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# Supported Operating Environment

Decisions

4/22/2025

# Decisions

## 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

### Decisions Clients Support

OS Family	Operating System	Release	Conditions
Windows	Windows 10	8.5.100+	
Windows	Windows 11	8.5.100+	
Windows	Windows 7	8.5.100+	
Windows	Windows 8	8.5.100+	

### Decisions Servers (DB and DataBus) Support

OS Family	Operating System	Release	Conditions
Windows	Windows Server 2008	8.5.100+	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.5.100+	Discontinued as of October 31, 2024
Windows	Windows Server 2019	8.5.100+	

## Supported Browsers

No browser information at this time

## Supported Database/DB Clusters

**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.
- Cluster configuration (for example, Microsoft SQL Cluster, Oracle RAC, etc) are not supported unless specifically listed below.
- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.
- For MS SQL Server, Enterprise Edition is recommended, especially for large deployments; however, Standard Edition is the minimum requirement.
- Genesys supports Genesys products on the database patch levels up to the latest currently available patch sets.

Database	Release	Conditions/Limitations
MS SQL Server 2008	8.5.100+	
MS SQL Server 2012	8.5.100+	
MS SQL Server 2014	8.5.100+	
MS SQL Server 2016	8.5.100+	
MS SQL Server 2019	8.5.100+	

## 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

Decisions - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Web Server			
Microsoft .NET Framework 4.5	Yes	Yes	