



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Supported Operating Environment

Genesys Agent Scripting

Genesys Agent Scripting

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 Agent Scripting Server Support

Notes:

- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.
- 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. Support only applies to Oracle Linux versions 5.x and later.

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 5	8.1	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 6	8.1	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.1	Discontinued as of January 31, 2025.
Windows	Windows 10	8.1	
Windows	Windows 7	8.1	Discontinued as of June 30, 2020.
Windows	Windows 8	8.1	Discontinued as of September 30, 2023.
Windows	Windows Server 2008	8.1	Discontinued as of June 30, 2020

OS Family	Operating System	Release	Conditions
Windows	Windows Server 2012	8.1	Discontinued as of October 31, 2024

Genesys Agent Scripting User Interface Support

OS Family	Operating System	Release	Conditions
Windows	Windows 10	8.1	
Windows	Windows 7	8.1	Discontinued as of June 30, 2020.
Windows	Windows 8	8.1	Discontinued as of September 30, 2023.
Windows	Windows Server 2008	8.1	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.1	Discontinued as of October 31, 2024

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 Agent Scripting User Interface	Microsoft IE	8.1	Version 11 is supported.

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 MS SQL and Oracle.
- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.
- Genesys supports Genesys products on the database patch levels up to the latest currently available patch sets.

Database	Release	Conditions/Limitations
MS SQL Server 2008	7.2	Discontinued as of June 30, 2020.
MS SQL Server 2012	8.1	Discontinued as of January 1, 2025.
MS SQL Server 2012 Cluster	8.1+	Discontinued as of January 1, 2025. Also supports AlwaysOn Cluster with Synchronous Mirroring capability.
Oracle 11g	8.1	Discontinued as of December 31, 2020.
Oracle 11g RAC	8.1	Discontinued as of December 31, 2020.
Oracle 12c R1	8.1	

Supported Virtualization Platforms

Tip

See the global page that lists all [Virtualization](#)-related information.

IPV6 Support for Common Interfaces

Notes:

- Interface with the backend is based on AIL 7.6.3, which does not support IPv6.

- Release numbers refer to Genesys Agent Scripting.

Component	Release	Interface	Conditions
Genesys Agent Scripting	no support	Interaction Server	
Genesys Agent Scripting	no support	License Server	
Genesys Agent Scripting	no support	Management Framework Configuration Server/ Proxy	
Genesys Agent Scripting	no support	SIP Server/T-Server	

IPV6 Support for Additional Interfaces

Notes:

- Release numbers refer to Genesys Agent Scripting.

Component	Release	Interface	Conditions
Genesys Agent Scripting	no support	Chat Server	
Genesys Agent Scripting	no support	Universal Contact Server/Proxy	

Prerequisites

Genesys Agent Scripting - Prerequisites			
Third-Party Component	Acquired by Customer	Provided by Genesys	Conditions/ Limitations

Genesys Agent Scripting - Prerequisites			
Prerequisites			
Web Server			
Apache HTTP 2.x	Yes	No	
Apache Tomcat 5.0/5.5/ 6.0/7.0	Yes	No	
Java Version-JRE 1.4.2/ 1.5/1.6/1.7/1.8	Yes	No	
Microsoft IIS versions 6/ 7/7.5/8.0/8.5	Yes	No	
WebSphere 5.1/6.0	Yes	No	