GENESYS™

Supported Operating Environment

Universal Contact Server

12/13/2025

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 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: • Universal Contact Server 8.5.300.16

OS Family	Operating System	Release	Conditions
			• 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: • Universal Contact Server 8.5.300.05 • Universal Contact Server Proxy 8.5.300.01
Linux	Red Hat Enterprise Linux 8	8.5.3 - 8.5.x	Supported by the following: • Universal Contact Server starting from 8.5.300.52 • Universal Contact Server Proxy starting from 8.5.303.04 • Universal Contact Server starting from 8.5.400.02
Linux	Red Hat Enterprise Linux 9	8.5.3 - 8.5.x	Supported by the following: • Universal Contact Server starting from 8.5.300.52 • Universal Contact Server Proxy 8.5.303.04 • Universal Contact Server starting from 8.5.400.02
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

OS Family	Operating System	Release	Conditions
			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.
Windows	Windows Server 2022	8.5.3 - 8.5.x	Supported by the following: • Universal Contact Server starting from 8.5.300.52, build 3 • Universal Contact Server Proxy 8.5.303.02 • Universal Contact Server starting from 8.5.400.02

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.

Database	Release	Conditions/Limitations
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, 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	Acquired by Customer	Provided by Genesys	Conditions/ Limitations

Universal Contact Server - Prerequisites			
Prerequisites			
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**: 8.5.3 - 8.5.x Supported starting from 8.5.300.52 Supported starting from 8.5.400.02 for all UCS 8.5-supported versions of Windows and Red Hat Enterprise Linux
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+