GENESYS™

Supported Operating Environment

Framework

12/14/2025

Framework

> **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

Notes:

- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.
  For Red Hat Linux subscription, be sure to download the following libraries. These libraries are required for installation of Genesys components released after April 22, 2024:

  - libnsl.x86_64

  - libxcrypt.x86_64

  - libgcc.x86_64

  - libstdc++.x86_64

  For Genesys components released before April 22, 2024, Genesys installers on Linux were 32-bit and required the following 32-bit compatibility libraries. These libraries must be installed before installing Genesys components, although these libraries are not required for operating 64-bit components themselves:

  - glibc.i686

  - libnsl.i686

  - libcrypt.i686 or libxcrypt.i686

  - libgcc.i686

  - libstdc++.i686

OS Family	OS	Release	Conditions
AIX Power PC	AIX Power PC 64-bit (AIX 5L for POWER) 7.1	8.1+	Not supported by DB Server 8.5+.
Linux	CentOS Linux 7	8.1.3+	Discontinued as of January 15, 2025. Only supported by DB Server starting with 8.1.301.18. Refer to Management Framework Release notes for specific framework server versions.
Linux	CentOS Linux 7	8.5.1+	Discontinued as of January 15, 2025. Support for this operating system includes the following components, starting with the version listed: • Configuration Database Maintenance Scripts 8.5.100.19 • Configuration Server 8.5.101.18 • Genesys Security Pack on UNIX 8.5.100.14 • Local Control Agent 8.5.100.23 • Message Server 8.5.100.14 • Solution Control Server 8.5.100.26
Linux	Red Hat Enterprise Linux 7	8.5.1+	Discontinued as of January 31, 2025. Support for this operating system includes the following components, starting with the version listed: • Message Server 8.5.100.09 • Configuration
OS Family	**OS**	**Release**	**Conditions**

OS Family	OS	Release	Conditions
			Database Maintenance Scripts 8.5.100.06 • Configuration Server 8.5.100.17 • Local Control Agent 8.5.100.15 • Security Pack on UNIX 8.5.100.10 • SNMP Master Agent 8.5.100.07 • Solution Control Server 8.5.100.13
Linux	Red Hat Enterprise Linux 8	8.5.1+	Support for this operating system includes the following components, starting with the version listed: • Configuration Server - 8.5.101.50 • Database Server - 8.5.100.06 • Local Control Agent - 8.5.100.36 • Solution Control Server - 8.5.100.46 • Security Pack on UNIX - 8.5.100.23 • Message Server - 8.5.100.30 • Configuration Database Maintenance Scripts - 8.5.100.24 Refer to the information mentioned about Red Hat in the Notes column above.
Linux	Red Hat Enterprise Linux 9	8.5.1+	Support for this operating system includes the following components, starting with the version listed:
OS Family	**OS**	**Release**	**Conditions**

OS Family	OS	Release	Conditions
			• Configuration Server - 8.5.102.08 • Database Server - 8.5.100.26 • Local Control Agent - 8.5.100.44 • Solution Control Server - 8.5.100.64 • Security Pack on UNIX - 8.5.100.33 • Message Server - 8.5.100.44 • Configuration Database Maintenance Scripts - 8.5.100.26 Refer to the information mentioned about Red Hat in the Notes column above.
Solaris SPARC	Solaris SPARC 64-bit 10	7.2+	Not supported by DB Server 8.5+.
Windows	Windows 10	8.1+	Note the following: • Support starts with 8.1.101. • Internet Explorer 11 is required.
Windows	Windows 10	8.1.3	Starting with 8.0.301.05
Windows	Windows 11	8.1	Support for this operating system includes the following components, starting with the version listed: • Configuration Manager 8.1.101.06
Windows	Windows Server 2012	8.1.100.06+	Discontinued as of October 31, 2024 Starting with 8.0.301.05
Windows	Windows Server 2012	8.1.3	Discontinued as of
OS Family	**OS**	**Release**	**Conditions**

OS Family	OS	Release	Conditions
			October 31, 2024 Starting with 8.0.301.05
Windows	Windows Server 2012	8.1.3+	Discontinued as of October 31, 2024 Starting with 8.0.301.05
Windows	Windows Server 2016	8.1+	Note the following: • Support starts with 8.1.101. • Internet Explorer 11 is required.
Windows	Windows Server 2016	8.1.3	Starting with 8.0.301.05
Windows	Windows Server 2016	8.5.1+	Support for this operating system includes the following components, starting with the version listed: • DB Server 8.1.301.16 • Configuration Server 8.5.101.11 • Message Server 8.5.100.14 • Local Control Agent 8.5.100.22 • Solution Control Server 8.5.100.25
Windows	Windows Server 2019	8.5.1+	Support for this operating system includes the following components, starting with the version listed: • Configuration Database Maintenance Scripts 8.5.100.24 • Configuration Server 8.5.101.33 • DB Server 8.1.302.09 • Local Control Agent
OS Family	OS	Release	Conditions

OS Family	OS	Release	Conditions
			8.5.100.32 • Message Server 8.5.100.25 • Solution Control Server 8.5.100.40
Windows	Windows Server 2022	8.5.1+	Support for this operating system includes the following components, starting with the version listed: • Configuration Database Maintenance Scripts 8.5.100.26 • Configuration Server Language Pack 8.5.100.07 • Configuration Server 8.5.102.04 • DB Server 8.5.100.23 • Local Control Agent 8.5.100.42 • Message Server 8.5.100.41 • Solution Control Server 8.5.100.62
OS Family	**OS**	**Release**	**Conditions**

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

> **Notes**:

- An asterisk (*) indicates the oldest databases supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including IBM DB2, Informix, MS SQL, Oracle, and Sybase.

- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.

- Genesys Administrator 8.1+ does not require a database to operate. However, certain Genesys Administrator features do have access to databases, such as the Centralized logging and Outbound Contact. For these purposes, Genesys Administrator uses DB Server and, if a solution supports storing data in a particular database, Genesys Administrator can access it through DB Server.

- Genesys supports Genesys products on the database patch levels up to the latest currently available patch sets.

- Starting with release 8.5, all versions of Informix, and Sybase database support have been discontinued.

Database	Release	Conditions/Limitations
MS SQL Server 2012	8.1.3+	Discontinued as of January 1, 2025. Genesys does not support Windows authentication mode of MSSQL database.
MS SQL Server 2012 Cluster	8.5+	Discontinued as of January 1, 2025. AlwaysOn Cluster with sync mirroring capability is supported for Framework Business Continuity. DB Server 8.1.301 is required if accessing latest MSSQL Server/Cluster from applications, configured to use DB Server.
MS SQL Server 2014	8.5.1+	Discontinued as of January 1, 2025. Supported by DB Server starting with 8.1.301.
MS SQL Server 2014 Cluster	8.5.1+	Discontinued as of January 1, 2025. AlwaysOn Cluster with sync mirroring capability is supported for Framework Business Continuity. DB Server 8.1.301 is required if accessing latest MSSQL Server/Cluster from applications, configured to use DB Server.
MS SQL Server 2016	8.5.1+	Note the following support starting with the version indicated: DB Server 8.1.301.14; Configuration Server 8.5.101.07; Message Server 8.5.100.13

Database	Release	Conditions/Limitations
MS SQL Server 2016 Cluster	8.5.1+	AlwaysOn Cluster with sync mirroring capability is supported for Framework Business Continuity. DB Server 8.1.301 is required if accessing latest MSSQL Server/Cluster from applications, configured to use DB Server.
MS SQL Server 2017 (Linux)	8.1.3+	Supported by DB Server starting with 8.1.302.01.
MS SQL Server 2017 (Linux)	8.5.1+	Note the following support starting with the version indicated: Configuration Server 8.5.101.20; Message Server 8.5.100.16
MS SQL Server 2017 (Windows)	8.1.3+	Note the following support starting with the version indicated: Configuration Server 8.5.101.77; Message Server 8.5.100.31; DB Server 8.5.100.07. Note: Supported by PostgreSQL client 10.1
MS SQL Server 2017 (Windows)	8.1.3+	Supported by DB Server starting with 8.1.302.02.
MS SQL Server 2017 (Windows)	8.5.1+	Note the following support starting with the version indicated: Configuration Server 8.5.101.22; Message Server 8.5.100.19
MS SQL Server 2017 Cluster	8.5.1+	AlwaysOn Cluster with sync mirroring capability is supported for Framework Business Continuity. Note the following support starting with the version indicated: Configuration Server 8.5.101.22; Message Server 8.5.100.19; DB Server 8.1.302.02;
MS SQL Server 2019	8.5.1+	Note the following support starting with the version indicated: Configuration Server 8.5.101.50; DB Server 8.5.100.06; Message Server 8.5.100.30
MS SQL Server 2019 (Linux)	8.5.1+	Starting from version Configuration Server 8.5.102.10, DB Server 8.5.100.28, and Message Server 8.5.100.46, the MSSQL dbclient on Linux can load the ODBC driver v18; to connect to MSSQL Server 2019 or later, the ODBC driver v18 must

Database	Release	Conditions/Limitations
		be used, and the dbclient_msql_64 located in the dbclient_next folder must be used.
MS SQL Server 2019 Cluster	8.5.1+	AlwaysOn Cluster with sync mirroring capability is supported for Framework Business Continuity.Note the following support starting with the version indicated: Configuration Server 8.5.101.50; DB Server 8.5.100.06; Message Server 8.5.100.30
MS SQL Server 2022	8.5.1+	Note the following support starting with the version indicated: Configuration Server 8.5.102.11; DB Server 8.5.100.29; Message Server 8.5.100.47. The MSSQL dbclient on windows can load the ODBC driver v18. To connect to MSSQL Server 2022 or later, the ODBC driver v18 must be used, along with the dbclient_msql_64 located in the dbclient_next folder. For deployment instructions, refer to the Microsoft SQL Server Databases article in the Framework Database Connectivity Reference Guide.
MS SQL Server 2022 (Linux)	8.5.1+	Note the following support starting with the version indicated: Configuration Server 8.5.102.11; DB Server 8.5.100.29; Message Server 8.5.100.47. The MSSQL dbclient on windows can load the ODBC driver v18. To connect to MSSQL Server 2022 or later, the ODBC driver v18 must be used, along with the dbclient_msql_64 located in the dbclient_next folder. For deployment instructions, refer to the Microsoft SQL Server Databases article in the Framework Database Connectivity Reference Guide.
MS SQL Server 2022 Cluster	8.5.1+	Note the following support starting with the version indicated: Configuration Server 8.5.102.11; DB Server 8.5.100.29; Message Server

Database	Release	Conditions/Limitations
		8.5.100.47. The MSSQL dbclient on windows can load the ODBC driver v18. To connect to MSSQL Server 2022 or later, the ODBC driver v18 must be used, along with the dbclient_msql_64 located in the dbclient_next folder. For deployment instructions, refer to the Microsoft SQL Server Databases article in the Framework Database Connectivity Reference Guide.
Oracle 12c R1	8.1.3+	Supported by DB Server starting with 8.1.301.
Oracle 12c R1 RAC	8.1.3+	Supported by DB Server starting with 8.1.301.
Oracle 12c R1 RAC	8.5+	
Oracle 12c R2	8.1.3+	Discontinued as of March 31, 2022.
Oracle 12c R2	8.5+	Discontinued as of March 31, 2022.
Oracle 12c R2 RAC	8.1.3+	Discontinued as of March 31, 2022.
Oracle 12c R2 RAC	8.5+	Discontinued as of March 31, 2022.
Oracle 18c	8.1.3+	Discontinued as of June 30, 2021.
Oracle 18c	8.5.1+	Discontinued as of June 30, 2021.
Oracle 19c	8.5.1+	Support of Oracle 19c and RAC server: Configuration Server 8.5.101.50; DB Server 8.5.100.06; Message Server 8.5.100.30. Support of Oracle 19c dbclient: Configuration Server 8.5.101.92, Message Server 8.5.100.36, DB Server 8.5.100.12
Oracle Golden Gate	8.5+	
PostgreSQL 10.1	8.1.3+	Discontinued as of June 30, 2024. Supported by DB Server starting with 8.1.302.01.
PostgreSQL 10.1	8.5.1+	Discontinued as of June 30, 2024. Note the following support starting with the version indicated:Configuration Server 8.5.101.20; Message Server 8.5.100.16.
PostgreSQL 12	8.5.1+	Supports PostgreSQL Server 12 in Configuration Server 8.5.101.77;

Database	Release	Conditions/Limitations
		Message Server 8.5.100.31; DB Server 8.5.100.07. Note: Supported by PostgreSQL client 10.1, PostgreSQL client 11, and PostgreSQL client 12. Supports PostgreSQL 12 in Configuration Server 8.5.102.08, Message Server 8.5.100.44, DB Server 8.5.100.26. Note: Supported by PostgreSQL client 12 and PostgreSQL client 13. Password Authentication: Supports PostgreSQL SCRAM-SHA-256 password authentication with PostgreSQL client 11 and 12 in Configuration Server 8.5.102.06, Message Server 8.5.100.42, DB Server 8.5.100.24.
PostgreSQL 13	8.5.1+	Supports PostgreSQL 13 in Configuration Server 8.5.101.89, Message Server 8.5.100.35, DB Server 8.5.100.11. Note: Supported by PostgreSQL client 11, and PostgreSQL client 12. Supports PostgreSQL Server 13 in Configuration Server 8.5.102.08, Message Server 8.5.100.44, DB Server 8.5.100.26. Note: Supported by PostgreSQL client 12 and PostgreSQL client 13. Password Authentication: Supports PostgreSQL SCRAM-SHA-256 password authentication with PostgreSQL client 11 and 12 in Configuration Server 8.5.102.06, Message Server 8.5.100.42, DB Server 8.5.100.24.
PostgreSQL 16	8.5.1+	Supports PostgreSQL 16 in Configuration Server 8.5.102.12, Message Server 8.5.100.48, DB Server 8.5.100.30. Note: Supported by PostgreSQL client 12, and PostgreSQL client 13.

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 Framework.

- This section provides IPv6 information for Configuration Server, DB Server, Local Control Agent, Message Server, SNMP Master Agent, Solution Control Interface, and Solution Control Server.

Component	Release	Interface	Conditions
Configuration Server	8.1	License Server	
Configuration Server	8.1	Management Framework Configuration Server/ Proxy	
DB Server	8.1	Management Framework Configuration Server/ Proxy	
DB Server	no direct interface	License Server	
Local Control Agent	8.1	Solution Control Server	
Local Control Agent	no direct interface	License Server	
Local Control Agent	no direct interface	Management Framework Configuration Server/ Proxy	
Message Server	8.1	Management Framework Configuration Server/ Proxy	IPv6 is supported at all interfaces to components which use Message Server, for example, T-Server, Universal Routing Server, SIP Server, Outbound Contact Server.
Message Server	no direct interface	License Server	
SNMP Master Agent	8.1	Management	

Component	Release	Interface	Conditions
		Framework Configuration Server/ Proxy	
Solution Control Interface	8.0.3	Management Framework Configuration Server/ Proxy	IPv6 is supported at all interfaces to components which use Message Server, for example, T-Server, Universal Routing Server, SIP Server, Outbound Contact Server.
Solution Control Server	8.1	License Server	
Solution Control Server	8.1	Management Framework Configuration Server/ Proxy	

IPV6 Support for Additional Interfaces

> **Notes**:
>
> - Release Support numbers refer to Framework.
>
> - This section provides IPv6 information for Configuration Server, DB Server, Local Control Agent, Message Server, SNMP Master Agent, Solution Control Interface, and Solution Control Server.
>
> - This section provides IPv6 information for Configuration Server, DB Server, Local Control Agent, Message Server, SNMP Master Agent, Solution Control Interface, Solution Control Server, and Stat Server.

Component	Release	Interface	Conditions
Configuration Server	8.1	Management User Interfaces	Configuration Management Environment (CME) and legacy UIs are excluded from IPv6 support. Use Genesys Administrator or Genesys Administrator Extension for all configuration and management tasks.

Component	Release	Interface	Conditions
DB Server	8.1.1	Database Management Server (DBMS)	
Solution Control Server	8.1	Management User Interfaces	Configuration Management Environment (CME) and legacy UIs are excluded from IPv6 support. Use Genesys Administrator or Genesys Administrator Extension for all configuration and management tasks.
Solution Control Server	no support	Third-party SNMP agent	

Prerequisites

Notes:

- Currently, there are no prerequisites for Framework components.