



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Supported Operating Environment

Supported Operating Environment Reference

3/31/2025

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