GENESYS

Supported Operating Environment

Genesys Interaction Recording

4/16/2025

Genesys Interaction Recording

General Information - Genesys Interaction Recording

Genesys Interaction Recording includes the following components: Recording Processor Script, Recording Crypto Server, Genesys Screen Recording Service (SRS), Recording Muxer Script, Interaction Recording Web Services and Lost Voice Recording (LVR) Recovery Script. The Genesys Interaction Recording Solution also includes the following composite products: Genesys Administrator Extension, Genesys Voice Platform, Genesys Info Mart , Interaction Concentrator, SpeechMiner, SIP Server, and Universal Routing Server. For supported operating environment information of these products, refer to the associated pages in this guide.

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 Screen Recording Service (SRS) Support

OS Family	Operating System	Release	Conditions
Windows	Windows 10	8.5.2+	Supported only for Genesys Screen Recording Service (SRS).
Windows	Windows 11	8.5.5+	Supported only for Genesys Screen Recording Service (SRS).
Windows	Windows 8	8.5.2	Discontinued as of September 30, 2023. Supported only for Genesys Screen Recording Service (SRS).
Windows	Windows Server 2012	8.5.2	Discontinued as of October 31, 2024

OS Family	Operating System	Release	Conditions
			Last supported: 8.5.371.30
Windows	Windows Server 2019	8.5.3+	Note the following: • Also supported for Citrix Workspace with Virtual Delivery Agent installed on Windows Server 2019.
Windows	Windows Server 2022	8.5.5+	Support starting with 8.5.500.20. Note the following: • Also supported for Citrix Workspace with Virtual Delivery Agent installed on Windows Server 2022.

Interaction Recording Web Services Support

Notes:

• 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
Linux	Red Hat Enterprise Linux 6	8.5.0+	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.5.2+	Discontinued as of December 20, 2024. Starting with 8.5.202.19. Last Supported: 8.5.205.65
Linux	Red Hat Enterprise Linux 8	8.5.2+	Starting with 8.5.204.14
Linux	Red Hat Enterprise	8.5.2+	Starting with 8.5.205.65

OS Family	Operating System	Release	Conditions
	Linux 9		

Lost Voice Recording (LVR) Recovery Script 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 6	8.5.210.19	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.5.2+	Starting with 8.5.210.19. Last supported: 8.5.222.54
Linux	Red Hat Enterprise Linux 8	8.5.2+	Starting with 8.5.222.54
Linux	Red Hat Enterprise Linux 9	8.5.2+	Starting with 8.5.222.55
Windows	Windows Server 2008	8.5.210.19	Discontinued as of June 30, 2020 R2 is supported
Windows	Windows Server 2012	8.5.2	Discontinued as of October 31, 2024 Starting with 8.5.210.19. Last supported: 8.5.222.54
Windows	Windows Server 2019	8.5.2+	Starting with 8.5.222.54

Recording Cloud Backup Service Support

> **Notes**:
>
> - 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.
>
> - Recording Cloud Backup Service is for Genesys Engage cloud deployments only.

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 6	8.5.2	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 8	8.5.2	Recording Cloud Backup Service. This is for Genesys Engage cloud deployments only.
Windows	Windows Server 2008	8.5.2	Discontinued as of June 30, 2020

Recording Cloud Backup Service. This is for Genesys Engage cloud deployments only. |
| Windows | Windows Server 2012 | 8.5.2 | Discontinued as of October 31, 2024

Recording Cloud Backup Service. This is for Genesys Engage cloud deployments only. |
| Windows | Windows Server 2019 | 8.5.2 | Recording Cloud Backup Service. This is for Genesys Engage cloud deployments only. |

Recording Crypto Server Support

Notes:

- 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
Linux	Red Hat Enterprise Linux 5	8.5.0+	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 6	8.5.0+	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.5.0+	Starting with 8.5.075.71. Last supported: 8.5.093.82
Linux	Red Hat Enterprise Linux 8	8.5.0+	Starting with 8.5.093.82
Linux	Red Hat Enterprise Linux 9	8.5.0+	Starting with 8.5.095.17
Windows	Windows Server 2008	8.5.0+	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.5.0+	Discontinued as of October 31, 2024 Starting with 8.5.005.09. Last supported: 8.5.093.82
Windows	Windows Server 2019	8.5.0+	Starting with 8.5.093.82.

Recording Muxer Script Support

Notes:

- 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
Linux	Red Hat Enterprise Linux 5	8.5.0+	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 6	8.5.0+	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.5.2+	Starting with 8.5.275.71. Last supported: 8.5.500.09.
Linux	Red Hat Enterprise Linux 8	8.5.2+	Starting with 8.5.291.93
Linux	Red Hat Enterprise Linux 9	8.5.5+	Starting with 8.5.500.12
Windows	Windows Server 2008	8.5.2	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.5.2	Discontinued as of October 31, 2024 Starting with 8.5.210.70. Last supported: 8.5.292.03
Windows	Windows Server 2019	8.5.2+	Starting with 8.5.291.93

Recording Plug-in for GAX Support

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 7	8.5.0+	Starting with 8.5.075.72. Last supported: 8.5.097.57
Linux	Red Hat Enterprise Linux 8	8.5.0+	Starting with 8.5.097.57
Linux	Red Hat Enterprise Linux 9	8.5.5+	Starting with 8.5.500.05

OS Family	Operating System	Release	Conditions
Windows	Windows Server 2008	8.5.0+	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.5.0	Discontinued as of October 31, 2024 Starting with 8.5.004.11. Last supported: 8.5.097.57
Windows	Windows Server 2019	8.5.0+	Starting with 8.5.097.57

Recording Processor Script Support

Notes:

- 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
Linux	Red Hat Enterprise Linux 6	8.5.0+	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.5.0+	Starting with 8.5.030.87. Last supported: 8.5.500.11.
Linux	Red Hat Enterprise Linux 8	8.5.0+	Starting with 8.5.091.27
Linux	Red Hat Enterprise Linux 9	8.5.5+	Starting with 8.5.500.15
Windows	Windows Server 2008	8.5.1+	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.5.0+	Discontinued as of October 31, 2024 Starting with 8.5.000.25. Last supported: 8.5.091.27

OS Family	Operating System	Release	Conditions
Windows	Windows Server 2019	8.5.0+	Starting with 8.5.091.27

Voice Processor Support

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 7	9.0.0	Used as Docker host. Last supported 9.0.000.32
Linux	Red Hat Enterprise Linux 8	9.0.0+	Starting with version 9.0.000.32.
Linux	Red Hat Enterprise Linux 9	9.0.0+	Starting with version 9.0.000.40.

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

Database	Release	Conditions/Limitations
Cassandra 1.2	8.5.2	Supported by Interaction Recording Web Services.
Cassandra 2.2	8.5.201.75	Supported by Interaction Recording Web Services.
Elasticsearch 1.x	All	Genesys supports using the stable 1.x version of Elasticsearch for Interaction Recording Web Services
Elasticsearch 7.16	8.5.204	Genesys recommends using the latest stable version of Elasticsearch 7.16.3 starting from Interaction Recording Web Services 8.5.204.16.
Elasticsearch 7.17	8.5.2+	Genesys recommends using the latest stable version of Elasticsearch 7.17.15 starting from Interaction Recording Web Services 8.5.205.32.
PostgreSQL 12.11	8.5.2	Supported only by Voice Processor 9.0.

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

Interaction Recording Web Services - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
Elasticsearch 1.x	Yes	No	**Release**: All Genesys supports using the stable 1.x version of Elasticsearch.
Elasticsearch 7.16.3	Yes	No	**Release**: 8.5.204 Genesys recommends

Interaction Recording Web Services - Prerequisites

			using the latest stable version of Elasticsearch 7.16.3 starting from Interaction Recording Web Services 8.5.204.16.
Elasticsearch 7.17.15	Yes	No	**Release**: 8.5.2+ Genesys recommends using the latest stable version of Elasticsearch 7.17.15 starting from Interaction Recording Web Services 8.5.205.32.
Jetty 9.2	No	Yes	**Release**: All Jetty 9.2 embedded in Interaction Recording Web Services (no need to deploy separately).
Oracle Java 8 or OpenJDK 8	Yes	No	**Release**: 8.5.201.29 Interaction Recording Web Services requires either either Oracle Java 8 or OpenJDK 8.

Lost Voice Recording (LVR) Recovery Script - Prerequisites

Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
Oracle Java 8 or OpenJDK 8	Yes	No	**Release**: All Genesys recommends using the latest supported versions of Oracle or OpenJDK Java and deprecating any previous versions.

Recording Cloud Backup Service - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
Oracle Java 8 or OpenJDK 8	Yes	No	**Release**: All Note the following: • For Genesys Engage cloud deployments only. • Recording Cloud Backup Service requires either Oracle Java 8 or OpenJDK 8.

Recording Crypto Server - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
Oracle Java 7	Yes	No	**Release**: 8.5 Note the following: • Support discontinued as of 8.5.093.27 released on October 08, 2019. • Only JRE is required.
Oracle Java 8 or OpenJDK 8	Yes	No	**Release**: 8.5+ Note the following:

Recording Crypto Server - Prerequisites			
			• Starting with 8.5.060.72. • Recording Crypto Server requires either Oracle Java 8 or OpenJDK 8.

Voice Processor - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
Ansible	Yes	No	**Release**: 9.0.0 Note the following: • Ansible 2.6 is a minimum requirement. • Use provided Ansible Playbook Scripts.
Docker	Yes	No	**Release**: 9.0.0 Note the following: • Docker 17.12.1-ce is a minimum requirement. • There is no official support for Kubernetes/Helm.