GENESYS™

Supported Operating Environment

Genesys Interactive Insights

4/4/2025

Genesys Interactive Insights

> **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 Interactive Insights Server Support

> **Notes**:
>
> - 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.
>
> - Genesys Interactive Insights for iWD 8.0 supports all platforms supported by Genesys Interactive Insights 8.0. See the associated iWD page in this guide.

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 5	8.0+	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 6	8.1.4	Discontinued as of November 30, 2020
Solaris SPARC	Solaris SPARC 64-bit 10	7.6+	Discontinued as of December 31, 2020.
Windows	Windows Server 2008	8.0+	Discontinued as of June 30, 2020

OS Family	Operating System	Release	Conditions
Windows	Windows Server 2012	8.1.4	Discontinued as of October 31, 2024
Windows	Windows Server 2016	8.5.001.02	

Genesys Interactive Insights User Interface Support

Notes:

- Genesys Interactive Insights for iWD 8.0 supports all platforms supported by Genesys Interactive Insights 8.0. See the associated iWD page in this guide.

OS Family	Operating System	Release	Conditions
Windows	Windows 10	8.5.001+	For Business Intelligence 4.2 client tools
Windows	Windows 7	8.1	Discontinued as of June 30, 2020.
Windows	Windows 8	8.1	Discontinued as of September 30, 2023.

Supported Browsers

Notes:

- Genesys Interactive Insights for iWD 8.0 supports all platforms supported by Genesys Interactive Insights 8.0. See the associated iWD page in this guide.

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

Component	Browser	Release	Conditions/ Limitations
Genesys Interactive Insights User Interface	Firefox ESR	8.1.3+	Firefox ESR release 17 is supported. Windows Server 2008, SP2 x64, Server 2008 R2 SP1

Component	Browser	Release	Conditions/Limitations
			x64, Server 2012 X64; BI 4.1 SP02+
Genesys Interactive Insights User Interface	Google Chrome	8.1.3+	The current version of Google Chrome is supported by SAP based on testing with earlier versions of Chrome during development.Although SAP will work to maintain compatibility with Google Chrome, please be aware that issues may be introduced if and when Google makes significant changes to Chrome between rapid-releases.
Genesys Interactive Insights User Interface	Microsoft IE	8.1+	Version 11

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 IBM DB2, Informix, MS SQL, Oracle, and Sybase.

- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.

- Genesys Interactive Insights for iWD 8.0 supports all platforms supported by Genesys Interactive Insights 8.0, and supports MySQL 5.0.41+. See the associated iWD page in this guide.

- 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	8.0+	Discontinued as of June 30, 2020.
MS SQL Server 2012	8.1.4	Discontinued as of January 1,

Database	Release	Conditions/Limitations
		2025.
MS SQL Server 2012 Cluster	8.1+	Discontinued as of January 1, 2025. Also supports AlwaysOn Cluster with Synchronous Mirroring capability.
MS SQL Server 2016	8.5.001.02	
Oracle 11g	8.0+	Discontinued as of December 31, 2020.
Oracle 11g RAC	8.1+	Discontinued as of December 31, 2020.
Oracle 12c R1	8.1.4	
PostgreSQL 9.3	8.1+	

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 Interactive Insights.

Component	Release	Interface	Conditions
Genesys Interactive Insights	no direct interface	Interaction Server	
Genesys Interactive Insights	no direct interface	License Server	
Genesys Interactive Insights	no direct interface	Management Framework Configuration Server/ Proxy	

Component	Release	Interface	Conditions
Genesys Interactive Insights	no direct interface	SIP Server/T-Server	
Reporting and Analytics Aggregates	no direct interface	Interaction Server	
Reporting and Analytics Aggregates	no direct interface	License Server	
Reporting and Analytics Aggregates	no direct interface	Management Framework Configuration Server/ Proxy	
Reporting and Analytics Aggregates	no direct interface	SIP Server/T-Server	

IPV6 Support for Additional Interfaces

Notes:

- Release Support numbers refer to Genesys Interactive Insights.

Component	Release	Interface	Conditions
Genesys Interactive Insights	8.0	BOE 4.1	
Reporting and Analytics Aggregates	no support	Genesys Info Mart database via JDBC	

Prerequisites

Notes:

- For supported operating environment information on intelligent Workload Distribution, not specific to Genesys Interactive Insights, seethe associated intelligent Workload Distribution page in this guide.

Genesys Interactive Insights - Prerequisites

Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
Apache Tomcat 5.5	Yes	Yes	**Release**: 8.0
Apache Tomcat 5.5	Yes	Yes	**Release**: 7.6
Apache Tomcat 7	Yes	Yes	**Release**: 8.1 Beginning with Release 8.1.1, Tomcat 7 is supported.
Apache Tomcat 8.5	Yes	Yes	**Release**: 8.5.001+ For Business Intelligence 4.2 server
BusinessObjects Enterprise XI Release 3.1 Service Pack 7 (BOE XI 3.1 SP7)	No	Yes	**Release**: 8.1
BusinessObjects Enterprise XI, Release 3.1 (BOE XI 3.1)	No	Yes	**Release**: 7.6
BusinessObjects Enterprise XI, Release 3.1 Service Pack 3 (BOE XI 3.1 SP3)	No	Yes	**Release**: 8.0

Genesys Interactive Insights for iWD - Prerequisites

Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
Apache Tomcat 5.5	Yes	Yes	**Release**: 8.0
Apache Tomcat 5.5	Yes	Yes	**Release**: 7.6
Apache Tomcat 7	Yes	Yes	**Release**: 8.1

Genesys Interactive Insights for iWD - Prerequisites			
			Beginning with Release 8.1.1, Tomcat 7 is supported.
BusinessObjects Enterprise XI Release 3.1 Service Pack 7 (BOE XI 3.1 SP7)	No	Yes	**Release**: 8.1
BusinessObjects Enterprise XI, Release 3.1 (BOE XI 3.1)	No	Yes	**Release**: 7.6
BusinessObjects Enterprise XI, Release 3.1 Service Pack 3 (BOE XI 3.1 SP3)	No	Yes	**Release**: 8.0