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Supported Operating Environment

CX Contact

CX Contact

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

CX Contact Support

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 8	100.0+	Support starting with the version 100.0.031.0002.
Linux	Red Hat Enterprise Linux 9	100.0+	Support starting with the version 100.0.036.0000.

Supported Browsers

Component	Browser	Release	Conditions/Limitations
CX Contact	Google Chrome	100.0+	You must use the latest version of Chrome as the UI browser.
CX Contact	Microsoft Edge	100.0+	2020 release.

Supported Database/DB Clusters

Database	Release	Conditions/Limitations
Elasticsearch 7	100.0+	Elasticsearch Cluster 7.x is required.
Elasticsearch 7.17	100.0.034.+	Elasticsearch Cluster 7.17 is required.
Elasticsearch 8	100.0.036.+	Elasticsearch Cluster 8.x is required.
PostgreSQL 13	100.0+	Starting with 100.0.027.0004 .
PostgreSQL 16	100.0.036.+	Starting with 100.0.036.0005.
Redis 7.2	100.0.036.+	Redis in Cluster mode only.

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

CX Contact - Prerequisites

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Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
Docker	Yes	No	Release: 100.0+ Docker 17.03.2-ce, with CX Contact Docker images stored in the Docker registry.
Elasticsearch	Yes	No	Release: 100.0+ Elasticsearch Cluster 7.5.x is required.
Genesys core components	No	Yes	Release: 100.0+ Note the following: <ul style="list-style-type: none"> • Supports Genesys 8.1 and 8.5 core components. • CX Contact components operate with Genesys core services on the back end. It's expected that all voice-processing components (Voice VM and shared services such as GVP) are deployed and running. In Genesys Engage cloud, Cloud Contact can operate with multiple voice tenants and comprises a shared service.
Genesys Web Services 9.0	No	Yes	Release: 100.0+
Kubernetes 1.11.1+	Yes	No	Release: 100.0+
NFS shared file system	Yes	No	Release: 100.0+
PostgreSQL 13	Yes	No	Release: 100.0+

CX Contact - Prerequisites			
			Starting with 100.0.027.0004.
Redis 6.0+ cluster	Yes	No	Release: 100.0+ Enterprise Redis with persistence is recommended.
SFTP Server	Yes	No	Release: 100.0+ (Optional) Use when automation capabilities are required.
Third-party Load Balancer	Yes	No	Release: 100.0+ F5 or functionally comparable hardware or software load balancer.
Virtual Machines	Yes	No	<p>Release: 100.0+</p> <p>Note the following:</p> <ul style="list-style-type: none"> Each machine should run Red Hat Enterprise Linux 8.0 or 9.0 64-bit as a guest OS and have at least 8 CPU cores and 16 GB RAM minimum (32 GB RAM recommended), 100 GB HDD minimum. All VMs running CX Contact components should belong to the same local network segment and be interconnected so that all components can communicate over the network. DNS must be present in the network and allow for names resolution. CX Contact components always use FQDNs (not IP addresses) to establish communication to each other.