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# Supported Operating Environment

Workforce Management

# 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"> <li>• WFM Server 8.5.217.01 b1</li> <li>• WFM Builder 8.5.217.00 b2</li> <li>• WFM Daemon 8.5.218.00 b1</li> <li>• WFM Data Aggregator 8.5.217.01 b2</li> </ul>

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

### 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"> <li>Version 38 is supported</li> <li>Version 60.4 is supported, starting with 8.5.214</li> </ul>
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"> <li>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: <a href="https://docs.microsoft.com/en-us/edge/edge-ie-mode">https://docs.microsoft.com/en-us/edge/edge-ie-mode</a></li> <li>Starting with 8.5.217.13, version 84.0.552.40+ is supported.</li> </ul>
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+	Note the following: <ul style="list-style-type: none"> <li>New Forecast module: starting with 8.5.214</li> <li>Firefox version 60.5+ is supported.</li> </ul>
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+	Note the following: <ul style="list-style-type: none"> <li>New Forecast module: starting with 8.5.217.13, Edge version 84.0.552.40+ is supported</li> <li>New Performance module: starting with 8.5.220.15, Edge version 120.0.2210.91+ is supported.</li> </ul>

## 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	<p><b>Release:</b> 8.5.0 - 8.5.2</p> <p>This is installation requirements for Oracle database. Also, 64-bit WFM servers require the 64-bit Oracle Client</p> <p><b>NOTE:</b> Only approved and certified Oracle Client versions may be used. All other versions unsupported.</p>
WFM Daemon: Open JDK 17	Yes	No	<p><b>Release:</b> 8.5.2+</p> <p>Starting with version 8.5.219.20</p> <p>Starting with version 8.5.220.05 validation is done with Eclipse Temurin OpenJDK</p>
WFM Database Utility: .NET Framework 2.0+	Yes	No	<b>Release:</b> 8.1.0
WFM Database Utility: .NET Framework 2.0+	Yes	No	<b>Release:</b> 8.5.0
WFM Database Utility: .NET Framework 2.0+	Yes	No	<b>Release:</b> 8.5.1
WFM Database Utility: .NET Framework 2.0+	Yes	No	<b>Release:</b> 8.1.1
WFM Database Utility: .NET Framework 2.0+	Yes	No	<b>Release:</b> 8.1.3
WFM Database Utility: .NET Framework 2.0+	Yes	No	<b>Release:</b> 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	<p><b>Release:</b> 8.1.0</p> <p>Discontinued as of November 1, 2024.</p>

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	<b>Release:</b> 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	<b>Release:</b> 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	<b>Release:</b> 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	<b>Release:</b> 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	<b>Release:</b> 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	<b>Release:</b> 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	<b>Release:</b> 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	<b>Release:</b> 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	<b>Release:</b> 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	<b>Release:</b> 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><b>Release:</b> 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	<b>Release:</b> 8.5.0
WFM Web Supervisors: OpenJDK 17	Yes	No	<p><b>Release:</b> 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	<b>Release:</b> 8.5.2 Discontinued as of November 1, 2024.
WFM Web Supervisors: Oracle JRE 7 or JRE 8	Yes	No	<b>Release:</b> 8.5.1 Discontinued as of November 1, 2024.
WFM Web Supervisors: Oracle JRE 7, JRE 8, JRE 9, or JRE 10	Yes	No	<b>Release:</b> 8.5.211.00 Discontinued as of November 1, 2024.
WFM Web Supervisors: Oracle JRE 8, JRE 11, or OpenJDKJRE 11	Yes	No	<b>Release:</b> 8.5.214+
WFM Web Supervisors: Sun Java JRE 6 starting with update 12	Yes	No	<b>Release:</b> 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	<b>Release:</b> 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	<b>Release:</b> 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	<b>Release:</b> 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	<b>Release:</b> 8.1.3 Discontinued as of November 1, 2024.