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Supported Operating Environment

UC Connector

4/16/2025

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	