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Supported Operating Environment

Genesys Administrator Extension

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+	Discontinued as of October 31, 2024
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+	Discontinued as of January 15, 2025 Starting with

OS Family	Operating System	Release	Conditions
			8.5.290.20.
Linux	Red Hat Enterprise Linux 7	8.5.2+	Discontinued as of January 31, 2025.
Linux	Red Hat Enterprise Linux 8	9.0.1+	Starting with 9.0.100.72+
Linux	Red Hat Enterprise Linux 9	9.0.1+	Starting with 9.0.106.12+
Windows	Windows Server 2012	8.1.4+	Discontinued as of October 31, 2024 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+
Windows	Windows Server 2022	9.0.109+	Starting with 9.0.109.04

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+	

Component	Browser	Release	Conditions/Limitations
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+	Discontinued as of January 1, 2025.
MS SQL Server 2014	8.5.24+	Discontinued as of January 1, 2025.
MS SQL Server 2014 Cluster	9.0.103+	Discontinued as of January 1, 2025. 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 Cluster	8.5.26+	Discontinued as of March 31, 2025. Supports AlwaysOn Cluster with Synchronous Mirroring capability. However, JTDS, the third-party JDBC driver that GAX uses, does not officially support the AlwaysOn configuration.

Database	Release	Conditions/Limitations
		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
MS SQL Server 2019 Cluster	9.0.1+	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 2022		starting with 9.0.109.04
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 March 31, 2025.
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.
Oracle 19c RAC	9.0.100+	Starting with 9.0.100.56
PostgreSQL 10	8.5.2+	Discontinued as of June 30, 2024. Support started with 8.5.220.47.
PostgreSQL 13	9.0.1+	Starting with 9.0.103.06
PostgreSQL 16		Starting with 9.0.109.04
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	8.1	Browser to Genesys	

Component	Release	Interface	Conditions
(GA)		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 Framework 3.5 (includes .NET 2.0 and 3.0) installed.	Yes	No	
Microsoft Internet Information Services (IIS) Version 10	Yes	No	

Genesys Administrator (GA) - Prerequisites

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 Framework 3.5 (includes .NET 2.0 and 3.0) installed.	Yes	No	
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	Release: 8.5.260+ Support starts with version 8.5.260
Apache/Tomcat 9	Yes	No	Release: 9.0.100+ GAX 9.0.100+ supports Tomcat 9.0.36.
Jetty 12	No	Yes	Release: 9.0.1+ Starting with 9.0.107.04
OpenJDK 17	Yes	No	Release: 9.0.1+ Starting with 9.0.107.04.
OpenJDK 21	Yes	No	Release: 9.0.109+ Support starts with version 9.0.109.04
OpenJDK 8	Yes	No	Release: 8.5.2+ Starting with 8.5.290.09. JDK/JRE 8 is not supported starting with 9.0.107.04.
Oracle Java 6 Runtime (JRE)	Yes	No	Release: 8.1.2 - 8.5.250 JDK/JRE 6 is not supported starting with 8.5.260.11.
Oracle Java 7 Runtime (JRE)	Yes	No	Release: 8.1.4 - 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	Release: 8.5.2+ JDK/JRE 8 is not supported starting with 9.0.107.04.
Oracle Java 8 Runtime (JRE)	Yes	No	Release: 9.0.1+ Note the following:

Genesys Administrator Extension (GAX) - Prerequisites

			<ul style="list-style-type: none"> Starting with 9.0.100.72 Requires Java version 1.8.0_211 or later JDK/JRE 8 is not supported starting with 9.0.107.04.
Oracle JDBC (OJDBC) driver 11	No	Yes	Release: 9.0.1+ Starting with 9.0.107.04.
Oracle JDK 1.8	Yes	No	Release: 9.0+ Not supported starting with 9.0.107.04.
Oracle OpenJDK 11	Yes	No	Release: 9.0+ Support is for OpenJDK 11 or later starting with 9.0.001.26. JDK/JRE 11 is not supported starting with 9.0.107.04.
Redhat OpenJDK 11	Yes	No	Release: 9.0+ Support is for OpenJDK 11 or later starting with 9.0.001.26. JDK/JRE 11 is not supported starting with 9.0.107.04.