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# Supported Operating Environment

Genesys Predictive Routing

# Genesys Predictive Routing

## General Information - Genesys Predictive Routing

Interoperability requirements for other Genesys components are available [here](#).

### 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

### Data Loader Support

OS Family	Operating System	Release	Conditions
Linux	CentOS Linux 7	9.0.0	Discontinued as of January 15, 2025 CentOS 7 (64 bit)
Linux	Red Hat Enterprise Linux 7	9.0.0	RHEL 7 (64 bit)

## Supported Browsers

Component	Browser	Release	Conditions/ Limitations
Predictive Routing Core Services	Google Chrome	9.0+	Latest version and the most recent previous version
Predictive Routing Core Services	Microsoft Edge	9.0+	
Predictive Routing Core	Microsoft IE	9.0+	Internet Explorer is no

Component	Browser	Release	Conditions/ Limitations
Services			longer supported.

## Supported Database/DB Clusters

No DB information at this time.

## 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

Data Loader - Prerequisites

Data Loader - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Other Prerequisites			
Docker	Yes	No	<b>Release:</b> 9.0+ docker-ce version 18.09.2 or higher; OR docker-ee 18.09.2 or higher