility with Google Chrome, please be aware that issues may be introduced if and when Google makes significant changes to Chrome between rapid-releases. |
| Genesys Interactive Insights User Interface | Microsoft IE | 8.1+ | Version 11 |

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 Interactive Insights for iWD 8.0 supports all platforms supported by Genesys Interactive Insights 8.0, and supports MySQL 5.0.41+. See the associated iWD page in this guide.
- Genesys supports Genesys products on the database patch levels up to the latest currently available patch sets.

| Database | Release | Conditions/Limitations |
|--------------------|---------|-----------------------------------|
| MS SQL Server 2008 | 8.0+ | Discontinued as of June 30, 2020. |
| MS SQL Server 2012 | 8.1.4 | Discontinued as of January 1, |

| Database | Release | Conditions/Limitations |
|----------------------------|------------|---|
| | | 2025. |
| MS SQL Server 2012 Cluster | 8.1+ | Discontinued as of January 1, 2025. Also supports AlwaysOn Cluster with Synchronous Mirroring capability. |
| MS SQL Server 2016 | 8.5.001.02 | |
| Oracle 11g | 8.0+ | Discontinued as of December 31, 2020. |
| Oracle 11g RAC | 8.1+ | Discontinued as of December 31, 2020. |
| Oracle 12c R1 | 8.1.4 | |
| PostgreSQL 9.3 | 8.1+ | |

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 Genesys Interactive Insights.

| Component | Release | Interface | Conditions |
|------------------------------|---------------------|--|------------|
| Genesys Interactive Insights | no direct interface | Interaction Server | |
| Genesys Interactive Insights | no direct interface | License Server | |
| Genesys Interactive Insights | no direct interface | Management Framework Configuration Server/ Proxy | |

| Component | Release | Interface | Conditions |
|------------------------------------|---------------------|--|------------|
| Genesys Interactive Insights | no direct interface | SIP Server/T-Server | |
| Reporting and Analytics Aggregates | no direct interface | Interaction Server | |
| Reporting and Analytics Aggregates | no direct interface | License Server | |
| Reporting and Analytics Aggregates | no direct interface | Management Framework Configuration Server/ Proxy | |
| Reporting and Analytics Aggregates | no direct interface | SIP Server/T-Server | |

IPv6 Support for Additional Interfaces

Notes:

- Release Support numbers refer to Genesys Interactive Insights.

| Component | Release | Interface | Conditions |
|------------------------------------|------------|-------------------------------------|------------|
| Genesys Interactive Insights | 8.0 | BOE 4.1 | |
| Reporting and Analytics Aggregates | no support | Genesys Info Mart database via JDBC | |

Prerequisites

Notes:

- For supported operating environment information on intelligent Workload Distribution, not specific to Genesys Interactive Insights, see the associated intelligent Workload Distribution page in this guide.

Genesys Interactive Insights - Prerequisites

| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
|--|----------------------|---------------------|---|
| Third-Party Component Prerequisites | | | |
| Apache Tomcat 5.5 | Yes | Yes | Release: 8.0 |
| Apache Tomcat 5.5 | Yes | Yes | Release: 7.6 |
| Apache Tomcat 7 | Yes | Yes | Release: 8.1 Beginning with Release 8.1.1, Tomcat 7 is supported. |
| Apache Tomcat 8.5 | Yes | Yes | Release: 8.5.001+ For Business Intelligence 4.2 server |
| BusinessObjects Enterprise XI Release 3.1 Service Pack 7 (BOE XI 3.1 SP7) | No | Yes | Release: 8.1 |
| BusinessObjects Enterprise XI, Release 3.1 (BOE XI 3.1) | No | Yes | Release: 7.6 |
| BusinessObjects Enterprise XI, Release 3.1 Service Pack 3 (BOE XI 3.1 SP3) | No | Yes | Release: 8.0 |

Genesys Interactive Insights for iWD - Prerequisites

| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
|-------------------------------------|----------------------|---------------------|-------------------------|
| Third-Party Component Prerequisites | | | |
| Apache Tomcat 5.5 | Yes | Yes | Release: 8.0 |
| Apache Tomcat 5.5 | Yes | Yes | Release: 7.6 |
| Apache Tomcat 7 | Yes | Yes | Release: 8.1 |

| Genesys Interactive Insights for iWD - Prerequisites | | | |
|--|----|-----|--|
| | | | Beginning with Release 8.1.1, Tomcat 7 is supported. |
| BusinessObjects Enterprise XI Release 3.1 Service Pack 7 (BOE XI 3.1 SP7) | No | Yes | Release: 8.1 |
| BusinessObjects Enterprise XI, Release 3.1 (BOE XI 3.1) | No | Yes | Release: 7.6 |
| BusinessObjects Enterprise XI, Release 3.1 Service Pack 3 (BOE XI 3.1 SP3) | No | Yes | Release: 8.0 |

Genesys IVR SDK

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

Notes:

- For AIX Power PC: 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.
- For Red Hat Enterprise Linux: 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 | OS | Release | Conditions |
|---------------|--|---------|---------------------------------------|
| AIX Power PC | AIX Power PC 64-bit (AIX 5L for POWER) 7.1 | 8.1 | Discontinued December 31, 2020 |
| Linux | Red Hat Enterprise Linux 5 | 8.0+ | Discontinued as of June 30, 2018. |
| Linux | Red Hat Enterprise Linux 5 | 8.1 | Discontinued as of June 30, 2018. |
| Solaris SPARC | Solaris SPARC 64-bit 10 | 7.5+ | Discontinued as of December 31, 2020. |
| Windows | Windows Server 2008 | 8.1 | Discontinued as of June 30, 2020 |
| OS Family | OS | Release | Conditions |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

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

Genesys Knowledge Center

General Information - Genesys Knowledge Center

Genesys Knowledge Center includes Knowledge Center Server and Knowledge Center Content Management System (CMS).

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

Notes:

- Genesys Knowledge Center Plugins for Workspace Desktop Edition will be supported on all OS supported by Workspace Desktop Edition. For more updated information, please see the section related to Workspace Desktop Edition.

| OS Family | OS | Release | Conditions |
|-----------|----------------------------|---------|-------------------------------------|
| Linux | Red Hat Enterprise Linux 7 | 8.5+ | |
| Windows | Windows Server 2008 | 8.5 | Discontinued as of June 30, 2020 |
| Windows | Windows Server 2012 | 8.5+ | Discontinued as of October 31, 2024 |
| Windows | Windows Server 2016 | 9.0 | |
| OS Family | OS | Release | Conditions |

Supported Browsers

Notes:

- This relates to Knowledge Center Content Management System and the publicly facing sample code used for web self-service.

| Component | Browser | Release | Conditions/Limitations |
|--------------------------|----------------|---------|---|
| Genesys Knowledge Center | Apple Safari | 8.5 | Version 10 |
| Genesys Knowledge Center | Firefox ESR | 8.5 | Mozilla Firefox release 54 was tested with version 8.5.304.09 |
| Genesys Knowledge Center | Google Chrome | 8.5 | Google Chrome version 59 was tested with version 8.5.304.09 |
| Genesys Knowledge Center | Microsoft Edge | 8.5 | Starting with version 8.5.304.09 |
| Genesys Knowledge Center | Microsoft IE | 8.5 | Discontinued June 15, 2022. Version 11 |

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.
- Genesys supports Genesys products on the database patch levels up to the latest currently available patch sets.

| Database | Release | Conditions/Limitations |
|--------------------|---------|---|
| Elasticsearch 6.3 | 9.0 | Starting with version 9.0.006.03. Elasticsearch supported up to 6.8.4. Must be installed along with one of the other supported databases. |
| MS SQL Server 2012 | 8.5.3+ | Discontinued as of January 1, 2025. |
| MS SQL Server 2016 | 9.0 | |
| Oracle 11g | 8.5.3+ | Starting with version 8.5.302.05 |
| Oracle 12c R2 | 9.0 | |
| PostgreSQL 9.6 | 8.5.3+ | Discontinued as of November 11, 2021. Starting with version 8.5.304.09 |

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

| Genesys Knowledge Center - Prerequisites | | | |
|--|----------------------|---------------------|---|
| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
| Third-Party Component Prerequisites | | | |
| OpenJDK 8 | Yes | No | Release: 8.5.3+ Starting with 8.5.3+ |
| OpenJDK 9 | Yes | No | Release: 9.0.0 Note the following: <ul style="list-style-type: none"> • Genesys Knowledge Center Server: Starting with 9.0.006.11 • Genesys Knowledge Center CMS : Starting with 9.0.006.09 |
| Oracle Java 8 Developer's Kit (JDK) | No | No | Oracle JDK is no longer supported. |

Genesys Media Server

General Information - Genesys Media Server

The Genesys Media Server provides the core media processing and resource management functionality for the following Genesys solutions: Genesys Voice Platform, Genesys Interaction Recording, SIP Qualification and Parking, Genesys Outbound, SIP Interaction (and variants), Active Recording, Proactive Contact, Cisco UCM T-Server.

The Genesys Media Server components which are shared by the solutions listed above are:

- Media Control Platform
- Resource Manager
- Reporting Server
- Reporting Plug-In for GAX
- Management Information Base (required for network management)
- T-Server-CUCM to Media Server Connector.

Each Genesys solution may have additional components and deployment procedures specific to the solution. Please consult the appropriate solution documentation for details.

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

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 CentOS Linux, provided that the CentOS Linux distribution is 100% compatible with a Genesys-supported Red Hat distribution.
- 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 | OS | Release | Conditions |
|-----------|----------------------------|-------------|---|
| Linux | CentOS Linux 7 | 8.5.1+ | <p>Discontinued as of January 15, 2025</p> <p>Support for the following components, starting with the version listed:</p> <ul style="list-style-type: none"> • Media Control Platform 8.5.161.34 • Resource Manager 8.5.160.74 • Reporting Server 8.5.181.77 • Reporting Plug-in for GAX 9.0.031.46 |
| Linux | Red Hat Enterprise Linux 5 | 8.1.2 - 9.0 | Discontinued as of June 30, 2018. |
| Linux | Red Hat Enterprise Linux 6 | 8.1.7+ | Discontinued as of November 30, 2020 |
| Linux | Red Hat Enterprise Linux 7 | 8.5.1+ | <p>Supported for the following components (XFS file system is recommended.) starting with the versions listed:</p> <ul style="list-style-type: none"> • Media Control Platform 8.5.161.34 • Resource Manager 8.5.160.74 • Reporting Server 8.5.181.77 • Reporting Plug-in for GAX 9.0.031.46 • Management Information Base 9.0.041.80 • T-Server -CUCM to Media Server Connector 9.0.041.02 |
| Linux | Red Hat Enterprise Linux 8 | 9.0.0+ | <p>Supported for the following components:</p> <ul style="list-style-type: none"> • T-Server-CUCM (9.0.047.05+) |
| OS Family | OS | Release | Conditions |

| OS Family | OS | Release | Conditions |
|-----------|----------------------------|-------------|--|
| | | | <ul style="list-style-type: none"> • VP Media Control Platform (9.0.059.13+) • VP Resource Manager (9.0.057.65+) • VP Reporting Server (9.0.054.89+) • VP Reporting Plugin for GAX (9.0.056.19+) • VP Management Information Base (9.0.063.06+) |
| Linux | Red Hat Enterprise Linux 9 | 9.0.0+ | <p>Supported for the following components:</p> <ul style="list-style-type: none"> • VP Reporting Server (9.0.078.13+) • VP Media Control Platform (9.0.083.10+) • VP Resource Manager (9.0.082.79+) • VP Reporting Plugin for GAX (9.0.084.58+) |
| Windows | Windows Server 2008 | 8.1.2 - 9.0 | <p>Discontinued as of June 30, 2020</p> <p>Last supported on the following components and respective versions:</p> <ul style="list-style-type: none"> • Media Control Platform 9.0.029.58 • Resource Manager 9.0.028.47 • Reporting Server 9.0.025.55 • Reporting Plug-in for GAX 9.0.031.46 • Management Information Base 9.0.041.80 |
| OS Family | OS | Release | Conditions |

| OS Family | OS | Release | Conditions |
|-----------|---------------------|---------|--|
| | | | <ul style="list-style-type: none"> T-Server-CUCM to Media Server Connector 8.1.501.07 |
| Windows | Windows Server 2012 | 8.5.1+ | <p>Discontinued as of October 31, 2024</p> <p>Supported for the following components:</p> <ul style="list-style-type: none"> Resource Manager Reporting Server Reporting Plug-in for GAX Management Information Base T-Server-CUCM to Media Server Connector <p>Last supported:</p> <ul style="list-style-type: none"> Media Control Platform 9.0.029.58 |
| Windows | Windows Server 2016 | 9.0+ | <p>The Standard version is supported for the following components:</p> <ul style="list-style-type: none"> Media Control Platform Resource Manager Reporting Server Reporting Plug-in for GAX T-Server-CUCM to Media Server Connector |
| Windows | Windows Server 2019 | 9.0+ | <p>The Standard version is supported for the following components:</p> <ul style="list-style-type: none"> Resource Manager Reporting Server Media Control Platform |
| OS Family | OS | Release | Conditions |

| OS Family | OS | Release | Conditions |
|-----------|---------------------|---------|--|
| | | | <ul style="list-style-type: none"> • T-Server-CUCM to Media Server Connector • Management Information Base • Reporting Plug-in for GAX |
| Windows | Windows Server 2022 | 9.0+ | Supported for the following components: <ul style="list-style-type: none"> • Media Control Platform (support starting from 9.0.086.08+) • Reporting Server (support starting from 9.0.086.82+) |
| OS Family | OS | Release | Conditions |

Supported Browsers

Notes:

- For browser support information, see the Supported Browsers table on the [Genesys Administrator](#) page in this guide.

Supported Database/DB Clusters

Notes:

- 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 |
|--------------------|---------|--|
| MS SQL Server 2012 | 8.5.1+ | Discontinued as of January 1, 2025. Supported with AlwaysOn Availability Groups; Applicable only to the GVP Reporting Server component |
| MS SQL Server 2014 | 8.5.1+ | Discontinued as of January 1, 2025. Supported with AlwaysOn Availability Groups; Applicable only to the GVP Reporting Server component |
| MS SQL Server 2016 | 8.5.1+ | Supported with AlwaysOn Availability Groups; Applicable only to the GVP Reporting Server component starting with 8.5.181.77. |
| MS SQL Server 2019 | 9.0+ | Supported with AlwaysOn Availability Groups and AlwaysOn Cluster mode; Applicable only to the GVP Reporting Server component. |
| MS SQL Server 2022 | 9.0+ | Supported with AlwaysOn Availability Groups and AlwaysOn Cluster mode; Applicable only to the GVP Reporting Server component starting with 9.0.086.56. |
| Oracle 11g | 8.1.2+ | Discontinued as of December 31, 2020. |
| Oracle 11g RAC | 8.1.2+ | Discontinued as of December 31, 2020. |
| Oracle 12c R1 | 8.5.1+ | Applicable only to the GVP Reporting Server component |
| Oracle 12c R1 RAC | 8.5.1+ | Applicable only to the GVP Reporting Server component |
| Oracle 12c R2 | 8.5.1+ | Discontinued as of March 31, 2022. |
| Oracle 12c R2 RAC | 8.5.1+ | Discontinued as of March 31, 2022. |
| Oracle 19c | 9.0+ | Starting with 9.0.031.62 and only applicable to the GVP Reporting Server component |
| Oracle 19c RAC | 9.0+ | Starting with 9.0.031.62 and only applicable to the GVP Reporting |

| Database | Release | Conditions/Limitations |
|----------|---------|------------------------|
| | | Server component |

Supported Virtualization Platforms

Tip

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

IPV6 Support for Common Interfaces

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

IPV6 Support for Additional Interfaces

| Component | Release | Interface | Conditions |
|----------------------|---------|---|------------|
| Genesys Media Server | 8.1.5 | Recording Server (Zoom/Nice/Verint) | |
| Genesys Media Server | 8.1.5 | Standalone Database Servers: Oracle/MS SQL for GVP Reporting Server | |

Prerequisites

Notes:

- A configuration option (disabled by default) exists within Media Control Platform (MCP) component versions 8.1.5 or higher, that can be enabled, requiring the MCP to pass its own grammars. If the inlinegrammar_by_url option (under the vxmli section on the MCP) is enabled, then IIS would be required.

Genesys Media Server - Prerequisites

| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
|---|----------------------|---------------------|---|
| PSTN Connector - IP to TDM Gateway (Optional) | | | |
| Dialogic Boards | Yes | No | Release: 8.1 Refer to the Genesys Voice Platform 8.1 Deployment Guide. |
| Dialogic SR 6 Driver Software SU 241 | Yes | No | Release: 8.1 For GVP 8.1.5 and later, in order to use PSTN Connector, you must order 8.1.4 MCP as well. Dialogic boards are no longer available from Dialogic. Genesys has Media Gateway Partners who offer comparable products that perform the PSTNC function entirely, without using Dialogic. |
| Third-Party Component Prerequisites | | | |
| Microsoft SQL Server | Yes | No | Release: All Only required with the GVP Reporting Server component. Refer to the above Supported Database section for versions and limitations. |
| Oracle | Yes | No | Release: All |

| Genesys Media Server - Prerequisites | | | |
|---|----------------------|---------------------|--|
| | | | Only required with the GVP Reporting Server component. Refer to the above Supported Database section for versions and limitations. |
| SIP Server to Resource Manager HA (active-active mode) (Optional) | | | |
| Third-party Load Balancer | Yes | No | Release: All Supports F5 and Microsoft Network Load Balancer (NLB). |
| Voice Platform Reporting Plugin for GAX - Prerequisites | | | |
| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
| Third-Party Component Prerequisites | | | |
| OpenJDK 17 | Yes | No | Release: 9.0+ Support starting with 9.0.084.58+. Note: OpenJDK 8 and 11 are not supported starting with 9.0.084.58. |
| Voice Platform Reporting Server - Prerequisites | | | |

Voice Platform Reporting Server - Prerequisites

| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
|-------------------------------------|----------------------|---------------------|--|
| Third-Party Component Prerequisites | | | |
| OpenJDK 11 | Yes | No | <p>Release: 9.0+</p> <p>Red Hat OpenJDK 11 is supported (starting with 9.0.048.35+).</p> <p>Red Hat OpenJDK 11 is not supported starting with 9.0.086.56.</p> |
| OpenJDK 11 | Yes | No | <p>Release: 9.0+</p> <p>Oracle OpenJDK is supported (starting with 9.0.025.55+).</p> <p>Oracle OpenJDK 11 is not supported starting with 9.0.086.56.</p> |
| OpenJDK 17 | Yes | No | <p>Release: 9.0.0+</p> <p>OpenJDK 17 is supported (starting with 9.0.078.13+)</p> |
| Oracle Java 7 Runtime (JRE) | Yes | No | <p>Release: 8.0</p> <p>Only required with the Voice Platform Reporting Server component. Refer to the above Supported Database section for versions and limitations. Last supported version: 8.5.130.86. Oracle Java 7 (JRE) is not supported starting with 9.0.086.56.</p> <p>Discontinued as of November 1, 2024.</p> |
| Oracle Java 7 Runtime (JRE) | Yes | No | <p>Release: 8.1</p> <p>Only required with the Voice Platform Reporting Server component. Refer to the above Supported Database section for versions and limitations. Last supported version: 8.5.130.86. Oracle Java 7 (JRE) is not supported starting with 9.0.086.56.</p> |

| Voice Platform Reporting Server - Prerequisites | | | |
|---|-----|----|--|
| | | | Discontinued as of November 1, 2024. |
| Oracle Java 7 Runtime (JRE) | Yes | No | <p>Release: 8.5</p> <p>Only required with the Voice Platform Reporting Server component. Refer to the above Supported Database section for versions and limitations. Last supported version: 8.5.130.86. Oracle Java 7 (JRE) is not supported starting with 9.0.086.56.</p> <p>Discontinued as of November 1, 2024.</p> |
| Oracle Java 8 Runtime (JRE) | Yes | No | <p>Release: 8.5.181+</p> <p>Oracle Java 8 (JRE) is not supported starting with 9.0.086.56.</p> |

Genesys Mobile Services

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

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 6.x and later.

| OS Family | OS | Release | Conditions |
|-----------|----------------------------|---------|--|
| Linux | CentOS Linux 7 | 8.5.2+ | Discontinued as of January 15, 2025 Starting with release 8.5.206.04. |
| Linux | Oracle Linux 6 | 8.5.2+ | Discontinued as of July 31, 2023 Note the following: <ul style="list-style-type: none"> • Support starting with 8.5.206.05. • Requires RHEL compatibility packages. • Discontinued with release 8.5.300.02. |
| Linux | Oracle Linux 7 | 8.5.2+ | <ul style="list-style-type: none"> • See notes regarding later versions. • Starting with release 8.5.206.06. • Discontinued with release 8.5.300.02. |
| Linux | Red Hat Enterprise Linux 7 | 8.5+ | <ul style="list-style-type: none"> • GMS is supported on Red Hat Enterprise Linux 7.7 starting with 8.5.216. • GMS is supported on Red Hat Enterprise Linux 7.9 starting with 8.5.228.02. • Discontinued with release 8.5.300.02. |
| Linux | Red Hat Enterprise Linux 8 | 8.5.2+ | GMS is supported on Red Hat Enterprise Linux 8 starting with 8.5.228.02. |
| Linux | Red Hat Enterprise Linux 9 | 8.5.3+ | Starting with release 8.5.300.02. |
| Windows | Windows Server 2012 | 8.5.0 | Discontinued as of October 31, 2024 |
| OS Family | OS | Release | Conditions |

| OS Family | OS | Release | Conditions |
|-----------|---------------------|------------|-----------------------------------|
| | | | Starting with release 8.5.002. |
| Windows | Windows Server 2016 | 8.5.203.03 | |
| Windows | Windows Server 2019 | 8.5.2+ | Starting with release 8.5.213.03. |
| Windows | Windows Server 2022 | 8.5.3+ | Starting with release 8.5.300.02. |
| OS Family | OS | Release | Conditions |

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 |
|-----------------------------------|-------------------------|---------|---|
| Service Management User Interface | Firefox ESR | 8.1.0+ | |
| Service Management User Interface | Google Chrome | 8.1.0+ | |
| Service Management User Interface | Microsoft Edge Chromium | 8.5.2 | Supports from version 83.0.478.45 starting with 8.5.219.03. |

Supported Database/DB Clusters

| Database | Release | Conditions/Limitations |
|---------------|-----------|---|
| Cassandra 2.2 | 8.5-8.5.1 | Tested and verified on Cassandra 2.2.9. Cassandra on Windows platform is not supported. |
| Cassandra 3.x | 8.5.200 | Tested and verified. Cassandra |

| Database | Release | Conditions/Limitations |
|-----------------|----------|---|
| | | on Windows platform is not supported. |
| Cassandra 4.1.x | 8.5.303+ | Tested and verified on Cassandra 4.1. Cassandra on Windows platform is not supported. |
| Cassandra 4.x | 8.5.230+ | Tested and verified on Cassandra 4.0. Cassandra on Windows platform is not supported. |

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

Genesys Mobile Services - Prerequisites

| Genesys Mobile Services - Prerequisites | | | |
|---|----------------------|---------------------|---|
| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
| Third-Party Component Prerequisites | | | |
| OpenJDK 11 | Yes | No | Release: 8.5.208+ Either OpenJDK 11 or Oracle Java 11 Developer's Kit (JDK) is supported. Discontinued with release 8.5.300.02 |
| OpenJDK 17 | Yes | No | Release: 8.5.3+ Release: 8.5.300.02 |
| OpenJDK 8 | Yes | No | Release: 8.5.206.04+ Discontinued with release 8.5.300.02 |
| Oracle Java 11 Developer's Kit (JDK) | Yes | No | Release: 8.5.208+ Either OpenJDK 11 or Oracle Java 11 Developer's Kit (JDK) is supported. Discontinued with release 8.5.300.02 |
| Oracle Java 8 Developer's Kit (JDK) | Yes | No | Release: 8.5.103+ Discontinued with release 8.5.300.02 |

Genesys Predictive Routing

General Information - Genesys Predictive Routing

Interoperability requirements for other Genesys components are available [here](#).

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

Data Loader Support

| OS Family | Operating System | Release | Conditions |
|-----------|----------------------------|---------|--|
| Linux | CentOS Linux 7 | 9.0.0 | Discontinued as of January 15, 2025 CentOS 7 (64 bit) |
| Linux | Red Hat Enterprise Linux 7 | 9.0.0 | RHEL 7 (64 bit) |

Supported Browsers

| Component | Browser | Release | Conditions/Limitations |
|----------------------------------|----------------|---------|---|
| Predictive Routing Core Services | Google Chrome | 9.0+ | Latest version and the most recent previous version |
| Predictive Routing Core Services | Microsoft Edge | 9.0+ | |
| Predictive Routing Core | Microsoft IE | 9.0+ | Internet Explorer is no |

| Component | Browser | Release | Conditions/ Limitations |
|-----------|---------|---------|----------------------------|
| Services | | | longer supported. |

Supported Database/DB Clusters

No DB information at this time.

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

Data Loader - Prerequisites

| Data Loader - Prerequisites | | | |
|-------------------------------------|----------------------|---------------------|--|
| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
| Other Prerequisites | | | |
| Docker | Yes | No | Release: 9.0+ docker-ce version 18.09.2 or higher; OR docker-ee 18.09.2 or higher |

Genesys Pulse

General Information - Genesys Pulse

Genesys Pulse includes Genesys Pulse and Genesys Pulse Collector. The following operating environments information is applicable to both Genesys Pulse and Genesys Pulse Collector.

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

Notes:

- 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 | OS | Release | Conditions |
|-----------|----------------------------|----------|--|
| Linux | CentOS Linux 7 | 9.0.001+ | Discontinued as of January 15, 2025 This OS version is not supported by Genesys Pulse Collector as of 9.0.008.03. However, it remains supported by Genesys Pulse. |
| Linux | CentOS Linux 8 | 9.0.004 | 64-bit compatibility |
| Linux | CentOS Linux 9 | 9.0+ | Starting with 9.0.010.01. |
| Linux | Red Hat Enterprise Linux 7 | 8.5.108+ | Discontinued as of January 15, 2025. This OS version is not supported by Genesys Pulse Collector as of 9.0.008.03. However, it remains supported by Genesys Pulse. |
| Linux | Red Hat Enterprise Linux 8 | 9.0+ | Starting with 9.0.004 |
| Linux | Red Hat Enterprise Linux 9 | 9.0+ | Starting with 9.0.010.01 |
| Windows | Windows Server 2012 | 8.5+ | Discontinued as of October 31, 2024 Starting with 8.5.100.01 |
| Windows | Windows Server 2016 | 8.5.108 | Starting with 8.5.108.01 |
| Windows | Windows Server 2019 | 9.0.0 | Starting with 9.0.003.03 |
| Windows | Windows Server 2022 | 9.0+ | Starting with 9.0.010.01 |
| OS Family | OS | Release | Conditions |

Supported Browsers

| Component | Browser | Release | Conditions/Limitations |
|---------------|--------------|----------------------|-------------------------------------|
| Genesys Pulse | Apple Safari | 8.1.4-8.5.102.03 | Version 6 and higher are supported. |
| Genesys Pulse | Apple Safari | 8.5.103.03 - 8.5.105 | Version 8 and higher |

| Component | Browser | Release | Conditions/ Limitations |
|---------------|---------------|----------------------|---|
| | | | supported |
| Genesys Pulse | Apple Safari | 8.5.106 - 8.5.108 | Version 9 and higher supported |
| Genesys Pulse | Apple Safari | 9.0.000 | Version 10 and higher are supported. |
| Genesys Pulse | Apple Safari | 9.0.001 - 9.0.003 | Versions 11 and 12 are supported. |
| Genesys Pulse | Apple Safari | 9.0.001+ | Version 11 and higher are supported. |
| Genesys Pulse | Apple Safari | 9.0.004+ | Version 12 and higher are supported; Last supported: 9.0.006.03 |
| Genesys Pulse | Apple Safari | 9.0.006+ | Version 14 and higher are supported. |
| Genesys Pulse | Firefox | 9.0.000 | Version 60 and higher are supported. |
| Genesys Pulse | Firefox | 9.0.001 - 9.0.003 | Version 61 and higher are supported. |
| Genesys Pulse | Firefox | 9.0.003+ | Version 67 and higher are supported. |
| Genesys Pulse | Firefox | 9.0.004 | Version 70 and higher are supported. |
| Genesys Pulse | Firefox ESR | 8.1.4-8.5.102.03 | Version 24 and higher are supported. |
| Genesys Pulse | Firefox ESR | 8.5.103.03 - 8.5.108 | Version 42 and higher supported |
| Genesys Pulse | Firefox ESR | 9.0.000 | Version 52 and higher are supported. |
| Genesys Pulse | Firefox ESR | 9.0.001+ | Version 60 and higher supported |
| Genesys Pulse | Firefox ESR | 9.0.004+ | Version 68 and higher are supported. |
| Genesys Pulse | Google Chrome | 8.1.4-8.5.102.03 | Version 22 and higher are supported. |
| Genesys Pulse | Google Chrome | 8.5.103.03 - 8.5.108 | Version 46 and higher are supported. |
| Genesys Pulse | Google Chrome | 9.0.000 | Version 67 and higher supported |
| Genesys Pulse | Google Chrome | 9.0.001 - 9.0.003 | Version 69 and higher are supported. |
| Genesys Pulse | Google Chrome | 9.0.003+ | Version 75 and higher are supported. |
| Genesys Pulse | Google Chrome | 9.0.004 | Version 77 and higher are supported. |

| Component | Browser | Release | Conditions/Limitations |
|---------------|-------------------------|----------------------|---|
| Genesys Pulse | Microsoft Edge | 8.5.103.03 - 8.5.108 | Version 20 and higher supported |
| Genesys Pulse | Microsoft Edge | 9.0.000 | Version 38 and higher supported |
| Genesys Pulse | Microsoft Edge | 9.0.001 - 9.0.003 | Versions 42 and 44 are supported. |
| Genesys Pulse | Microsoft Edge | 9.0.001+ | Version 42 and higher supported |
| Genesys Pulse | Microsoft Edge | 9.0.004+ | Versions 44, 79, and higher are supported. |
| Genesys Pulse | Microsoft Edge Chromium | 9.0.004+ | |
| Genesys Pulse | Microsoft IE | 8.1.4+ | Support for all versions of Internet Explorer ended after release 9.0.007.08. |

Supported Database/DB Clusters

| Database | Release | Conditions/Limitations |
|----------------------------|----------|---|
| MS SQL Server 2012 | 8.5 | Discontinued as of January 1, 2025. |
| MS SQL Server 2012 Cluster | 8.5+ | Discontinued as of January 1, 2025. Also supports AlwaysOn Cluster with Synchronous Mirroring capability. |
| MS SQL Server 2016 | 8.5.108+ | |
| MS SQL Server 2016 Cluster | 8.5.108+ | Also supports AlwaysOn Cluster with Synchronous Mirroring capability. |
| MS SQL Server 2017 | 9.0.003+ | |
| MS SQL Server 2019 | 9.0.005+ | |
| MS SQL Server 2019 Cluster | 9.0.006+ | Also supports AlwaysOn Availability Group. |
| MS SQL Server 2022 | 9.0.0+ | |
| Oracle 12c R1 | 8.5 | Last Supported: 9.0.006.00 |
| Oracle 12c R1 RAC | 8.5 | Last Supported: 9.0.006.00 |
| Oracle 18c | 9.0.003+ | Discontinued as of June 30, 2021. |
| Oracle 18c RAC | 9.0.003+ | Discontinued as of June 30, 2021. |

| Database | Release | Conditions/Limitations |
|----------------|----------|--------------------------------------|
| Oracle 19c | 9.0.005+ | |
| Oracle 19c RAC | 9.0.005+ | SCAN is supported. |
| PostgreSQL 10 | 9.0.001+ | Discontinued as of June 30, 2024. |
| PostgreSQL 12 | 9.0.005+ | |
| PostgreSQL 13 | 9.0.008+ | |
| PostgreSQL 16 | 9.0.0+ | |
| PostgreSQL 9.6 | 8.1.4+ | Discontinued as of November 11, 2021 |

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 Solution Reporting.

| Component | Release | Interface | Conditions |
|---------------|---------|--|------------|
| Genesys Pulse | 8.0.1+ | Management Framework Configuration Server/ Proxy | |

IPv6 Support for Additional Interfaces

Notes:

- Release Support numbers refer to Solution Reporting.

| Component | Release | Interface | Conditions |
|---------------|---------|-------------|------------|
| Genesys Pulse | 8.0.1+ | Stat Server | |

Prerequisites

Notes:

- For general Solution Reporting prerequisites, see the [Solution Reporting](#) page in this guide.

Genesys Pulse - Prerequisites

| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
|--------------------------------------|----------------------|---------------------|---|
| Third-Party Component Prerequisites | | | |
| OpenJDK 11 | Yes | No | Release: 9.0.003+ RedHat's implementation |
| OpenJDK 17 | Yes | No | Release: 9.0.0+ Supported starting 9.0.010+ |
| OpenJDK 8 | Yes | No | Release: 9.0 |
| Oracle Java 17 Runtime (JRE) support | Yes | No | Release: 9.0.0+ Supported starting 9.0.010+ |
| Oracle Java 8 Runtime | Yes | No | Release: 9.0 |

| Genesys Pulse - Prerequisites | | | |
|-------------------------------|-----|----|--------------------------|
| (JRE) | | | |
| Oracle Java 11 Runtime (JRE) | Yes | No | Release: 9.0.003+ |

Genesys Quality Management (Zoom)

General Information - Genesys Quality Management (Zoom)

This information applies to Genesys Quality Management (Zoom), which includes the products Call Recording, Quality Manager, and Screen Capture. GQM (Zoom) is a separate product from Quality Management associated with SpeechMiner and Genesys Interaction Recording. All GQM (Zoom) versions entered End of Life (EOL) on July 29, 2016. They reach End of Maintenance on January 1, 2018, and reach End of Support on July 1, 2018. If you have questions, contact your account representative.

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

Genesys Quality Management (Zoom) Servers Support

| OS Family | Operating System | Release | Conditions |
|-----------|----------------------------|---------|-----------------------------------|
| Linux | Red Hat Enterprise Linux 5 | 8.0+ | Discontinued as of June 30, 2018. |

Supported Browsers

Notes:

- Genesys Quality Management Solution includes the products Call Recording, Quality Manager, and Screen Capture. GQM 8.0+ supports Google Chrome 4.0+ and Opera 9+.
- Unless otherwise noted, browser plug-ins are not supported for these browsers. Only the

browser is supported.

| Component | Browser | Release | Conditions/Limitations |
|--|-------------|---------|---------------------------------|
| Genesys Quality Management (Zoom) User Interface | Firefox ESR | 8.0+ | Firefox 3.6.16+ is recommended. |

Supported Database/DB Clusters

Notes:

- 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 |
|----------------|---------|---------------------------------------|
| Oracle 11g | 8.0+ | Discontinued as of December 31, 2020. |
| Oracle 11g RAC | 8.0+ | Discontinued as of December 31, 2020. |

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

Notes:

- Web browser requires media player plug-in for audio review.

Genesys Quality Management (Zoom) - Prerequisites

| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
|-------------------------------------|----------------------|---------------------|-------------------------|
| Screen Capture | | | |
| h.264 or MPEG-4 2 codec | Yes | No | Release: 8.0+ |
| Windows Media Player 9+ | Yes | No | Release: 8.0+ |
| Quality Manager | | | |
| Live Monitor application | Yes | No | Release: 8.0+ |

Genesys Quality Management (Zoom) - Prerequisites

| | | | |
|---|-----|----|----------------------|
| requires JRE 1.6+ | | | |
| Report/Charts - web browsers require Adobe Flash Player plug-in | Yes | No | Release: 8.0+ |
| Windows Media Player 9+ or QuickTime Player | Yes | No | Release: 8.0+ |
| Call Recording | | | |
| Windows Media Player or QuickTime Player | Yes | No | Release: 8.0+ |

Genesys Rules System

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 7 | 8.5.3+ | Discontinued as of January 15, 2025 Supported by GRAT starting with 8.5.304.14 and GRE starting with 8.5.304.08. |
| Linux | Red Hat Enterprise Linux 8 | 9.0.0+ | Supported by GRAT starting with 9.0.000.30 and GRE starting with 9.0.000.22. |
| Linux | Red Hat Enterprise Linux 9 | 9.0.0+ | Supported by GRAT starting with 9.0.000.30 and GRE starting with 9.0.000.25. |
| Windows | Windows Server 2016 | 8.5.3+ | Supported by GRAT starting with 8.5.303.16 and GRE starting with 8.5.303.11. |
| Windows | Windows Server 2019 | 9.0.0+ | Supported by GRE starting with 9.0.000.16 and GRAT starting with 9.0.000.23. |
| OS Family | OS | Release | Conditions |

Supported Browsers

| Component | Browser | Release | Conditions/Limitations |
|-----------|----------------|---------|-----------------------------------|
| | Apple Safari | 8.5.2+ | Release number relates to GRS UI. |
| | Firefox ESR | 8.1.1+ | Release number relates to GRS UI. |
| | Google Chrome | 8.1.4+ | Release number relates to GRS UI. |
| | Microsoft Edge | 9.0+ | Release number relates to GRS UI. |

Supported Database/DB Clusters

| Database | Release | Conditions/Limitations |
|----------------------------|---------|---|
| MS SQL Server 2016 | 8.5.3+ | Genesys Rules System Rules Engine supports this starting with 8.5.303.11. Genesys Rules System Rules Authoring Tool supports this starting with 8.5.303.16. |
| MS SQL Server 2016 Cluster | 8.5.3+ | Support starting with 8.5.303.11 |
| MS SQL Server 2019 | 9.0.0+ | Genesys Rules System Rules Engine supports this starting with 9.0.000.16. Genesys Rules System Rules Authoring Tool supports this starting with 9.0.000.23. |
| MS SQL Server 2022 | 9.0.0+ | Starting with Release 9.0.000.31, Database connection is SSL enabled. |
| Oracle 18c | 9.0 | Discontinued as of June 30, 2021. |
| Oracle 18c RAC | 9.0 | Discontinued as of June 30, 2021. |
| Oracle 19c | 9.0.0+ | Genesys Rules System Rules Engine supports this starting with 9.0.000.19. Genesys Rules System Rules Authoring Tool supports this starting with 9.0.000.26 |

| Database | Release | Conditions/Limitations |
|----------------|---------|---|
| Oracle 19c RAC | 9.0.0+ | Genesys Rules System Rules Engine supports this starting with 9.0.000.19. Genesys Rules System Rules Authoring Tool supports this starting with 9.0.000.26. Starting with Release 9.0.000.31, Database connection is SSL enabled. |
| PostgreSQL 12 | 9.0.0+ | Genesys Rules System Rules Authoring Tool supports this starting 9.0.000.31. Starting with Release 9.0.000.31, Database connection is SSL enabled. |
| PostgreSQL 13 | 9.0.0+ | Genesys Rules System Rules Authoring Tool supports this starting 9.0.000.31. Starting with Release 9.0.000.31, Database connection is SSL enabled. |
| PostgreSQL 14 | 9.0.0+ | Genesys Rules System Rules Authoring Tool supports this starting 9.0.000.31. Starting with Release 9.0.000.31, Database connection is SSL enabled. |
| PostgreSQL 15 | 9.0.0+ | Genesys Rules System Rules Authoring Tool supports this starting 9.0.000.31. Starting with Release 9.0.000.31, Database connection is SSL enabled. |

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 Genesys Rules System.

| Component | Release | Interface | Conditions |
|-----------|---------------------|---------------------|------------|
| | no direct interface | Interaction Server | |
| | no direct interface | SIP Server/T-Server | |

IPV6 Support for Additional Interfaces

No IPV6 information for additional components at this time.

Prerequisites

Notes:

- For the Genesys Rules Development Tool component (available only up to release 8.1.4), you must have either Composer 8.1.0+ or Eclipse 3.5.0+.

Genesys Rules System - Prerequisites

| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
|-------------------------------------|----------------------|---------------------|--|
| Web Server | | | |
| Apache Tomcat 9.0.41 | Yes | No | Release: 9.0+ Starting with GRAT version 9.0.000.25 and |

| Genesys Rules System - Prerequisites | | | |
|--|-----|----|--|
| | | | GRE version 9.0.000.18. |
| IBM WebSphere Application Server 7 | Yes | No | Release: 8.5 |
| IBM WebSphere Application Server 7 | Yes | No | Release: 8.1 - 8.5.3 Discontinued as of August 30, 2019. |
| IBM WebSphere Application Server 8.5 | Yes | No | Release: 8.5+ |
| JBOSS 7.1.1 | Yes | No | Release: 8.1 - 8.5 Note the following: <ul style="list-style-type: none"> Supported for GRAT and GRE only. REST APIs are not supported on JBOSS. Discontinued as of August 30, 2019. |
| Third-Party Component Prerequisites | | | |
| OpenJDK 11 | Yes | No | Release: 9.0 |
| OpenJDK 13 | Yes | No | Release: 9.0 Supported from: <ul style="list-style-type: none"> GRE version 9.0.000.18 GRAT version 9.0.000.25 |
| OpenJDK 17 | Yes | No | Release: 9.0 Supported from: <ul style="list-style-type: none"> GRE version 9.0.001.00 |
| OpenJDK 8 | Yes | No | Release: 9.0 |
| Other Prerequisites | | | |
| JDK 8 (or Oracle Java 8 Runtime (JRE)) | Yes | No | Release: 8.5 Must be installed on the application server host. |
| Oracle Java | Yes | No | Release: 8.1 - 8.5.3 |

| Genesys Rules System - Prerequisites | | | |
|--------------------------------------|-----|----|---|
| Development Kit (JDK) 6 | | | <p>Note the following:</p> <ul style="list-style-type: none"> • Must be installed on the application server host. Support for version 8.1 only. • Discontinued as of August 30, 2019. |
| Oracle Java Development Kit (JDK) 7 | Yes | No | <p>Release: 8.1 - 8.5.3</p> <p>Note the following:</p> <ul style="list-style-type: none"> • (Alternatively, JRE 7) Must be installed on the application server host. Applicable to versions 8.1.3 and above. • Discontinued as of August 30, 2019. |
| Oracle Java Development Kit (JDK) 8 | Yes | No | <p>Release: 9.0</p> |
| Oracle Java Development Kit (JDK) 8 | Yes | No | <p>Release: 8.5</p> <p>Must be installed on the application server host. Support for version 8.5 only.</p> |

Genesys Skills Management

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

Notification Client Support Support

| OS Family | Operating System | Release | Conditions |
|-----------|------------------|---------|----------------------|
| Windows | Windows 10 | 8.5.684 | Performance DNA only |
| Windows | Windows 10 | 9.0 | Performance DNA only |
| Windows | Windows 7 | 8.5.546 | R2 is required. |
| Windows | Windows 7 | 8.5.684 | |
| Windows | Windows 7 | 9.0 | |

Performance DNA Server Support

Notes:

- For operating systems prior to Windows Server 2012, click the following link to download a required Microsoft Windows Identity Foundation file: <http://www.microsoft.com/en-gb/download/details.aspx?id=17331>.

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|---------|-----------------|
| Windows | Windows Server 2008 | 8.5.546 | R2 is optional. |
| Windows | Windows Server 2008 | 8.5.684 | R2 is optional. |
| Windows | Windows Server 2012 | 8.5.546 | R2 is required. |
| Windows | Windows Server 2012 | 8.5.684 | R2 is required. |
| Windows | Windows Server 2012 | 9.0 | R2 is required. |
| Windows | Windows Server 2016 | 9.0 | |

Training Manager Client UI Support Support

| OS Family | Operating System | Release | Conditions |
|-----------|------------------|---------|----------------------|
| Windows | Windows 10 | 8.5.546 | 64-bit compatibility |
| Windows | Windows 10 | 8.5.684 | 64-bit compatibility |
| Windows | Windows 10 | 9.0 | 64-bit compatibility |
| Windows | Windows 7 | 8.5.546 | 32-bit compatibility |
| Windows | Windows 7 | 8.5.684 | 32-bit compatibility |
| Windows | Windows 7 | 9.0 | 32-bit compatibility |
| Windows | Windows 8 | 8.5.546 | 64-bit compatibility |
| Windows | Windows 8 | 8.5.684 | 64-bit compatibility |
| Windows | Windows 8 | 9.0 | 64-bit compatibility |

Training Manager Server Support

Notes:

- For operating systems prior to Windows Server 2012, click the following link to download a required Microsoft Windows Identity Foundation file: <http://www.microsoft.com/en-gb/download/details.aspx?id=17331>.

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|---------|-----------------|
| Windows | Windows Server 2008 | 8.5.546 | R2 is required. |
| Windows | Windows Server 2008 | 8.5.684 | R2 is required. |
| Windows | Windows Server 2012 | 8.5.546 | R2 is required. |
| Windows | Windows Server 2012 | 8.5.684 | R2 is required. |
| Windows | Windows Server 2012 | 9.0 | R2 is required. |
| Windows | Windows Server 2016 | 9.0 | |

Supported Browsers

Notes:

- The minimum supported resolution is 1280x1024.

| Component | Browser | Release | Conditions/Limitations |
|--------------------|----------------|---------|---|
| Web User Interface | Firefox | 8.5.546 | Training Manager features not supported |
| Web User Interface | Google Chrome | 8.5.546 | |
| Web User Interface | Google Chrome | 8.5.684 | |
| Web User Interface | Google Chrome | 9.0 | |
| Web User Interface | Microsoft IE11 | 8.5.546 | |
| Web User Interface | Microsoft IE11 | 8.5.684 | |
| Web User Interface | Microsoft IE11 | 9.0 | |
| Web User Interface | Microsoft IE8 | 8.5.546 | |
| Web User Interface | Microsoft IE9 | 8.5.546 | |

Supported Database/DB Clusters

| Database | Release | Conditions/Limitations |
|--------------------|---------|-------------------------------------|
| MS SQL Server 2008 | 8.5.546 | R2 |
| MS SQL Server 2008 | 8.5.684 | R2 |
| MS SQL Server 2012 | 8.5.546 | |
| MS SQL Server 2012 | 8.5.684 | |
| MS SQL Server 2012 | 9.0 | |
| MS SQL Server 2014 | 8.5.546 | Supported by Training Manager only. |
| MS SQL Server 2014 | 8.5.684 | Supported by Training Manager only. |
| MS SQL Server 2014 | 9.0.0 | Supported by Training Manager only. |
| MS SQL Server 2016 | 9.0.0 | |

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

Notes:

- Performance DNA and Training Manager require two versions of Microsoft Framework .NET to support the various services created. See the table for details.
- When using Training Manager Client, both it and Skills Management web services must have network connectivity to Workforce Management (Genesys WFM, Teleopti WFM, or Nice IEX WFM).

Notification Client Support - Prerequisites

| Third-Party | Acquired by | Provided by Genesys | Conditions/ |
|-------------|-------------|---------------------|-------------|
|-------------|-------------|---------------------|-------------|

| Notification Client Support - Prerequisites | | | |
|---|----------------------|---------------------|--|
| Component Prerequisites | Customer | | Limitations |
| Third-Party Component Prerequisites | | | |
| Microsoft .NET Framework 4.5 | Yes | No | Release: 8.5.546 - 9.0.100 Microsoft .NET Framework version 4.5.2 is required. |
| Microsoft .NET Framework 4.7.2 | Yes | No | Release: 9.0.101 |
| Performance DNA Server - Prerequisites | | | |
| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
| Third-Party Component Prerequisites | | | |
| ASP.NET 4.5 | Yes | No | Release: 9.0 |
| Crystal Reports Runtime | Yes | No | Release: 9.0 Click the following link to download Crystal Reports Runtime: http://downloads.businessobjects.com/akdlm/cr4vs2010/CRforVS_redist_install_32bit_13_0_20.zip Be aware that the file automatically downloads when you click the link. |
| Microsoft .NET Framework 3.5 and Microsoft .NET Framework 4.5 | Yes | No | Release: 8.5.546 - 9.0.100 For Microsoft .NET Framework 4.5, version 4.5.2 is required. |
| Microsoft .NET Framework 3.5 and | Yes | No | Release: 9.0.101 For Microsoft .NET |

Performance DNA Server - Prerequisites

| | | | |
|------------------------------|--|--|---|
| Microsoft .NET Framework 4.7 | | | Framework 4.7, version 4.7.2 is required. |
|------------------------------|--|--|---|

Training Manager Client UI Support - Prerequisites

| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
|-------------------------------------|----------------------|---------------------|--|
| Third-Party Component Prerequisites | | | |
| Microsoft .NET Framework 3.5 | Yes | No | Release: 8.5.546 32-bit compatibility required |
| Microsoft .NET Framework 3.5 | Yes | No | Release: 8.5.684 32-bit compatibility required |
| Microsoft .NET Framework 3.5 | Yes | No | Release: 9.0 32-bit compatibility required |

Training Manager Server - Prerequisites

| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
|-------------------------------------|----------------------|---------------------|---|
| Third-Party Component Prerequisites | | | |
| ASP.NET 3.5 | Yes | No | Release: 9.0 |
| Crystal Reports Runtime | Yes | No | Release: 9.0 Click the following link to download Crystal Reports Runtime: http://downloads.businessobjects.com/akdlm/cr4vs2010/CRforVS_redist_install_32bit_13_0_20.zi Be aware that the file |

| Training Manager Server - Prerequisites | | | |
|---|-----|----|---|
| | | | automatically downloads when you click the link. |
| Microsoft .NET Framework 3.5 and Microsoft .NET Framework 4.5 | Yes | No | Release: 8.5.546 - 9.0.100 For Microsoft .NET Framework 4.5, version 4.5.2 is required. |
| Microsoft .NET Framework 3.5 and Microsoft .NET Framework 4.7 | Yes | No | Release: 9.0.101 For Microsoft .NET Framework 4.7, version 4.7.2 is required. |

Genesys Softphone

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

Genesys Softphone Support

| OS Family | Operating System | Release | Conditions |
|-----------|------------------|-----------|---|
| Mac | Mac OS X 10.0 | 9.0.0+ | Discontinued as of October 1, 2024. Supports Mac OS version 10.15 starting with 9.0.014.12. |
| Mac | Mac OS X 11.0 | 9.0.0+ | Discontinued as of October 1, 2024. Supports macOS 11.2 (Big Sur). Apple M1 processor is supported natively. |
| Mac | macOS 13 | 9.0.0+ | Supports macOS 13 (Ventura) starting with 9.0.022.02. |
| Mac | macOS 14 | 9.0.1+ | Supports macOS 14 (Sonoma) starting with 9.0.100.06. |
| Windows | Windows 10 | 8.5 - 9.0 | Application running in 32-bit compatibility mode on 64-bit OS. |
| Windows | Windows 11 | 9.0+ | Application running in 32-bit compatibility mode on 64-bit OS. |
| Windows | Windows 8 | 8.5 - 9.0 | Discontinued as of September 30, 2023. |

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|---------|---|
| | | | <p>Note the following:</p> <ul style="list-style-type: none"> • Application running in 32-bit compatibility mode on 64-bit OS. • Discontinued as of 9.0.020.10 • Last supported version: 9.0.019.06 |
| Windows | Windows Server 2012 | 9.0+ | <p>Discontinued as of October 31, 2024</p> <p>Note the following:</p> <ul style="list-style-type: none"> • Genesys Softphone is supported on Windows Server 2012 only if Citrix Server is also deployed on Windows Server 2012. • Application running in 32-bit compatibility mode on 64-bit OS. • Discontinued as of 9.0.020.10 • Last supported version: 9.0.019.06 |
| Windows | Windows Server 2016 | 9.0+ | <p>Note the following:</p> <ul style="list-style-type: none"> • Starting with 9.0.006.02 • Genesys Softphone is supported on Windows Server 2016 only if Citrix Server is also deployed on Windows Server 2016. • Application running in 32-bit compatibility mode on 64-bit OS. |

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|---------|---|
| | | | <ul style="list-style-type: none"> Discontinued as of 9.0.020.10 Last supported version: 9.0.019.06 |
| Windows | Windows Server 2019 | 9.0+ | <p>Note the following:</p> <ul style="list-style-type: none"> Starting with 9.0.009.03 Genesys Softphone is supported on Windows Server 2019 only if Citrix Server is also deployed on Windows Server 2019. Application running in 32-bit compatibility mode on 64-bit OS. |
| Windows | Windows Server 2022 | 9.0.1+ | <p>Note the following:</p> <p>Starting with 9.0.101.xx</p> <p>Genesys Softphone is supported on Windows Server 2022 only if Citrix Server is also deployed on Windows Server 2022.</p> |

Genesys Softphone VDI Adapter Support

| OS Family | Operating System | Release | Conditions |
|-----------|------------------|---------|---|
| Linux | eLux RP5 | 9.0 | 9.0.007.09 - 9.0.009.05, 32-bit. |
| Linux | eLux RP6 | 9.0+ | 64-bit, starting with 9.0.010.08. |
| Linux | HP ThinOS 7 | 9.0+ | <p>for VMWare Horizon, starting from 9.0.020.10</p> <p>for Citrix, starting from 9.0.100.06</p> |
| Linux | HP ThinOS 8 | 9.0+ | for VMWare Horizon, starting from 9.0.024.06 |

| OS Family | Operating System | Release | Conditions |
|-----------|------------------|---------|--|
| | | | for Citrix, starting from 9.0.100.06 |
| Windows | Windows 10 | 9.0+ | Application running in 32-bit compatibility mode on 64-bit OS. |
| Windows | Windows 11 | 9.0+ | Application running in 32-bit compatibility mode on 64-bit OS. |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

Supported Virtualization Platforms

Tip

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

IPV6 Support for Common Interfaces

| Component | Release | Interface | Conditions |
|-------------------|-----------|--------------|------------|
| Genesys Softphone | 8.5 - 9.0 | SIP/RTP/HTTP | |

IPV6 Support for Additional Interfaces

No IPV6 information for additional components at this time.

Prerequisites

Notes:

- All prerequisites are installed with the application.

Genesys Video Gateway

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

Notes:

- Genesys supports use of products on Oracle Enterprise Linux ("OEL"), provided that the OEL distribution is 100% compatible with a Genesys-supported Red Hat distribution, and that the Oracle custom kernel is not used. Genesys will only support OEL based on testing and reproduction of any issues in the equivalent Red Hat Linux version; no investigation or testing will be performed on OEL itself. Support only applies to OEL versions 5.x and later.

| OS Family | OS | Release | Conditions |
|-----------|----------------------------|---------|--------------------------------------|
| Linux | Red Hat Enterprise Linux 6 | 9.0 | Discontinued as of November 30, 2020 |
| OS Family | OS | Release | Conditions |

Supported Browsers

Notes:

- Genesys tests compatibility for all browsers announcing WebRTC and Flash plug-in technologies support. Thanks to our forthcoming continuous delivery model, we plan to minimize the delay between a browser's compatibility announcement and its support by the Genesys Video Gateway. The same policy is valid for browsers updates. However, Genesys cannot be held responsible for any interface modification from browser vendors, or for any functional modification.
- The Genesys Video Gateway product is based on WebRTC technology from the IETF and W3C and Flash plug-in from Adobe. Browsers support for WebRTC signaling, media and security is still evolving at a fast pace. Browser vendors should maintain backward compatibility with these technologies.

| Component | Browser | Release | Conditions/Limitations |
|-----------------------|---------------|---------|--|
| Genesys Video Gateway | Apple Safari | 9.0 | Version 8; Supported on Desktop only. |
| Genesys Video Gateway | Firefox ESR | 9.0 | Support for version 31 ESR; Supported on Desktop only. *Supports the latest mainline version of the browser and one version before it. |
| Genesys Video Gateway | Google Chrome | 9.0 | Support for versions 42 and above; Supported on Desktop only; Supports the latest mainline version of the browser and one version before it. |
| Genesys Video Gateway | Microsoft IE | 9.0 | Version 11. Supported on Desktop only; Supports the latest mainline version of the |

| Component | Browser | Release | Conditions/ Limitations |
|-----------------------|---------|---------|---|
| | | | browser and one version before it. |
| Genesys Video Gateway | Opera | 9.0 | Support for version 29 and above; Supported on Desktop only. *Supports the latest mainline version of the browser and one version before it. |

Supported Database/DB Clusters

No DB information at this time.

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

Genesys Voice Platform

General Information - Genesys Voice Platform

This page covers the following components that fall under this GVP SOE page:

- Call Control Platform
- CTI Connector
- MRCP Proxy
- Policy Server
- Supplementary Services Gateway
- Third-Party Squid

See the [Genesys Media Server](#) SOE page if you're looking for SOE information for the following:

- Genesys Media Control Platform
- Resource Manager
- Reporting Server
- Reporting Plug-In for GAX
- Management Information Base (MIB)
- T-Server-CUCM to Media Server Connector

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

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 CentOS Linux, provided that the CentOS Linux distribution is 100% compatible with a Genesys-supported Red Hat distribution.
- 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 | OS | Release | Conditions |
|-----------|----------------------------|---------------|--|
| Linux | Red Hat Enterprise Linux 5 | 8.1.2 - 8.5.1 | Discontinued as of June 30, 2018. |
| Linux | Red Hat Enterprise Linux 6 | 8.1.7+ | Discontinued as of November 30, 2020 |
| Linux | Red Hat Enterprise Linux 7 | 9.0.0+ | Supported for the following components: <ul style="list-style-type: none"> • VP Supplementary Services Gateway (9.0.031.10) • VP MRCP Proxy (9.0.035.04) • VP CTI Connector (9.0.041.07) |
| Linux | Red Hat Enterprise Linux 8 | 9.0.0+ | Supported for the following components: <ul style="list-style-type: none"> • VP Supplementary Services Gateway (9.0.031.88+) • VP MRCP Proxy (9.0.049.38+) • VP CTI Connector (9.0.065.11+) |
| Linux | Red Hat Enterprise Linux 9 | 9.0+ | Supported for the following components: <ul style="list-style-type: none"> • VP MRCP Proxy (9.0.078.81+) • VP Supplementary Services Gateway (9.0.078.86 +) |
| Windows | Windows Server 2008 | 8.1.2 - 9.0 | Discontinued as of June 30, 2020 Last supported on the following components and respective versions: <ul style="list-style-type: none"> • VP CTI Connector 8.5.160.80 • VP Supplementary Services Gateway |
| OS Family | OS | Release | Conditions |

| OS Family | OS | Release | Conditions |
|-----------|---------------------|---------|--|
| | | | <p>9.0.031.10</p> <ul style="list-style-type: none"> • VP MRCP Proxy 9.0.019.27 • VP Third Party Squid 8.5.100.06 • VP Policy Server 8.5.010.10 • VP Call Control Platform 9.0.013.03 |
| Windows | Windows Server 2012 | 8.5.1+ | <p>Discontinued as of October 31, 2024</p> <p>Supported for the following components:</p> <ul style="list-style-type: none"> • CTI Connector • MRCP Proxy <p>Last supported on the following components and respective versions:</p> <ul style="list-style-type: none"> • Supplementary Services Gateway 9.0.031.10 • Third Party Squid 8.5.100.06 |
| Windows | Windows Server 2016 | 9.0+ | <p>The Standard version is supported for the following components:</p> <ul style="list-style-type: none"> • Call Control Platform • CTI Connector • Supplementary Services Gateway • MRCP Proxy |
| Windows | Windows Server 2019 | 9.0+ | <p>The Standard version is supported for the following components:</p> <ul style="list-style-type: none"> • CTI Connector • Supplementary Services |
| OS Family | OS | Release | Conditions |

| OS Family | OS | Release | Conditions |
|-----------|----|---------|--|
| | | | Gateway <ul style="list-style-type: none"> MRCP Proxy |
| OS Family | OS | Release | Conditions |

Supported Browsers

Notes:

- For browser support information, see the Supported Browsers table on the [Genesys Administrator Extension](#) page in this guide.

Supported Database/DB Clusters

Notes:

- For database support information, see the Supported Database/DB Cluster table on the [Genesys Media Server](#) page in this document.

Supported Virtualization Platforms

Tip

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

IPV6 Support for Common Interfaces

Notes:

- For IPV6 support information, see the [Genesys Media Server](#) page in this guide.

| Component | Release | Interface | Conditions |
|----------------------|---------------------|--|------------|
| Genesys Media Server | 8.1 | Management Framework Configuration Server/ Proxy | |
| Genesys Media Server | 8.1 | SIP Server/T-Server | |
| Genesys Media Server | no direct interface | Interaction Server | |

IPV6 Support for Additional Interfaces

Notes:

- Release Support numbers refer to Genesys Voice Platform.

| Component | Release | Interface | Conditions |
|------------------------|---------|--------------------------------------|------------|
| Genesys Voice Platform | 8.1.5 | F5 or NLB/Radware for load-balancing | |
| Genesys Voice Platform | 8.1.5 | IVR Server 7.5 or 8.0 | |
| Genesys Voice Platform | 8.1.5 | SIP Phones | |
| Genesys Voice Platform | 8.1.5 | Web Interface-HTTP | |

Prerequisites

Notes:

- For additional prerequisites, see the Prerequisite table in the [Genesys Media Server](#) page in this document.

Genesys Voice Platform - Prerequisites

| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
|--|----------------------|---------------------|---|
| If using ASR | | | |
| Any validated MRCP compliant speech-recognition software | Yes | Resell | <p>Release: All Reference the Supported Media Interfaces reference manual for compatibility of GVP with Nuance and any GValidated speech integration. It is your responsibility to order the appropriate number of speech licenses. Contact Genesys Sales for additional guidance.</p> |
| If using TTS | | | |
| Any validated MRCP compliant text-to-speech software | Yes | Resell | <p>Release: All Reference the Supported Media Interfaces reference manual for compatibility of GVP with Nuance and any GValidated speech integration. It is your responsibility to order the appropriate number of speech licenses. Contact Genesys Sales for additional guidance.</p> |

Genesys Voice Platform - Prerequisites

Cisco Queue Adapter (for GVP 7.6) or CTI-Connector (Cisco)

| | | | |
|-----------|-----|----|--|
| Cisco ICM | Yes | No | Release: 7.6 Depending on the GVP release that is deployed, there are different supported versions of Cisco ICM. |
|-----------|-----|----|--|

Cisco ICM AIM (CTIC support)

| | | | |
|------------------------|-----|----|------------------------|
| Cisco ICM 7.5 or later | Yes | No | Release: 8.1.5+ |
|------------------------|-----|----|------------------------|

Microsoft IIS for GVP 8.1.1 or earlier or GVPi applications on GVP 8.1.1–8.1.4.

| | | | |
|--|-----|----|---|
| Common Files | Yes | No | Release: 8.1.5 Not needed for GVP 8.1.5 or later. |
| Internet Information Server Snap-In | Yes | No | Release: 8.1.5 Not needed for GVP 8.1.5 or later. |
| Microsoft Internet Information Server (IIS) 6.0 components | Yes | No | Release: 8.1.5 Not needed for GVP 8.1.5 or later. |
| World Wide Web Server | Yes | No | Release: 8.1.5 Not needed for GVP 8.1.5 or later. |

SIP Server to Resource Manager HA (active-active mode) (Optional)

| | | | |
|---------------------------|-----|----|---|
| Third-party Load Balancer | Yes | No | Release: All F5, Microsoft Network Load Balancer (NLB) are supported. |
|---------------------------|-----|----|---|

Voice Platform Policy Server - Prerequisites

| Voice Platform Policy Server - Prerequisites | | | |
|--|----------------------|---------------------|---|
| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
| Policy Server | | | |
| Java 7 (JRE) | Yes | No | Release: 8.5 Last supported version: 8.5.010.10 Discontinued as of November 1, 2024. |

Genesys Voice Platform Studio

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

Genesys Voice Platform Studio 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 7 | 7.6+ | Discontinued as of June 30, 2020. |

Genesys Voice Platform Studio User Interface 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 7 | 7.6+ | Discontinued as of June 30, 2020. |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

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

Genesys Voice Platform Voice Application Reporter

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 |
|------------------|-------------------------|----------------|---------------------------------------|
| Solaris SPARC | Solaris SPARC 64-bit 10 | 7.5 | Discontinued as of December 31, 2020. |
| Solaris SPARC | Solaris SPARC 64-bit 10 | 7.6 | Discontinued as of December 31, 2020. |
| OS Family | OS | Release | Conditions |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

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

Genesys Web Engagement

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](#).
- Genesys Data Processing Server falls under Universal Contact Server, starting with the 9.0 release. See the

[Universal Contact Server](#) SOE page for support information.

Supported Operating Systems

Genesys Web Engagement Support

| OS Family | Operating System | Release | Conditions |
|-----------|----------------------------|---------|--------------------------------------|
| Linux | CentOS Linux 7 | 8.5.1 | Discontinued as of January 15, 2025 |
| Linux | Red Hat Enterprise Linux 5 | 8.1.1 | Discontinued as of June 30, 2018. |
| Linux | Red Hat Enterprise Linux 6 | 8.5 | Discontinued as of November 30, 2020 |
| Linux | Red Hat Enterprise Linux 7 | 8.5 | |
| Windows | Windows Server 2008 | 8.1.1 | Discontinued as of June 30, 2020 |
| Windows | Windows Server 2012 | 8.5 | Discontinued as of October 31, 2024 |
| Windows | Windows Server 2016 | 8.5.2 | |

Genesys Web Engagement Plug-in for Workspace Desktop Edition Support

| OS Family | Operating System | Release | Conditions |
|-----------|------------------|---------|------------------------------------|
| Windows | Windows 10 | 8.5 | Supports Windows 10 in 8.5.000.42. |
| Windows | Windows 7 | 8.1.2 | Discontinued as of June 30, 2020. |

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|---------|--|
| Windows | Windows 7 | 8.5 | Discontinued as of June 30, 2020. |
| Windows | Windows Server 2008 | 8.1.2 | Discontinued as of June 30, 2020 |
| Windows | Windows Server 2008 | 8.5 | Discontinued as of June 30, 2020 |
| Windows | Windows Server 2012 | 8.5 | Discontinued as of October 31, 2024 Supports Windows Server 2012 in 8.5.000.42. |
| Windows | Windows Server 2016 | 8.5.2 | |

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 |
|------------------------|---------------|---------|---|
| Genesys Web Engagement | Apple Safari | 8.1 | Version 6+ |
| Genesys Web Engagement | Apple Safari | 8.5 | Version 6+ |
| Genesys Web Engagement | Firefox | 8.1 | Firefox 9.0+ is supported; ESR is not supported |
| Genesys Web Engagement | Firefox | 8.5 | Firefox 9.0+ is supported; ESR is not supported |
| Genesys Web Engagement | Google Chrome | 8.1 | |
| Genesys Web Engagement | Google Chrome | 8.5 | |

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 |
|---------------|---------|--------------------------------------|
| Cassandra 1.2 | 8.1 | |
| Cassandra 2.2 | 8.5 | Database version 2.2.9 is supported. |

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 Genesys Web Engagement.

| Component | Release | Interface | Conditions |
|---------------------------------|---------|--|------------|
| Genesys Web Engagement Backend | 8.1 | Chat Server | |
| Genesys Web Engagement Backend | 8.1 | Interaction Server | |
| Genesys Web Engagement Backend | 8.1 | Management Framework Configuration Server/ Proxy | |
| Genesys Web Engagement Backend | 8.1 | Message Server | |
| Genesys Web Engagement Backend | 8.1 | Solution Control Server | |
| Genesys Web Engagement Backend | 8.1 | Stat Server | |
| Genesys Web Engagement Frontend | 8.1 | Management Framework Configuration Server/ Proxy | |
| Genesys Web Engagement Frontend | 8.1 | Message Server | |
| Genesys Web Engagement Server | 8.5 | Chat Server | |
| Genesys Web Engagement Server | 8.5 | Interaction Server | |
| Genesys Web Engagement Server | 8.5 | Management Framework Configuration Server/ Proxy | |
| Genesys Web Engagement Server | 8.5 | Message Server | |
| Genesys Web Engagement Server | 8.5 | Solution Control Server | |
| Genesys Web Engagement Server | 8.5 | Stat Server | |

IPV6 Support for Additional Interfaces

No IPV6 information for additional components at this time.

Prerequisites

| Genesys Web Engagement - Prerequisites | | | |
|--|----------------------|---------------------|---|
| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
| Supported Versions | | | |
| Java 7 | Yes | No | <p>Release: 8.1</p> <p>Note the following:</p> <ul style="list-style-type: none"> • Java 7 (starting with 1.7.79) is supported in all versions prior to 8.5. • You can use either JRE or JDK. However, if you use JRE, you may receive warning messages that do not affect the functionality of your Web Engagement application. <p>Discontinued as of November 1, 2024.</p> |
| Java 8 | Yes | No | <p>Release: 8.5+</p> <p>Note the following:</p> <ul style="list-style-type: none"> • Java 8 is supported by Genesys version 8.5 and all subsequent versions. • You can use either JRE or JDK. However, if you use JRE, you may receive warning messages that do not affect the functionality of your |

| Genesys Web Engagement - Prerequisites | | | |
|--|-----|----|--|
| | | | Web Engagement application. |
| OpenJDK 8 | Yes | No | Release: 8.5+ Supported by Genesys Web Engagement Server starting with 8.5.000.43. |

Genesys WebRTC Service

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

Notes:

- 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 | OS | Release | Conditions |
|-----------|----------------------------|---------|--------------------------------------|
| Linux | Red Hat Enterprise Linux 6 | 8.5 | Discontinued as of November 30, 2020 |
| OS Family | OS | Release | Conditions |

Supported Browsers

Notes:

- Genesys tests and seeks compatibility for all browsers announcing WebRTC technology support. Thanks to our continuous delivery model, we aim at reducing to a minimum the delay between a browser's compatibility announcement and its support. The same policy is valid for browsers evolutions.
- The Genesys WebRTC Service product is based on WebRTC technology drafted at IETF and W3C. This technology is still in a draft stage, and therefore the browsers implementation is still evolving at a fast pace on signaling, media and security parts.
- Unless otherwise noted, browser plug-ins are not supported for these browsers. Only the browser is supported.

| Component | Browser | Release | Conditions/ Limitations |
|---------------------------------------|---------------|---------|---|
| Genesys WebRTC Service JavaScript API | Firefox ESR | 8.5 | Supported on Desktop and Android; Supports the latest mainline version of the browser and two versions before it. |
| Genesys WebRTC Service JavaScript API | Google Chrome | 8.5 | Supported on Desktop and Android; Supports the latest mainline version of the browser and two versions before it. |
| Genesys WebRTC Service JavaScript API | Opera | 8.5 | Supported on Desktop and Android; Supports the latest mainline version of the browser and two versions before it. |

Supported Database/DB Clusters

No DB information at this time.

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

Genesys Widgets

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

No OS information at this time.

Supported Browsers

| Component | Browser | Release | Conditions/Limitations |
|-----------------|----------------|---------|--|
| Genesys Widgets | Apple Safari | 8.5.0 | Tested with version 8+. |
| Genesys Widgets | Apple Safari | 9.0 | Safari 9.1 and above; MacOS El Captain, Sierra, High Sierra, Mojave; Widgets version 9.0.009.04+ |
| Genesys Widgets | Firefox | 9.0 | Mozilla Firefox 66 and above; Windows 7, 8.1, 10; MacOS El Captain, Sierra, High Sierra, Mojave; Widgets version 9.0.009.04+ |
| Genesys Widgets | Firefox ESR | 8.5.0 | Version 43+ (Tested with Firefox version 43; ESR is not tested.) |
| Genesys Widgets | Google Chrome | 8.5.0 | Tested with version 47+. |
| Genesys Widgets | Google Chrome | 9.0 | Chrome 73 or above; Windows 7, 8.1, 10; MacOS El Captain, Sierra, High Sierra, Mojave; Widgets version 9.0.009.04+ |
| Genesys Widgets | Microsoft Edge | 8.5.0 | Version 14 starting with |

| Component | Browser | Release | Conditions/ Limitations |
|-----------------|----------------|---------|---|
| | | | Genesys Widgets 8.5.008. |
| Genesys Widgets | Microsoft Edge | 9.0 | Microsoft Edge 18 or above; Windows 7, 8.1, 10; Widgets version 9.0.009.04+ |
| Genesys Widgets | Microsoft IE | 9.0 | Support for all versions of Internet Explorer ended after release 9.0.017.33. |

Supported Database/DB Clusters

No DB information at this time.

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

Gplus Adapter for Microsoft CRM

General Information - Gplus Adapter for Microsoft CRM

Please contact Genesys Technical Support for further information on Gplus Adapters.

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

No OS information at this time.

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

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

No prerequisites at this time.

Gplus Adapter for SAP Analytics

General Information - Gplus Adapter for SAP Analytics

Please contact Genesys Technical Support for further information on Gplus Adapters.

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

Notes:

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

| OS Family | OS | Release | Conditions |
|-----------|---------------------|---------|----------------------------------|
| Windows | Windows Server 2008 | 7.5 | Discontinued as of June 30, 2020 |
| OS Family | OS | Release | Conditions |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

Notes:

- Gplus Adapter for SAP Analytics does not require a database of its own. However it uses all databases supported by Interaction Concentrator, as indicated in this Supported Operating Environment Guide.

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

Notes:

- Please contact Genesys Technical Support for further information on Gplus Adapters.

Gplus Adapter for SAP CRM

General Information - Gplus Adapter for SAP CRM

Please contact Genesys Customer Care for further information on Gplus Adapters.

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 |
|------------------|---------------------|----------------|--|
| Windows | Windows Server 2019 | 7.5+ | Supported by Autodialing Gateway Server for SAP starting with 7.5.100.003, as of 09/03/21. |
| OS Family | OS | Release | Conditions |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

Notes:

- Gplus for SAP CRM does not require a database of its own. However, Campaign Synchronization Server uses the Outbound Contact database, see the Outbound Contact page in this guide for support information.

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

Notes:

- Please contact Genesys Customer Care for further information on Gplus Adapters.

Gplus Adapter for SAP Data Access Component

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

Notes:

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

| OS Family | OS | Release | Conditions |
|-----------|---------------------|---------|----------------------------------|
| Windows | Windows Server 2008 | 7.1 | Discontinued as of June 30, 2020 |
| OS Family | OS | Release | Conditions |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

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

No prerequisites at this time.

Gplus Adapter for SAP ERP

General Information - Gplus Adapter for SAP ERP

Please contact Genesys Technical Support for further information on Gplus Adapters.

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

Notes:

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

| OS Family | OS | Release | Conditions |
|-----------|---------------------|---------|----------------------------------|
| Windows | Windows Server 2008 | 7.5 | Discontinued as of June 30, 2020 |
| OS Family | OS | Release | Conditions |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

Notes:

- Gplus for SAP ERP does not require a database of its own. However, Campaign Synchronization Server uses the Outbound Contact database. See the Outbound Contact page in this Supported Operating Environment Guide.

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

Notes:

- Please contact Genesys Customer Care for further information on Gplus Adapters.

Gplus Adapter for SAP ICI Multi-Channel

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

Notes:

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

| OS Family | OS | Release | Conditions |
|-----------|----------------------------|----------|--------------------------------------|
| Linux | Red Hat Enterprise Linux 6 | 8.0.1+ | Discontinued as of November 30, 2020 |
| Linux | Red Hat Enterprise Linux 7 | 8.0.2+ | |
| Windows | Windows Server 2008 | 7.5+ | Discontinued as of June 30, 2020 |
| Windows | Windows Server 2012 | 8.0+ | Discontinued as of October 31, 2024 |
| Windows | Windows Server 2016 | 8.0.210+ | |
| OS Family | OS | Release | Conditions |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

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

| Gplus Adapter for SAP ICI Multi-Channel - Prerequisites | | | |
|---|----------------------|---------------------|--|
| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
| Third-Party Component Prerequisites | | | |
| OpenJDK 8 | Yes | No | Release: 8.0.2+ Starting with 8.0.210.01. |
| Oracle Java 8 Developer's Kit (JDK) | Yes | No | Release: 8.0.2+ Starting with 8.0.210.01. |

Gplus Adapter for Siebel CRM

Important

Starting from January 1, 2024, Gplus Siebel CRM adapter does not support **High Interactivity Mode** across all the Siebel CRM versions. The **High Interactivity Mode** support for Gplus Siebel CRM Adapter ends by December 31, 2023. However, you can continue to use the Gplus Siebel CRM adapter within the Siebel CRM version that uses **Standard Interactivity Mode**.

General Information - Gplus Adapter for Siebel CRM

Please contact Genesys Technical Support for further information on Gplus Adapters.

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

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 | OS | Release | Conditions |
|-----------|----------------------------|---------|--|
| Linux | Red Hat Enterprise Linux 7 | 8.0.2+ | 64-bit is supported in 32-bit compatibility mode only. |
| Linux | Red Hat Enterprise Linux 8 | 8.5+ | 64-bit is supported in 32-bit compatibility mode only. |
| Windows | Windows Server 2012 | 7.5+ | 64-bit is supported in 32-bit compatibility mode only. |
| Windows | Windows Server 2016 | 8.0.3+ | Please note the following: <ul style="list-style-type: none"> • Support starting with 8.0.310 versions. • 64-bit is supported in 32-bit compatibility mode only. |
| Windows | Windows Server 2019 | 8.5+ | 64-bit is supported in 32-bit compatibility mode only. |
| OS Family | OS | Release | Conditions |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

Notes:

- Database support applies to Gplus Adapter for Siebel CRM Configuration Synchronization Component.

| Database | Release | Conditions/Limitations |
|--------------------|---------|-------------------------------|
| MS SQL Server 2012 | 8.0.2+ | Discontinued as of January 1, |

| Database | Release | Conditions/Limitations |
|-------------------|---------|------------------------------------|
| | | 2025. |
| Oracle 12c R1 | 8.0.2+ | |
| Oracle 12c R1 RAC | 8.0.2+ | |
| Oracle 12c R2 | 8.0.2+ | Discontinued as of March 31, 2022. |
| Oracle 12c R2 RAC | 8.0.2+ | 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 Support numbers refer to Gplus Adapters for Siebel CRM.

| Component | Release | Interface | Conditions |
|--|---------|--|------------|
| Gplus Adapter for Siebel CRM Campaign Synchronization Component | 8.0 | Management Framework Configuration Server/ Proxy | |
| Gplus Adapter for Siebel CRM Campaign Synchronization Component | 8.0 | Outbound Server | |
| Gplus Adapter for Siebel CRM Configuration Synchronization Component | 8.0 | Management Framework Configuration Server/ Proxy | |
| Gplus Adapter for Siebel CRM Multimedia | 8.0 | Interaction Server | |

| Component | Release | Interface | Conditions |
|--|---------|--|------------|
| Component | | | |
| Gplus Adapter for Siebel CRM Multimedia Component | 8.0 | Management Framework Configuration Server/ Proxy | |
| Gplus Adapter for Siebel CRM Voice Component | 8.0 | Management Framework Configuration Server/ Proxy | |
| Gplus Adapter for Siebel CRM Voice Component | 8.0 | SIP Server/T-Server | |
| Gplus Communication Server for Siebel CRM (+Unicomm) | 8.0 | Management Framework Configuration Server/ Proxy | |
| Siebel/OpenMedia Server | 8.0 | Interaction Server | |
| Siebel/OpenMedia Server | 8.0 | Management Framework Configuration Server/ Proxy | |

IPV6 Support for Additional Interfaces

Notes:

- Release Support numbers refer to Gplus Adapter for Siebel CRM.

| Component | Release | Interface | Conditions |
|--|---------|------------------------------|------------|
| Gplus Adapter for Siebel CRM Campaign Synchronization Component | 7.x | Siebel EAI (XML via HTTP) | |
| Gplus Adapter for Siebel CRM Configuration Synchronization Component | 7.x | Siebel EAI (XML via HTTP) | |
| Gplus Communication Server for Siebel CRM | 8.0 | Genesys Communication Driver | |
| Gplus Communication | 8.0 | Genesys | |

| Component | Release | Interface | Conditions |
|---|---------|-------------------------------------|------------|
| Server for Siebel CRM (+Unicomm) | | Communication Driver | |
| Gplus UCS Gateway Server for Siebel CRM | 7.x | Siebel Web Services (SOAP via HTTP) | |
| Siebel/OpenMedia Server | 7.x | Siebel Web Services (SOAP via HTTP) | |

Prerequisites

Notes:

- Please contact Genesys Customer Care for further information about pre-requisites for Gplus Adapters.

Gplus UCS Gateway Server for Siebel CRM - Prerequisites

| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
|-------------------------------------|----------------------|---------------------|--|
| Third-Party Component Prerequisites | | | |
| OpenJDK 8 | Yes | No | Release: 8.0.3+ Starting with 8.0.310.05. |
| Oracle Java 8 Developer's Kit (JDK) | Yes | No | Release: 8.0.3+ Starting with 8.0.310.05. |

intelligent Workload Distribution

General Information - intelligent Workload Distribution

For supported operating environment information on Genesys Interactive Insights for iWD, see the Genesys Interactive Insights page in this Supported Operating Environment Reference Guide.

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

intelligent Workload Distribution Servers 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 | CentOS Linux 7 | 9.0+ | Discontinued as of January 15, 2025 Support starts with version 9.0.011. |
| Linux | Oracle Linux 7 | 9.0+ | Coupled with |

| OS Family | Operating System | Release | Conditions |
|-----------|----------------------------|-----------|--|
| | | | Unbreakable Enterprise Kernel Release 4.1, this operating system is supported by the following component starting with the version specified: intelligent Workload Distribution Servers 9.0. |
| Linux | Red Hat Enterprise Linux 6 | 8.5 - 9.0 | Discontinued as of November 30, 2020 |
| Linux | Red Hat Enterprise Linux 7 | 8.5.1+ | Supported for use on Kernel Virtual Machine (KVM). |
| Linux | Red Hat Enterprise Linux 8 | 9.0+ | Support starts with version 9.0.011. |
| Linux | Red Hat Enterprise Linux 9 | 9.0+ | Support starts with version 9.0.019.30 |
| Windows | Windows Server 2012 | 8.5+ | |
| Windows | Windows Server 2016 | 9.0 | Windows Server 2016 is supported starting with 9.0.003. |
| Windows | Windows Server 2019 | 9.0+ | Support starts with version 9.0.011. |
| Windows | Windows Server 2022 | 9.0+ | Support starts with version 9.0.020.13. |

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 |
|--|--------------|----------|---------------------------------|
| intelligent Workload Distribution User Interface | Apple Safari | 8.5.103+ | Version 9 and 10 are supported. |
| intelligent Workload | Apple Safari | 9.0+ | Two latest versions are |

| Component | Browser | Release | Conditions/Limitations |
|--|----------------|---------|---|
| Distribution User Interface | | | supported. |
| intelligent Workload Distribution User Interface | Firefox ESR | 8.5.1+ | Extended Support Release |
| intelligent Workload Distribution User Interface | Google Chrome | 8.5.1+ | Latest and two last versions are supported. |
| intelligent Workload Distribution User Interface | Microsoft Edge | 9.0.0+ | Support starts with version 9.0.019.19 |

Supported Database/DB Clusters

Notes:

- 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 |
|----------------------------|----------|--|
| MS SQL Server 2012 | 8.5+ | Discontinued as of January 1, 2025. |
| MS SQL Server 2012 Cluster | 8.5+ | Discontinued as of January 1, 2025. |
| MS SQL Server 2014 | 9.0+ | Discontinued as of January 1, 2025. |
| MS SQL Server 2014 Cluster | 9.0+ | Discontinued as of January 1, 2025. Supported with AlwaysOn Cluster |
| MS SQL Server 2016 | 9.0.003+ | |
| MS SQL Server 2016 Cluster | 9.0.003+ | Supported with AlwaysOn Cluster with Synchronous Mirroring capability. |
| MS SQL Server 2017 | 9.0+ | Support starts with version 9.0.010. |
| MS SQL Server 2017 Cluster | 9.0+ | Supported with AlwaysOn |

| Database | Release | Conditions/Limitations |
|----------------------------|---------|---|
| | | Cluster. Support starts with version 9.0.010. |
| MS SQL Server 2019 | 9.0+ | Support starts with version 9.0.011. |
| MS SQL Server 2019 Cluster | 9.0+ | Supported with AlwaysOn Cluster. Support starts with version 9.0.011. |
| MS SQL Server 2022 | 9.0+ | Support starts with version 9.0.030. |
| MS SQL Server 2022 Cluster | 9.0+ | Supported with AlwaysOn Cluster. Support starts with version 9.0.030. |
| Oracle 12c R1 | 8.5.1+ | |
| Oracle 12c R1 RAC | 8.5.1+ | |
| Oracle 19c | 9.0.0+ | Support starts with version 9.0.012.06. |
| Oracle 19c RAC | 9.0.0+ | Support starts with version 9.0.012.06. |
| PostgreSQL 9 | 8.5.1+ | Discontinued as of November 11, 2021. Support starts with version 8.5.104.03. |
| PostgreSQL 12 | 9.0+ | Support starts with version 9.0.012.xx. |
| PostgreSQL 13 | 9.0+ | Support starts with version 9.0.012.xx. |
| PostgreSQL 14 | 9.0+ | Support starts with version 9.0.012.xx. |
| PostgreSQL 16 | 9.0+ | Support starts with version 9.0.022.xx. |

Supported Virtualization Platforms

Tip

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

IPV6 Support for Common Interfaces

Notes:

- This section provides IPv6 information for: intelligent Workload Distribution, intelligent Workload Distribution Runtime Node, intelligent Workload Distribution Runtime Node / Database Capture Point service, intelligent Workload Distribution Runtime Node / Web Service Capture Point service, intelligent Workload Distribution Runtime Node / WebSphere MQ Capture Point service

| Component | Release | Interface | Conditions |
|-----------------------------------|---------------------|--|------------|
| intelligent Workload Distribution | no direct interface | License Server | |
| intelligent Workload Distribution | no direct interface | SIP Server/T-Server | |
| intelligent Workload Distribution | no support | Interaction Server | |
| intelligent Workload Distribution | no support | Management Framework Configuration Server/ Proxy | |
| iWD Runtime Node | no direct interface | License Server | |
| iWD Runtime Node | no direct interface | SIP Server/T-Server | |
| iWD Runtime Node | no support | Interaction Server | |
| iWD Runtime Node | no support | Management Framework Configuration Server/ Proxy | |

IPV6 Support for Additional Interfaces

Notes:

- Release Support numbers refer to intelligent Workload Distribution.

| Component | Release | Interface | Conditions |
|-----------------------------------|------------|-------------------------------------|------------|
| intelligent Workload Distribution | no support | Genesys Rules System Authoring Tool | |
| intelligent Workload | no support | Interaction Server | |

| Component | Release | Interface | Conditions |
|---|---------------------|--|------------|
| Distribution | | Database | |
| intelligent Workload Distribution | no support | Interaction Server Event Log Database | |
| intelligent Workload Distribution | no support | iWD Configuration Database | |
| intelligent Workload Distribution | no support | iWD Runtime Node | |
| iWD Runtime Node | no direct interface | iWD Business Context Management Service | |
| iWD Runtime Node | no direct interface | iWD Data Mart ETL service | |
| iWD Runtime Node | no support | Interaction Server Database | |
| iWD Runtime Node | no support | Interaction Server Event Log Database | |
| iWD Runtime Node | no support | iWD Data Mart Database service | |
| iWD Runtime Node | no support | Stat Server | |
| iWD Runtime Node/ Database Capture Point Service | no support | Customer-supplied Source System Database | |
| iWD Runtime Node/Web Service Capture Point Service | no support | Customer-supplied Source System invoking iWD Web Service Capture Point | |
| iWD Runtime Node/ WebSphere MQ Capture Point Service | no support | Customer-supplied WebSphere MQ Server | |

Prerequisites

Notes:

- For Java Message Service (JMS), only use JMS implementations compliant with JMS version 1.1

| intelligent Workload Distribution - Prerequisites | | | |
|---|----------------------|---------------------|--|
| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/Limitations |
| Java Message Service (JMS) | | | |
| ActiveMQ 5.14.4+ | Yes | No | Release: 9.0+ |
| IBM MQ 9.0+ | Yes | No | Release: 9.0+ Starting with iWD History Node 9.0.009 |
| TIBCO 8.5.0+ | Yes | No | Release: 9.0+ Starting with iWD History Node 9.0.010 |
| Java Version | | | |
| OpenJDK 11 | Yes | No | Release: 9.0.009+ Not supported by iWD Web from version 9.0.020.12, iWD Manager from version 9.0.021.02, iWD History node from version 9.0.021.01, iWD Plug-in for GAX from version 9.0.022.03 |
| OpenJDK 17 | Yes | No | Release: 9.0.019.30+ Supported by standalone iWD components. For iWD Stat Extension and iWD Plug-in for GAX, it is mandatory that StatServer and GAX support OpenJDK 17 correspondingly. |
| OpenJDK 8 | Yes | No | Release: 9.0+ Starting with the following: <ul style="list-style-type: none"> iWD Web 9.0.008.05 iWD Stat Server Extensions 9.0.008.07 |

| intelligent Workload Distribution - Prerequisites | | | |
|---|-----|-----|---|
| | | | <ul style="list-style-type: none"> iWD Runtime Node 9.0.008.07 iWD Manager 9.0.008.05 iWD History Node 9.0.008.05 iWD GAX Plug-In 9.0.008.06 <p>Supported until version 9.0.019.xx only. Not supported from version 9.0.020.xx.</p> |
| Oracle Java 8 Developer's Kit (JDK) | Yes | No | Release: 9.0+ Supported until version 9.0.019.xx only. Not supported from version 9.0.020.xx. |
| Red Hat OpenJDK 11 | Yes | No | Release: 9.0.009+ Not supported by iWD Web from version 9.0.020.12, iWD Manager from version 9.0.021.02, iWD History node from version 9.0.021.01, iWD Plug-in for GAX from version 9.0.022.03 |
| Servlet Engines | | | |
| Embedded Servlet Engine | No | Yes | Release: 9.0+ |
| IBM WebSphere 8.5 | Yes | No | Release: 8.5 WebSphere 8.5 with IBM JDK 7 |
| Tomcat 7.0 | Yes | No | Release: 8.5 Tomcat 7.0 (with JRE 7). For Linux, OpenJDK7 is supported. |

Interaction Concentrator

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

Interaction Concentrator 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. This applies to Interaction Concentrator starting with version 8.1.514.27.

| OS Family | Operating System | Release | Conditions |
|-----------|----------------------------|---------------|--|
| Linux | CentOS Linux 7 | 8.1.514+ | Discontinued as of January 15, 2025 Discontinued, last supported version 8.1.514.57. Support started with 8.1.514.25. |
| Linux | Red Hat Enterprise Linux 6 | 8.1.2 - 8.1.5 | Discontinued as of November 30, 2020 |
| Linux | Red Hat Enterprise Linux 7 | 8.1.5+ | Discontinued, last supported version 8.1.514.57. Supported on Red Hat Enterprise |

| OS Family | Operating System | Release | Conditions |
|-----------|----------------------------|-----------------|---|
| | | | Linux 64-bit 7 in native mode. |
| Linux | Red Hat Enterprise Linux 8 | 8.1.514+ | Starting with 8.1.514.46 |
| Linux | Red Hat Enterprise Linux 9 | 8.1.550+ | Starting with 8.1.550.06. |
| Windows | Windows Server 2012 | 8.1.4 - 8.1.514 | Discontinued as of October 31, 2024 Last supported version: 8.1.514.46 |
| Windows | Windows Server 2016 | 8.1.514+ | Starting with 8.1.514.14 |
| Windows | Windows Server 2019 | 8.1.514+ | Starting with 8.1.514.38 |
| Windows | Windows Server 2022 | 8.1.550+ | Starting with 8.1.550.08 |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

Notes:

- 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.
- This information is for the Interaction Concentrator Database

| Database | Release | Conditions/Limitations |
|----------------------------|-----------------|--|
| MS SQL Server 2012 | 8.1.5 - 8.1.514 | Discontinued as of January 1, 2025. Last supported version: 8.1.514.46 |
| MS SQL Server 2012 Cluster | 8.1.5 - 8.1.514 | Discontinued as of January 1, |

| Database | Release | Conditions/Limitations |
|----------------------------|-----------------|--|
| | | 2025. Also supports AlwaysOn Cluster with Synchronous Mirroring capability. Last supported version: 8.1.514.46 |
| MS SQL Server 2014 | 8.1.4 - 8.1.514 | Discontinued as of January 1, 2025. Last supported version: 8.1.514.46 |
| MS SQL Server 2014 Cluster | 8.1.514 | Discontinued as of January 1, 2025. Also supports AlwaysOn Cluster with Synchronous Mirroring capability. Last supported version: 8.1.514.46 |
| MS SQL Server 2016 | 8.1.514+ | Starting with 8.1.514.05 |
| MS SQL Server 2016 Cluster | 8.1.514+ | Also supports AlwaysOn Cluster with Synchronous Mirroring capability. Starting with 8.1.514.05. |
| MS SQL Server 2017 | 8.1.514+ | Starting with 8.1.514.30 |
| MS SQL Server 2019 | 8.1.514+ | Starting with 8.1.514.38 |
| MS SQL Server 2019 Cluster | 8.1.514+ | Starting with 8.1.514.47 |
| MS SQL Server 2022 | 8.1.550+ | Starting with 8.1.550.08. |
| Oracle 11g | 8.1 - 8.1.514 | Discontinued as of December 31, 2020. |
| Oracle 11g RAC | 8.1 - 8.1.514 | Discontinued as of December 31, 2020. |
| Oracle 12c R1 | 8.1.4+ | |
| Oracle 12c R1 RAC | 8.1.4+ | |
| Oracle 12c R2 RAC | 8.1.514 | Discontinued as of March 31, 2022. |
| Oracle 18c | 8.1.514+ | Discontinued as of June 30, 2021. |
| Oracle 18c RAC | 8.1.514+ | Discontinued as of June 30, 2021. |
| Oracle 19c | 8.1.514+ | Starting with 8.1.514.37 |
| Oracle 19c Multitenant | 8.1.514+ | With pluggable database (PDB). Starting with 8.1.514.37. |
| Oracle 19c RAC | 8.1.514+ | Starting with 8.1.514.30 |
| PostgreSQL 10 | 8.1.514+ | Discontinued as of June 30, 2024. Support started with 8.1.514.17. |
| PostgreSQL 11 | 8.1.514+ | Discontinued as of September 15, 2024. Starting with 8.1.514.39 |
| PostgreSQL 12 | 8.1.514+ | Starting with 8.1.514.44 |
| PostgreSQL 13 | 8.1.514+ | Starting with 8.1.514.56. Requires DB Server 8.5.100.11 or later. |

| Database | Release | Conditions/Limitations |
|----------------|----------|---|
| PostgreSQL 16 | 8.1.550+ | Starting with 8.1.550.08. Requires DB Server 8.5.100.28 or later. |
| PostgreSQL 9.6 | 8.1.514+ | Discontinued as of November 11, 2021. Starting with 8.1.514.11 |

Supported Virtualization Platforms

Tip

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

IPv6 Support for Common Interfaces

Notes:

- Release numbers refer to Interaction Concentrator.

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

IPv6 Support for Additional Interfaces

No IPv6 information for additional components at this time.

Prerequisites

Notes:

- There are no prerequisites for Interaction Concentrator.

Interaction SDK

General Information - Interaction SDK

From 7.2 and higher, Genesys Integration Server (GIS) is no longer a standalone product; it is part of Interaction SDK.

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

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.
- The GIS proxies for .NET are only supported on the Microsoft .NET Framework, so they are only supported on Windows.
- When running on Windows, the GIS is only supported on Windows Server operating systems, not on Windows Client operating systems.

| OS Family | OS | Release | Conditions |
|---------------|--|---------|--|
| AIX Power PC | AIX Power PC 64-bit (AIX 5L for POWER) 7.1 | 7.6.5+ | Discontinued December 31, 2020 |
| Linux | Red Hat Enterprise Linux 5 | 7.6.3+ | Discontinued as of June 30, 2018. |
| Linux | Red Hat Enterprise Linux 6 | 7.6.5+ | Discontinued as of November 30, 2020 |
| Linux | Red Hat Enterprise Linux 7 | 7.6.6+ | Supported by Genesys Integration Server starting with 7.6.601.39. |
| Solaris SPARC | Solaris SPARC 64-bit 10 | 7.2+ | |
| Windows | Windows 10 | 7.6.6+ | Only valid for Agent Interaction Layer (ALL) clients and Genesys Integration Server (GIS) Proxies. Note: This operating system is only supported for user interface implementations not server implementations. |
| Windows | Windows 7 | 7.6.3+ | Discontinued as of June 30, 2020. |
| Windows | Windows 8 | 7.6.6+ | Discontinued as of September 30, 2023. Only valid for Agent Interaction Layer (ALL) clients and Genesys Integration Server (GIS) Proxies. Note: This operating system is only supported for user interface implementations not server implementations. |
| Windows | Windows Server 2008 | 7.6.3+ | |
| Windows | Windows Server 2012 | 7.6.6+ | Discontinued as of October 31, 2024 Supported starting with 7.6.600.10. |
| Windows | Windows Server 2016 | 7.6.6+ | Supported by Genesys Integration Server starting with version 7.6.601.36. |
| OS Family | OS | Release | Conditions |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

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

Notes:

- ALL third party dependencies The AIL installs with all needed external libraries. Client applications must make sure that those dependencies exist and are not overridden by other classpath libraries. AIL 7.6.4 third party-libraries: Apache log4j. File: log4j.jar JavaMail 1.3.1 (spec 1.3): File: mail.jar FlexLM Java 7.2: flexlm.jar
- Needed only when not using JDK 6 or higher: JavaBeans Activation Framework 1.0.2 (spec 1.0). Used by JavaMail. File: activation.jar Java Architecture for XML binding (ref impl 2.1.1, spec 2.1): jaxb-api.jar, jaxb-impl.jar

Interaction SDK - Prerequisites

| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
|---|----------------------|---------------------|-------------------------|
| GIS | | | |
| Apache 2.0 with Tomcat 4.1 or 5.5 on Windows, Solaris, and Linux only | Yes | No | Release: 7.2 |
| Apache 2.0 with Tomcat 5.5 on Windows, Solaris, and Linux only | Yes | No | Release: 7.5 |
| Apache 2.0 with Tomcat 5.5 or 6.0 on Windows, Solaris, and Linux only | Yes | No | Release: 7.6.4+ |
| Apache 2.0 with Tomcat 5.5 or 6.0 on Windows, Solaris, and Linux only | Yes | No | Release: 7.6.3 |
| IIS 5.0/6.0 with Tomcat 4.1 or 5.5 on Windows only | Yes | No | Release: 7.2 |
| IIS 5.0/6.0 with Tomcat 5.5 on Windows only | Yes | No | Release: 7.5 |
| IIS 5.0/6.0 with Tomcat 5.5 or 6.0 on Windows only | Yes | No | Release: 7.6.3 |
| IIS 5.0/6.0 with Tomcat 5.5 or 6.0 on Windows only | Yes | No | Release: 7.6.4+ |
| WebLogic 8.1 on Solaris only | Yes | No | Release: 7.5 |

| Interaction SDK - Prerequisites | | | |
|---|-----|----|--|
| WebLogic 8.1 on Solaris only | Yes | No | Release: 7.2 |
| WebLogic 9/10 on Solaris only | Yes | No | Release: 7.6.4+ |
| WebLogic 9/10 on Solaris only | Yes | No | Release: 7.6.3 |
| WebSphere and WebSphere Express 5.1/6.0 | Yes | No | Release: 7.5 |
| WebSphere and WebSphere Express 5.1/6.0 | Yes | No | Release: 7.2 |
| WebSphere and WebSphere Express 6.0/6.1 | Yes | No | Release: 7.6.3 |
| WebSphere and WebSphere Express 6.1/7.0 | Yes | No | Release: 7.6.4+ |
| AIL and GIS | | | |
| 1.6 | Yes | No | Release: 7.6.3 Discontinued as of November 1, 2024. |
| Java SE 7 | Yes | No | Release: 7.6.4+ Interaction SDK 7.6.5+ Discontinued as of November 1, 2024. |
| Java SE 8 | Yes | No | Release: 7.6.4+ Interaction SDK 7.6.6+ |
| JDK 1.4.2 | Yes | No | Release: 7.5 Discontinued as of November 1, 2024. |
| JDK 1.4.2 | Yes | No | Release: 7.6.3 Discontinued as of November 1, 2024. |
| JDK 1.4.2 | Yes | No | Release: 7.2 Discontinued as of November 1, 2024. |
| JDK 1.5 | Yes | No | Release: 7.5 Discontinued as of November 1, 2024. |
| JDK 1.5 | Yes | No | Release: 7.6.3 Discontinued as of |

| Interaction SDK - Prerequisites | | | |
|--|-----|----|--|
| | | | November 1, 2024. |
| JDK 1.5 | Yes | No | Release: 7.2 Discontinued as of November 1, 2024. |
| JDK 1.5 | Yes | No | Release: 7.6.4+ Discontinued as of November 1, 2024. |
| JDK 1.6 | Yes | No | Release: 7.6.4+ Discontinued as of November 1, 2024. |
| GIS proxy libraries | | | |
| Apache Axis Toolkit 1.1 and 1.3 | Yes | No | Release: 7.2 |
| Apache Axis Toolkit 1.1, 1.3, and 1.4 (1.4 is recommended) | Yes | No | Release: 7.5 |
| Apache Axis Toolkit 1.4 | Yes | No | Release: 7.6.4+ |
| Apache Axis Toolkit 1.4 | Yes | No | Release: 7.6.3 |
| Microsoft .NET Framework SDK 1.1 and 2.0 | Yes | No | Release: 7.5 |
| Microsoft .NET Framework SDK 1.1 and 2.0 | Yes | No | Release: 7.2 |
| Microsoft .NET Framework SDK 1.1, 2.0, 3.0, 3.5 | Yes | No | Release: 7.6.4+ |
| Microsoft .NET Framework SDK 1.1, 2.0, 3.0, 3.5 | Yes | No | Release: 7.6.3 |

IVR Interface Option

General Information - IVR Interface Option

Starting with 8.0, IVR Server supports native 64-bit for the 64-bit versions of the operating systems that are noted as supported. Prior to Release 8.0, all 64-bit operating systems were supported in 32-bit compatibility mode.

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

IVR 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.
- 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.
- Starting with 8.0, IVR Server supports native 64-bit for the 64-bit versions of the operating systems that are noted as supported. Prior to Release 8.0, all 64-bit operating systems were supported in 32-bit compatibility mode.

| OS Family | Operating System | Release | Conditions |
|--------------|--|---------|--------------------------------|
| AIX Power PC | AIX Power PC 64-bit (AIX 5L for POWER) 7.1 | 8.1 | Discontinued December 31, 2020 |

| OS Family | Operating System | Release | Conditions |
|---------------|----------------------------|-------------|---|
| Linux | Red Hat Enterprise Linux 5 | 8.0+ | Discontinued as of June 30, 2018. |
| Linux | Red Hat Enterprise Linux 5 | 8.1 | Discontinued as of June 30, 2018. |
| Linux | Red Hat Enterprise Linux 6 | 8.1.000.08+ | Discontinued as of November 30, 2020 |
| Linux | Red Hat Enterprise Linux 7 | 8.5 | 64-bit compatibility mode only |
| Linux | Red Hat Enterprise Linux 8 | 8.5.001 | Supported from 8.5.001.09 |
| Linux | Red Hat Enterprise Linux 9 | 8.5+ | Starting with 8.5.001.09 |
| Solaris SPARC | Solaris SPARC 64-bit 10 | 7.2+ | Discontinued as of December 31, 2020. |
| Windows | Windows Server 2008 | 8.0+ | Discontinued as of June 30, 2020 |
| Windows | Windows Server 2012 | 8.5 | Discontinued as of October 31, 2024 64-bit compatibility mode only |
| Windows | Windows Server 2022 | 8.5+ | Starting with 8.5.001.09 |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

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 IVR Interface Option.

| Component | Release | Interface | Conditions |
|------------------|---------------------|--|------------|
| IVR Driver / SDK | 8.1+ | Management Framework Configuration Server/ Proxy | |
| IVR Driver / SDK | no direct interface | Interaction Server | |
| IVR Driver / SDK | no direct interface | SIP Server/T-Server | |
| IVR Driver / SDK | no support | License Server | |
| IVR Server | 8.1+ | Management Framework Configuration Server/ Proxy | |
| IVR Server | 8.1+ | SIP Server/T-Server | |
| IVR Server | no direct interface | Interaction Server | |
| IVR Server | no direct interface | License Server | |

IPv6 Support for Additional Interfaces

Notes:

- Release Support numbers refer to IVR Interface Option.

| Component | Release | Interface | Conditions |
|------------------|----------------|---------------------|-------------------|
| IVR Driver / SDK | 8.1+ | IVR Server GLI IPv6 | |
| IVR Server | 8.1+ | GLI interface | |
| IVR Server | 8.1+ | Stat Server IPv6 | |

Prerequisites

License Reporting Manager

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

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.

| OS Family | OS | Release | Conditions |
|---------------|--|---------|---------------------------------------|
| AIX Power PC | AIX Power PC 64-bit (AIX 5L for POWER) 7.1 | 8.5.0 | Discontinued December 31, 2020 |
| Linux | Red Hat Enterprise Linux 5 | 8.0+ | Discontinued as of June 30, 2018. |
| Linux | Red Hat Enterprise Linux 6 | 8.1.1+ | Discontinued as of November 30, 2020 |
| Solaris SPARC | Solaris SPARC 64-bit 10 | 8.5.0 | Discontinued as of December 31, 2020. |
| Windows | Windows Server 2008 | 8.1.1+ | Discontinued as of June 30, 2020 |
| Windows | Windows Server 2012 | 8.5.0 | Discontinued as of October 31, 2024 |
| OS Family | OS | Release | Conditions |

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 | 8.5.0 | Discontinued December 31, 2020. |
| MS SQL Server 2008 | 8.1.1+ | Discontinued as of June 30, 2020. |

| Database | Release | Conditions/Limitations |
|----------------------------|---------|---|
| MS SQL Server 2012 | 8.5.0 | |
| MS SQL Server 2012 Cluster | 8.5+ | Also supports AlwaysOn Cluster with Synchronous Mirroring capability. |
| Oracle 11g | 8.0+ | Discontinued as of December 31, 2020. |
| Oracle 11g RAC | 8.0+ | Discontinued as of December 31, 2020. |
| Oracle 12c R1 | 8.5.0 | |
| Oracle 12c R1 RAC | 8.5.0 | |

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

| License Reporting Manager - Prerequisites | | | |
|---|----------------------|---------------------|--|
| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
| Third-Party Component Prerequisites | | | |
| Oracle Java 7 Runtime (JRE) | Yes | No | Release: 8.1.2+ Discontinued as of November 1, 2024. |
| Oracle Java 8 Runtime (JRE) | Yes | No | Release: 8.1.2+ |

LivePerson Adapter

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

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 | OS | Release | Conditions |
|---------------|----------------------------|---------|---------------------------------------|
| Linux | Red Hat Enterprise Linux 5 | 8.0.1 | Discontinued as of June 30, 2018. |
| Solaris SPARC | Solaris SPARC 64-bit 10 | 8.0.1 | Discontinued as of December 31, 2020. |
| Windows | Windows Server 2008 | 8.0.1 | Discontinued as of June 30, 2020 |
| OS Family | OS | Release | Conditions |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

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

Load Distribution Server

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

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.

| OS Family | OS | Release | Conditions |
|-----------|----------------------------|-------------|-------------------------------------|
| Linux | Red Hat Enterprise Linux 7 | 8.1+ | |
| Linux | Red Hat Enterprise Linux 8 | 8.1+ | |
| Linux | Red Hat Enterprise Linux 9 | 8.1+ | Starting with 8.1.010.01 |
| Windows | Windows Server 2012 | 8.1.000.17+ | Discontinued as of October 31, 2024 |
| Windows | Windows Server 2016 | 8.1.003+ | |
| Windows | Windows Server 2022 | 8.1+ | Starting with 8.1.010.01 |
| OS Family | OS | Release | Conditions |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

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

Messaging Apps/Social Engagement

General Information - Messaging Apps/Social Engagement

Messaging Apps is part of the eServices product line. For supported operating environment information for eServices, see the [eServices page](#).

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

Apple Business Chat Plug-in for Workspace Desktop Edition Support

Notes:

- This plugin is replaced by Genesys Hub Plug-in for Workspace Desktop Edition. It is recommended to uninstall Apple Business Chat Plug-in for Workspace Desktop Edition and install the Genesys Hub Plug-in for Workspace Desktop Edition. This plug-in is now deprecated.

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|---------|---------------------------------------|
| Windows | Windows 10 | 9.0+ | |
| Windows | Windows 8 | 9.0+ | Discontinued as of September 30, 2023 |
| Windows | Windows Server 2012 | 9.0+ | Discontinued as of October 31, 2024 |
| Windows | Windows Server 2016 | 9.0+ | Supported starting with 9.0.002.04 |

Digital Messaging Server Support

Notes:

- Social Messaging Server has reached End of Support (EOS) and it is no longer supported. Digital Messaging Server (DMS) is the successor to Social Messaging Server. For information on the latest version of DMS, refer to the [Digital Messaging Server Guide](#).

| OS Family | Operating System | Release | Conditions |
|-----------|----------------------------|---------|---|
| Linux | CentOS Linux 7 | 9.0+ | Discontinued as of January 15, 2025 Starting with 9.0.002.06 |
| Linux | Red Hat Enterprise Linux 7 | 9.0+ | |
| Linux | Red Hat Enterprise Linux 8 | 9.1+ | Starting with 9.1.006.09 |
| Linux | Red Hat Enterprise Linux 9 | 9.1+ | Starting with 9.1.016.05 |
| Windows | Windows Server 2012 | 9.0+ | Discontinued as of October 31, 2024 Last supported version: 9.1.006.15 |
| Windows | Windows Server 2016 | 9.0+ | |
| Windows | Windows Server 2019 | 9.1+ | Starting with 9.1.006.09 |
| Windows | Windows Server 2022 | 9.1+ | Starting with 9.1.018.01 |

Genesys Cloud API Driver for Facebook (DMS Driver for Facebook) Support

| OS Family | Operating System | Release | Conditions |
|-----------|----------------------------|---------|---|
| Linux | CentOS Linux 7 | 9.0+ | Discontinued as of January 15, 2025 Starting with 9.0.007.08 |
| Linux | Red Hat Enterprise Linux 7 | 9.0+ | |
| Linux | Red Hat Enterprise Linux 8 | 9.0+ | Starting with 9.0.012.35 |
| Linux | Red Hat Enterprise | 9.0+ | Starting with 9.0.016.07 |

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|---------|---|
| | Linux 9 | | |
| Windows | Windows Server 2012 | 9.0+ | Discontinued as of October 31, 2024 Last supported version: 9.0.012.12 |
| Windows | Windows Server 2016 | 9.0+ | Starting with 9.0.005.01 |
| Windows | Windows Server 2019 | 9.0+ | Starting with 9.0.011.51 |
| Windows | Windows Server 2022 | 9.0+ | Starting with 9.0.018.01 |

Genesys Cloud API Driver for Twitter (DMS Driver for Twitter) Support

| OS Family | Operating System | Release | Conditions |
|-----------|----------------------------|---------|---|
| Linux | CentOS Linux 7 | 9.0+ | Discontinued as of January 15, 2025 Starting with 9.0.007.07 |
| Linux | Red Hat Enterprise Linux 7 | 9.0+ | |
| Linux | Red Hat Enterprise Linux 8 | 9.0+ | Starting with 9.0.012.35 |
| Linux | Red Hat Enterprise Linux 9 | 9.0+ | Starting with 9.0.016.07 |
| Windows | Windows Server 2012 | 9.0+ | Discontinued as of October 31, 2024 Last supported version: 9.0.012.12 |
| Windows | Windows Server 2016 | 9.0+ | Starting with 9.0.005.01 |
| Windows | Windows Server 2019 | 9.0+ | Starting with 9.0.011.51 |
| Windows | Windows Server 2022 | 9.0+ | Starting with 9.0.018.01 |

Genesys DMS Driver for SMS and MMS Support

| OS Family | Operating System | Release | Conditions |
|-----------|----------------------------|---------|-------------------------------------|
| Linux | CentOS Linux 7 | 9.0+ | Discontinued as of January 15, 2025 |
| Linux | Red Hat Enterprise Linux 7 | 9.0+ | |
| Linux | Red Hat Enterprise Linux 8 | 9.0+ | Supported starting with 9.0.003.02 |

| OS Family | Operating System | Release | Conditions |
|-----------|----------------------------|---------|---|
| Linux | Red Hat Enterprise Linux 9 | 9.0+ | Supported starting with 9.0.016.02. |
| Windows | Windows Server 2012 | 9.0+ | Discontinued as of October 31, 2024 This OS version is not supported as of 9.0.003.02. |
| Windows | Windows Server 2016 | 9.0+ | |
| Windows | Windows Server 2019 | 9.0+ | Supported starting with 9.0.003.02 |
| Windows | Windows Server 2022 | 9.0+ | Starting with 9.0.018.00 |

Genesys Driver for use with Apple Business Chat via Hub (DMS Driver for Apple Messages for Business) Support

| OS Family | Operating System | Release | Conditions |
|-----------|----------------------------|---------|---|
| Linux | Red Hat Enterprise Linux 7 | 9.0+ | |
| Linux | Red Hat Enterprise Linux 8 | 9.1+ | Starting with 9.1.009.01 |
| Linux | Red Hat Enterprise Linux 9 | 9.1+ | Starting with 9.1.016.01 |
| Windows | Windows Server 2012 | 9.0+ | Discontinued as of October 31, 2024 Last supported version: 9.0.002.05 |
| Windows | Windows Server 2016 | 9.0+ | Supported starting with 9.0.002.05 |
| Windows | Windows Server 2019 | 9.1+ | Supported starting with 9.1.000.03 |
| Windows | Windows Server 2022 | 9.1+ | Starting with 9.1.018.01 |

Genesys Driver for use with Genesys Hub (DMS Driver for WhatsApp) Support

| OS Family | Operating System | Release | Conditions |
|-----------|----------------------------|---------|--------------------------|
| Linux | Red Hat Enterprise Linux 7 | 9.1+ | |
| Linux | Red Hat Enterprise Linux 8 | 9.1+ | Starting with 9.1.006.08 |
| Linux | Red Hat Enterprise | 9.1+ | Starting with 9.1.016.01 |

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|---------|--|
| | Linux 9 | | |
| Windows | Windows Server 2012 | 9.1+ | Discontinued as of October 31, 2024 This OS version is not supported as of 9.1.007.06 |
| Windows | Windows Server 2016 | 9.1+ | |
| Windows | Windows Server 2019 | 9.1+ | Starting with 9.1.006.08 |
| Windows | Windows Server 2022 | 9.1+ | Starting with 9.1.018.01 |

Genesys Hub Plug-in for Workspace Desktop Edition (WDE Plug-in for WhatsApp and Apple Messages for Business) Support

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|---------|--|
| Windows | Windows 10 | 9.1+ | |
| Windows | Windows 11 | 9.1+ | Starting with 9.1.014.03 |
| Windows | Windows 8 | 9.1+ | Discontinued as of September 30, 2023. This OS version is not supported as of 9.1.007.07 |
| Windows | Windows Server 2012 | 9.1+ | Discontinued as of October 31, 2024 This OS version is not supported as of 9.1.007.07 |
| Windows | Windows Server 2016 | 9.1+ | |
| Windows | Windows Server 2019 | 9.1+ | Starting with 9.1.006.17 |
| Windows | Windows Server 2022 | 9.1+ | Starting with 9.1.018.04 |

Social Media Plug-in for Workspace Desktop Edition (WDE Plug-in for Twitter and Facebook) Support

| OS Family | Operating System | Release | Conditions |
|-----------|------------------|---------|--|
| Windows | Windows 10 | 9.0+ | |
| Windows | Windows 11 | 9.0+ | Starting with 9.0.012.51 |
| Windows | Windows 8 | 9.0+ | Discontinued as of September 30, 2023. This OS version is not |

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|---------|--|
| | | | supported as of 9.0.012.51 |
| Windows | Windows Server 2012 | 9.0+ | Discontinued as of October 31, 2024 This OS version is not supported as of 9.0.012.51 |
| Windows | Windows Server 2016 | 9.0+ | Starting with 9.0.005.10 |
| Windows | Windows Server 2019 | 9.0+ | Starting with 9.0.012.07 |
| Windows | Windows Server 2022 | 9.0+ | Starting with 9.0.018.05 |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

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

Notes:

- For Digital Messaging Server, one of the JDK versions listed in the **Digital Messaging Server - Prerequisites** table is required.

| Digital Messaging Server - Prerequisites | | | |
|--|----------------------|---------------------|---|
| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
| Third-Party Component Prerequisites | | | |
| OpenJDK 11 | Yes | No | Release: 9.1+ Supported starting with 9.1.002.02 |
| OpenJDK 17 | Yes | No | Release: 9.1+ Supported starting with 9.1.008.31 |
| OpenJDK 8 | Yes | No | Release: 9.0+ Supported starting with 9.0.002.06 |
| Oracle Java 8 Developer's Kit (JDK) | Yes | No | Release: 9.0+ Supported starting with 9.0.002.06 |

Genesys Cloud API Driver for Facebook (DMS Driver for Facebook) - Prerequisites

| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
|-------------------------------------|----------------------|---------------------|---|
| Third-Party Component Prerequisites | | | |
| OpenJDK 11 | Yes | No | Release: 9.0+ Supported starting with 9.0.008.04 |
| OpenJDK 17 | Yes | No | Release: 9.0+ Supported starting with 9.0.015.09 |

Genesys Cloud API Driver for Twitter (DMS Driver for Twitter) - Prerequisites

| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
|-------------------------------------|----------------------|---------------------|---|
| Third-Party Component Prerequisites | | | |
| OpenJDK 11 | Yes | No | Release: 9.0+ Supported starting with 9.0.008.04 |
| OpenJDK 17 | Yes | No | Release: 9.0+ Supported starting with 9.0.015.09 |

Genesys DMS Driver for SMS and MMS - Prerequisites

Genesys DMS Driver for SMS and MMS - Prerequisites

| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
|-------------------------------------|----------------------|---------------------|---|
| Third-Party Component Prerequisites | | | |
| OpenJDK 11 | Yes | No | Release: 9.0+ Supported starting with 9.0.003.03 |
| OpenJDK 17 | Yes | No | Release: 9.0+ Supported starting with 9.0.003.05 |
| OpenJDK 8 | Yes | No | Release: 9.0+ |

Genesys Driver for use with Apple Business Chat via Hub (DMS Driver for Apple Messages for Business) - Prerequisites

| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
|-------------------------------------|----------------------|---------------------|---|
| Third-Party Component Prerequisites | | | |
| OpenJDK 11 | Yes | No | Release: 9.1+ Supported starting with 9.1.000.03 |
| OpenJDK 17 | Yes | No | Release: 9.1+ Supported starting with 9.1.009.02 |

Genesys Driver for use with Genesys Hub (DMS Driver for WhatsApp) - Prerequisites

| Third-Party | Acquired by | Provided by Genesys | Conditions/ |
|-------------|-------------|---------------------|-------------|
|-------------|-------------|---------------------|-------------|

| Genesys Driver for use with Genesys Hub (DMS Driver for WhatsApp) - Prerequisites | | | |
|---|----------|----|--|
| Component Prerequisites | Customer | | Limitations |
| Third-Party Component Prerequisites | | | |
| OpenJDK 11 | Yes | No | Release: 9.1+ Supported starting with 9.1.002.04 |
| OpenJDK 17 | Yes | No | Release: 9.1+ Supported starting with 9.1.008.19. |

Multimedia Connector for Skype for Business

General Information - Multimedia Connector for Skype for Business

The Multimedia Connector for Skype for Business integrated Microsoft Lync 2013 and Skype for Business with the Genesys platform, using a native API. The Multimedia Connector for Skype for Business is made up of the following components: T-Server for Skype for Business, UCMA Connector for Skype for Business, to use with Microsoft Skype for Business and UCMA 5, UCMA Connector for MS Lync, to use with Microsoft Lync 2013 and UCMA 4, and Workspace Plugin for Skype for Business

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

T-Server for Skype for Business 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 | 8.5.0 | Discontinued as of June 30, 2020 |
| Windows | Windows Server 2012 | 8.5.0 | Discontinued as of October 31, 2024 |
| Windows | Windows Server 2016 | 8.5.001.65+ | |

UCMA Connector for MS Lync 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 | 8.5.0 | Discontinued as of June 30, 2020 |
| Windows | Windows Server 2012 | 8.5.0 | Discontinued as of October 31, 2024 |
| Windows | Windows Server 2016 | 8.5.001.65+ | |

UCMA Connector for Skype for Business 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 | 8.5.0 | Discontinued as of June 30, 2020 |
| Windows | Windows Server 2012 | 8.5.0 | Discontinued as of October 31, 2024 |
| Windows | Windows Server 2016 | 8.5.001.65+ | |

Workspace Plugin for Skype for Business 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 10 | 8.5.0 | Supported as of release 8.5.000.68 |
| Windows | Windows 7 | 8.5.0 | Discontinued as of June 30, 2020. |
| Windows | Windows 8 | 8.5.0 | Discontinued as of September 30, 2023. |
| Windows | Windows Server 2008 | 8.5.0 | Discontinued as of June 30, 2020 |
| Windows | Windows Server 2012 | 8.5.0 | Discontinued as of October 31, 2024 |
| Windows | Windows Server 2016 | 8.5.001+ | |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

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

| Workspace Plugin for Skype for Business - Prerequisites | | | |
|---|----------------------|---------------------|---|
| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
| Workspace Plugin for Skype for Business | | | |
| Workspace Desktop Edition | No | Yes | Release: See note: Determine the supported Workspace Desktop Edition version for the Plugin by referring to the associated Plugin version page in the Workspace Plugin for Skype for Business Release Note . |

Network SIP Server

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

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.

| OS Family | OS | Release | Conditions |
|---------------|----------------------------|---------|---------------------------------------|
| Linux | Red Hat Enterprise Linux 5 | 7.5 | Discontinued as of June 30, 2018. |
| Solaris SPARC | Solaris SPARC 64-bit 10 | 7.2+ | Discontinued as of December 31, 2020. |
| Windows | Windows Server 2008 | 7.5 | Discontinued as of June 30, 2020 |
| OS Family | OS | Release | Conditions |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

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

Network T-Server ATT

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

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.

| OS Family | OS | Release | Conditions |
|-----------|----------------------------|---------|--------------------------------------|
| Linux | Red Hat Enterprise Linux 5 | 8.0+ | Discontinued as of June 30, 2018. |
| Linux | Red Hat Enterprise Linux 6 | 8.1+ | Discontinued as of November 30, 2020 |
| Windows | Windows Server 2008 | 8.0+ | Discontinued as of June 30, 2020 |
| OS Family | OS | Release | Conditions |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

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

Network T-Server GenSpec

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

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.

| OS Family | OS | Release | Conditions |
|-----------|----------------------------|---------|---|
| Linux | Red Hat Enterprise Linux 5 | 8.1 | Discontinued as of June 30, 2018. |
| Linux | Red Hat Enterprise Linux 6 | 8.1+ | Discontinued as of November 30, 2020 |
| Linux | Red Hat Enterprise Linux 7 | 8.1+ | T-Server support beginning with version 8.1.000.20. |
| Linux | Red Hat Enterprise Linux 8 | 8.1+ | |
| Linux | Red Hat Enterprise Linux 9 | 8.1+ | |
| Windows | Windows Server 2008 | 8.0+ | Discontinued as of June 30, 2020 |
| OS Family | OS | Release | Conditions |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

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

Network T-Server ISCP

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

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.

| OS Family | OS | Release | Conditions |
|---------------|-------------------------|---------|---------------------------------------|
| Solaris SPARC | Solaris SPARC 64-bit 10 | 8.0+ | Discontinued as of December 31, 2020. |
| OS Family | OS | Release | Conditions |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

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

Network T-Server MCI

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

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.

| OS Family | OS | Release | Conditions |
|-----------|----------------------------|---------|--------------------------------------|
| Linux | Red Hat Enterprise Linux 5 | 8.1+ | Discontinued as of June 30, 2018. |
| Linux | Red Hat Enterprise Linux 6 | 8.1+ | Discontinued as of November 30, 2020 |
| Linux | Red Hat Enterprise Linux 7 | 8.1+ | |
| Linux | Red Hat Enterprise Linux 8 | 8.1+ | |
| Windows | Windows Server 2008 | 8.0+ | Discontinued as of June 30, 2020 |
| OS Family | OS | Release | Conditions |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

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

Network T-Server NGSN

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

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.

| OS Family | OS | Release | Conditions |
|-----------|----------------------------|---------|-----------------------------------|
| Linux | Red Hat Enterprise Linux 5 | 8.0+ | Discontinued as of June 30, 2018. |
| Linux | Red Hat Enterprise Linux 7 | 8.1+ | Starting with 8.1.000.12. |
| Windows | Windows Server 2008 | 8.0+ | Discontinued as of June 30, 2020 |
| OS Family | OS | Release | Conditions |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

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

Network T-Server Sprint

General Information - Network T-Server Sprint

Supports TCP and X.25 for Solaris; X.25 only for Windows.

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

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.

| OS Family | OS | Release | Conditions |
|---------------|-------------------------|---------|---------------------------------------|
| Solaris SPARC | Solaris SPARC 64-bit 10 | 8.0+ | Discontinued as of December 31, 2020. |
| Windows | Windows Server 2008 | 8.0+ | Discontinued as of June 30, 2020 |
| OS Family | OS | Release | Conditions |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

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

Orchestration Server

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

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 7.x and later. This applies to Orchestration Server starting with version 8.1.400.86.

| OS Family | OS | Release | Conditions |
|-----------|----------------------------|--------------------|--|
| Linux | CentOS Linux 7 | 8.1.4+ | Discontinued as of January 15, 2025 Starting with 8.1.400.74 |
| Linux | Red Hat Enterprise Linux 5 | 8.0.1 - 8.1.4 | Discontinued as of March 15, 2019. |
| Linux | Red Hat Enterprise Linux 6 | 8.1.4 - 8.1.400.98 | Discontinued as of November 30, 2020 |
| Linux | Red Hat Enterprise Linux 7 | 8.1.4+ | Note the following: <ul style="list-style-type: none"> • Support for RHEL 7 starting with 8.1.400.47 • Support for RHEL 7.5 starting with 8.1.400.86 • Support for RHEL 7.6 starting with 8.1.400.86 • Support for RHEL 7.7 starting with 8.1.400.90 |
| Linux | Red Hat Enterprise Linux 8 | 8.1.4+ | Support for RHEL 8 starting with 8.1.400.94 |
| Linux | Red Hat Enterprise Linux 9 | 8.1.4+ | Support for RHEL 9 starting with 8.1.401.12 |
| Windows | Windows Server 2008 | 8.0.1 - 8.1.4 | Discontinued as of July 15, 2020. |
| Windows | Windows Server 2008 | 8.1.2 | Discontinued as of June 30, 2020 Starting with 8.1.200.20 |
| Windows | Windows Server 2012 | 8.1.4+ | Discontinued as of October 31, 2024 |
| Windows | Windows Server 2016 | 8.1.4+ | |
| Windows | Windows Server 2019 | 8.1.4+ | Starting with 8.1.400.89. |
| Windows | Windows Server 2022 | 8.1.4+ | Starting with 8.1.401.11. |
| OS Family | OS | Release | Conditions |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

Notes:

- ORS supports Cassandra 2.25 through 3.x.

| Database | Release | Conditions/Limitations |
|---------------|---------|--|
| Cassandra 2.2 | 8.1.4+ | Cassandra 2.25 supported starting with 8.1.400.40. |
| Cassandra 3 | 8.1.4+ | Cassandra 3.9 supported starting with 8.1.400.51. |
| Redis 3 | 8.1.4+ | Starting with 8.1.401.10. Only Redis Cluster is supported. |
| Redis 4 | 8.1.4+ | Starting with 8.1.401.10. Only Redis Cluster is supported. |
| Redis 5 | 8.1.4+ | Starting with 8.1.401.10. Only Redis Cluster is supported. |
| Redis 6 | 8.1.4+ | Starting with 8.1.401.10. Only Redis Cluster is supported. |
| Redis 7 | 8.1.4+ | Starting with 8.1.401.10. Only Redis Cluster is supported. |

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 Orchestration Server.

| Component | Release | Interface | Conditions |
|----------------------|---------|--|------------|
| Orchestration Server | 8.1.1 | Management Framework Configuration Server/ Proxy | |

IPV6 Support for Additional Interfaces

Notes:

- Release Support numbers refer to Orchestration Server.

| Component | Release | Interface | Conditions |
|----------------------|---------|-------------------------------|---|
| Orchestration Server | 8.1.1 | Cassandra 2 | Cassandra 2.1 is supported in 8.1.1. Cassandra 2.2.5 is supported in release 8.1.400.40+. |
| Orchestration Server | 8.1.1 | Universal Routing Server Core | |
| Orchestration Server | 8.1.1 | Web Interface | |

Prerequisites

Notes:

- For Composer-generated applications that use .NET resources, you can use any version of Microsoft IIS that is compatible with the Windows versions on which Composer is supported or any web server that supports Java Runtime Environment 1.7.0_0 or higher. For more information, see [Deploying Composer Applications](#).
- For Orchestration Server, Genesys no longer requires any specific web application servers, and instead, you can use any web application server that conforms to the Composer requirements described at [Application Server Requirement](#).

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 |

Outbound Contact eXpert

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

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+ | <p>Discontinued as of June 30, 2020</p> <p>Be aware of the following:</p> <ul style="list-style-type: none"> • 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. |

Real-Time Metrics Engine

General Information - Real-Time Metrics Engine

Real-Time Metrics Engine includes Stat Server, Multi-Channel Routing Extensions, Orchestration Server Extension, and Outbound Contact Center Extensions.

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

Stat Server Support

| OS Family | Operating System | Release | Conditions |
|-----------|----------------------------|---------|---|
| Linux | CentOS Linux 7 | 8.5.1+ | Discontinued as of January 15, 2025 Starting with 8.5.110.14 |
| Linux | Oracle Linux 7 | 8.5.1+ | Starting with 8.5.112.04 |
| Linux | Red Hat Enterprise Linux 7 | 8.5.1+ | Note the following: <ul style="list-style-type: none"> RHEL 7 is supported starting with version 8.5.107.15. RHEL 7.5 and higher is supported starting with version 8.5.110.20. |
| Linux | Red Hat Enterprise Linux 8 | 8.5.1+ | Starting with 8.5.112.19 |
| Linux | Red Hat Enterprise Linux 9 | 8.5.1+ | Starting with 8.5.112.30. |
| Windows | Windows Server 2012 | 8.1.2+ | Discontinued as of October 31, 2024 |

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|---------|---|
| | | | In compatibility mode |
| Windows | Windows Server 2012 | 8.5.0+ | Discontinued as of October 31, 2024 Starting with 8.5.000.24. Native. |
| Windows | Windows Server 2016 | 8.5.1+ | Starting with 8.5.108 |
| Windows | Windows Server 2019 | 8.5.1+ | Starting with 8.5.112.05 |
| Windows | Windows Server 2022 | 8.5.1+ | Starting with 8.5.112.32. |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

| Database | Release | Conditions/Limitations |
|----------------------------|---------|---|
| MS SQL Server 2012 | 8.5.0+ | Discontinued as of January 1, 2025. |
| MS SQL Server 2012 Cluster | 8.5+ | Discontinued as of January 1, 2025. |
| MS SQL Server 2016 | 8.5.1+ | Starting with 8.5.112.10 |
| MS SQL Server 2016 Cluster | 8.5.1+ | Starting with 8.5.112.10. AlwaysOn Cluster with synchronous mirroring capability is supported. DB Server 8.1.301 is required if accessing MSSQL Server/Cluster configured to use DB Server. |
| MS SQL Server 2017 | 8.5+ | Starting with 8.5.112.07 |
| MS SQL Server 2019 | 8.5.1+ | Starting with 8.5.112.14 |
| MS SQL Server 2019 Cluster | 8.5.1+ | Starting with 8.5.112.16. AlwaysOn Cluster with synchronous mirroring capability is supported. DB Server 8.1.301 is required if accessing MSSQL |

| Database | Release | Conditions/Limitations |
|----------------|---------|---|
| | | Server/Cluster configured to use DB Server. |
| Oracle 18c | 8.5+ | Discontinued as of June 30, 2021. |
| Oracle 18c RAC | 8.5+ | Discontinued as of June 30, 2021. |
| Oracle 19c | 8.5.1+ | Starting with 8.5.112.17. Supports on Linux and Windows. |
| Oracle 19c RAC | 8.5.1+ | Starting with 8.5.112.17. Supports on Linux and Windows. |

Supported Virtualization Platforms

Tip

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

IPV6 Support for Common Interfaces

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

IPV6 Support for Additional Interfaces

| Component | Release | Interface | Conditions |
|-------------|---------|-----------------------|------------|
| Stat Server | 8.1 | CCPulse+ | |
| Stat Server | 8.1 | Genesys Agent Desktop | |
| Stat Server | 8.1 | Interaction Workspace | |

| Component | Release | Interface | Conditions |
|-------------|---------|---|------------|
| Stat Server | 8.1 | Outbound Contact Server | |
| Stat Server | 8.1 | Platform SDK Client | |
| Stat Server | 8.1 | Pulse Advisors | |
| Stat Server | 8.1 | Universal Routing Server / Orchestration Server | |
| Stat Server | 8.1 | Web API Server | |

Prerequisites

| Multi-Channel Routing Extensions - Prerequisites | | | |
|--|----------------------|---------------------|---|
| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
| Third-Party Component Prerequisites | | | |
| OpenJDK 11 | Yes | No | Release: 8.1 Supported as of May 15, 2019. Red Hat OpenJDK11 as of April 16, 2021. |
| OpenJDK 17 | Yes | No | Release: 8.5.1+ Starting from 8.5.112.30 |
| OpenJDK 8 | Yes | No | Release: 8.1 Supported as of February 28, 2019. |
| Oracle Java 8 | Yes | No | Release: 8.5.1+ Starting with 8.5.101.07. |
| Orchestration Server Extension - Prerequisites | | | |

Orchestration Server Extension - Prerequisites

| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
|-------------------------------------|----------------------|---------------------|---|
| Third-Party Component Prerequisites | | | |
| OpenJDK 11 | Yes | No | Release: 8.1 Supported as of May 15, 2019. Red Hat OpenJDK11 as of April 16, 2021. |
| OpenJDK 17 | Yes | No | Release: 8.5.1+ Starting from 8.5.112.30 |
| OpenJDK 8 | Yes | No | Release: 8.1 Supported as of February 28, 2019. |
| Oracle Java 8 | Yes | No | Release: 8.5.1+ Starting with 8.5.101.07. |

Outbound Contact Center Extensions - Prerequisites

| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
|-------------------------------------|----------------------|---------------------|---|
| Third-Party Component Prerequisites | | | |
| OpenJDK 11 | Yes | No | Release: 8.1 Supported as of May 15, 2019. Red Hat OpenJDK11 as of April 16, 2021. |
| OpenJDK 17 | Yes | No | Release: 8.5.1+ Starting from 8.5.112.30 |
| OpenJDK 8 | Yes | No | Release: 8.1 Supported as of February 28, 2019. |

Outbound Contact Center Extensions - Prerequisites

| | | | |
|---------------|-----|----|---|
| Oracle Java 8 | Yes | No | Release: 8.5.1+ Starting with 8.5.101.07. |
|---------------|-----|----|---|

Stat Server - Prerequisites

| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
|-------------------------------------|----------------------|---------------------|--|
| Third-Party Component Prerequisites | | | |
| OpenJDK 8 | Yes | No | Release: 8.5.1+ Starting with 8.5.110.18. |
| OpenJDK 11 | Yes | No | Release: 8.5.1+ Starting with 8.5.112.04. Red Hat OpenJDK11 starting with 8.5.112.21. |
| OpenJDK 17 | Yes | No | Release: 8.5.1+ Starting from 8.5.112.30 |
| Oracle Java 8 | Yes | No | Release: 8.5.1+ Starting with 8.5.101.07. |

Platform SDK

General Information - Platform SDK

For details about compatibility between Platform SDK protocols and specific Genesys Framework servers for each major Platform SDK release, refer to the Platform SDK Compatibility with Genesys Framework Components section of Platform SDK Deployment Guide.

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](#).
- Platform SDK does not explicitly state support for web browsers, Server Virtualization or Desktop Virtualization platforms. If you are planning to use such a platform, please check that the operating system on which your Platform SDK application runs is supported, and that Platform SDK prerequisites are met. In case of any doubts, please contact your Genesys account team or e-mail the [virtualization support team](#).

Supported Operating Systems

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 | OS | Release | Conditions |
|-----------|----------------------------|-------------|---|
| Linux | Red Hat Enterprise Linux 5 | 8.1 - 8.5.3 | 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 | 8.5.1+ | |
| Linux | Red Hat Enterprise Linux 8 | 9.0.009+ | |
| Linux | Red Hat Enterprise Linux 9 | 9.0.0+ | Support starting with the version 9.0.010.28. |
| Windows | Windows 10 | 8.5.201.04+ | This operating system is only supported for user interface implementations not server implementations. |
| Windows | Windows 11 | 9.0.009+ | This operating system is only supported for user interface implementations, not server implementations. |
| Windows | Windows 7 | 8.0.2+ | Discontinued as of June 30, 2020. |
| Windows | Windows 8 | 8.1.3+ | Discontinued as of September 30, 2023. This operating system is only supported for user interface implementations not server implementations. |
| Windows | Windows Server 2008 | 8.0+ | Discontinued as of June 30, 2020 |
| Windows | Windows Server 2008 | 8.1+ | Discontinued as of June 30, 2020 |
| Windows | Windows Server 2012 | 8.1.2+ | Discontinued as of October 31, 2024 |
| Windows | Windows Server 2016 | 9.0+ | |
| Windows | Windows Server 2019 | 9.0+ | Windows Server 2019 support is required starting from: <ul style="list-style-type: none"> Platform SDK for Java 9.0.007.05 Platform SDK for .Net 9.0.006.05 |
| OS Family | OS | Release | Conditions |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

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

Notes:

- Be aware that Java SE 5, 6, and 9 are no longer supported by Platform SDK.
- Customers using Platform SDK 8.0 and 8.1.0 must upgrade to version 8.1.1 or higher using a Genesys-supported Java version.
- For details about compatibility between Platform SDK protocols and specific Genesys servers for each major Platform SDK release, refer to [Platform SDK Compatibility with Genesys Framework Components](#).
- Platform SDK for .NET has no dependency on third-party libraries.
- Starting with release 9.0.005.02, Platform SDK for Java supports Netty 4 instead of Netty 3.

| Platform SDK - Prerequisites | | | |
|-------------------------------------|----------------------|---------------------|---|
| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
| Supported Versions | | | |
| Java SE 7 | Yes | No | Release: 8.1.1 - 8.5.2 Discontinued as of November 1, 2024. |
| Java SE 8 | Yes | No | Release: 8.5+ |
| Microsoft .NET Framework 3.5 | Yes | No | Release: 8.0 - 8.5.2 |
| Microsoft .NET Framework 4.5.2 | Yes | No | Release: 8.1.2+ |
| Microsoft .NET Framework 4.6 | Yes | No | Release: 9.0+ |
| Microsoft .NET Framework 4.7 | Yes | No | Release: 9.0+ |
| Microsoft .NET Framework 4.8 | Yes | No | Release: 9.0.007+ |
| Open JDK 11 | Yes | No | Release: 9.0.004+ |
| OpenJDK 17 | Yes | No | Release: 9.0.0+ Starting with 9.0.010.06. |

| Platform SDK - Prerequisites | | | |
|----------------------------------|----|-----|---|
| Third-Party Library Dependencies | | | |
| Netty | No | Yes | Release: 8.1.3 Platform SDK Java 8.1.3 requires netty-3.6.5.Final.jar |
| Netty | No | Yes | Release: 8.5.1 Platform SDK Java 8.5.1: netty-3.9.4.Final.jar |
| Netty | No | Yes | Release: 9.0 Platform SDK Java 9.0 requires netty-3.10.6.Final.jar |
| Netty | No | Yes | Release: 8.1.2 Platform SDK Java 8.1.2 requires netty-3.5.11.Final.jar |
| Netty | No | Yes | Release: 9.0.009+ Netty version updated from 4.1.73.Final to 4.1.79.Final |

SIP Endpoint SDK

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 Endpoint SDK for .NET Support

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|-------------|---|
| Windows | Windows 10 | 8.5 - 9.0 | This operating system is only supported for user interface implementations, not server implementations. 64-bit native support starts with version 9.0.015.03. |
| Windows | Windows 11 | 9.0+ | This operating system is only supported for user interface implementations, not server implementations. |
| Windows | Windows 7 | 8.1.2 - 9.0 | Discontinued as of June 30, 2020. |
| Windows | Windows 8 | 8.1.2 - 9.0 | Discontinued as of September 30, 2023. This operating system is only supported for user interface implementations, not server implementations. |
| Windows | Windows Server 2008 | 8.0 - 9.0 | Discontinued as of June 30, 2020 |

SIP Endpoint SDK for Mac OS Support

| OS Family | Operating System | Release | Conditions |
|-----------|------------------|---------|---|
| Mac | Mac OS X 10.0 | 8.1 | Discontinued as of October 1, 2024. Supports macOS version 10.7. |
| Mac | Mac OS X 10.0 | 9.0 | Discontinued as of October 1, 2024. Supports macOS versions 10.11, 10.12, 10.14, and 10.15. |
| Mac | Mac OS X 11.0 | 9.0+ | Discontinued as of October 1, 2024. Supports macOS 11.2 (Big Sur). Apple M1 processor is supported natively. |
| Mac | macOS 12 | 9.0+ | macOS 12 (Monterey) support starting 9.0.025.03 |
| Mac | macOS 13 | 9.0+ | macOS 13 (Ventura) support starting 9.0.030.01 |
| Mac | macOS 14 | 9.0+ | macOS 14 (Sonoma) support starting 9.0.034.03 |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

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

| SIP Endpoint SDK - Prerequisites | | | |
|-------------------------------------|----------------------|---------------------|---|
| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
| Third-Party Component Prerequisites | | | |
| Microsoft .NET Framework 4.0+ | Yes | No | .NET Framework 4.0+ supported by SIP Endpoint SDK 8.5 and 9.0 |

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. |

SIP Server

General Information - SIP Server

SIP Server was formerly known as SIP Communication Server.

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

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.

| OS Family | OS | Release | Conditions |
|-----------|----------------------------|------------|---|
| Linux | CentOS Linux 7 | 8.1.103.08 | Discontinued as of January 15, 2025 |
| Linux | Red Hat Enterprise Linux 7 | 8.1.102 | |
| Linux | Red Hat Enterprise Linux 8 | 8.1.1+ | Starting with 8.1.104.29. |
| Linux | Red Hat Enterprise Linux 9 | 8.1.1+ | Starting with 8.1.104.76. |
| Windows | Windows Server 2012 | 8.1.1+ | Discontinued as of October 31, 2024 Starting with 8.1.101.34 |
| Windows | Windows Server 2016 | 8.1.1+ | Starting with 8.1.102.95 |
| Windows | Windows Server 2019 | 8.1.1 | Starting with 8.1.103.98 |
| Windows | Windows Server 2022 | 8.1.1+ | Starting with 8.1.104.79 |
| OS Family | OS | Release | Conditions |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

Supported Virtualization Platforms

Tip

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

IPv6 Support for Common Interfaces

| Component | Release | Interface | Conditions |
|------------|------------|--------------------|--|
| SIP Server | 8.1.1 | SIP Proxy | |
| SIP Server | 8.1.1 | SIP Server | |
| SIP 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 Server - Prerequisites | | | |
|-------------------------------------|----------------------|---------------------|---|
| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
| Third-Party Component Prerequisites | | | |
| net-tools | Yes | No | Release: 8.1.1+ The net-tools package is required on Red Hat Enterprise Linux 9 before installing SIP Server. |

SIP Proxy

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

Notes:

- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.
- For Red Hat: 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 | OS | Release | Conditions |
|-----------|----------------------------|---------|---|
| Linux | CentOS Linux 7 | 8.1.1+ | Discontinued as of January 15, 2025 Starting with 8.1.100.74 |
| Linux | Red Hat Enterprise Linux 7 | 8.1.1+ | Starting with 8.1.100.59 |
| Linux | Red Hat Enterprise Linux 8 | 8.1.1+ | Starting with 8.1.100.88 |
| Linux | Red Hat Enterprise Linux 9 | 8.1.1+ | Starting with 8.1.100.97. |
| Windows | Windows Server 2012 | 8.1.1+ | Discontinued as of October 31, 2024 Starting with 8.1.100.46 |
| Windows | Windows Server 2016 | 8.1.1+ | Starting with 8.1.100.72 |
| Windows | Windows Server 2019 | 8.1.1+ | Starting with 8.1.100.85 |
| Windows | Windows Server 2022 | 8.1.1+ | Starting with 8.1.100.98 |
| OS Family | OS | Release | Conditions |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

Supported Virtualization Platforms

Tip

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

IPV6 Support for Common Interfaces

| Component | Release | Interface | Conditions |
|-----------|------------|--------------------|--|
| SIP Proxy | 8.1.1 | SIP Proxy | |
| SIP Proxy | 8.1.1 | SIP Server | |
| SIP Proxy | 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

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. |

SpeechMiner

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

SpeechMiner Servers Support

Notes:

- SpeechMiner includes four server types: database, platform, indexer, and web. All server types support the same operating systems as listed in this table.

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|-------------|---|
| Windows | Windows Server 2008 | 8.0 - 8.5.5 | Discontinued as of June 30, 2020 Note the following: <ul style="list-style-type: none"> • Discontinued support as of 8.5.512.07 • For 8.5 - 8.5.512.06, R2 SP1; 64-bit native • For 8.1, R2 SP1; 64-bit native • For 8.0, R2 SP1, 64-bit native; x86, 32-bit |
| Windows | Windows Server 2012 | 8.1.0 | Discontinued as of October 31, 2024 64-bit native |

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|---------------|--|
| Windows | Windows Server 2012 | 8.5.0 - 8.5.2 | Discontinued as of October 31, 2024 64-bit native |
| Windows | Windows Server 2012 | 8.5.3+ | Discontinued as of October 31, 2024 R2 is required; 64-bit native |
| Windows | Windows Server 2016 | 8.5.5+ | Supported starting with 8.5.512.07. Requires Microsoft .NET Framework 4.6.2 or higher. |
| Windows | Windows Server 2019 | 8.5.512+ | Supported starting with 8.5.512.28. Requires you to upgrade to Elasticsearch 7.16.3. |
| Windows | Windows Server 2022 | 8.5.512+ | Supported starting with 8.5.512.35. Requires an upgrade to Elasticsearch 7.17.6. |

SpeechMiner SMART clients Support

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|-------------|---|
| Windows | Windows 10 | 8.5.5+ | Support starting with 8.5.512. |
| Windows | Windows Server 2008 | 8.0 - 8.5.5 | Discontinued as of June 30, 2020 Note the following: <ul style="list-style-type: none"> Discontinued supports as of 8.5.512.07 For 8.5 - 8.5.512.06, R2 SP1; 64-bit native For 8.1 and 8.0, R2 SP1; 64-bit native |
| Windows | Windows Server 2012 | 8.1.0 | Discontinued as of October 31, 2024 64-bit native |

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|---------------|--|
| Windows | Windows Server 2012 | 8.5.0 - 8.5.2 | Discontinued as of October 31, 2024 64-bit native |
| Windows | Windows Server 2016 | 8.5.5+ | Supported starting with 8.5.512.07. |
| Windows | Windows Server 2019 | 8.5.512+ | Supported starting with 8.5.512.28. |
| Windows | Windows Server 2022 | 8.5.512+ | Supported starting with 8.5.512.35. |

SpeechMiner Users (web access) Support

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|---------------|--|
| Windows | Windows 10 | 8.5.5+ | Starting with 8.5.510; Professional; 64-bit Compatibility |
| Windows | Windows Server 2008 | 8.0 - 8.5.5 | Discontinued as of June 30, 2020 Note the following: <ul style="list-style-type: none"> Discontinued as of 8.5.512.07 For 8.5 - 8.5.512.06, R2 SP1; 64-bit native For 8.1 and 8.0, R2 SP1; 64-bit native |
| Windows | Windows Server 2012 | 8.1.0 | Discontinued as of October 31, 2024 64-bit native |
| Windows | Windows Server 2012 | 8.5.0 - 8.5.2 | Discontinued as of October 31, 2024 64-bit native |
| Windows | Windows Server 2016 | 8.5.5+ | Supported starting with 8.5.512.07. Requires Microsoft .NET Framework 4.6.2 or higher. |
| Windows | Windows Server 2019 | 8.5.512+ | Supported starting with 8.5.512.28. |

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|----------|-------------------------------------|
| Windows | Windows Server 2022 | 8.5.512+ | Supported starting with 8.5.512.35. |

Supported Browsers

| Component | Browser | Release | Conditions/ Limitations |
|-------------|-------------------------|----------|---|
| SpeechMiner | Google Chrome | 8.5.0+ | On Windows only. See the SpeechMiner Users (web access) section under Supported Operating Systems for the Windows versions that are supported for Chrome. |
| SpeechMiner | Microsoft Edge Chromium | 8.5.512+ | Starting with version 8.5.512.28 |
| SpeechMiner | Microsoft IE10 | 8.1.0 | Support discontinued as of June 15, 2022. |
| SpeechMiner | Microsoft IE10 | 8.5.0 | Support discontinued as of June 15, 2022. |
| SpeechMiner | Microsoft IE11 | 8.5.2+ | Support discontinued as of June 15, 2022. |
| SpeechMiner | Microsoft IE9 | 8.0.0 | Support discontinued as of June 15, 2022. |
| SpeechMiner | Microsoft IE9 | 8.1.0 | Support discontinued as of June 15, 2022. |
| SpeechMiner | Microsoft IE9 | 8.5.001 | Support discontinued as of June 15, 2022. |

Supported Database/DB Clusters

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.
- For MS SQL Server, Enterprise Edition is required for large deployments; Standard Edition is the minimum requirement for other deployments.
- SpeechMiner does not have official and documented support for the various High Availability (HA) modes provided by MS SQL Server (for example DB Cluster, SQL Always on Availability Groups (AAG), and Traditional Shared Disk Clustering (FCI)).

| Database | Release | Conditions/Limitations |
|--------------------|----------|---|
| Elasticsearch 5.5 | 8.5.5+ | Note the following: Supports Elasticsearch 5.5.0 from 8.5.511 - 8.5.512.06; The files can be found here: elasticsearch-5.5.0.zip: https://www.elastic.co/downloads/past-releases/elasticsearch-5-5-0 ; for SpeechMiner, ES is supported only on Windows. |
| Elasticsearch 5.6 | 8.5.5+ | Note the following: Elasticsearch 5.6.16 is required; Supported starting with 8.5.512.07; Customers who upgrade to 8.5.512.07 must upgrade to Elasticsearch 5.6.16; The files can be found here: https://www.elastic.co/downloads/past-releases/elasticsearch-5-6-16 ; for SpeechMiner, ES is supported only on Windows. |
| Elasticsearch 7.16 | 8.5.512+ | Note the following: Elasticsearch 7.16.3 is required; Supported starting with 8.5.512.28; Customers who upgrade to 8.5.512.28 must upgrade to Elasticsearch 7.16.3; The files can be found here: https://www.elastic.co/downloads/past-releases/elasticsearch-7-16-3 ; for SpeechMiner, Elasticsearch is supported only on Windows. |
| Elasticsearch 7.17 | 8.5.512+ | Note the following: Elasticsearch 7.17.6 is required; Supported starting with 8.5.512.35; Customers who upgrade to |

| Database | Release | Conditions/Limitations |
|--------------------|-------------------|--|
| | | 8.5.512.35 must upgrade to Elasticsearch 7.17.6; The files can be found here: https://www.elastic.co/downloads/past-releases/elasticsearch-7-17-6 ; for SpeechMiner, Elasticsearch is supported only on Windows. |
| MS SQL Server 2008 | 8.0 - 8.5.5 | Discontinued as of June 30, 2020. |
| MS SQL Server 2012 | 8.1.0+ | Discontinued as of January 1, 2025. With Reporting Services (Enterprise edition required for large installations) (Supported with SP4) |
| MS SQL Server 2014 | 8.5.5+ | Discontinued as of January 1, 2025. Supported starting with 8.5.510 on SP3 with Reporting Services (Enterprise edition required for large installations) |
| MS SQL Server 2014 | 8.5.503 - 8.5.509 | Discontinued as of January 1, 2025. Supported on SP2 with Reporting Services (Enterprise edition required for large installations) |
| MS SQL Server 2016 | 8.5.5+ | Supported, starting with 8.5.512.07, on SP2 with Reporting Services (Enterprise edition required for large installations) |
| MS SQL Server 2019 | 8.5.512+ | Note the following: Supported starting with 8.5.512.28; Customers who upgrade to 8.5.512.28 must upgrade to Elasticsearch 7.16.3. |

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

| SpeechMiner - Prerequisites | | | |
|-------------------------------------|----------------------|---------------------|---|
| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
| Third-Party Component Prerequisites | | | |
| .NET Core 2.0 | Yes | No | Release: 8.5.511.00 - 8.5.512.07 |
| .NET Core 3.1.3 | Yes | No | Release: 8.5.512+ Starting with 8.5.512.10 |
| .NET Core 6.0 | Yes | No | Release: 8.5.512+ Starting with 8.5.512.36. |
| Elasticsearch 5.5 | Yes | No | Release: 8.5.5+ Note the following: <ul style="list-style-type: none"> • Supports Elasticsearch 5.5.0 from 8.5.511 - 8.5.512.06. • The files can be |

| SpeechMiner - Prerequisites | | | |
|-----------------------------|-----|-----|--|
| | | | <p>found here: elasticsearch-5.5.0.zip, https://www.elastic.co/downloads/past-releases/elasticsearch-5-5-0</p> <ul style="list-style-type: none"> For SpeechMiner, Elasticsearch is supported only on Windows. |
| Elasticsearch 5.6 | Yes | Yes | <p>Release: 8.5.5+</p> <p>Note the following:</p> <ul style="list-style-type: none"> Elasticsearch 5.6.16 is supported starting with 8.5.512.07. The files can be found here: https://www.elastic.co/downloads/past-releases/elasticsearch-5-6-16; for SpeechMiner, Elasticsearch is supported only on Windows. |
| Elasticsearch 7.16 | Yes | No | <p>Release: 8.5.512+</p> <p>Note the following:</p> <ul style="list-style-type: none"> Elasticsearch 7.16.3 is required. The files can be found here: https://www.elastic.co/downloads/past-releases/elasticsearch-7-16-3 For SpeechMiner, Elasticsearch is supported only on Windows. |
| Elasticsearch 7.17 | Yes | No | <p>Release: 8.5.512+</p> |

| SpeechMiner - Prerequisites | | | |
|----------------------------------|-----|----|--|
| | | | <ul style="list-style-type: none"> Elasticsearch 7.17.6 is required. The files can be found here: https://www.elastic.co/downloads/past-releases/elasticsearch-7-17-6. For SpeechMiner, Elasticsearch is supported only on Windows. |
| Microsoft .NET Framework 3.5 SP1 | Yes | No | Release: 8.1.0 |
| Microsoft .NET Framework 4.5.1 | Yes | No | Release: 8.5.2+ The files can be found here: NDP451-KB2858728-x86-x64-AllOS-ENU.exe https://www.microsoft.com/en-in/download/details.aspx?id=40779 |
| Microsoft .NET Framework 4.6.2 | Yes | No | Release: 8.5.5+ Supported starting with 8.5.505 and required for Windows Server 2016. The files can be found here: NDP462-KB3151800-x86-x64-AllOS-ENU.exe https://www.microsoft.com/en-us/download/details.aspx?id=53344 .NET 4.6.2 is required only for systems with web server, .NET 4.5.1 can be used with all the other servers. |
| Microsoft .NET Framework 4.7.2 | Yes | No | Release: 8.5.5+ Microsoft.NET Framework 4.7.2 is required for 8.5.510.xx Hot Fix releases starting with 8.5.510.30, and for 8.5.512.xx Hot Fix releases starting with 8.5.512.10. |
| Microsoft Visual C++ | Yes | No | Release: All |

| SpeechMiner - Prerequisites | | | |
|---|-----|----|--|
| 2013 Redistributable Package | | | The files can be found here: http://www.microsoft.com/en-us/download/details.aspx?id=40784 |
| Microsoft Visual C++ 2015 Redistributable Package | Yes | No | <p>Release: 8.5.512+</p> <p>Note the following:</p> <ul style="list-style-type: none"> Starting with 8.5.512.10 Required on hosts where indexer is installed. The files can be found here: https://www.microsoft.com/en-us/download/details.aspx?id=53840 |
| SMTP server | Yes | No | <p>Release: All</p> <p>With permissions to send emails (used for emailing reports to SpeechMiner users).</p> |

Stream Manager

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

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.

| OS Family | OS | Release | Conditions |
|-----------|----------------------------|---------|---------------------------------------|
| Red Hat | Red Hat Enterprise Linux 5 | 7.6 | Discontinued as of June 30, 2018. |
| Solaris | 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 |
| OS Family | OS | Release | Conditions |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

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

T-Server Aastra MX-ONE

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

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.

| OS Family | OS | Release | Conditions |
|-----------|----------------------------|---------|--|
| Linux | Red Hat Enterprise Linux 5 | 8.1+ | Discontinued as of June 30, 2018. |
| Linux | Red Hat Enterprise Linux 6 | 8.1+ | Discontinued as of November 30, 2020 |
| Linux | Red Hat Enterprise Linux 7 | 8.1+ | Support starts with version 8.1.003.02. |
| Windows | Windows Server 2008 | 8.0+ | Discontinued as of June 30, 2020 |
| Windows | Windows Server 2012 | 8.1 | Discontinued as of October 31, 2024 Support starts with version 8.1.003.00. |
| Windows | Windows Server 2016 | 8.1+ | Support starts with 8.1.004.01. |
| OS Family | OS | Release | Conditions |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

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

T-Server Alcatel A4400/OXE

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

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.

| OS Family | OS | Release | Conditions |
|-----------|----------------------------|---------|---|
| Linux | Red Hat Enterprise Linux 7 | 8.1+ | Starting with 8.1.006.01 |
| Linux | Red Hat Enterprise Linux 8 | 8.1+ | Starting with 8.1.009.00 |
| Linux | Red Hat Enterprise Linux 9 | 8.1+ | Starting with 8.1.009.01 |
| Windows | Windows Server 2012 | 8.1+ | Discontinued as of October 31, 2024 Starting with 8.1.005.00 |
| Windows | Windows Server 2016 | 8.1+ | Starting with 8.1.007.00 |
| Windows | Windows Server 2019 | 8.1+ | Starting with 8.1.008.03 |
| Windows | Windows Server 2022 | 8.1+ | Starting with 8.1.009.01 |
| OS Family | OS | Release | Conditions |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

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

T-Server Avaya Communication Manager

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

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.

| OS Family | OS | Release | Conditions |
|-----------|----------------------------|---------|---|
| Linux | Red Hat Enterprise Linux 7 | 8.1 | Starting with 8.1.010.30 |
| Linux | Red Hat Enterprise Linux 8 | 8.1+ | Starting with 8.1.502.03 |
| Linux | Red Hat Enterprise Linux 9 | 8.1+ | Starting with 8.1.502.12 |
| Windows | Windows Server 2012 | 8.1+ | Discontinued as of October 31, 2024 Starts with 8.1.001.50 |
| Windows | Windows Server 2016 | 8.1 | Starts with 8.1.010.40 |
| Windows | Windows Server 2019 | 8.1+ | Starts with 8.1.500.14 |
| Windows | Windows Server 2022 | 8.1+ | Starting with 8.1.502.12 |
| OS Family | OS | Release | Conditions |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

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

T-Server Avaya TSAPI

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

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.
- Starting with 8.1.502.04 T-Server:
 - Has only 64-bit executables (no longer 32-bit)
 - No longer supports Windows Server 2012

| OS Family | OS | Release | Conditions |
|-----------|----------------------------|---------|--|
| Linux | Red Hat Enterprise Linux 7 | 8.1+ | Starting with 8.1.502.04 (64-bit) |
| Linux | Red Hat Enterprise Linux 8 | 8.1+ | Starting with 8.1.502.04 (64-bit) |
| Linux | Red Hat Enterprise Linux 9 | 8.1+ | Starting with 8.1.502.15 |
| Windows | Windows Server 2012 | 8.1+ | Discontinued as of October 31, 2024 Note the following: <ul style="list-style-type: none"> Starting with 8.1.001.16. Requires TSAPI SDK version 6.3.3. Last supported version: 8.1.01x.xx |
| Windows | Windows Server 2016 | 8.1+ | Starting with 8.1.010.14 (32-bit) and 8.1.502.04 (64-bit) |
| Windows | Windows Server 2019 | 8.1+ | Starting with 8.1.502.04 (64-bit) |
| Windows | Windows Server 2022 | 8.1+ | Starting with 8.1.502.15 |
| OS Family | OS | Release | Conditions |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

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

T-Server Cisco Unified Communications Manager

General Information - T-Server Cisco Unified Communications Manager

T-Server Cisco Unified Communications Manager was previously known as T-Server Cisco CallManager.

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

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 | OS | Release | Conditions |
|-----------|----------------------------|---------|--|
| Linux | Red Hat Enterprise Linux 7 | 8.1.2+ | Starting with 8.1.202.34 |
| Linux | Red Hat Enterprise Linux 8 | 8.1+ | Starting with 8.1.501.50 |
| Linux | Red Hat Enterprise Linux 9 | 8.1+ | Starting with 8.1.502.24 |
| Windows | Windows Server 2012 | 8.1+ | Discontinued as of October 31, 2024 Starting with 8.1.201 |
| Windows | Windows Server 2016 | 8.1+ | Starting with 8.1.202 |
| Windows | Windows Server 2019 | 8.1+ | Starting with 8.1.501.33 |
| Windows | Windows Server 2022 | 8.1+ | Starting with 8.1.502.24 |
| OS Family | OS | Release | Conditions |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

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 T-Server for Cisco Unified Communications Manager.

| Component | Release | Interface | Conditions |
|---|---------|---|------------|
| T-Server Cisco Unified Communications Manager | 8.1.0 | License Server | |
| T-Server Cisco Unified Communications Manager | 8.1.0 | Management Framework Configuration Server/Proxy | |
| T-Server Cisco Unified Communications Manager | 8.1.0 | SIP Server/T-Server | |

IPV6 Support for Additional Interfaces

Notes:

- Release Support numbers refer to T-Server for Cisco Unified Communications Manager.

| Component | Release | Interface | Conditions |
|---|------------|---|------------|
| T-Server Cisco Unified Communications Manager | 8.1.0 | T-Lib Clients | |
| T-Server Cisco Unified Communications Manager | no support | CP4SM to Stream Manager/MS | |
| T-Server Cisco Unified Communications Manager | no support | JTAPI to Cisco Unified Communications Manager | |

Prerequisites

| T-Server Cisco Unified Communications Manager - Prerequisites | | | |
|--|----------------------|---------------------|---|
| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/Limitations |
| Third-Party Component Prerequisites | | | |
| Cisco Unified Communications Manager 10.5.1.10000-7 with JTAPI version 10.5(1.10000)-1 | Yes | No | Release: All |
| Cisco Unified Communications Manager 11.5.1.10000-6 with JTAPI version 11.5(1.10000)-1 | Yes | No | Release: All |
| Cisco Unified Communications Manager 12.0.1.21900-7 with JTAPI version 12.0(0.98000)-3 | Yes | No | Release: 8.1.5+ Starting with 8.1.501.33 |
| Cisco Unified Communications Manager 12.5.1.11900-146 with JTAPI version 12.5(1.11900)-3 | Yes | No | Release: 8.1.5+ Starting with 8.1.501.33 |
| Cisco Unified Communications Manager 15.0.1.11901-2 with JTAPI version 15.0(1.11900)-1 | Yes | No | Release: All |
| Cisco Unified Communications Manager 7.1.2.22011-1 with JTAPI 7.1(2.10000)-8 | Yes | No | Release: All |
| Cisco Unified Communications Manager 8.0.3.10000-8 | Yes | No | Release: All |

| T-Server Cisco Unified Communications Manager - Prerequisites | | | |
|--|-----|----|--|
| with JTAPI 8.0(3.10000)-2 | | | |
| Cisco Unified Communications Manager 8.5.1.10000-26 with JTAPI 8.5(1.10000)-1 | Yes | No | Release: All |
| Cisco Unified Communications Manager 8.6.1.20000-1 with JTAPI 8.6(1.10000)-1 | Yes | No | Release: All |
| Cisco Unified Communications Manager 9.0.1.10000-37 with JTAPI 9.0(1.10000)-1 | Yes | No | Release: All |
| Cisco Unified Communications Manager 9.1.1.20000-5 with JTAPI 9.1(1.10000)-2 | Yes | No | Release: All |
| Cisco Unified Communications Manager ES 10.0(1.12008-3) with JTAPI version 10.0(1.10000)-2 | Yes | No | Release: All |
| Cisco Unified Communications Manager ES 9.1(2.12041-1) with JTAPI 9.1(2.12041)-1 | Yes | No | Release: All |
| OpenJDK 8 | Yes | No | Release: 8.1.5+ Starting with 8.1.501.50 |
| Oracle Java 5 Runtime (JRE) | Yes | No | Release: 8.0 - 8.1.1 You can also use Oracle Java 5 SDK. Discontinued as of November 1, 2024. |
| Oracle Java 7 Runtime (JRE) | Yes | No | Release: 8.1.2+ You can also use Oracle Java 7 SDK. Discontinued as of November 1, 2024. |
| Oracle Java 8 Runtime | Yes | No | Release: 8.1.2+ |

T-Server Cisco Unified Communications Manager - Prerequisites

| | | | |
|-------|--|--|-------------------------------------|
| (JRE) | | | You can also use Oracle Java 8 SDK. |
|-------|--|--|-------------------------------------|

T-Server CSTA Connector

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

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 | OS | Release | Conditions |
|-----------|----------------------------|---------|---|
| Linux | Red Hat Enterprise Linux 7 | 8.1.1+ | |
| Linux | Red Hat Enterprise Linux 8 | 8.1.1+ | Starting with 8.1.111.00 |
| Linux | Red Hat Enterprise Linux 9 | 8.1.1+ | Starting with 8.1.112.01 |
| Windows | Windows Server 2012 | 8.1+ | Discontinued as of October 31, 2024 Starting with 8.1.103.00 |
| Windows | Windows Server 2016 | 8.1+ | Starting with 8.1.109.00 |
| Windows | Windows Server 2019 | 8.1.1+ | Starting with 8.1.110.04 |
| OS Family | OS | Release | Conditions |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

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

T-Server for Mitel MiVoice 5000

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 | Red Hat Enterprise Linux 7 | 8.1+ | |
| Windows | Windows Server 2012 | 8.1+ | Discontinued as of October 31, 2024 |
| Windows | Windows Server 2016 | 8.1+ | Support starts with 8.1.001.01. |
| OS Family | OS | Release | Conditions |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

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

T-Server for NEC NEAC/APEX

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

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.

| OS Family | OS | Release | Conditions |
|-----------|----------------------------|---------|---|
| Linux | Red Hat Enterprise Linux 7 | 8.1+ | Starting with 8.1.010.02 |
| Linux | Red Hat Enterprise Linux 8 | 8.1+ | Starting with 8.1.500.02 |
| Linux | Red Hat Enterprise Linux 9 | 8.1+ | Starting with 8.1.500.03 |
| Windows | Windows Server 2012 | 8.1+ | Discontinued as of October 31, 2024 Starting with 8.1.001.08 |
| Windows | Windows Server 2016 | 8.1+ | Starting with 8.1.010.02 |
| Windows | Windows Server 2019 | 8.1+ | Starting with 8.1.010.05 |
| Windows | Windows Server 2022 | 8.1+ | Starting with 8.1.500.03 |
| OS Family | OS | Release | Conditions |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

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

T-Server for Nortel Communication Server 2000/2100

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

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. TCP Communication flavor only.
- 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. TCP Communication flavor only.

| OS Family | OS | Release | Conditions |
|-----------|----------------------------|---------|---|
| Linux | Red Hat Enterprise Linux 7 | 8.1+ | Support beginning with version 8.1.002.08 (TCP/IP flavor only). |
| Windows | Windows Server 2012 | 8.1+ | Discontinued as of October 31, 2024 Support beginning with version 8.1.002.04. |
| Windows | Windows Server 2016 | 8.1+ | Support starts with 8.1.002.08. TCP/IP only. |
| Windows | Windows Server 2019 | 8.1+ | Support starts with 8.1.002.08 TCP/IP only. |
| OS Family | OS | Release | Conditions |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

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

T-Server for Siemens HiPath 4000 CSTA III

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

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, and Solaris SPARC
- 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.

Windows Server bit support is described as follows:

- "64-bit native" refers to a 64-bit Operating System running the application in a 64-bit mode.
- "64-bit Compatibility" refers to a x64-bit Operating System running the application in a 32-bit mode.
- "x86 32-bit" refers to the application running in pure 32-bit mode.
- 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 | OS | Release | Conditions |
|-----------|----------------------------|----------|-------------------------------------|
| Linux | Red Hat Enterprise Linux 7 | 8.1+ | Starting with 8.1.001.02. |
| Linux | Red Hat Enterprise Linux 8 | 8.1+ | Starting with 8.1.002.00. |
| Windows | Windows Server 2012 | 8.1.001+ | Discontinued as of October 31, 2024 |
| Windows | Windows Server 2016 | 8.1+ | Starting with 8.1.001.02. |
| Windows | Windows Server 2019 | 8.1+ | Starting with 8.1.001.02. |
| OS Family | OS | Release | Conditions |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

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

UC Connector

General Information - UC Connector

UC Connector is the Genesys server component that provides all functionality of Genesys Smart Link.

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

Genesys Lync Agent User Interface Support

| OS Family | Operating System | Release | Conditions |
|-----------|------------------|---------|-----------------------------------|
| Windows | Windows 10 | 8.0.3 | |
| Windows | Windows 7 | 8.0.3 | Discontinued as of June 30, 2020. |

UC Connector 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 |
| Windows | Windows Server 2012 | 8.0.3 | Discontinued as of October 31, 2024 |

UC Connector User Interface Support

Notes:

- User Interface support information applies to Interaction Workspace Plug-in for Lync and Genesys Lync Agent.

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|---------|--|
| Windows | Windows 10 | 8.0.3 | |
| Windows | Windows 7 | 8.0 | Discontinued as of June 30, 2020. |
| Windows | Windows 8 | 8.0.3 | Discontinued as of September 30, 2023. |
| Windows | Windows Server 2008 | 8.0 | Discontinued as of June 30, 2020 |
| Windows | Windows Server 2012 | 8.0 | Discontinued as of October 31, 2024 |

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 |
|-----------------------------|-------------|---------|-------------------------|
| UC Connector User Interface | Firefox ESR | 8.0 | |

Supported Database/DB Clusters

No DB information at this time.

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

| UC Connector - Prerequisites | | | |
|-------------------------------------|----------------------|---------------------|-------------------------|
| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
| UC Connector | | | |
| JDK 1.8.0.91+ | Yes | No | |

Universal Contact Server

General Information - Universal Contact Server

Universal Contact Server is part of the eServices product line. For supported operating environment information for eServices, see the [eServices page](#).

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](#).
- Please note the following:
- Unless stated otherwise in the table(s) below, Universal Contact Server is synonymous with Universal Contact Server and Universal Contact Server Proxy.
- Universal Contact Server v8.5.4 introduces support for Jetty 12 and Spring 6.1, which require Java 17 +. Customers who wish to use the latest version of UCS are instructed to use UCS 8.5.4. UCS 8.5.3 will be updated only the case of critical security vulnerabilities as determined by Genesys.

Supported Operating Systems

Universal Contact Server (SQL version) Support

| OS Family | Operating System | Release | Conditions |
|-----------|--|---------------|--|
| AIX | AIX Power PC 64-bit (AIX 5L for POWER) 7.1 | 8.1 - 8.5.3 | Discontinued December 31, 2020 |
| AIX | AIX Power PC 64-bit 6.1 | 8.0.1 - 8.5.2 | Discontinued December 31, 2020 |
| Linux | CentOS Linux 7 | 8.5.3+ | Discontinued as of January 15, 2025 Supports by the following with the starting version as indicated: <ul style="list-style-type: none"> • Universal Contact Server 8.5.300.16 |

| OS Family | Operating System | Release | Conditions |
|-----------|----------------------------|-------------|--|
| | | | <ul style="list-style-type: none"> Universal Contact Server Proxy 8.5.300.01 |
| Linux | Red Hat Enterprise Linux 5 | 8.1 - 8.5.2 | Discontinued as of June 30, 2018. |
| Linux | Red Hat Enterprise Linux 6 | 8.1.4+ | Discontinued as of November 30, 2020 |
| Linux | Red Hat Enterprise Linux 7 | 8.5.3+ | Discontinued as of January 31 2025 Supported by the following: <ul style="list-style-type: none"> Universal Contact Server 8.5.300.05 Universal Contact Server Proxy 8.5.300.01 |
| Linux | Red Hat Enterprise Linux 8 | 8.5.3 | Supported for UCS starting 8.5.300.43 and for UCS Proxy, starting with version 8.5.301.01. |
| Linux | Red Hat Enterprise Linux 9 | 8.5.3+ | Supported by the following: <ul style="list-style-type: none"> Universal Contact Server starting from 8.5.300.52 Universal Contact Server Proxy 8.5.303.04 |
| Solaris | Solaris SPARC 64-bit 10 | 7.6 - 8.5 | Discontinued as of December 31, 2020. |
| Windows | Windows Server 2008 | 8.1 - 8.5.2 | Discontinued as of June 30, 2020 Supports 64-bit native. |
| Windows | Windows Server 2012 | 8.5+ | Discontinued as of October 31, 2024 |
| Windows | Windows Server 2016 | 8.5.3+ | Supports 64-bit native. |
| Windows | Windows Server 2019 | 8.5.3+ | Starting with 8.5.300.39. |

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|---------|---|
| Windows | Windows Server 2022 | 8.5.3+ | Supported by the following: <ul style="list-style-type: none"> Universal Contact Server starting from 8.5.300.52, build 3 Universal Contact Server Proxy 8.5.303.02 |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

| Database | Release | Conditions/Limitations |
|----------------------------|---------------|--|
| IBM DB2 10 | 8.1.4 - 8.5.3 | Discontinued December 31, 2020 |
| IBM DB2 9.7 | 8.1.4 - 8.5.2 | Discontinued December 31, 2020 |
| MS SQL Server 2008 | 8.0.1 - 8.5.2 | Discontinued as of June 30, 2020. |
| MS SQL Server 2012 | 8.5 | Discontinued as of January 1, 2025. |
| MS SQL Server 2014 | 8.5.3 - 8.5.x | Discontinued as of January 1, 2025. |
| MS SQL Server 2014 Cluster | 8.5.2 - 8.5.x | Discontinued as of January 1, 2025. Starting with 8.5.200.19. Supports AlwaysOn functionality. |
| MS SQL Server 2016 | 8.5.3 - 8.5.x | |
| MS SQL Server 2016 Cluster | 8.5.3 - 8.5.x | Supports AlwaysOn functionality. |
| MS SQL Server 2019 | 8.5.3 | Starting with 8.5.300.41. Supports AlwaysOn functionality. |
| MS SQL Server 2019 Cluster | 8.5.3 | Starting with 8.5.300.41. Supports AlwaysOn functionality. |
| Oracle 11g | 8.1 - 8.5 | Discontinued as of December 31, 2020. |
| Oracle 11g R2 RAC | 8.1.4 - 8.5 | Discontinued as of December 31, 2020. |
| Oracle 11g RAC | 8.0.3 - 8.5 | Discontinued as of December 31, |

| Database | Release | Conditions/Limitations |
|-------------------|---------------|---|
| | | 2020. |
| Oracle 12c R1 | 8.5 | |
| Oracle 12c R2 RAC | 8.5 | Discontinued as of March 31, 2022. |
| Oracle 18c | 8.5.3+ | Discontinued as of June 30, 2021. |
| Oracle 18c RAC | 8.5.3+ | Discontinued as of June 30, 2021. |
| Oracle 19c | 8.5.3+ | Starting with 8.5.300.43 |
| Oracle 19c RAC | 8.5.3+ | Starting with 8.5.300.43. Support includes Transparent Application Failover (TAF). SCAN is not supported. |
| PostgreSQL 10 | 8.5.3+ | Discontinued as of June 30, 2024. PostgreSQL 10.16 support started from 8.5.300.43. |
| PostgreSQL 11 | 8.5.3+ | Discontinued as of September 15, 2024. PostgreSQL 11.11 supported from 8.5.300.43 |
| PostgreSQL 12 | 8.5.3+ | PostgreSQL 12.6 supported from 8.5.300.43 |
| PostgreSQL 13 | 8.5.3+ | PostgreSQL 13.11 supported from 8.5.300.48 |
| PostgreSQL 9.3 | 8.5.1 - 8.5.x | Discontinued as of November 11, 2021. |
| PostgreSQL 9.4 | 8.5.1 - 8.5.x | Discontinued as of November 11, 2021. Clustering is not supported. |
| PostgreSQL 9.6 | 8.5.3 | Discontinued as of November 11, 2021. |

Supported Virtualization Platforms

Tip

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

IPv6 Support for Common Interfaces

Notes:

- This table applies to UCS 8.x and 9.x releases.

| Component | Release | Interface | Conditions |
|-----------|---------|--------------------------|------------|
| | 8.1.3+ | Universal Contact Server | |

IPV6 Support for Additional Interfaces

No IPV6 information for additional components at this time.

Prerequisites

| Universal Contact Server - Prerequisites | | | |
|--|----------------------|---------------------|--|
| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/Limitations |
| Third-Party Component Prerequisites | | | |
| OpenJDK 11 | Yes | No | Release: 8.5.3+ Supported starting with 8.5.300.39 for all UCS 8.5-supported versions of Windows, Red Hat Enterprise Linux, and CentOS Linux. |
| OpenJDK 17 | Yes | No | Release: 8.5.4+ Supported starting with 8.5.400.02 for all UCS 8.5-supported versions of Windows and Red Hat |

| Universal Contact Server - Prerequisites | | | |
|--|-----|----|---|
| | | | Enterprise Linux |
| OpenJDK 17 | Yes | No | Release: 8.5.3+ Supported starting with 8.5.300.52 |
| Oracle Java 7 Developer's Kit (JDK) | Yes | No | Release: 8.1.3 - 8.5.2 Discontinued as of November 1, 2024. |
| Oracle Java 8 Developer's Kit (JDK) | Yes | No | Release: 8.5.3+ |

Universal Routing

General Information - Universal Routing

Universal Routing Server, Interaction Routing Designer, and Custom Server

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

Custom Server Support

| OS Family | Operating System | Release | Conditions |
|-----------|--|---------|---------------------------------------|
| AIX | AIX Power PC 64-bit (AIX 5L for POWER) 7.1 | 8.0.0+ | Discontinued December 31, 2020 |
| Linux | Red Hat Enterprise Linux 8 | 8.1.4+ | Starting with 8.1.400.04. |
| Solaris | Solaris SPARC 64-bit 10 | 8.0.0+ | Discontinued as of December 31, 2020. |

Interaction Routing Designer User Interface Support

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|-------------|--|
| Windows | Windows 10 | 8.1.4 | |
| Windows | Windows 11 | 8.1.4+ | Starting with IRD version 8.1.400.51. |
| Windows | Windows 7 | 7.6.2+ | Discontinued as of June 30, 2020. |
| Windows | Windows 8 | 8.1.400.10+ | Discontinued as of September 30, 2023. |
| Windows | Windows Server 2008 | 7.6.2 | Discontinued as of June 30, 2020 |
| Windows | Windows Server 2008 | 8.0.1 | Discontinued as of June |

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|-------------|---|
| | | | 30, 2020 |
| Windows | Windows Server 2012 | 8.1.400.18+ | Discontinued as of October 31, 2024 Running in compatibility mode. |
| Windows | Windows Server 2019 | 8.1.4+ | Starting with IRD version 8.1.400.45. |

Universal Routing Server Support

| OS Family | Operating System | Release | Conditions |
|-----------|------------------|---------|--|
| Linux | CentOS Linux 7 | 8.1.4+ | Discontinued as of January 15, 2025 Starting with 8.1.400.45. |

Universal Routing Server and Custom 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 7.x and later. This applies to Universal Routing Server starting with version 8.1.400.59 and Custom Server starting with version 8.1.400.04.

| OS Family | Operating System | Release | Conditions |
|--------------|--|--------------------|--------------------------------------|
| AIX Power PC | AIX Power PC 64-bit (AIX 5L for POWER) 7.1 | 8.1.1 - 8.1.400.75 | Discontinued December 31, 2020 |
| Linux | Red Hat Enterprise Linux 6 | 8.1.3 - 8.1.400.75 | Discontinued as of November 30, 2020 |
| Linux | Red Hat Enterprise | 8.1.400.32+ | Note the following: |

| OS Family | Operating System | Release | Conditions |
|---------------|----------------------------|------------------|---|
| | Linux 7 | | <ul style="list-style-type: none"> • URS supports RHEL 7.7 and 7.9 starting with 8.1.400.63. • URS supports RHEL 7.6 starting with 8.1.400.58. • URS supports RHEL 7.5 starting with 8.1.400.56. • Custom Server supports RHEL 7.5, 7.6, and 7.7 starting with 8.1.400.04. • Both URS and Custom Server support Red Hat Enterprise Linux 7 natively. |
| Linux | Red Hat Enterprise Linux 8 | 8.1.4 | Starting with 8.1.400.76 |
| Linux | Red Hat Enterprise Linux 9 | 8.1.4+ | Starting with 8.1.400.96 |
| Solaris SPARC | Solaris SPARC 64-bit 10 | 7.2 - 8.1.400.75 | Discontinued as of February 18, 2021. |
| Windows | Windows Server 2008 | 7.6.2 - 8.1.4 | <p>Note the following:</p> <ul style="list-style-type: none"> • Only Universal Routing Server supports Windows 2008 beginning with Release 7.6.2. Custom Server supports Windows 2008 beginning with Release 8.0. • Discontinued as of July, 27, 2020. |
| Windows | Windows Server 2008 | 7.6.2+ | <p>Discontinued as of June 30, 2020</p> <p>Only Universal Routing Server supports Windows 2008 beginning with Release 7.6.2. Custom Server supports Windows 2008</p> |

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|-------------|--|
| | | | beginning with Release 8.0. |
| Windows | Windows Server 2008 | 8.1 - 8.1.4 | Discontinued as of July, 27, 2020. |
| Windows | Windows Server 2012 | 8.1.4 | Discontinued as of October 31, 2024 |
| Windows | Windows Server 2016 | 8.1.400.36 | |
| Windows | Windows Server 2019 | 8.1.4+ | Note the following support: <ul style="list-style-type: none"> • URS: Starting with 8.1.400.64. • Custom Server: Starting with 8.1.400.04. |
| Windows | Windows Server 2022 | 8.1.4+ | Starting with 8.1.400.96 |

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. Genesys supports Genesys products on the database patch levels up to the latest currently available patch sets. For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.
- Only Interaction Routing Designer relies directly on a database. Universal Routing Server relies on DB Server. For DB Server support, see the Framework page.

| Database | Release | Conditions/Limitations |
|-------------|--------------------|---------------------------------|
| IBM DB2 9.7 | 8.1.1 - 8.1.400.44 | Discontinued as of February 25, |

| Database | Release | Conditions/Limitations |
|----------------------------|--------------------|---|
| | | 2021. |
| MS SQL Server 2008 | 8.0 - 8.1.400.44 | Discontinued as of February 25, 2021. |
| MS SQL Server 2012 | 8.1.4 | Discontinued as of January 1, 2025. |
| MS SQL Server 2014 | 8.1.4+ | Discontinued as of January 1, 2025. Starting with IRD 8.1.400.25. |
| MS SQL Server 2014 Cluster | 8.1.4+ | Discontinued as of January 1, 2025. Starting with IRD 8.1.400.25; also supports AlwaysOn Cluster with Synchronous Mirroring capability. |
| MS SQL Server 2016 | 8.1.4+ | Starting with IRD 8.1.400.25. |
| MS SQL Server 2016 Cluster | 8.1.4+ | Starting with IRD 8.1.400.25; also supports AlwaysOn Cluster with Synchronous Mirroring capability. |
| MS SQL Server 2017 | 8.1.4+ | Starting with IRD 8.1.400.30 |
| MS SQL Server 2019 | 8.1.4+ | Starting with IRD 8.1.400.39. |
| MS SQL Server 2019 Cluster | 8.1.4+ | Starting with IRD 8.1.400.49; also supports AlwaysOn Cluster with Synchronous Mirroring capability. |
| Oracle 11g | 8.0 - 8.1.400.44 | Discontinued as of February 25, 2021. |
| Oracle 11g RAC | 8.1.1 - 8.1.400.44 | Discontinued as of February 25, 2021. |
| Oracle 12c R1 | 8.1.400.25 | |
| Oracle 12c R1 RAC | 8.1.400.23 | |
| Oracle 12c R2 | 8.1.4+ | Discontinued as of March 31, 2022. |
| Oracle 12c R2 RAC | 8.1.4+ | Discontinued as of March 31, 2022. |
| Oracle 18c | 8.1.4+ | Discontinued as of June 30, 2021. |
| Oracle 18c RAC | 8.1.4+ | Discontinued as of June 30, 2021. |
| Oracle 19c | 8.1.4+ | Starting with IRD 8.1.400.39. |
| Oracle 19c RAC | 8.1.4+ | Starting with IRD 8.1.400.39. |
| PostgreSQL 10 | 8.1.4+ | Discontinued as of June 30, 2024. Support started with IRD 8.1.400.30. |
| PostgreSQL 14 | 8.1.4+ | Starting with IRD 8.1.400.49. |

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 Universal Routing.

| Component | Release | Interface | Conditions |
|------------------------------|---------|--|------------|
| Custom Server | 8.1 | Management Framework Configuration Server/ Proxy | |
| Interaction Routing Designer | 8.0.1 | Management Framework Configuration Server/ Proxy | |
| Universal Routing Server | 8.1 | Interaction Server | |
| Universal Routing Server | 8.1 | License Server | |
| Universal Routing Server | 8.1 | Management Framework Configuration Server/ Proxy | |
| Universal Routing Server | 8.1 | SIP Server/T-Server | |

IPV6 Support for Additional Interfaces

Notes:

- Release Support numbers refer to Universal Routing.

| Component | Release | Interface | Conditions |
|--------------------------|---------|-------------------------------|------------|
| Custom Server | 8.1 | Universal Routing Server Core | |
| Universal Routing Server | 8.1 | Custom Server | |
| Universal Routing Server | 8.1 | Load Distribution Server | |
| Universal Routing Server | 8.1 | Orchestration Server | |
| Universal Routing Server | 8.1 | Stat Server | |
| Universal Routing Server | 8.1 | Web Interface | |

Prerequisites

Notes:

- There are no prerequisites identified for Universal Routing.

Voice Treatment Option

General Information - Voice Treatment Option

Please contact Genesys Customer Care for information about this product.

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

No OS information at this time.

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

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

Web Services and Applications

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

Notes:

- 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 | OS | Release | Conditions |
|-----------|----------------------------|---------|--|
| Linux | CentOS Linux 7 | 8.5.2 | Discontinued as of January 15, 2025 Supported starting with 8.5.202.63. |
| Linux | Red Hat Enterprise Linux 6 | 8.5.2 | Discontinued as of November 30, 2020 |
| Linux | Red Hat Enterprise Linux 7 | 8.5.2 | Supported starting with 8.5.201.61. |
| Linux | Red Hat Enterprise Linux 8 | 8.5.2 | Supported starting with 8.5.203.03. |
| Linux | Red Hat Enterprise Linux 8 | 8.6+ | Supported starting with 8.6.000.03. |
| Linux | Red Hat Enterprise Linux 9 | 8.6+ | Supported starting with 8.6.000.03. |
| OS Family | OS | Release | Conditions |

Supported Browsers

Notes:

- Genesys recommends to use the latest release of each browser. However, Genesys will review and address the issues reported in the N-1 versions of the browsers.
- This table combines OS/Browser support for these Applications: Workspace Web Edition and Gplus Adapter for Salesforce.

| Browser | Related Operating System | Genesys Release | Conditions/Limitations |
|-------------------------|--------------------------|-----------------|------------------------|
| Firefox | , All OSes | 8.5.2, 8.6+ | |
| Google Chrome | , All OSes | 8.5.2, 8.6+ | |
| Microsoft Edge | Windows 10, Windows 11 | 8.5.2 | |
| Microsoft Edge Chromium | All OSes | 8.6+ | |

Supported Database/DB Clusters

| Database | Release | Conditions/Limitations |
|--------------------|------------|------------------------|
| Cassandra 1 | 8.5.2 | Discontinued support. |
| Cassandra 2 | 8.5.201.41 | |
| Elasticsearch 1.x | 8.5.2 | |
| Elasticsearch 8 | 8.6+ | |
| MS SQL Server 2019 | 8.6+ | |
| Oracle 19c | 8.6+ | |
| PostgreSQL 13 | 8.6+ | |
| PostgreSQL 14 | 8.6+ | |
| Redis 7.2 | 8.6+ | |

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

| Genesys Web Services and Applications - Prerequisites | | | |
|---|----------------------|---------------------|---|
| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
| Supported Versions | | | |
| Elasticsearch | Yes | No | Release: All Genesys recommends using the latest stable 8.x version of Elasticsearch |
| Java 8 | Yes | No | Release: 8.5.201.29 |
| Jetty 11 | No | Yes | Release: 8.6+ Jetty 11 is embedded in Web Services (no need to deploy separately). |
| Jetty 12 | Yes | No | Release: 8.6+ Jetty 12 is embedded in Web Services (no need to deploy separately). |
| Jetty 9.2 | No | Yes | Release: All Jetty 9.2 embedded in Web Services (no need to deploy separately) |
| Redis | Yes | No | Release: 8.6+ Starting with 8.6.000.03 Redis 6 is supported. |
| Third-Party Component Prerequisites | | | |
| Java 17 | Yes | No | Release: 8.6+ Starting with 8.6.000.03 |
| OpenJDK 8 | Yes | No | Release: 8.5 Starting with 8.5.202.69. |

Workforce Management

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

WFM Back-end Components 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 - 8.5.1 | Discontinued as of June 30, 2020 |
| Windows | Windows Server 2012 | 8.5+ | Discontinued as of October 31, 2024 |
| Windows | Windows Server 2016 | 8.5.2+ | Starting with 8.5.210.01. |
| Windows | Windows Server 2019 | 8.5.2+ | Starting with the following: <ul style="list-style-type: none"> • WFM Server 8.5.217.01 b1 • WFM Builder 8.5.217.00 b2 • WFM Daemon 8.5.218.00 b1 • WFM Data Aggregator 8.5.217.01 b2 |

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|---------|--|
| Windows | Windows Server 2022 | 8.5.2+ | Starting with the following: <ul style="list-style-type: none"> WFM Server 8.5.219.38 b1 WFM Builder 8.5.219.16 WFM Daemon 8.5.219.18 b2 WFM Data Aggregator 8.5.219.22 b1 |

WFM GUI/Configuration & Database Utilities | User Interface Support

Notes:

- 8.1+: 32-bit and 64-bit. Supported in all versions. Database Utility will also run on both x32- and x64-bit versions.
- 8.5.1: WFM Configuration Utility was removed from the product. WFM Database Utility will only run on x64-bit versions.

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|-------------------|---|
| Windows | Windows 10 | 8.5.203 | WFM Database Utility Only |
| Windows | Windows 8 | 8.5.100 - 8.5.101 | Discontinued as of September 30, 2023. Compatible, native mode on WFM Web and WFM Database Utility only. |
| Windows | Windows Server 2008 | 8.0 - 8.5.1 | Discontinued as of June 30, 2020 |
| Windows | Windows Server 2012 | 8.5.1+ | Discontinued as of October 31, 2024 WFM Database Utility Only |
| Windows | Windows Server 2016 | 8.5.2+ | WFM Database Utility |

| OS Family | Operating System | Release | Conditions |
|-----------|---------------------|---------|--|
| | | | only, starting with 8.5.210. |
| Windows | Windows Server 2019 | 8.5.2+ | Starting with WFM DB Utility 8.5.218.07 b4 |
| Windows | Windows Server 2022 | 8.5.2+ | WFM Database Utility 8.5.219.01 b3 |

WFM Web Agent User Interface Support

| OS Family | Operating System | Release | Conditions |
|-----------|------------------|-----------------|--|
| Windows | Windows 10 | 8.5.2+ | Starting with 8.5.203. |
| Windows | Windows 11 | 8.5.220 | Starting with 8.5.220.15 |
| Windows | Windows 7 | 8.1 - 8.5.0 | Discontinued as of June 30, 2020. |
| Windows | Windows 8 | 8.5.1 - 8.5.202 | Discontinued as of September 30, 2023. |

WFM Web Server Components 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.

| OS Family | Operating System | Release | Conditions |
|-----------|--|-------------|--------------------------------------|
| AIX | AIX Power PC 64-bit (AIX 5L for POWER) 7.1 | 8.1 - 8.5.1 | Discontinued December 31, 2020 |
| Linux | Red Hat Enterprise Linux 6 | 8.1.1 | Discontinued as of November 30, 2020 |
| Linux | Red Hat Enterprise Linux 7 | 8.1.1+ | |
| Linux | Red Hat Enterprise | 8.5.2+ | WFM Web, starting with |

| OS Family | Operating System | Release | Conditions |
|-----------|----------------------------|---------------|--|
| | Linux 8 | | 8.5.219.49 |
| Linux | Red Hat Enterprise Linux 9 | 8.5.2+ | WFM Web, starting with 8.5.220.28. |
| Solaris | Solaris SPARC 64-bit 10 | 7.2 - 8.5.212 | Discontinued as of December 31, 2020. |
| Windows | Windows 7 | 8.1 - 8.1.2 | Discontinued as of June 30, 2020. |
| Windows | Windows Server 2008 | 8.0 - 8.5.1 | Discontinued as of June 30, 2020 Latest supported version 8.5.101 |
| Windows | Windows Server 2012 | 8.5+ | Discontinued as of October 31, 2024 |
| Windows | Windows Server 2016 | 8.5.2+ | Starting with 8.5.210.02. |
| Windows | Windows Server 2019 | 8.5.2+ | WFM Web, starting with 8.5.218.39 |
| Windows | Windows Server 2022 | 8.5.2+ | WFM Web, starting with 8.5.219.72 b1 |

WFM Web Supervisor User Interface Support

| OS Family | Operating System | Release | Conditions |
|-----------|------------------|-----------------|--|
| Windows | Windows 10 | 8.5.2+ | Starting with 8.5.203. |
| Windows | Windows 11 | 8.5.220 | Starting with 8.5.220.15 |
| Windows | Windows 7 | 8.1 - 8.5.0 | Discontinued as of June 30, 2020. |
| Windows | Windows 8 | 8.5.1 - 8.5.202 | Discontinued as of September 30, 2023. |

Supported Browsers

| Component | Browser | Release | Conditions/Limitations |
|------------------------------|-------------|---------|------------------------|
| WFM Web Agent User Interface | Firefox ESR | 8.5.1 | Version 31 |
| WFM Web Agent User Interface | Firefox ESR | 8.5.2+ | Note the following: |

| Component | Browser | Release | Conditions/ Limitations |
|--|----------------|---------------|--|
| | | | <ul style="list-style-type: none"> Version 38 is supported Version 60.4 is supported, starting with 8.5.214 |
| WFM Web Agent User Interface | Google Chrome | 8.1.3+ | Version 35+ |
| WFM Web Agent User Interface | Microsoft Edge | 8.5.2+ | Starting with 8.5.217.13, version 84.0.552.40+ is supported. Note: Agent UI (Classic) is not supported. |
| WFM Web Agent User Interface | Microsoft IE | 8.5.0+ | Version 11. Note: There is a known issue with the new (ARK) WFM Web Agent interface when using IE 11.0.40 and WFM Web 8.5.205.09. Please use a different version of IE, use a different browser altogether (e.g., Chrome or Firefox), use the "classic" view of WFM Web Agent or upgrade to WFM Web 8.5.206.09 (the issue is fixed in that release). Supported up to version 8.5.220.31. |
| WFM Web Supervisor User Interface (Classic UI) | Firefox ESR | 8.5.1 | Version 31 |
| WFM Web Supervisor User Interface (Classic UI) | Firefox ESR | 8.5.2 | Version 60.4 |
| WFM Web Supervisor User Interface (Classic UI) | Google Chrome | 8.1.3 - 8.5.0 | WFM Web Supervisor will no longer work with Chrome 44 and above as those versions no longer support Java plug-ins. Customers running WFM Web Supervisor on Chrome 44 or above will need to change their browser to IE or Firefox. |
| WFM Web Supervisor User Interface (Classic UI) | Microsoft Edge | 8.5.2+ | Note the following: |

| Component | Browser | Release | Conditions/ Limitations |
|--|----------------|---------------|--|
| UI) | | | <ul style="list-style-type: none"> WFM Web for Supervisors also supports and runs in Edge IE mode up to version 8.5.220.31. See the following Microsoft Edge functionality: https://docs.microsoft.com/en-us/edge/edge-ie-mode Starting with 8.5.217.13, version 84.0.552.40+ is supported. |
| WFM Web Supervisor User Interface (Classic UI) | Microsoft IE | 8.5.0 - 8.5.2 | Version 11. Note: Supported up to version 8.5.219.33. |
| WFM Web Supervisor User Interface (New UI) | Firefox ESR | 8.5.2+ | <p>Note the following:</p> <ul style="list-style-type: none"> New Forecast module: starting with 8.5.214 Firefox version 60.5+ is supported. |
| WFM Web Supervisor User Interface (New UI) | Google Chrome | 8.5.2+ | Starting with 8.5.214, version 73+ is supported |
| WFM Web Supervisor User Interface (New UI) | Microsoft Edge | 8.5.2+ | <p>Note the following:</p> <ul style="list-style-type: none"> New Forecast module: starting with 8.5.217.13, Edge version 84.0.552.40+ is supported New Performance module: starting with 8.5.220.15, Edge version 120.0.2210.91+ is supported. |

Supported Database/DB Clusters

Notes:

- 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 10 | 8.1.3 - 8.5.1 | Discontinued December 31, 2020. |
| IBM DB2 9.7 | 8.1.0 - 8.1.2 | Discontinued December 31, 2020. |
| MS SQL Server 2008 | 8.0 - 8.5.216 | Discontinued as of June 30, 2020. |
| MS SQL Server 2012 | 8.1.3+ | Discontinued as of January 1, 2025. |
| MS SQL Server 2012 Cluster | 8.5.1+ | Discontinued as of January 1, 2025. Also supports AlwaysOn Cluster with Synchronous Mirroring capability in 8.5.1 and later versions |
| MS SQL Server 2014 | 8.5.1 - 8.5.214 | Discontinued as of January 1, 2025. Latest supported versions of these WFM components: *WFM Database Utility 8.5.214.01 *WFM Server 8.5.214.10 *WFM Data Aggregator 8.5.214.06 |
| MS SQL Server 2014 Cluster | | Discontinued as of January 1, 2025. Note the following: *Starting with 8.5.207; also supports AlwaysOn Cluster with Synchronous Mirroring capability.*Latest supported versions of these WFM components: **WFM Database Utility 8.5.214.01 **WFM Server 8.5.214.10 **WFM Data Aggregator 8.5.214.06 |
| MS SQL Server 2016 | 8.5.210 - 8.5.218 | Note the following: *Starting with 8.5.210, this MS SQL server supported up to and including the following versions of WFM components: **WFM Database Utility 8.5.218.07 **WFM Server |

| Database | Release | Conditions/Limitations |
|----------------------------|-------------------|--|
| | | 8.5.218.18 **WFM Data Aggregator 8.5.217.01 |
| MS SQL Server 2016 Cluster | 8.5.210 - 8.5.218 | Note the following: *Starting with 8.5.210; also supports AlwaysOn Cluster with Synchronous Mirroring capability. This MS SQL server supported up to and including the following versions of WFM components: **WFM Database Utility 8.5.218.07 **WFM Server 8.5.218.18 **WFM Data Aggregator 8.5.217.01 |
| MS SQL Server 2019 | 8.5.2+ | Starting with following versions: *WFM Data Aggregator 8.5.217.01 *WFM Database Utility 8.5.218.07 b4 *WFM Server 8.5.217.01 b1 |
| MS SQL Server 2019 Cluster | 8.5.2+ | Starting with following versions: *WFM Data Aggregator 8.5.220.10 *WFM Database Utility 8.5.220.01 *WFM Server 8.5.220.34. NOTE: You must deploy the latest MSOLEDBSQL driver v.19 and provision OLEDB options as explained in the WFM Administrator's Guide under Preparing to install WFM chapter in the Installing and configuring the latest Microsoft OLE DB Driver (MSOLEDBSQL) in WFM Server and Data Aggregator procedure. |
| MS SQL Server 2022 Cluster | 8.5.2+ | Starting with following versions: *WFM Data Aggregator 8.5.220.10, *WFM Database Utility 8.5.220.01, *WFM Server 8.5.220.34. The above components also support MS SQL Server 2022 Preview. NOTE: You must deploy the latest MSOLEDBSQL driver v.19 and provision OLEDB options as explained in WFM Administrator's Guide under Preparing to install WFM chapter in the Installing and configuring the latest Microsoft OLE DB Driver (MSOLEDBSQL) in WFM Server and Data Aggregator procedure. |
| Oracle 11g | 8.0 - 8.5.218 | Discontinued as of December 31, 2020. |
| Oracle 11g RAC | 8.0 - 8.5.218 | Discontinued as of December 31, 2020. |

| Database | Release | Conditions/Limitations |
|-------------------|-------------------|--|
| Oracle 12c R1 | 8.5.1 - 8.5.218 | Latest versions of these WFM components:* WFM Database Utility 8.5.218.01* WFM Server 8.5.218.00* WFM Data Aggregator 8.5.217.01 |
| Oracle 12c R1 RAC | 8.5.204 - 8.5.218 | Note the following: *Latest supported versions for these WFM components: **WFM Database Utility 8.5.218.01 **WFM Server 8.5.218.00 **WFM Data Aggregator 8.5.217.01 *Oracle 12c RAC with Data Guard is supported |
| Oracle 12c R2 | 8.5.214 - 8.5.218 | Discontinued as of March 31, 2022. |
| Oracle 12c R2 RAC | 8.5.214 - 8.5.218 | Discontinued as of March 31, 2022. |
| Oracle 18c | 8.5.2+ | Discontinued as of June 30, 2021. |
| Oracle 18c RAC | 8.5.2+ | Discontinued as of June 30, 2021. |
| Oracle 19c | 8.5.2+ | Starting with 8.5.214 |
| Oracle 19c RAC | 8.5.2+ | Starting with 8.5.214 |

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 Workforce Management.

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

IPv6 Support for Additional Interfaces

Notes:

- In the Interface column: (C) stands for Client and (S) stands for Server
- Release Support numbers refer to Workforce Management.

| Component | Release | Interface | Conditions |
|----------------------|---------|--|------------|
| Workforce Management | 8.1+ | WFM Builder (C) – Configuration Server/ Proxy (S) | |
| Workforce Management | 8.1+ | WFM Builder (C) – WFM Server (S) | |
| Workforce Management | 8.1+ | WFM Configuration Utility (C) – WFM Server (S) | |
| Workforce Management | 8.1+ | WFM Daemon (C) – Configuration Server/ Proxy (S) | |
| Workforce Management | 8.1+ | WFM Daemon (C) – WFM Server (S) | |
| Workforce Management | 8.1+ | WFM Data Aggregator (C) – Configuration Server/Proxy (S) | |
| Workforce Management | 8.1+ | WFM Data Aggregator (C) – Stat Server (S) | |
| Workforce Management | 8.1+ | WFM Data Aggregator (C) – WFM Server (S) | |
| Workforce Management | 8.1+ | WFM Server (C) – Configuration Server/ Proxy (S) | |

| Component | Release | Interface | Conditions |
|----------------------|------------|---|------------|
| Workforce Management | 8.1+ | WFM Server (C) - Message Server (S) | |
| Workforce Management | 8.1+ | WFM Server (C) - WFM Builder (S) | |
| Workforce Management | 8.1+ | WFM Server (C) - WFM Server (S) | |
| Workforce Management | 8.1+ | WFM Web (C) - Configuration Server/ Proxy (S) | |
| Workforce Management | 8.1+ | WFM Web (C) - WFM Builder (S) | |
| Workforce Management | 8.1+ | WFM Web (C) - WFM Data Aggregator (S) | |
| Workforce Management | 8.1+ | WFM Web (C) - WFM Server (S) | |
| Workforce Management | no support | WFM Builder (C) - Message Server (S) | |
| Workforce Management | no support | WFM Daemon (C) - Message Server (S) | |
| Workforce Management | no support | WFM Data Aggregator (C) - Message Server (S) | |
| Workforce Management | no support | WFM Web (C) - Message Server (S) | |

Prerequisites

Notes:

- If one of supported OpenJDK versions is the preferred choice for your environment, take note that the Genesys WFM solution was tested by the quality assurance team with Oracle OpenJDK only. Other vendor's builds of OpenJDK potentially might not work properly. Therefore, Genesys recommends Oracle OpenJDK builds to ensure the product functions properly.

Workforce Management - Prerequisites

| Workforce Management - Prerequisites | | | |
|---|----------------------|---------------------|---|
| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/Limitations |
| Third-Party Component Prerequisites | | | |
| Certified Oracle Client versions: 12.1.0.2 and 19.22 or later | Yes | No | Release: 8.5.0 - 8.5.2 This is installation requirements for Oracle database. Also, 64-bit WFM servers require the 64-bit Oracle Client NOTE: Only approved and certified Oracle Client versions may be used. All other versions unsupported. |
| WFM Daemon: Open JDK 17 | Yes | No | Release: 8.5.2+ Starting with version 8.5.219.20 Starting with version 8.5.220.05 validation is done with Eclipse Temurin OpenJDK |
| WFM Database Utility: .NET Framework 2.0+ | Yes | No | Release: 8.1.0 |
| WFM Database Utility: .NET Framework 2.0+ | Yes | No | Release: 8.5.0 |
| WFM Database Utility: .NET Framework 2.0+ | Yes | No | Release: 8.5.1 |
| WFM Database Utility: .NET Framework 2.0+ | Yes | No | Release: 8.1.1 |
| WFM Database Utility: .NET Framework 2.0+ | Yes | No | Release: 8.1.3 |
| WFM Database Utility: .NET Framework 2.0+ | Yes | No | Release: 8.1.2 |
| WFM Web Server: Apache Tomcat 5.5 / 6.0 / 7.0 (with Sun Java JDK 5 starting with update 1 or Java JDK 6) or IBM WebSphere 6.1 / 7.0 | Yes | No | Release: 8.1.0 Discontinued as of November 1, 2024. |

| Workforce Management - Prerequisites | | | |
|---|-----|----|---|
| WFM Web Server: Apache Tomcat 6.0 / 7.0 (with Sun's Java JDK 6 or 7) or IBM WebSphere 7.0 / 8.0 | Yes | No | Release: 8.1.2 Discontinued as of November 1, 2024. |
| WFM Web Server: Apache Tomcat 6.0 / 7.0 (with Sun's Java JDK 6 or 7) or IBM WebSphere 7.0 / 8.0 | Yes | No | Release: 8.1.1 Discontinued as of November 1, 2024. |
| WFM Web Server: Apache Tomcat 6.0 / 7.0 (with Sun's Java JDK 6 or 7) or IBM WebSphere 7.0 / 8.0 | Yes | No | Release: 8.1.3 Discontinued as of November 1, 2024. |
| WFM Web Server: Apache Tomcat 6.0, 7.0 (with Sun's Java JDK 6 or 7) | Yes | No | Release: 8.5.0 Discontinued as of November 1, 2024. |
| WFM Web Server: Apache Tomcat 7.0/8.0 (with Oracle JDK 7 or 8) | Yes | No | Release: 8.5.1 Discontinued as of November 1, 2024. |
| WFM Web Server: Apache Tomcat 7.0/8.0 (with Oracle JDK 7 or 8) | Yes | No | Release: 8.5.2 Discontinued as of November 1, 2024. |
| WFM Web Server: Apache Tomcat 7.0/8.0/ 8.5/9.0 (with Oracle JDK 7, JDK 8, or JDK 10) | Yes | No | Release: 8.5.211 To deploy WFM Web Server with Java 10, minimum versions required for Tomcat 8 are 8.5 and 8.0. NOTE: Tomcat 8.0 is supported up to WFM Web version 8.5.211.02. Discontinued as of November 1, 2024. |
| WFM Web Server: Apache Tomcat 8.5/9.0 (with Oracle JDK 8 or JDK 10) | Yes | No | Release: 8.5.212 To deploy WFM Web Server with Java 10 minimum versions required for Tomcat 8 are 8.5. |
| WFM Web Server: Apache Tomcat 8.5/9.0 (with Oracle Java 8 Developer's Kit (JDK), Oracle Java 11 Developer's Kit (JDK), or OpenJDK 11) | Yes | No | Release: 8.5.214 To deploy WFM Web Server with Java 11, the minimum versions required for Tomcat 8 are 8.5. |
| WFM Web Server: | Yes | No | Release: 8.5.215 |

| Workforce Management - Prerequisites | | | |
|---|-----|----|--|
| Apache Tomcat 8.5/9.0 (with Oracle Java 8 Developer's Kit (JDK), Oracle Java 11 Developer's Kit (JDK), or OpenJDK 11) | | | To deploy WFM Web Server with Java 11, the minimum versions required for Tomcat are 8.5.50 and 9.0.30. |
| WFM Web Server: Apache Tomcat 9.0.75 (with OpenJDK 17) | Yes | No | <p>Release: 8.5.220</p> <p>Starting with WFM Web version 8.5.220.07</p> <p>NOTE: Following Java 9 options should be set in Tomcat</p> <pre>--add-opens=java.base/java.util=ALL-UNNAMED --add-opens=java.base/java.util.concurrent=ALL-UNNAMED</pre> <p>Starting with version 8.5.220.22 validation is done with Eclipse Temurin OpenJDK</p> |
| WFM Web Server: IBM WebSphere 7.0 / 8.0 | Yes | No | Release: 8.5.0 |
| WFM Web Supervisors: OpenJDK 17 | Yes | No | <p>Release: 8.5.220</p> <p>Starting with WFM Web version 8.5.220.07</p> <p>Starting with version 8.5.220.22 validation is done with Eclipse Temurin OpenJDK and only for UI Launcher</p> |
| WFM Web Supervisors: Oracle JRE 7 or JRE 8 | Yes | No | Release: 8.5.2 Discontinued as of November 1, 2024. |
| WFM Web Supervisors: Oracle JRE 7 or JRE 8 | Yes | No | Release: 8.5.1 Discontinued as of November 1, 2024. |
| WFM Web Supervisors: Oracle JRE 7, JRE 8, JRE 9, or JRE 10 | Yes | No | Release: 8.5.211.00 Discontinued as of November 1, 2024. |
| WFM Web Supervisors: Oracle JRE 8, JRE 11, or OpenJDKJRE 11 | Yes | No | Release: 8.5.214+ |
| WFM Web Supervisors: Sun Java JRE 6 starting with update 12 | Yes | No | Release: 8.1.0 Discontinued as of November 1, 2024. |

| Workforce Management - Prerequisites | | | |
|--|-----|----|--|
| WFM Web Supervisors: Sun Java JRE 6 starting with update 12 or JRE 7 | Yes | No | Release: 8.1.1 Discontinued as of November 1, 2024. |
| WFM Web Supervisors: Sun Java JRE 6 starting with update 12 or JRE 7 | Yes | No | Release: 8.5.0 Discontinued as of November 1, 2024. |
| WFM Web Supervisors: Sun Java JRE 6 starting with update 12 or JRE 7 | Yes | No | Release: 8.1.2 Discontinued as of November 1, 2024. |
| WFM Web Supervisors: Sun Java JRE 6 starting with update 12 or JRE 7 | Yes | No | Release: 8.1.3 Discontinued as of November 1, 2024. |

Workspace Desktop Edition

General Information - Workspace Desktop Edition

This product was called Interaction Workspace prior to release 8.5.0

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 |
|-----------|---------------------|---------|---|
| Windows | Windows 10 | 8.1+ | <p>Application running in 32-bit compatibility mode on 64-bit OS.</p> <p>Note the following:</p> <ul style="list-style-type: none"> For Workspace Desktop Edition 8.5, support starts with 8.5.112.08. Windows 10 is not supported from 8.5.100.05 through 8.5.111.21. For Interaction Workspace 8.1, support starts with 8.1.401.69. |
| Windows | Windows 11 | 8.5+ | <p>Application running in 32-bit compatibility mode on 64-bit OS. Support starts with 8.5.153.05.</p> |
| Windows | Windows 8 | 8.1+ | <p>Discontinued as of September 30 2023.</p> <p>Application running in 32-bit compatibility mode on 64-bit OS. Supported in Release 8.1.401.</p> |
| Windows | Windows Server 2012 | 8.5 | <p>Discontinued as of October 31 2024.</p> <p>Application running in 32-bit compatibility mode on 64-bit OS.</p> |
| Windows | Windows Server 2016 | 8.5 | <p>Application running in 32-bit compatibility mode on 64-bit OS.</p> |
| Windows | Windows Server 2019 | 8.5 | <p>Application running in 32-bit compatibility mode on 64-bit OS. Support starts with 8.5.137.06.</p> |
| Windows | Windows Server 2022 | 8.5 | <p>Application running in 32-bit compatibility mode on 64-bit OS.</p> |
| OS Family | OS | Release | Conditions |

| OS Family | OS | Release | Conditions |
|------------------|-----------|----------------|---------------------------------|
| | | | Support starts with 8.5.161.03. |
| OS Family | OS | Release | Conditions |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

Supported Virtualization Platforms

Tip

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

IPV6 Support for Common Interfaces

| Component | Release | Interface | Conditions |
|---------------------------|---------|--|------------|
| Workspace Desktop Edition | 8.5 | Interaction Server | |
| Workspace Desktop Edition | 8.5 | Management Framework Configuration Server/ Proxy | |
| Workspace Desktop Edition | 8.5 | SIP Server/T-Server | |
| Workspace Desktop Edition | 8.5 | Stat Server | |

IPV6 Support for Additional Interfaces

| Component | Release | Interface | Conditions |
|---------------------------|---------|--------------------------------|------------|
| Workspace Desktop Edition | 8.5 | Chat Server | |
| Workspace Desktop Edition | 8.5 | Universal Contact Server/Proxy | |

Prerequisites

| Workspace Desktop Edition - Prerequisites | | | |
|---|----------------------|---------------------|--|
| Third-Party Component Prerequisites | Acquired by Customer | Provided by Genesys | Conditions/ Limitations |
| Centralized Deployment Server (ClickOnce) | | | |
| Microsoft .NET Framework 2.0+ | Yes | No | Release: 8.0-8.1.4 Requires an HTTP Server like MS IIS or Apache HTTP Server that is prepared for ClickOnce support. Refer to the Workspace Deployment Guide for more information. |
| Microsoft .NET Framework 4 (4.5+) | Yes | No | Release: 8.5+ Requires an HTTP Server like MS IIS or Apache HTTP Server that is prepared for ClickOnce support. Refer to the Workspace Deployment Guide for more information. |

Workspace Desktop Edition - Prerequisites

Agent Workstation Runtime Prerequisites

| | | | |
|-----------------------------------|-----|----|---------------------------|
| Microsoft .NET Framework 3.5 SP1 | Yes | No | Release: 8.0-8.1.4 |
| Microsoft .NET Framework 4 (4.5+) | Yes | No | Release: 8.5+ |

Development Workstation Prerequisites

| | | | |
|-----------------------------------|-----|----|--|
| Microsoft .NET Framework 3.5 SP1 | Yes | No | Release: 8.0-8.1.4 Requires Visual Studio 2008 as customization development tool (Visual C# 2008 Express Edition free version is sufficient) |
| Microsoft .NET Framework 4 (4.5+) | Yes | No | Release: 8.5+ Requires Visual Studio 2012 as customization development tool (Visual C# 2012 Express Edition free version is sufficient) |

Agent Workstation-Centralized Deployment Prerequisites

| | | | |
|---|-----|----|--|
| Microsoft Internet Explorer (IE11+) or Firefox ESR or Google Chrome | Yes | No | Release: 8.0-8.1.4 Google Chrome and Firefox require an extension like Meta4 ClickOnce Launcher or FxClickOnce for improved user experience. |
| Microsoft Internet Explorer (IE11+) or Firefox ESR or Google Chrome or Microsoft Edge | Yes | No | Release: 8.5+ Google Chrome and Firefox require an extension like Meta4 ClickOnce Launcher or FxClickOnce for improved user experience. |

Workspace SIP Endpoint

General Information - Workspace SIP Endpoint

Starting with release 8.5, Interaction Workspace SIP Endpoint has been renamed to Workspace SIP Endpoint.

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 |
|-----------|------------|---------|---|
| Windows | Windows 10 | 8.5 | Application running in 32-bit compatibility mode on 64-bit OS. |
| Windows | Windows 11 | 8.5.1+ | Starting with release 8.5.115.45. Application running in 32-bit compatibility mode on 64-bit OS. |
| Windows | Windows 8 | 8.5 | Discontinued as of September 30, 2023. Application running in 32-bit compatibility mode on 64-bit OS. |
| OS Family | OS | Release | Conditions |

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

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 Workspace SIP Endpoint / Interaction Workspace SIP Endpoint.

| Component | Release | Interface | Conditions |
|------------------------|---------|--------------|------------|
| Workspace SIP Endpoint | 8.5 | SIP/RTP/HTTP | |

IPV6 Support for Additional Interfaces

No IPV6 information for additional components at this time.

Prerequisites

Notes:

- All prerequisites are installed with the application.

Major Upgrade

[Link to video](#)

Java Support

Find information about supported versions of Java across all products.

Important

- As there are many builds of Java, validation is done with selected OpenJDK builds (typically Eclipse Temurin™). Support extends to any TCK validated build, relying on this compatibility unless otherwise noted on the product specific page.
- For products delivered as Linux containers, RedHat builds are alternately used.
- This page is auto-generated based on Java information contained on the respective SOE product pages.

| Product | Component | Version | Supported Java |
|-----------|---|---------------|--|
| Composer | Composer | 8.1+ | OpenJDK 17.0.2 |
| Composer | Composer | 8.1+ | Oracle Java 7 Runtime (JRE) |
| Composer | Composer | 8.1.4+ | Oracle Java 8 Runtime (JRE) |
| Composer | Composer | 8.1.5 | OpenJDK 11 |
| Composer | Composer | 8.1.5 | OpenJDK 8 |
| eServices | Bot Gateway Server | 9.0+ | OpenJDK 11 |
| eServices | Bot Gateway Server | 9.0+ | Oracle Java 8 Developer's Kit (JDK), OpenJDK 8 |
| eServices | Bot Gateway Server | 9.0.009+ | OpenJDK 17 |
| eServices | Classification Server | 8.1.3 - 8.5.3 | Oracle Java 7 Developer's Kit (JDK) |
| eServices | Classification Server | 8.5.1+ | Oracle Java 8 Developer's Kit (JDK) |
| eServices | Classification Server | 9.0+ | OpenJDK 11 |
| eServices | Classification Server | 9.0+ | OpenJDK 17 |
| eServices | Content Analyzer (Plugin for Genesys Administrator Extension) | 9.0.001+ | OpenJDK 17 |
| eServices | Digital Messaging Server | 9.1+ | OpenJDK 11 |
| Product | Component | Version | Supported Java |

| Product | Component | Version | Supported Java |
|--|---|---------------|-------------------------------------|
| eServices | E-mail Server Java | 8.1.4 - 8.5.1 | Oracle Java 7 |
| eServices | E-mail Server Java | 8.5.1+ | OpenJDK 11 |
| eServices | E-mail Server Java | 8.5.1+ | Oracle Java 8 |
| eServices | E-mail Server Java | 8.5.209+ | OpenJDK 17 |
| eServices | eServices Manager (Plugin for Genesys Administrator Extension) | 9.0.004+ | OpenJDK 17 |
| eServices | Interaction Server | 8.5.3 | OpenJDK 11 |
| eServices | Interaction Server | 8.5.3 | OpenJDK 8 |
| eServices | Interaction Server | 9.0 | OpenJDK 17 |
| eServices | Interaction Server Cluster (Plugin for Genesys Administrator Extension) | 8.5.1+ | Oracle Java 8 Developer's Kit (JDK) |
| eServices | Interaction Server Cluster (Plugin for Genesys Administrator Extension) | 8.5.2+ | OpenJDK 11 |
| eServices | Interaction Server Cluster (Plugin for Genesys Administrator Extension) | 8.5.2+ | OpenJDK 8 |
| eServices | Knowledge Manager (Legacy) | 8.5.0 | Oracle Java 6 Developer's Kit (JDK) |
| eServices | Knowledge Manager (Legacy) | 8.5.1 | Oracle Java 7 Developer's Kit (JDK) |
| eServices | Privacy Manager (Plugin for Genesys Administrator Extension) | 9.0.001+ | OpenJDK 17 |
| eServices | Training Server | 7.6 - 8.5.1 | Oracle Java 7 Developer's Kit (JDK) |
| eServices | Training Server | 8.5.1+ | Oracle Java 8 Developer's Kit (JDK) |
| eServices | Training Server | 9.0+ | OpenJDK 11 |
| eServices | Web API Server (Legacy) | All | Oracle Java Developer's Kit (JDK) |
| Genesys Intelligent Automation (formerly GAAP) | Genesys Intelligent Automation (formerly GAAP) | 9.0.121+ | OpenJDK 17 |
| Genesys Co-browse | Genesys Co-browse | 8.1.3 - 8.5.1 | Oracle Java 7 Developer's Kit (JDK) |
| Genesys Co-browse | Genesys Co-browse | 8.5.0+ | Oracle Java 8 |
| Product | Component | Version | Supported Java |

| Product | Component | Version | Supported Java |
|---------------------------------|--|-----------------|---|
| | | | Developer's Kit (JDK) |
| Genesys Co-browse | Genesys Co-browse | 9.0+ | OpenJDK 11 |
| Genesys Co-browse | Genesys Co-browse | 9.0+ | OpenJDK 8 |
| Genesys Co-browse | Genesys Co-browse | 9.0+ | Oracle Java 8 Runtime Environment (JRE) |
| Genesys Administrator Extension | Genesys Administrator Extension (GAX) | 8.1.2 - 8.5.250 | Oracle Java 6 Runtime (JRE) |
| Genesys Administrator Extension | Genesys Administrator Extension (GAX) | 8.1.4 - 8.5.290 | Oracle Java 7 Runtime (JRE) |
| Genesys Administrator Extension | Genesys Administrator Extension (GAX) | 8.5.2+ | OpenJDK 8 |
| Genesys Administrator Extension | Genesys Administrator Extension (GAX) | 8.5.2+ | Oracle Java 8 Runtime (JRE) |
| Genesys Administrator Extension | Genesys Administrator Extension (GAX) | 9.0+ | Oracle JDK 1.8 |
| Genesys Administrator Extension | Genesys Administrator Extension (GAX) | 9.0+ | Oracle OpenJDK 11 |
| Genesys Administrator Extension | Genesys Administrator Extension (GAX) | 9.0+ | Redhat OpenJDK 11 |
| Genesys Administrator Extension | Genesys Administrator Extension (GAX) | 9.0.1+ | OpenJDK 17 |
| Genesys Administrator Extension | Genesys Administrator Extension (GAX) | 9.0.1+ | Oracle Java 8 Runtime (JRE) |
| Genesys Administrator Extension | Genesys Administrator Extension (GAX) | 9.0.1+ | Oracle JDBC (OJDBC) driver 11 |
| Genesys Agent Scripting | Genesys Agent Scripting | | Java Version-JRE 1.4.2/1.5/1.6/1.7/1.8 |
| Genesys Desktop | Genesys Agent Desktop/Genesys Supervisor Desktop | 7.6 | JDK 1.4.2 |
| Genesys Desktop | Genesys Agent Desktop/Genesys Supervisor Desktop | 7.6 | JDK 1.5 |
| Genesys Desktop | Genesys Agent Desktop/Genesys Supervisor Desktop | 7.6 | JDK 1.6 |
| Genesys Info Mart | Genesys Info Mart | 8.1 | JDBC Driver |
| Genesys Info Mart | Genesys Info Mart | 8.1 | JDK 1.6 or 1.7 |
| Genesys Info Mart | Genesys Info Mart | 8.1.2 - 8.5 | JDK 1.7 or Server JRE 1.7 |
| Genesys Info Mart | Genesys Info Mart | 8.1.2+ | JDBC Driver |
| Genesys Info Mart | Genesys Info Mart | 8.5 | Java SE 8 |
| Genesys Info Mart | Genesys Info Mart | 8.5 | Java SE 9 |
| Product | Component | Version | Supported Java |

| Product | Component | Version | Supported Java |
|-------------------------------|--|-------------|-------------------------------------|
| Genesys Info Mart | Genesys Info Mart | 8.5.0+ | JDK 1.8 or Server JRE 1.8 |
| Genesys Info Mart | Genesys Info Mart | 8.5.003+ | OpenJDK 8 |
| Genesys Info Mart | Genesys Info Mart | 8.5.014+ | OpenJDK 11 |
| Genesys Info Mart | Genesys Info Mart | 8.5.110+ | OpenJDK 17 |
| Genesys Interaction Recording | Interaction Recording Web Services | 8.5.201.29 | Oracle Java 8 or OpenJDK 8 |
| Genesys Interaction Recording | Lost Voice Recording (LVR) Recovery Script | All | Oracle Java 8 or OpenJDK 8 |
| Genesys Interaction Recording | Recording Cloud Backup Service | All | Oracle Java 8 or OpenJDK 8 |
| Genesys Interaction Recording | Recording Crypto Server | 8.5 | Oracle Java 7 |
| Genesys Interaction Recording | Recording Crypto Server | 8.5+ | Oracle Java 8 or OpenJDK 8 |
| Genesys Knowledge Center | Genesys Knowledge Center | | Oracle Java 8 Developer's Kit (JDK) |
| Genesys Knowledge Center | Genesys Knowledge Center | 8.5.3+ | OpenJDK 8 |
| Genesys Knowledge Center | Genesys Knowledge Center | 9.0.0 | OpenJDK 9 |
| Genesys Media Server | Voice Platform Reporting Plugin for GAX | 9.0+ | OpenJDK 17 |
| Genesys Media Server | Voice Platform Reporting Server | 8.0 | Oracle Java 7 Runtime (JRE) |
| Genesys Media Server | Voice Platform Reporting Server | 8.1 | Oracle Java 7 Runtime (JRE) |
| Genesys Media Server | Voice Platform Reporting Server | 8.5 | Oracle Java 7 Runtime (JRE) |
| Genesys Media Server | Voice Platform Reporting Server | 8.5.181+ | Oracle Java 8 Runtime (JRE) |
| Genesys Media Server | Voice Platform Reporting Server | 9.0+ | OpenJDK 11 |
| Genesys Media Server | Voice Platform Reporting Server | 9.0+ | OpenJDK 11 |
| Genesys Media Server | Voice Platform Reporting Server | 9.0.0+ | OpenJDK 17 |
| Genesys Mobile Services | Genesys Mobile Services | 8.5.103+ | Oracle Java 8 Developer's Kit (JDK) |
| Genesys Mobile Services | Genesys Mobile Services | 8.5.206.04+ | OpenJDK 8 |
| Genesys Mobile Services | Genesys Mobile Services | 8.5.208+ | OpenJDK 11 |
| Product | Component | Version | Supported Java |

| Product | Component | Version | Supported Java |
|---------------------------------------|---------------------------------------|-------------|--|
| Genesys Mobile Services | Genesys Mobile Services | 8.5.208+ | Oracle Java 11 Developer's Kit (JDK) |
| Genesys Mobile Services | Genesys Mobile Services | 8.5.3+ | OpenJDK 17 |
| Genesys Pulse | Genesys Pulse | 9.0 | OpenJDK 8 |
| Genesys Pulse | Genesys Pulse | 9.0 | Oracle Java 8 Runtime (JRE) |
| Genesys Pulse | Genesys Pulse | 9.0.0+ | OpenJDK 17 |
| Genesys Pulse | Genesys Pulse | 9.0.0+ | Oracle Java 17 Runtime (JRE) support |
| Genesys Pulse | Genesys Pulse | 9.0.003+ | OpenJDK 11 |
| Genesys Pulse | Genesys Pulse | 9.0.003+ | Oracle Java 11 Runtime (JRE) |
| Genesys Quality Management (Zoom) | Genesys Quality Management (Zoom) | 8.0+ | Live Monitor application requires JRE 1.6+ |
| Genesys Rules System | Genesys Rules System | 8.1 - 8.5.3 | Oracle Java Development Kit (JDK) 6 |
| Genesys Rules System | Genesys Rules System | 8.1 - 8.5.3 | Oracle Java Development Kit (JDK) 7 |
| Genesys Rules System | Genesys Rules System | 8.5 | JDK 8 (or Oracle Java 8 Runtime (JRE)) |
| Genesys Rules System | Genesys Rules System | 8.5 | Oracle Java Development Kit (JDK) 8 |
| Genesys Rules System | Genesys Rules System | 9.0 | OpenJDK 11 |
| Genesys Rules System | Genesys Rules System | 9.0 | OpenJDK 13 |
| Genesys Rules System | Genesys Rules System | 9.0 | OpenJDK 17 |
| Genesys Rules System | Genesys Rules System | 9.0 | OpenJDK 8 |
| Genesys Rules System | Genesys Rules System | 9.0 | Oracle Java Development Kit (JDK) 8 |
| Genesys Voice Platform | Voice Platform Policy Server | 8.5 | Java 7 (JRE) |
| Genesys Web Engagement | Genesys Web Engagement | 8.1 | Java 7 |
| Genesys Web Engagement | Genesys Web Engagement | 8.5+ | Java 8 |
| Genesys Web Engagement | Genesys Web Engagement | 8.5+ | OpenJDK 8 |
| Genesys Web Services and Applications | Genesys Web Services and Applications | 8.5 | OpenJDK 8 |
| Genesys Web Services and Applications | Genesys Web Services and Applications | 8.5.201.29 | Java 8 |
| Genesys Web Services | Genesys Web Services | 8.6+ | Java 17 |
| Product | Component | Version | Supported Java |

| Product | Component | Version | Supported Java |
|---|---|-------------|-------------------------------------|
| and Applications | and Applications | | |
| Gplus Adapter for SAP ICI Multi-Channel | Gplus Adapter for SAP ICI Multi-Channel | 8.0.2+ | OpenJDK 8 |
| Gplus Adapter for SAP ICI Multi-Channel | Gplus Adapter for SAP ICI Multi-Channel | 8.0.2+ | Oracle Java 8 Developer's Kit (JDK) |
| Gplus Adapter for Siebel CRM | Gplus UCS Gateway Server for Siebel CRM | 8.0.3+ | OpenJDK 8 |
| Gplus Adapter for Siebel CRM | Gplus UCS Gateway Server for Siebel CRM | 8.0.3+ | Oracle Java 8 Developer's Kit (JDK) |
| Interaction SDK | Interaction SDK | 7.2 | JDK 1.4.2 |
| Interaction SDK | Interaction SDK | 7.2 | JDK 1.5 |
| Interaction SDK | Interaction SDK | 7.5 | JDK 1.4.2 |
| Interaction SDK | Interaction SDK | 7.5 | JDK 1.5 |
| Interaction SDK | Interaction SDK | 7.6.3 | JDK 1.4.2 |
| Interaction SDK | Interaction SDK | 7.6.3 | JDK 1.5 |
| Interaction SDK | Interaction SDK | 7.6.4+ | Java SE 7 |
| Interaction SDK | Interaction SDK | 7.6.4+ | Java SE 8 |
| Interaction SDK | Interaction SDK | 7.6.4+ | JDK 1.5 |
| Interaction SDK | Interaction SDK | 7.6.4+ | JDK 1.6 |
| intelligent Workload Distribution | intelligent Workload Distribution | 9.0+ | OpenJDK 8 |
| intelligent Workload Distribution | intelligent Workload Distribution | 9.0+ | Oracle Java 8 Developer's Kit (JDK) |
| intelligent Workload Distribution | intelligent Workload Distribution | 9.0.009+ | OpenJDK 11 |
| intelligent Workload Distribution | intelligent Workload Distribution | 9.0.009+ | Red Hat OpenJDK 11 |
| intelligent Workload Distribution | intelligent Workload Distribution | 9.0.019.30+ | OpenJDK 17 |
| License Reporting Manager | License Reporting Manager | 8.1.2+ | Oracle Java 7 Runtime (JRE) |
| License Reporting Manager | License Reporting Manager | 8.1.2+ | Oracle Java 8 Runtime (JRE) |
| Messaging Apps/Social Engagement | Digital Messaging Server | 9.0+ | OpenJDK 8 |
| Messaging Apps/Social Engagement | Digital Messaging Server | 9.0+ | Oracle Java 8 Developer's Kit (JDK) |
| Messaging Apps/Social Engagement | Digital Messaging Server | 9.1+ | OpenJDK 11 |
| Messaging Apps/Social Engagement | Digital Messaging Server | 9.1+ | OpenJDK 17 |
| Product | Component | Version | Supported Java |

| Product | Component | Version | Supported Java |
|----------------------------------|--|---------------|--|
| Messaging Apps/Social Engagement | Genesys Cloud API Driver for Facebook (DMS Driver for Facebook) | 9.0+ | OpenJDK 11 |
| Messaging Apps/Social Engagement | Genesys Cloud API Driver for Facebook (DMS Driver for Facebook) | 9.0+ | OpenJDK 17 |
| Messaging Apps/Social Engagement | Genesys Cloud API Driver for Twitter (DMS Driver for Twitter) | 9.0+ | OpenJDK 11 |
| Messaging Apps/Social Engagement | Genesys Cloud API Driver for Twitter (DMS Driver for Twitter) | 9.0+ | OpenJDK 17 |
| Messaging Apps/Social Engagement | Genesys DMS Driver for SMS and MMS | 9.0+ | OpenJDK 11 |
| Messaging Apps/Social Engagement | Genesys DMS Driver for SMS and MMS | 9.0+ | OpenJDK 17 |
| Messaging Apps/Social Engagement | Genesys DMS Driver for SMS and MMS | 9.0+ | OpenJDK 8 |
| Messaging Apps/Social Engagement | Genesys Driver for use with Apple Business Chat via Hub (DMS Driver for Apple Messages for Business) | 9.1+ | OpenJDK 11 |
| Messaging Apps/Social Engagement | Genesys Driver for use with Apple Business Chat via Hub (DMS Driver for Apple Messages for Business) | 9.1+ | OpenJDK 17 |
| Messaging Apps/Social Engagement | Genesys Driver for use with Genesys Hub (DMS Driver for WhatsApp) | 9.1+ | OpenJDK 11 |
| Messaging Apps/Social Engagement | Genesys Driver for use with Genesys Hub (DMS Driver for WhatsApp) | 9.1+ | OpenJDK 17 |
| Platform SDK | Platform SDK | 8.1.1 - 8.5.2 | Java SE 7 |
| Platform SDK | Platform SDK | 8.5+ | Java SE 8 |
| Platform SDK | Platform SDK | 9.0.0+ | OpenJDK 17 |
| Platform SDK | Platform SDK | 9.0.004+ | Open JDK 11 |
| Pulse Advisors (formerly PMA) | Pulse Advisors | 3.3 - 8.5.1 | Oracle Java 7 Developer's Kit (JDK) |
| Pulse Advisors (formerly PMA) | Pulse Advisors | 8.5.1+ | Oracle Database 12c Release 1 (12.1.0.2) JDBC Driver |
| Pulse Advisors (formerly PMA) | Pulse Advisors | 8.5.2+ | Oracle Database 12c |
| Product | Component | Version | Supported Java |

| Product | Component | Version | Supported Java |
|-------------------------------|------------------------------------|----------|---|
| PMA) | | | Release 2 (12.2.0.1) JDBC Driver |
| Pulse Advisors (formerly PMA) | Pulse Advisors | 8.5.2+ | Oracle Java 8 Developer's Kit (JDK) |
| Pulse Advisors (formerly PMA) | Pulse Advisors | 9.0.002+ | OpenJDK 8 |
| Pulse Advisors (formerly PMA) | Pulse Advisors | 9.0.003+ | Oracle Database 18c (18.3) JDBC Driver |
| Pulse Advisors (formerly PMA) | Pulse Advisors | 9.0.003+ | Oracle Java 11 Developer's Kit (JDK) and OpenJDK 11 |
| Pulse Advisors (formerly PMA) | Pulse Advisors | All | Oracle 11g Release 2 JDBC Driver |
| Real-Time Metrics Engine | Multi-Channel Routing Extensions | 8.1 | OpenJDK 11 |
| Real-Time Metrics Engine | Multi-Channel Routing Extensions | 8.1 | OpenJDK 8 |
| Real-Time Metrics Engine | Multi-Channel Routing Extensions | 8.5.1+ | OpenJDK 17 |
| Real-Time Metrics Engine | Multi-Channel Routing Extensions | 8.5.1+ | Oracle Java 8 |
| Real-Time Metrics Engine | Orchestration Server Extension | 8.1 | OpenJDK 11 |
| Real-Time Metrics Engine | Orchestration Server Extension | 8.1 | OpenJDK 8 |
| Real-Time Metrics Engine | Orchestration Server Extension | 8.5.1+ | OpenJDK 17 |
| Real-Time Metrics Engine | Orchestration Server Extension | 8.5.1+ | Oracle Java 8 |
| Real-Time Metrics Engine | Outbound Contact Center Extensions | 8.1 | OpenJDK 11 |
| Real-Time Metrics Engine | Outbound Contact Center Extensions | 8.1 | OpenJDK 8 |
| Real-Time Metrics Engine | Outbound Contact Center Extensions | 8.5.1+ | OpenJDK 17 |
| Real-Time Metrics Engine | Outbound Contact Center Extensions | 8.5.1+ | Oracle Java 8 |
| Real-Time Metrics Engine | Stat Server | 8.5.1+ | OpenJDK 8 |
| Real-Time Metrics Engine | Stat Server | 8.5.1+ | OpenJDK 11 |
| Real-Time Metrics Engine | Stat Server | 8.5.1+ | OpenJDK 17 |
| Real-Time Metrics | Stat Server | 8.5.1+ | Oracle Java 8 |
| Product | Component | Version | Supported Java |

| Product | Component | Version | Supported Java |
|---|---|---------------|--|
| Engine | | | |
| SIP Feature Server | SIP Feature Server | 8.1+ | OpenJDK 11 |
| SIP Feature Server | SIP Feature Server | 8.1+ | OpenJDK 17 |
| SIP Feature Server | SIP Feature Server | 8.1+ | OpenJDK 8 |
| SIP Feature Server | SIP Feature Server | 8.1+ | Oracle Java 8 Runtime (JRE) |
| SIP Feature Server | SIP Feature Server | All | Oracle Java 7 Runtime (JRE) |
| Solution Reporting (CCPulse+ and CC Analyzer) | Solution Reporting (CCPulse+ and CC Analyzer) | | Oracle Java 7 Runtime (JRE) |
| Solution Reporting (CCPulse+ and CC Analyzer) | Solution Reporting (CCPulse+ and CC Analyzer) | | Oracle Java 8 Runtime (JRE) |
| T-Server Cisco Unified Communications Manager | T-Server Cisco Unified Communications Manager | 8.0 - 8.1.1 | Oracle Java 5 Runtime (JRE) |
| T-Server Cisco Unified Communications Manager | T-Server Cisco Unified Communications Manager | 8.1.2+ | Oracle Java 7 Runtime (JRE) |
| T-Server Cisco Unified Communications Manager | T-Server Cisco Unified Communications Manager | 8.1.2+ | Oracle Java 8 Runtime (JRE) |
| T-Server Cisco Unified Communications Manager | T-Server Cisco Unified Communications Manager | 8.1.5+ | OpenJDK 8 |
| UC Connector | UC Connector | | JDK 1.8.0.91+ |
| Universal Contact Server | Universal Contact Server | 8.1.3 - 8.5.2 | Oracle Java 7 Developer's Kit (JDK) |
| Universal Contact Server | Universal Contact Server | 8.5.3+ | OpenJDK 11 |
| Universal Contact Server | Universal Contact Server | 8.5.3+ | OpenJDK 17 |
| Universal Contact Server | Universal Contact Server | 8.5.3+ | Oracle Java 8 Developer's Kit (JDK) |
| Universal Contact Server | Universal Contact Server | 8.5.4+ | OpenJDK 17 |
| Workforce Management | Workforce Management | 8.1.0 | WFM Web Server: Apache Tomcat 5.5 / 6.0 / 7.0 (with Sun Java JDK 5 starting with update 1 or Java JDK 6) or IBM WebSphere 6.1 / 7.0 |
| Workforce Management | Workforce Management | 8.1.0 | WFM Web Supervisors: Sun Java JRE 6 starting |
| Product | Component | Version | Supported Java |

| Product | Component | Version | Supported Java |
|----------------------|----------------------|---------|---|
| | | | with update 12 |
| Workforce Management | Workforce Management | 8.1.1 | WFM Web Server: Apache Tomcat 6.0 / 7.0 (with Sun's Java JDK 6 or 7) or IBM WebSphere 7.0 / 8.0 |
| Workforce Management | Workforce Management | 8.1.1 | WFM Web Supervisors: Sun Java JRE 6 starting with update 12 or JRE 7 |
| Workforce Management | Workforce Management | 8.1.2 | WFM Web Server: Apache Tomcat 6.0 / 7.0 (with Sun's Java JDK 6 or 7) or IBM WebSphere 7.0 / 8.0 |
| Workforce Management | Workforce Management | 8.1.2 | WFM Web Supervisors: Sun Java JRE 6 starting with update 12 or JRE 7 |
| Workforce Management | Workforce Management | 8.1.3 | WFM Web Server: Apache Tomcat 6.0 / 7.0 (with Sun's Java JDK 6 or 7) or IBM WebSphere 7.0 / 8.0 |
| Workforce Management | Workforce Management | 8.1.3 | WFM Web Supervisors: Sun Java JRE 6 starting with update 12 or JRE 7 |
| Workforce Management | Workforce Management | 8.5.0 | WFM Web Server: Apache Tomcat 6.0, 7.0 (with Sun's Java JDK 6 or 7) |
| Workforce Management | Workforce Management | 8.5.0 | WFM Web Supervisors: Sun Java JRE 6 starting with update 12 or JRE 7 |
| Workforce Management | Workforce Management | 8.5.1 | WFM Web Server: Apache Tomcat 7.0/8.0 (with Oracle JDK 7 or 8) |
| Workforce Management | Workforce Management | 8.5.1 | WFM Web Supervisors: Oracle JRE 7 or JRE 8 |
| Workforce Management | Workforce Management | 8.5.2 | WFM Web Server: Apache Tomcat 7.0/8.0 (with Oracle JDK 7 or 8) |
| Workforce Management | Workforce Management | 8.5.2 | WFM Web Supervisors: Oracle JRE 7 or JRE 8 |
| Workforce Management | Workforce Management | 8.5.2+ | WFM Daemon: Open JDK 17 |
| Workforce Management | Workforce Management | 8.5.211 | WFM Web Server: Apache Tomcat 7.0/8.0/ 8.5/9.0 (with Oracle JDK |
| Product | Component | Version | Supported Java |

| Product | Component | Version | Supported Java |
|----------------------|----------------------|------------|---|
| | | | 7, JDK 8, or JDK 10) |
| Workforce Management | Workforce Management | 8.5.211.00 | WFM Web Supervisors: Oracle JRE 7, JRE 8, JRE 9, or JRE 10 |
| Workforce Management | Workforce Management | 8.5.212 | WFM Web Server: Apache Tomcat 8.5/9.0 (with Oracle JDK 8 or JDK 10) |
| Workforce Management | Workforce Management | 8.5.214 | WFM Web Server: Apache Tomcat 8.5/9.0 (with Oracle Java 8 Developer's Kit (JDK), Oracle Java 11 Developer's Kit (JDK), or OpenJDK 11) |
| Workforce Management | Workforce Management | 8.5.214+ | WFM Web Supervisors: Oracle JRE 8, JRE 11, or OpenJDKJRE 11 |
| Workforce Management | Workforce Management | 8.5.215 | WFM Web Server: Apache Tomcat 8.5/9.0 (with Oracle Java 8 Developer's Kit (JDK), Oracle Java 11 Developer's Kit (JDK), or OpenJDK 11) |
| Workforce Management | Workforce Management | 8.5.220 | WFM Web Server: Apache Tomcat 9.0.75 (with OpenJDK 17) |
| Workforce Management | Workforce Management | 8.5.220 | WFM Web Supervisors: OpenJDK 17 |
| Product | Component | Version | Supported Java |

Discontinued Support

The table below lists Genesys announced global end of support dates for various operating platforms or versions that have both reached end of support or will reach end of support soon. End of Support dates are based on Genesys product lifecycle needs and may be earlier than the platform vendor’s end of support dates. In addition to the below list, Genesys support for third party platform versions ends when respective vendors declare End of support. To learn more, refer to [Red Hat](#), [Microsoft](#), [Oracle](#), [Open JDK](#), [Oracle Java](#), [Jetty](#), [Tomcat](#), [Netty](#), [CentOS](#), [PostgreSQL](#), [Redis](#), [elasticsearch](#), [Cassandra](#), [Citrix](#), [VMWare](#), [IE11](#) information.

Important

Genesys Engage is revamping its support policy for web browsers. Starting January 1, 2024, the compatibility of Genesys Engage applications with supported web browsers will be limited to releases no older than one (1) year.

| Operating Environment | Global End of Support (for all Genesys products) |
|-------------------------------|---|
| Operating Systems | |
| IBM AIX (all versions) | All versions: December 31, 2020 IBM AIX 6.1: April 16, 2016 |
| HP-UX (all versions) | December 31, 2014 |
| Microsoft Windows Server 2003 | July 31, 2015 |
| Microsoft Windows Vista | April 1, 2016 |
| Microsoft Windows Server 2008 | June 30, 2020 |
| Microsoft Windows 7 | June 30, 2020 |
| Microsoft Windows 8 | September 30, 2023 |
| Microsoft Windows Server 2012 | October 31, 2024 |
| Microsoft Windows Server 2016 | Support for Microsoft Windows Server 2016 applications on January 31, 2026 |
| MacOS 10.x | October 1, 2024 |
| MacOS 11.x | October 1, 2024 |
| MacOS 13.x | Support for MacOS 13.x will be discontinued December 1, 2025. |
| Red Hat Enterprise Linux 5.x | June 30, 2018 |
| Red Hat Enterprise Linux 6.x | November 30, 2020 |
| Red Hat Enterprise Linux 7.x | Support for Red Hat Enterprise Linux 7.x will applications on January 31, 2025. |
| CentOS 7.x | January 15, 2025 |

| Operating Environment | Global End of Support (for all Genesys products) |
|--|--|
| Solaris (all versions) | December 31, 2020 Solaris 9: October 1, 2014 |
| Oracle Linux 6 | July 31, 2023 |
| Browsers | |
| Internet Explorer 11 | June 15, 2022 |
| Databases | |
| Sybase (all versions) | January 1, 2013 |
| IBM DB (all versions) | All versions: December 31, 2020 IBM DB2 9.5: April 1, 2015 |
| Microsoft SQL Server 2005 | April 1, 2016 |
| Microsoft SQL Server 2008 | June 30, 2020 |
| Microsoft SQL Server 2012 | January 1, 2025 |
| Microsoft SQL Server 2014 | January 1, 2025 |
| Microsoft SQL Server 2016 | Support for Microsoft SQL Server 2016 will be discontinued for all applications on March 31, 2025. |
| Oracle 10g | February 1, 2014 |
| Oracle 18c | June 30, 2021 |
| PostgreSQL 9 | November 11, 2021 |
| PostgreSQL 10 | June 30, 2024 |
| PostgreSQL 11 | September 15, 2024 |
| Cassandra 2.0 | June 30, 2020 |
| Redis 3.0 | June 30, 2020 |
| Oracle 11.x | December 31, 2020 |
| Oracle 12.2 | March 31, 2022 |
| Interpreters | |
| Java 7 and earlier | November 1, 2024 |
| Virtualization | |
| Citrix XenApp 5 | January 31, 2015 |
| IBM PowerVM LPAR (AIX 6) | April 16, 2016 |
| Microsoft Terminal Server (Windows 2003, XP) | July 1, 2015 |
| VMWare (6.x and earlier) | 6.x - December 1, 2024 |
| | 5.x - June 30, 2020 |
| | Note: VMWare ESXi 4 and 3.5 were no longer supported as of January 1, 2014. |
| Hyper-V Server 2008 | June 30, 2020 |
| IBM AIX LPAR Virtualization (all versions) | December 31, 2020 |

| Operating Environment | Global End of Support (for all Genesys products) |
|--|---|
| Solaris Containers Virtualization (all versions) | December 31, 2020 |
| Citrix XenApp 6 | June 30, 2023 |

Last Supported Versions

The table below lists the last versions of Operating platforms Genesys is committed to maintain throughout the Engage lifecycle. A key part of this maintenance is ensuring Engage interoperates with vendor supported operating environment elements.

The following list represents such elements which will be projected to maintain vendor support through the remaining duration of the lifecycle.

Important

As such, these will be the last versions supported on the Engage platform and Genesys will not validate any newer versions that may be released by the third party vendors in future.

Operating Systems

- Microsoft Windows Server 2022
- Windows 11
- Red Hat Enterprise Linux 9

Databases

- Microsoft SQL Server 2022
- Oracle Database 19c
- PostgreSQL 16

Virtualization

- Citrix Virtual Apps and Desktops 2203 LTSR
- VMWare ESXi 8

Virtualization Platform Support

This page describes the virtualization platforms that have been tested and verified to interoperate with each listed Genesys product. The following tables provide references for Genesys products that were tested by Genesys.

- Virtualization may increase the processing load compared to native deployment on a given node. You should follow the recommendations and best practices discussed in the virtualization platform vendor's documentation.
- You should be aware of potential impact to performance and voice quality when deploying components that interface with RTP media streams, including Stream Manager, Genesys Voice Platform (GVP) Media Control Processor, and CPD Server. Although these components operate in a virtual environment, in some cases it may be necessary to limit call rates to achieve acceptable voice quality.
- It is strongly recommended that you test the proposed configuration under simulated production conditions, to ensure acceptable sizing and performance.

For other questions, contact Customer Care using their [Care portal](#).

For ESXi, note the following:

Important

- **Support discontinued from December 1, 2024.** ESXi 6.x covers all 6.x releases, including ESXi 6.0, 6.5, 6.7 and so on.
- For ESXi 6.x support with Windows Server 2016, refer to the respective product SOE (Supported Operating Environment Reference) page in this document to determine the versions that support Windows Server 2016. If the versions in that page are higher than the versions identified in this table, use one of those versions. Otherwise, use one of the versions specified in this table for that product.

Important

The Citrix Workspace product names are changed as follows:

- XenServer to Citrix Hypervisor
- XenApp to Citrix Virtual Apps
- Xen Desktop to Citrix Virtual Desktops

| Citrix | | | |
|--|--|-------------------------|---|
| Virtualization Platforms | Genesys Supported Products | Genesys Releases | Conditions/ Limitations |
| Citrix Virtual Apps 6 (formerly XenApp) | Configuration Manager User Interface | 8.1.1+ | Discontinued as of June 30, 2023. |
| | GIR Screen Recording Service | 8.5.302+ | Discontinued as of June 30, 2023. |
| | Solution Control Interface | 8.0.3 | Discontinued as of June 30, 2023. |
| | Solution Reporting CCPulse+ User Interface | 8.0.1 | Discontinued as of June 30, 2023. |
| | WFM GUI/Configuration & Database Utilities I User Interface | 8.1.1 | Versions 6.0 and 6.5 are supported. Discontinued as of June 30, 2023. |
| | WFM Web Agent User Interface | 8.1.1 | Discontinued as of June 30, 2023. |
| | WFM Web Supervisor User Interface | 8.1.1 | Discontinued as of June 30, 2023. |
| | Workspace Desktop Edition (Interaction Workspace User Interface) | 8.1+ | Versions 6.0 and 6.5 are supported. Discontinued as of June 30, 2023. |
| Citrix Virtual Apps 7 (formerly XenApp) | Genesys Softphone | 9.0 | LTSR 1912 supported from 9.0.014.12 LSTR 2203 supported from 9.0.026.02 Refer Genesys Softphone VDI Adapter Support for more information. |
| | Genesys Web Services and Applications (Workspace Web Edition) | 8.5.2 | |
| | Solution Reporting CCPulse+ User Interface | 8.1+ | |
| | Workspace Desktop Edition (Interaction Workspace User Interface) | 8.5 | LTSR 1912 supported from 8.5.143.08 LSTR 2203 supported from 8.5.159.03 |
| Citrix Virtual Desktops 7 (formerly XenDesktop) | Genesys Softphone | 9.0 | LTSR 1912 supported from 9.0.014.12 LSTR 2203 supported from 9.0.026.02 Refer Genesys Softphone VDI Adapter Support for more information. |

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| | | | information. |
| | GIR Screen Recording Service | 8.5.302+ | |
| | Genesys Web Services and Applications (Workspace Web Edition) | 8.5.2 | |
| | Solution Reporting CCPulse+ User Interface | 8.1+ | |
| | WFM GUI/Configuration & Database Utilities I User Interface | 8.5.1 | |
| | WFM Web Agent User Interface | 8.5.1 | |
| | WFM Web Supervisor User Interface | 8.5.1 | |
| | Workspace Desktop Edition (Interaction Workspace User Interface) | 8.5+ | LTSR 1912 supported from 8.5.143.08 LSTR 2203 supported from 8.5.159.03 |
| Citrix Hypervisor 7 (formerly XenServer) | Genesys Info Mart | 8.5.007+ | Supported with Hardware Virtual Machine |

Microsoft

| Virtualization Platforms | Operating Systems | Genesys Supported Products | Genesys Releases | Conditions/ Limitations |
|--------------------------|---|----------------------------|------------------|---|
| Hyper-V | Red Hat Enterprise Linux 7.x/CentOS Linux 7.x | Genesys Pulse | 9.0.003.03 | Support starting with Red Hat Enterprise Linux 7.6 and/CentOS Linux 7.6 |
| Hyper-V | Windows Server 2019 | Chat Server | 8.5.314.02+ | |
| | | Genesys Co-browse | 9.0.005.49+ | |
| | | Classification Server | 9.0.000.07+ | |
| | | Framework | 8.5.1+ | Refer to Management Framework release notes for supported version number. DB Server support beginning with 8.1.302.09+. |
| | | Genesys Pulse | 9.0.003.03 | |

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|---------|---------------------|---------------------------|-------------|---|
| | | Genesys Info Mart | 8.5.015.07+ | |
| | | Interaction Concentrator | 8.1.514.38+ | |
| | | Interaction Server | 8.5.304.07 | |
| | | Outbound Contact | 8.1.527.07 | |
| | | Interaction Server Proxy | 8.5.304.02 | |
| | | Stat Server | 8.5.112.07+ | |
| | | Universal Contact Server | 8.5.3+ | Supported starting with 8.5.300.39 |
| | | Universal Routing | 8.1.400.62+ | |
| | | Orchestration Server | 8.1.400.89 | |
| | | Genesys Softphone | 9.0.009.03 | Refer Genesys Softphone VDI Adapter Support for more information. |
| | | Workforce Management | 8.5.220+ | |
| | | Workspace Desktop Edition | 8.5.137.06 | Supports Remote Desktop Protocol (RDP). |
| | | Composer | 8.1.5+ | Supported starting with 8.1.561.29. |
| Hyper-V | Windows Server 2016 | Framework | 8.5.1+ | Refer to Management Framework release notes for supported version number. DB Server support beginning with 8.1.301.16+. |
| | | Genesys Info Mart | 8.5.007+ | |
| | | Workspace Desktop Edition | 8.5 | |
| | | Outbound Contact | 8.1.510.05 | |
| | | Genesys Co-browse | 9.0 | |
| | | Chat Server | 8.5.105.05+ | |
| | | Composer | 8.1.430+ | |
| | | E-mail Server | 8.5.104.13+ | |
| | | Interaction Concentrator | 8.1.511+ | |
| | | Interaction Server | 8.5.201+ | |
| | | Interaction Server | 8.5.201+ | |

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|---------|---------------------|---------------------------------|-------------|---|
| | | Proxy | | |
| | | Genesys Administrator | 8.1.308+ | |
| | | Genesys Administrator Extension | 8.5.230+ | |
| | | Genesys Interactive Insights | 8.5+ | |
| | | Genesys Mobile Services | 8.5.106.14+ | |
| | | Genesys Pulse | 8.5.108+ | |
| | | Genesys Rules System | 8.5.303.14+ | |
| | | Orchestration Server | 8.1.400+ | |
| | | SIP Server | 8.1.102.95+ | For SIP Server and SIP Proxy, please consult with product management, as GVP/Media Server & GIR do not support Hyper-V. |
| | | SIP Proxy | 8.1.100.72+ | For SIP Server and SIP Proxy, please consult with product management, as GVP/Media Server & GIR do not support Hyper-V. |
| | | Stat Server | 8.5.108+ | |
| | | Universal Contact Server | 8.5.300+ | |
| | | Universal Routing | 8.1.400.28+ | |
| | | Workforce Management | 8.5.202+ | |
| Hyper-V | Windows Server 2012 | eServices | 8.5+ | Recommend external Cassandra on Linux |
| | | Genesys Info Mart | 8.1.3 | |
| | | Genesys Knowledge Center | 8.5 | |
| | | Genesys Video Gateway | 9.0 | |
| | | Genesys Web Engagement | 8.5 | |

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|--|-----------------------------------|-------------|---|
| | Gplus Adapter for Siebel CRM | 8.0 | |
| | intelligent Workload Distribution | 8.5 | |
| | IVR Interface Option | 8.5 | |
| | Management Framework | 8.5 | |
| | Outbound Contact Server | 8.1.5+ | |
| | Genesys Pulse | 8.5 | |
| | SIP Proxy | 8.1.1 | For SIP Server and SIP Proxy, please consult with product management, as GVP/Media Server & GIR do not support Hyper-V. |
| | SIP Server | 8.1.1 | For SIP Server and SIP Proxy, please consult with product management, as GVP/Media Server & GIR do not support Hyper-V. |
| | Social Engagement | 8.5 | |
| | Stat Server | 8.5.000.24+ | |
| | Workspace Desktop Edition | 8.5 | |

VMware

Notes:

- For ESXi, note the following:
 - ESXi 6.x covers all 6.x releases, including ESXi 6.0, 6.5, 6.7 and so on.
 - For ESXi 6.x support with Windows Server 2016, refer to the respective product SOE (Supported Operating Environment Reference) page in this document to determine the versions that support Windows Server 2016. If the versions in that page are higher than the versions identified in this table, use one of those versions. Otherwise, use the one of the versions specified in this table for that product.
 - Operating systems listed are for VMware support. Specific product support of the OS may be different. Please check the product operating system tables for OS supported by a specific product.

- Genesys does not recommend VMotion for RTP (Real-Time Protocol) based products as its over subscription might impact service quality. If your organization require using VMotion, contact your Genesys Representative.

| Virtualization Platforms | Server Operating Systems | Genesys Supported Products | Virtual Desktop Operating Systems | Genesys Releases | Conditions/ Limitations |
|--|--|---------------------------------|-----------------------------------|------------------|--|
| ESXi 6.x hypervisor, VMotion, DRS & HA | <ul style="list-style-type: none"> • Red Hat Enterprise Linux 7 • Windows Server 2012 • Windows Server 2016 | eServices | | 8.5.1+ | Discontinued as of December 1, 2024. |
| | | Genesys Administrator | | 8.1.3+ | Discontinued as of December 1, 2024. |
| | | Genesys Administrator Extension | | 8.5.2+ | Discontinued as of December 1, 2024. |
| | | Genesys Co-browse | | 8.5+ | Discontinued as of December 1, 2024. |
| | | Genesys Info Mart | | 8.5+ | Discontinued as of December 1, 2024. |
| | | Genesys Mobile Services | | 8.5.106.14+ | Discontinued as of December 1, 2024. |
| | | Genesys Pulse | | 8.5+ | Discontinued as of December 1, 2024. |
| | | Genesys Voice Platform | | 9.x | Discontinued as of December 1, 2024. Genesys Voice Platform does not support VMotion, DRS & HA |
| | | Interaction Concentrator | | 8.1.5+ | Discontinued as of December 1, 2024. |
| | | Management | | 8.5.1+ | Discontinued |

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|--|----------------------|--|----------|--|
| | Framework | | | as of December 1, 2024. |
| | Orchestration Server | | 8.1.4+ | Discontinued as of December 1, 2024. |
| | Outbound Contact | | 8.1.5+ | Discontinued as of December 1, 2024. |
| | SIP Server | | 8.1.1+ | Discontinued as of December 1, 2024. SIP Server does not recommend VMotion. Refer VMware notes in the beginning of this table for more information. |
| | Stat Server | | 8.5.104+ | Discontinued as of December 1, 2024. |
| | T-Servers | | 8.1+ | Discontinued as of December 1, 2024. |
| | Universal Routing | | 8.1.4+ | Discontinued as of December 1, 2024. Universal Routing does not recommend VMotion. Refer VMware notes in the beginning of this table for more information. |
| | Workforce Management | | 8.5.205+ | Discontinued as of December 1, 2024. |

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|--|--|-----------------------------------|--|-------------|---|
| ESXi 6.x hypervisor | <ul style="list-style-type: none"> Red Hat Linux 7 | intelligent Workload Distribution | | 9.0 | Discontinued as of December 1, 2024. |
| | <ul style="list-style-type: none"> Red Hat Linux 6 Windows Server 2012 Windows Server 2016 | Genesys CX Insights (GCXI) | | 9.0 | Discontinued as of December 1, 2024. |
| ESXi 7.x hypervisor, VMotion, DRS & HA | <ul style="list-style-type: none"> Red Hat Enterprise Linux 8 Red Hat Enterprise Linux 9 Windows Server 2016 Windows Server 2019 | intelligent Workload Distribution | | 9.0 | |
| | <ul style="list-style-type: none"> Red Hat Enterprise Linux 7 | Management Framework | | 8.5.1+ | |
| | <ul style="list-style-type: none"> Red Hat Enterprise Linux 8 Windows Server 2012 Windows Server 2016 Windows Server 2019 | Stat Server | | 8.5.107.15+ | For specific information about Supported Operating Systems releases, see General Information about Real-Time Metrics Engine |
| | <ul style="list-style-type: none"> Red Hat Enterprise Linux 8 Windows | Genesys Pulse | | 9.0+ | |

| | Server 2019 | | | | |
|---------------------|---|---------------------------------------|--|-------------|---|
| ESXi 7.x hypervisor | <ul style="list-style-type: none"> Red Hat Enterprise Linux 7 | Load Distribution Server | | 8.1.x | |
| | <ul style="list-style-type: none"> Red Hat Enterprise Linux 8 Windows Server 2019 Windows Server 2016 Windows Server 2012 | Stat Server | | 8.5.107.15+ | For specific information about Supported Operating Systems releases, see General Information about Real-Time Metrics Engine |
| | <ul style="list-style-type: none"> Red Hat Enterprise Linux 8 | Genesys Pulse | | 9.0+ | |
| | <ul style="list-style-type: none"> Windows Server 2019 | Workforce Management | | 8.5.219+ | |
| | <ul style="list-style-type: none"> Red Hat Enterprise Linux 8 Red Hat Enterprise Linux 9 | Genesys Web Services and Applications | | 8.6+ | Genesys Web Services and Applications does not support VMotion, DRS & HA |
| | Red Hat Enterprise Linux 8 | Genesys CX Insights (GCXI) | | 9.0 | |
| | <ul style="list-style-type: none"> Red Hat Enterprise Linux 7 Windows Server 2019 | Genesys Info Mart | | 8.5.016.01+ | Genesys does not test all platforms and operating systems. Except for VMware known issues between ESXi 6.x and ESXi 7.x, Genesys Info |
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|--|---|-------------------------|--|-------------|--|
| | | | | | <p>Mart expects no issues with ESXi 7.x hypervisor on the other operating systems on which ESXi 6.x hypervisor was supported -- namely, Red Hat Enterprise Linux 7, Windows Server 2012, and Windows Server 2016. The expectation is based on the following facts: Genesys Info Mart support for the ESXi virtualization platform was previously verified on these operating systems. Recent testing verified support for ESXi 7.x, if only on a single operating system. Because Genesys Info Mart is a Java-based application, there are unlikely to be operating system dependencies.</p> |
| | Windows Server 2019 | Outbound Contact Server | | 8.1.531.24+ | |
| | <ul style="list-style-type: none"> Red Hat Linux 7 Windows Server | Genesys Mobile Services | | 8.5.106.14+ | |
| | | Genesys Voice Platform | | 9.x | Genesys Voice Platform does not support VMotion, DRS |

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|--|---|---|-----------|-------------|--------|
| | <ul style="list-style-type: none"> 2012 Windows Server 2016 | | | | & HA |
| | <ul style="list-style-type: none"> Red Hat Linux 8 Windows Server 2016 Windows Server 2019 | Genesys Administrator Extension | | 9.0.1+ | |
| | <ul style="list-style-type: none"> Red Hat Linux 7 | Interaction Concentrator | | 8.1.514.47+ | |
| | | E-mail Server | | 8.5.202.02+ | |
| | <ul style="list-style-type: none"> Red Hat Linux 8 Windows Server 2016 | Genesys Administrator Extension | | 9.0.104+ | |
| | | <ul style="list-style-type: none"> Windows Server 2019 | eServices | | 8.5.2+ |
| | <ul style="list-style-type: none"> Red Hat Linux 7 Red Hat Linux 8 | SIP Feature Server | | 8.1.202.41+ | |
| | | SIP Proxy | | 8.1.1+ | |
| | | SIP Server | | 8.1.1+ | |
| | <ul style="list-style-type: none"> Windows Server 2012 Windows Server 2016 Windows Server 2019 | T Server | | 8.1.x | |
| | <ul style="list-style-type: none"> Red Hat Enterprise Linux 7 Windows | Outbound Contact Server | | 8.1.531.10+ | |

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|---------------------|--|-----------------------------------|--|-------------|---|
| | Server 2016 | | | | |
| | <ul style="list-style-type: none"> Red Hat Enterprise Linux 7 | Network T-Server | | 8.1.x | |
| | <ul style="list-style-type: none"> Red Hat Enterprise Linux 7 | Universal Routing | | 8.1.400.84+ | |
| | <ul style="list-style-type: none"> Windows Server 2012 Windows Server 2016 Windows Server 2019 | Orchestration Server | | 8.1.401.02+ | |
| ESXi 8.x hypervisor | | intelligent Workload Distribution | | 9.0 | |
| | <ul style="list-style-type: none"> Red Hat Linux 8 Red Hat Linux 9 Windows Server 2016 Windows Server 2019 | Genesys Voice Platform | | 9.x | <p>Genesys Voice Platform does not support VMotion, DRS & HA</p> <p>Support starting with:</p> <ul style="list-style-type: none"> VP Media Control Platform 9.0.086.02+ VP Resource Manager 9.0.086.13+ |
| | <ul style="list-style-type: none"> Red Hat Linux 8 Red Hat Linux 9 Windows Server 2019 | Genesys Mobile Services | | 8.5.300+ | |

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|--|--|---------------------------------------|--|-------------|--|
| | <ul style="list-style-type: none"> Windows Server 2022 | | | | |
| | <ul style="list-style-type: none"> Red Hat Linux 8 Windows Server 2019 Windows Server 2022 | Workforce Management | | 8.5.220+ | Workforce Management does not support VMotion, DRS & HA |
| | <ul style="list-style-type: none"> Red Hat Linux 8 Windows Server 2016 Windows Server 2019 | Genesys Administrator Extension | | 9.0.1+ | |
| | <ul style="list-style-type: none"> Red Hat Linux 7 Red Hat Linux 8 Red Hat Linux 9 Windows Server 2012 Windows Server 2016 Windows Server 2019 | SIP Feature Server | | 8.1.203.04+ | |
| | <ul style="list-style-type: none"> Red Hat Linux 8 Red Hat Linux 9 | Genesys Web Services and Applications | | 8.6+ | Genesys Web Services and Applications does not support VMotion, DRS & HA |

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|--|--|-----------------------|--|-------------|---|
| | <ul style="list-style-type: none"> • Red Hat Enterprise Linux 8 • Windows Server 2022 • Windows Server 2019 • Windows Server 2016 | Management Framework | | 8.5.1+ | |
| | <ul style="list-style-type: none"> • Windows Server 2019 • Windows Server 2022 | Genesys Administrator | | 8.1.311+ | |
| | <ul style="list-style-type: none"> • Red Hat Enterprise Linux 8 • Red Hat Enterprise Linux 9 • Windows Server 2019 • Windows Server 2022 | SIP Server | | 8.1.104.79+ | SIP Server does not support VMotion, DRS & HA |
| | <ul style="list-style-type: none"> • Red Hat Enterprise Linux 8 • Red Hat Enterprise Linux 9 • Windows Server 2019 • Windows Server 2022 | SIP Proxy | | 8.1.100.98+ | SIP Proxy does not support VMotion, DRS & HA |

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|---|---|--|---|---|
| <ul style="list-style-type: none"> Red Hat Enterprise Linux 8 Windows Server 2019 | Genesys Rules Engine | | 9.0.002.01+ | Genesys Rules Engine does not support VMotion, DRS & HA |
| | Universal Routing Server | | 8.1.400.95+ | Universal Routing Server does not support VMotion, DRS & HA |
| | Outbound Contact Server | | 8.1.531.28+ | Outbound Contact Server does not support VMotion, DRS & HA |
| | eServices | | 8.5.316.02+ (Chat Server) 9.0.000.11+ (Classification Server) 9.0.000.10+ (Training Server) 8.5.210.02+ (E-mail Server) 9.0.013.05+ (Interaction Server) 9.0.013.01+ (Interaction Server Proxy) 9.0.000.11+ (Interaction Server Cluster Plugin for GAX) | eServices does not support VMotion, DRS & HA |
| | Stats Server (Real-Time Metrics Engine) | | 8.5.112.30+ | Stats Server does not support VMotion, DRS & HA |
| | Pulse | | 9.0.008.02+ (Pulse) 9.0.008.03+ (Collector) | Pulse does not support VMotion, DRS & HA |
| | Infomart | | 8.5.116.53+ | Genesys InfoMart does not support VMotion, DRS & HA |

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|------------------|--|--|---|---------------|---|
| | Red Hat Enterprise Linux 8 | Customer Experience Insights | | 100.0.035.00+ | GCXI does not support VMotion, DRS & HA |
| | <ul style="list-style-type: none"> Red Hat Linux 7 Red Hat Linux 8 Red Hat Linux 9 | Load Distribution Server | | 8.1+ | Load Distribution Server does not support VMotion, DRS & HA |
| | <ul style="list-style-type: none"> Windows Server 2012 Windows Server 2016 Windows Server 2019 Windows Server 2022 | T Server | | 8.1+ | |
| VMware Horizon 7 | Windows Server 2012 | GIR Screen Recording Service | <ul style="list-style-type: none"> Windows 7 Windows 8 Windows 10 | 8.5.311+ | RDP support only |
| | | Genesys Mobile Services | | 8.5.106.14+ | |
| | | Workspace Desktop Edition (Interaction Workspace User Interface) | | 8.5 | Workspace does not support the Windows Media Redirection technology (MMR). Administrators should ensure that MMR is not active for Workspace Desktop Edition. Contact your VMWare support to obtain |

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| | | | | | information about the procedure specific to your environment. |
| | | Genesys Web Services and Applications (Workspace Web Edition) | | 8.5.2 | |
| VMware Horizon 8 | | Genesys Softphone | <ul style="list-style-type: none"> Windows 10 Windows 11 | 9.0.019.05+ | VMware Horizon 8 ESB 2312.1 is supported starting from 9.0.101.03. Refer Genesys Softphone VDI Adapter Support for more information. |
| | | Workspace Desktop Edition | <ul style="list-style-type: none"> Windows 10 Windows 11 | 8.5.162.05+ | VMware Horizon 8 ESB 2312.1 |

VMware Support Notes:

For products that require specialized cards (for example, Dialogic), you should rely on the card vendors and VMware for support and optimization.

Genesys does not support VMware's Virtual Infrastructure or Application and Infrastructure management products except as indicated in this table.

Best practices that have been defined by VMware and Genesys should be followed when implementing VMware virtualization. Refer to the Genesys Deployment on VMWare - Best Practices.

If license control is performed in a virtualized environment, either by running a FlexNet Publisher license server on virtual platforms or by using node-locked application license files, the host-id value returned by the virtual platform is used.

When using MAC addresses, it may be necessary to override the default and force the virtual platform to use a static (fixed) MAC address to avoid problems when virtual images are moved between physical machines. See FlexNet Publisher documentation on virtualization deployment for further details:

<http://support.flexerasoftware.com/main/Default.aspx>.

For other questions on deployment using virtualization, contact Customer Care using their Care portal.

About This Guide

Use these pages to dynamically access system-level information about the operating environments (operating systems, databases, and other support) required to run Genesys applications for releases 7.2 and higher.

Important

- If you're looking for system-level information for Genesys releases 7.1 and earlier, [contact us](#) and we'll contact the appropriate person to provide you with an answer.
- These Supported Operating Environment (SOE) Reference Guide pages are best viewed using the Firefox browser. Google Chrome and Safari are also supported.

Related Information

- [Reading the SOE tables](#): Provides instructions on how to read the data in the associated tables.
- [Using the SOE interface](#): Provides instructions on how to use the Table Display feature.
- [Discontinued support](#): Lists the discontinued operating environments, databases, browsers, and virtualization products.
- [Genesys EOL Life Cycle Table](#): Contains information on End of Life/End of Support plans for Genesys products.

Genesys Products

Support of a product and version indicates that the software can run on the indicated third-party platform (operating system, database, browser, and so on). Questions/problems can be submitted to Customer Care, assuming the appropriate Maintenance agreement is in effect. Third-party vendor platforms may support a large number of features, far beyond what can be tested, or may have no impact on use with Genesys products. Support does NOT indicate a commitment to support any particular features of that operating system or database.

Notes:

- Only those applications specifically mentioned in this document are supported. For other applications or solutions not mentioned, please send your question to the appropriate Product Manager, or if not known, post your question in the Feedback section at the bottom of each SOE page.
- The tables in this document are based on the vendors' compatibility statements. Genesys may require customers to upgrade to a particular version level, operating system, or database. Unless specified, all versions between the minimum version and the latest version are supported.

Databases, Operating Systems, and Browsers

- **Databases:** Databases identified in the database tables are supported on the operating systems identified in the operating system tables. Databases that are not shown in the database tables are not supported.
- **Operating Systems:** Operating systems that are not shown in the operating systems tables are not supported.
- **Browsers:** Unless otherwise noted, browser plug-ins are not supported for the browsers identified in the browser tables. Only the browser is supported.

Maintenance and Interoperable Components

These components are backward-compatible between releases. The latest release of these interoperable components can be used as a maintenance release for previous releases. These components are known as maintenance interoperable components.

Patch Support Guidelines

Genesys products are not supported below the operating system and patch level specified in their installation package (IP) ReadMe file.

Unless otherwise specified in the IP release note or this document, Genesys products are supported as follows:

- Genesys software works with the latest patches for supported third-party software (Operating System, Databases, Virtualization Systems, Application/Web Servers). In the event of an issue, Genesys will work with the customer to address and resolve the problem.
- For a given Windows operating system: on all combinations of service packs and patches above the minimum level documented in the IP ReadMe file.
- For a given version of a UNIX or Linux operating system as supported in this document:
 - If this version is the same as the one specified in the IP ReadMe file; all patch configurations that include the minimum set of patches specified in this file are supported.
 - If this version is higher; all patch configurations are supported.
- For a given version of Java as supported in this document:
 - If this version is the same as the one specified in the IP ReadMe file; all patch configurations that include the minimum set of patches specified in this file are supported.
 - If this version is higher; all patch configurations are supported.

Notes:

- Genesys supports all Microsoft patches to Windows Servers as a matter of policy, unless noted otherwise in the operation systems table for the product/component.
 - Genesys reserves the right to announce that some specific patch above the minimum level is not to be used for a given product. The information is available in the product's release note.
-

For further information, please refer to the [Genesys Supported Media Interfaces Reference Manual](#).

End of Support

Genesys will formally announce end of support for major third-party vendor platforms listed in this SOE Guide. This is typically done 12-24 months in advance, via the Genesys customer newsletter. For a given vendor platform/version, the end of support notice will state the last Genesys X.Y release that will support it suite-wide, and the date when all support in all releases (last and prior) will end. When the end of all support date is reached, all entries for that platform/version will be removed from the SOE Guide. For a listing of global end of support dates, see [Discontinued Support](#).

Definitions

- **Server Components:** The Server component tables include Genesys components that run as backend processes. Typically these are installed on an MS Windows or UNIX machine running a server type operating system. Those processes or components that perform the server function of a client-server relationship, but are built to run on workstation operating systems, are included in the user interfaces tables.
- **User-Interfaces:** The user interfaces tables apply to agent-facing and supervisor/administrator facing components.
 - Agent-facing components include Genesys components that run on a workstation operating system or GUI environment. These provide functionality typically used by agents, such as interaction handling and real-time statistics.
 - Supervisor/Administrator-facing components include Genesys components that run on a workstation operating system or GUI environment and provide functionality typically used by supervisors or administrators. Supervisors typically have real-time monitoring statistics, but may also have interaction handling capabilities. When an application contains both agent and supervisor capabilities, it is expected that all capabilities are supported on the same operating systems or GUI environments. Administrator capabilities include interaction with the configuration or management systems, routing design applications, and campaign setup applications.

How to Read the Tables in the Supported Operating Environment

This page describes how to read the tables in this document.

Important

Third-party vendor Patches: Genesys software works with the latest patches for supported third-party software (Operating System, Databases, Virtualization Systems, Application/Web Servers). In the event of an issue, Genesys will work with the customer to address and resolve the problem.

OS Support for..., Browser Support for..., and DB/DB Cluster Support for... Tables

| Name | Definition |
|--|---|
| Version support for platforms (OS, DBMS, browsers) | <p>Vendor product versions are identified as X.Y, or X.Y.Z. Although vendors often produce "dot releases," this document usually identifies only major release numbers. Genesys supports the minor releases, based on the vendors' compatibility policy.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Operating Systems <ul style="list-style-type: none"> • Red Hat Enterprise Linux (RHEL) versions: For RHEL, 5, 6, and 7, version X means all X.Y versions are supported. For example, support for Red Hat Enterprise 7 means that the component supports all RHEL 7.x versions. • CentOS Linux versions: For CentOS Linux 7, version 7 means all 7.x versions are supported. • Oracle Linux versions: For Oracle Linux 7, version 7 means all 7.x versions are supported. • Browsers <ul style="list-style-type: none"> • Unless otherwise noted, browser plug-ins are not supported for the identified browsers. Only the browser is supported. • Google Chrome: The latest version of Google Chrome and two prior versions are |

| | |
|------------------------|---|
| | supported. |
| Release Support | <ul style="list-style-type: none"> • X.X (for example, 8.1): Indicates that only that specific release X.X version is supported. • X.X+ (for example, 7.6+): Indicates that all releases from X.X onward are supported. • X.X, X.Y: Indicates that only those specific releases are supported. • X.X-X.Y: Indicates that all releases between the two releases are supported, inclusive. • Controlled: Indicates that Genesys provides controlled support for eligible customer configurations. Genesys Professional Services can perform on site assessment, testing, and validation of your configuration to determine eligibility. For more information, please contact your Genesys Account Manager. <p>Notes:</p> <ul style="list-style-type: none"> • In some cases, the Genesys version may be three digits, X.Y.Z. • For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.” |
| Conditions/Limitations | Provides conditions or limitations specific to the row. |

| IPv6 Support for: Support for... Tables | |
|---|---|
| Name | Definition |
| Interface | <ul style="list-style-type: none"> • Common Interfaces: Refers to common Genesys components that might be used. • Additional Interfaces: Refers to other components that might be used. |
| Release Support | Refers to the release number of the Genesys product. |
| Conditions/Limitations | Provides conditions or limitations specific to the row. |

Prerequisites Tables

| Name | Definition |
|--|---|
| Third-Party Component Component Prerequisite | Identifies the name of the third-party component required by this product. |
| Acquired by Customer | Identifies whether the customer must acquire the component. A Yes value indicates that the customer obtain it. |
| Provided by Genesys | Identifies whether Genesys provides the customer with this component. A Yes value indicates that the Genesys does provide it. |
| Conditions/Limitations | Provides conditions or limitations specific to the row. |

| Virtualization Platform Support Tables | |
|--|--|
| Name | Definition |
| Virtualization Platforms | Identifies the names of the support virtualization platforms. |
| Operating Systems | Identifies the Operating System versions that are supported both by the Genesys product and the virtualization platform. |
| Genesys Supported Products | Provides information or links to the associated products that are supported by the virtualization platform. |
| Genesys Releases | Provides information on what User Interfaces are supported on this platform. |
| Conditions/Limitations | Provides conditions or limitations specific to the row. |

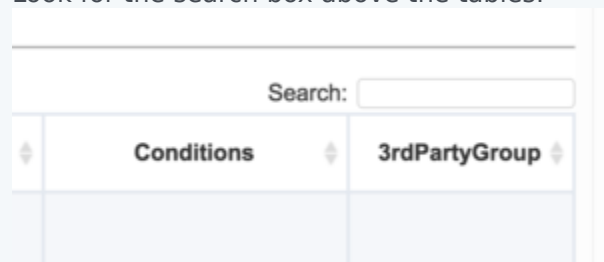
Drilling Down in the SOE

This guide offers different ways to drill down into the information.

- Front page drilldown
- Major Upgrade drilldown
- Java Support
- Product Pages
- Virtualization Support

Tip

Many of the tables in this guide includes in-table search functionality. It is fast. Use the search box above the table to filter results to only those rows containing a match. Look for the search box above the tables:



Front Page Drilldown

The **front page** gives you a few tabs to drilldown by operating system, browser, database, as well as a quick access list of links to all the product pages.

Operating System Drilldown

On the **OS** tab, you can either view all supported operating systems from across all products in a given family of operating system (for example, all Windows or Mac versions). Or you can select a particular OS version and filter on that.

Viewing all versions in a family

To view all results for an OS family, select your OS family in the first dropdown and **leave the filter by version dropdown unselected**. Then click **Update**.

Filtering by specific OS version

To filter by a specific version, select your OS family first, then select the specific version in the **filter by version** dropdown, and click **update**.

Browser Drilldown