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# Supported Operating Environment

Genesys Administrator Extension

7/16/2024

# Genesys Administrator Extension

## 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

### Genesys Administrator (GA) Support

OS Family	Operating System	Release	Conditions
Windows	Windows Server 2012	8.1.304+	
Windows	Windows Server 2016	8.1.310+	
Windows	Windows Server 2019	8.1.311+	Starting with 8.1.311.07.
Windows	Windows Server 2022	8.1.311+	Starting with 8.1.311.07.

### Genesys Administrator Extension (GAX) Support

#### Notes:

- Genesys supports use of products on Oracle Linux, provided that the Oracle Linux distribution is 100% compatible with a Genesys-supported Red Hat distribution, and that the Oracle Unbreakable Enterprise Kernel is not used. Genesys will only support Oracle Linux based on testing and reproduction of any issues in the equivalent Red Hat Linux version; no investigation or testing will be performed on Oracle Linux itself.

OS Family	Operating System	Release	Conditions
Linux	CentOS Linux 7	8.5.2+	Starting with 8.5.290.20.
Linux	Red Hat Enterprise Linux 7	8.5.2+	
Linux	Red Hat Enterprise Linux 8	9.0.1+	Starting with 9.0.100.72 +

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OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 9	9.0.1+	Starting with 9.0.106.12+
Windows	Windows Server 2012	8.1.4+	With 64-bit applications running natively on a 64-bit OS.
Windows	Windows Server 2016	8.5.260+	As per Oracle, this version of Windows requires Java 8 version 1.8.0_111+.
Windows	Windows Server 2019	9.0.1+	Starting with 9.0.100.72+

## Supported Browsers

**Notes:**

- Unless otherwise noted, browser plug-ins are not supported for these browsers. Only the browser is supported.

Component	Browser	Release	Conditions/Limitations
Genesys Administrator (GA)	Firefox ESR	8.0.2 - 8.1	
Genesys Administrator Extension	Microsoft Edge Chromium	9.0.1+	
Genesys Administrator Extension (GAX)	Apple Safari	8.5.2+	Versions 7 and 8 are supported
Genesys Administrator Extension (GAX)	Firefox ESR	8.5+	
Genesys Administrator Extension (GAX)	Google Chrome	8.1.2+	Starting from 8.5.2+, Chrome is supported on MAC OS X v10.9+.
Genesys Administrator Extension (GAX)	Microsoft Edge	8.5.24+	

## Supported Database/DB Clusters

**Notes:**

- Genesys Administrator does not support the AlwaysOn Availability Groups feature.
- Genesys supports Genesys products on the database patch levels up to the latest currently available patch sets.

Database	Release	Conditions/Limitations
MS SQL Server 2012	8.1.4+	
MS SQL Server 2014	8.5.24+	
MS SQL Server 2014 Cluster	8.5.24+	Supports AlwaysOn Cluster with Synchronous Mirroring capability. However, JTDS, the third-party JDBC driver that GAX uses, does not officially support the AlwaysOn configuration. Therefore, even though Genesys successfully tested GAX with MS SQL Server 2014 Cluster/ AlwaysOn, Genesys cannot officially recommend anything but a simple failover clustering configuration.
MS SQL Server 2016	8.5.26+	
MS SQL Server 2016 Cluster	8.5.26+	Supports AlwaysOn Cluster with Synchronous Mirroring capability. However, JTDS, the third-party JDBC driver that GAX uses, does not officially support the AlwaysOn configuration. Therefore, even though Genesys successfully tested GAX with MS SQL Server 2016 Cluster/ AlwaysOn, Genesys cannot officially recommend anything but a simple failover clustering configuration.
MS SQL Server 2017	8.5.26+	Starting with 8.5.260.11
MS SQL Server 2019	9.0.1+	Starting with 9.0.103.06
Oracle 12c R1	8.1.4+	
Oracle 12c R1 RAC	8.5.2+	SCAN is supported.
Oracle 12c R2 RAC	8.5.2+	Discontinued as of March 31, 2022.
Oracle 18c	9.0.100+	Discontinued as of June 30, 2021.
Oracle 18c RAC	9.0.100+	Discontinued as of June 30, 2021.
Oracle 19c	9.0.100+	Enterprise Edition 19.0.0.0.0 is supported.

Database	Release	Conditions/Limitations
Oracle 19c RAC	9.0.100+	Starting with 9.0.100.56
PostgreSQL 10	8.5.2+	Discontinued as of June 30, 2024.
PostgreSQL 13	9.0.1+	Starting with 9.0.103.06
PostgreSQL 9.3	8.5.2+	Discontinued as of November 11, 2021.

## Supported Virtualization Platforms

### Tip

See the global page that lists all **Virtualization**-related information.

## IPv6 Support for Common Interfaces

### Notes:

- Release numbers refer to Genesys Administrator.

Component	Release	Interface	Conditions
Genesys Administrator (GA)	8.1	Management Framework Configuration Server/ Proxy	
Genesys Administrator (GA)	no direct interface	License Server	
Genesys Administrator Extension (GAX)	no direct interface	License Server	

## IPv6 Support for Additional Interfaces

**Notes:**

- Release numbers refer to Genesys Administrator.

Component	Release	Interface	Conditions
Genesys Administrator (GA)	8.1	Browser to Genesys Administrator Extension backend	

## Prerequisites

Genesys Administrator (GA) - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Windows Server 2019			
Both Microsoft .NET Framework 4.5 by default (includes ASP.NET 4.5) and Microsoft .NET Framework 3.5 (includes .NET 2.0 and 3.0) installed.	Yes	No	
Microsoft Internet Information Services (IIS) Version 10	Yes	No	
Windows Server 2022			
Both Microsoft .NET Framework 4.5 by default (includes ASP.NET 4.5) and Microsoft .NET	Yes	No	

Genesys Administrator (GA) - Prerequisites			
Framework 3.5 (includes .NET 2.0 and 3.0) installed.			
Microsoft Internet Information Services (IIS) Version 10	Yes	No	
Windows Server 2008 (except for R2)			
ASP.NET 2.0	Yes	No	
Microsoft .NET Framework 3.5 SP1	Yes	No	
Microsoft Internet Information Services (IIS) Version 7	Yes	No	
Windows Server 2008 R2			
ASP.NET 2.0	Yes	No	
Microsoft .NET Framework 3.5 SP1	Yes	No	
Microsoft Internet Information Services (IIS) Version 7.5	Yes	No	
Windows Server 2012			
Both Microsoft .NET Framework 4.5 by default (includes ASP.NET 4.5) and Microsoft .NET Framework 3.5 (includes .NET 2.0 and 3.0) installed.	Yes	No	
Microsoft Internet Information Services (IIS) Version 8.0	Yes	No	
Windows Server 2012 R2			
Both Microsoft .NET Framework 4.5 by default (includes ASP.NET 4.5) and Microsoft .NET	Yes	No	

## Genesys Administrator (GA) - Prerequisites

Framework 3.5 (includes .NET 2.0 and 3.0) installed.			
Microsoft Internet Information Services (IIS) Version 8.5	Yes	No	

## Genesys Administrator Extension (GAX) - Prerequisites

Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
Apache/Tomcat 8	Yes	No	<b>Release:</b> 8.5.260+ Support starts with version 8.5.260
Apache/Tomcat 9	Yes	No	<b>Release:</b> 9.0.100+ GAX 9.0.100+ supports Tomcat 9.0.36.
Cometd 3.1.1	Yes	No	<b>Release:</b> 8.5.280+ Older versions use Cometd 2.8.0.
CometD 5.0.6	Yes	No	<b>Release:</b> 9.0.103+ Starting with 9.0.103.06.
Hibernate 5	Yes	No	<b>Release:</b> 8.5.270+ Older versions use Hibernate 3.
Jackson 2.9.4	Yes	No	<b>Release:</b> 8.5.270+ Older versions use Jackson 1.9.
OpenJDK 8	Yes	No	<b>Release:</b> 8.5.2+ Starting with 8.5.290.09.
Oracle Java 6 Runtime (JRE)	Yes	No	<b>Release:</b> 8.1.2 - 8.5.250 JDK/JRE 6 is not supported starting with 8.5.260.11.
Oracle Java 7 Runtime	Yes	No	<b>Release:</b> 8.1.4 -



Genesys Administrator Extension (GAX) - Prerequisites			
(JRE)			8.5.290 JDK/JRE 7 is mandatory to install GAX starting with version 8.5.260.11 to 8.5.290.xx. It is not supported in GAX 9.x.
Oracle Java 8 Runtime (JRE)	Yes	No	<b>Release: 9.0.1+</b> Note the following: <ul style="list-style-type: none"> <li>Starting with 9.0.100.72</li> <li>Requires Java version 1.8.0_211 or later</li> </ul>
Oracle Java 8 Runtime (JRE)	Yes	No	<b>Release: 8.5.2+</b>
Oracle JDK 1.8	Yes	No	<b>Release: 9.0+</b>
Oracle OpenJDK 11	Yes	No	<b>Release: 9.0+</b> Support is for OpenJDK 11 or later starting with 9.0.001.26.
Redhat OpenJDK 11	Yes	No	<b>Release: 9.0+</b> Support is for OpenJDK 11 or later starting with 9.0.001.26.
Spring 4.3.13	Yes	No	<b>Release: 8.5.270+</b>