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# Supported Operating Environment

Genesys Co-browse

# Genesys Co-browse

## General Information - Genesys Co-browse

Genesys Co-browse includes the following components: Genesys Co-browse Server, Genesys Co-browse Sample Reporting Templates, and Genesys Co-browse Plug-in for Workspace Desktop Edition.

### 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](#).
- The information below reflects support only where applicable.

## Supported Operating Systems

### Genesys Co-browse Support

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 5	8.1.3	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 6	8.1.3+	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.5.0+	Starting with 8.5.003.07.
Linux	Red Hat Enterprise Linux 8	9.0+	Starting with 9.0.005.49.
Solaris	Solaris SPARC 64-bit 10	8.1.3 - 8.5.0	Discontinued as of December 31, 2020.
Windows	Windows Server 2008	8.1.3+	Discontinued as of June 30, 2020  This version is not supported as of 9.0.005.49
Windows	Windows Server 2012	8.5.0+	Discontinued as of

OS Family	Operating System	Release	Conditions
			October 31, 2024
Windows	Windows Server 2016	9.0	
Windows	Windows Server 2019	9.0+	Supported by the following: <ul style="list-style-type: none"><li>• Genesys Co-browse Plug-in for Workspace Desktop Edition starting with 9.0.005.48</li><li>• Genesys Co-browse Server starting with 9.0.005.49</li></ul>

## Supported Browsers

**Notes:**

- For browsers tested, see [Tested Browsers](#).

Component	Browser	Release	Conditions/ Limitations
Genesys Co-browse	Apple Safari	8.1.3+	Supports versions 9 and 10 for Desktop and iOS from 8.5.1. iOS support starts from 8.5.101.02.
Genesys Co-browse	Firefox ESR	8.1.3+	
Genesys Co-browse	Google Chrome	8.1.3+	Supports Desktop and Android from 8.5.1. Android support starts from 8.5.101.02.
Genesys Co-browse	Microsoft Edge	8.5.1+	Starting with 8.5.102.02.
Genesys Co-browse	Microsoft IE11	8.1.3+	Last supported: 9.0.005.55. As of 9.0.014.xx, Internet Explorer 11 is no longer supported. It means that, Co-browse can work in this browser but

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Component	Browser	Release	Conditions/ Limitations
			there will be no fixes or improvements associated with it.

## Supported Database/DB Clusters

Database	Release	Conditions/Limitations
Cassandra 1	8.1.3	
Cassandra 2.2	8.5 - 9.0	<p>Note the following:</p> <ul style="list-style-type: none"><li>• Only Cassandra 2.2.x is supported, with the exception of Cassandra 2.2.7, which is not supported.</li><li>• As of 9.0.005.15 (06/25/19), Cassandra 2.2 is no longer supported. For this product, it means that the database still works but there will be no fixes or improvements associated with it.</li><li>• The support is completely dropped in 9.0.014.07. It means that Co-browse does not work at all with Cassandra 2.2.</li></ul>
Redis 3	9.0.0+	Starting with 9.0.005.15.
Redis 4	9.0.0+	Starting with 9.0.005.15.
Redis 5	9.0.0+	Starting with 9.0.005.15.
Redis 6	9.0.0+	Starting with 9.0.005.43. Redis Sentinel Cluster is supported.

## 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

Genesys Co-browse - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	<b>Release:</b> 9.0+ Starting with 9.0.014.12
OpenJDK 8	Yes	No	<b>Release:</b> 9.0+ Starting with 9.0.005.15
Oracle Java 7 Developer's Kit (JDK)	Yes	No	<b>Release:</b> 8.1.3 - 8.5.1 Java 7 is not supported starting with 8.5.104.01. JRE "only" not supported.  Discontinued as of November 1, 2024.
Oracle Java 8 Developer's Kit (JDK)	Yes	No	<b>Release:</b> 8.5.0+
Oracle Java 8 Runtime Environment (JRE)	Yes	No	<b>Release:</b> 9.0+ Starting with 9.0.000.07