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Supported Operating Environment

Genesys Desktop

Genesys Desktop

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 Desktop Support

OS Family	Operating System	Release	Conditions
Windows	Windows 10	7.6.4+	
Windows	Windows 7	7.6.3+	Discontinued as of June 30, 2020.
Windows	Windows 8	7.6.4+	Discontinued as of September 30, 2023.

Genesys Desktop Server Support

Notes:

- For AIX Power PC and Solaris SPARC: An asterisk (*) indicates the oldest operating systems supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including AIX Power PC, and Solaris SPARC.
- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.
- For Red Hat Enterprise Linux: 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
AIX Power PC	AIX Power PC 64-bit (AIX 5L for POWER) 7.1	7.6.4	Discontinued December 31, 2020
Linux	Red Hat Enterprise Linux 5	7.6.3+	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 6	7.6.4	Discontinued as of November 30, 2020
Solaris SPARC	Solaris SPARC 64-bit 10	7.2+	Discontinued as of December 31, 2020.
Windows	Windows Server 2008	7.6.3+	Discontinued as of June 30, 2020

Genesys Supervisor Desktop Support

OS Family	Operating System	Release	Conditions
Windows	Windows 10	7.6.4+	
Windows	Windows 7	7.6.3+	Discontinued as of June 30, 2020.
Windows	Windows 8	7.6.4+	Discontinued as of September 30, 2023.

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 Desktop	Microsoft IE	7.6.4+	Version 11
Genesys Supervisor Desktop	Microsoft IE	7.6.4+	Version 11

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

Notes:

- Release Support numbers refer to Genesys Desktop.

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

IPV6 Support for Additional Interfaces

Notes:

- Release Support numbers refer to Genesys Desktop.

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

Prerequisites

Notes:

- These prerequisites are for Genesys Agent Desktop and Genesys Supervisor Desktop.

Genesys Agent Desktop/Genesys Supervisor Desktop - Prerequisites

Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Supported Versions			
Apache Web Server 2.2.14	No	Yes	Release: 7.6
IIS 5.0/IIS 6.0/IIS 7.0	Yes	No	Release: 7.6
JDK 1.4.2	Yes	No	Release: 7.6 Not supported by Tomcat 6 Discontinued as of November 1, 2024.
JDK 1.5	Yes	No	Release: 7.6 Discontinued as of November 1, 2024.
JDK 1.6	Yes	No	Release: 7.6 Discontinued as of November 1, 2024.
Servlet Engine Tomcat 5.5	Yes	No	Release: 7.6
Servlet Engine Tomcat	No	Yes	Release: 7.6

Genesys Agent Desktop/Genesys Supervisor Desktop - Prerequisites

6.0			
WebLogic 8.1	Yes	No	Release: 7.6
WebSphere and WebSphere Express 6.0/6.1/7/8.5	Yes	No	Release: 7.6 From Genesys Desktop 7.6.4 and higher.
Supported Combinations of Web Servers and Servlet Engines			
AIX with WebSphere HTTP Server/Servlet Engine			Release: 7.6 AIX support discontinued as of December 31, 2020
Solaris with Apache/Tomcat or WebSphere HTTP Server/Servlet Engine or Apache/BEA WebLogic			Release: 7.6 Solaris support discontinued as of December 31, 2020.
Windows with IIS/Tomcat or Apache/Tomcat or WebSphere HTTP Server/Servlet Engine			Release: 7.6