GENESYS™

Supported Operating Environment

Virtualization Platform Support

4/4/2025

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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.
	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	

		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+	

		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	

		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	• 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

		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.

ESXi 6.x hypervisor	• Red Hat Linux 7 • Red Hat Linux 6 • Windows Server 2012 • Windows Server 2016	intelligent Workload Distribution		9.0	Discontinued as of December 1, 2024.
		Genesys CX Insights (GCXI)		9.0	Discontinued as of December 1, 2024.
ESXi 7.x hypervisor, VMotion, DRS & HA	• Red Hat Enterprise Linux 8 • Red Hat Enterprise Linux 9 • Windows Server 2016 • Windows Server 2019	intelligent Workload Distribution		9.0	
	• Red Hat Enterprise Linux 7 • Red Hat Enterprise Linux 8 • Windows Server 2012 • Windows Server 2016 • Windows Server 2019	Management Framework		8.5.1+	
		Stat Server		8.5.107.15+	For specific information about Supported Operating Systems releases, see General Information about Real-Time Metrics Engine
	• Red Hat Enterprise Linux 8 • Windows	Genesys Pulse		9.0+	

	Server 2019			
ESXi 7.x hypervisor	• Red Hat Enterprise Linux 7 • Red Hat Enterprise Linux 8 • Windows Server 2019 • Windows Server 2016 • Windows Server 2012	Load Distribution Server	8.1.x	
		Stat Server	8.5.107.15+	For specific information about Supported Operating Systems releases, see General Information about Real-Time Metrics Engine
	• Red Hat Enterprise Linux 8 • Windows Server 2019	Genesys Pulse	9.0+	
		Workforce Management	8.5.219+	
	• 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	
	• 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

					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.
	Windows Server 2019	Outbound Contact Server		8.1.531.24+	
	• 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

	2012 • Windows Server 2016				& HA
	• Red Hat Linux 8 • Windows Server 2016 • Windows Server 2019	Genesys Administrator Extension		9.0.1+	
	• Red Hat Linux 7 • Red Hat Linux 8 • Windows Server 2016 • Windows Server 2019	Interaction Concentrator		8.1.514.47+	
		E-mail Server		8.5.202.02+	
		Genesys Administrator Extension		9.0.104+	
		eServices		8.5.2+	
	• Red Hat Linux 7 • Red Hat Linux 8 • Windows Server 2012 • Windows Server 2016 • Windows Server 2019	SIP Feature Server		8.1.202.41+	
		SIP Proxy		8.1.1+	
		SIP Server		8.1.1+	
		T Server		8.1.x	
	• Red Hat Enterprise Linux 7 • Windows	Outbound Contact Server		8.1.531.10+	

	Server 2016			
	• Red Hat Enterprise Linux 7	Network T-Server		8.1.x	
	• Red Hat Enterprise Linux 7	Universal Routing		8.1.400.84+	
	• Red Hat Enterprise Linux 7 • Windows Server 2012 • Windows Server 2016 • Windows Server 2019	Orchestration Server		8.1.401.02+	
ESXi 8.x hypervisor		intelligent Workload Distribution		9.0	
	• Red Hat Linux 8 • Red Hat Linux 9 • Windows Server 2016 • Windows Server 2019	Genesys Voice Platform		9.x	Genesys Voice Platform does not support VMotion, DRS & HA Support starting with: • VP Media Control Platform 9.0.086.02+ • VP Resource Manager 9.0.086.13+
	• Red Hat Linux 8 • Red Hat Linux 9 • Windows Server 2019	Genesys Mobile Services		8.5.300+	

	• Windows Server 2022			
	• Red Hat Linux 8 • Windows Server 2019 • Windows Server 2022	Workforce Management		8.5.220+	Workforce Management does not support VMotion, DRS & HA
	• Red Hat Linux 8 • Windows Server 2016 • Windows Server 2019	Genesys Administrator Extension		9.0.1+	
	• 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+	
	• 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

	• Red Hat Enterprise Linux 8 • Windows Server 2022 • Windows Server 2019 • Windows Server 2016	Management Framework		8.5.1+	
	• Windows Server 2019 • Windows Server 2022	Genesys Administrator		8.1.311+	
	• 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
	• 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

• 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

	Red Hat Enterprise Linux 8	Customer Experience Insights		100.0.035.00+	GCXI does not support VMotion, DRS & HA
	• Red Hat Linux 7 • Red Hat Linux 8 • Red Hat Linux 9 • Windows Server 2012 • Windows Server 2016 • Windows Server 2019 • Windows Server 2022	Load Distribution Server		8.1+	Load Distribution Server does not support VMotion, DRS & HA
		T Server		8.1+	
VMware Horizon 7	Windows Server 2012	GIR Screen Recording Service	• 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 Multimedia Redirection technology (MMR). Administrators should ensure that MMR is not active for Workspace Desktop Edition. Contact your VMWare support to obtain

					information about the procedure specific to your environment.
		Genesys Web Services and Applications (Workspace Web Edition)		8.5.2	
VMware Horizon 8		Genesys Softphone	• 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	• 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.