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Supported Operating Environment

Genesys Mobile Services

5/6/2025

Genesys Mobile Services

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

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 6.x and later.

OS Family	OS	Release	Conditions
Linux	CentOS Linux 7	8.5.2+	Discontinued as of January 15, 2025 Starting with release 8.5.206.04.
Linux	Oracle Linux 6	8.5.2+	Discontinued as of July 31, 2023 Note the following: <ul style="list-style-type: none"> • Support starting with 8.5.206.05. • Requires RHEL compatibility packages. • Discontinued with release 8.5.300.02.
Linux	Oracle Linux 7	8.5.2+	<ul style="list-style-type: none"> • See notes regarding later versions. • Starting with release 8.5.206.06. • Discontinued with release 8.5.300.02.
Linux	Red Hat Enterprise Linux 7	8.5+	<ul style="list-style-type: none"> • GMS is supported on Red Hat Enterprise Linux 7.7 starting with 8.5.216. • GMS is supported on Red Hat Enterprise Linux 7.9 starting with 8.5.228.02. • Discontinued with release 8.5.300.02.
Linux	Red Hat Enterprise Linux 8	8.5.2+	GMS is supported on Red Hat Enterprise Linux 8 starting with 8.5.228.02.
Linux	Red Hat Enterprise Linux 9	8.5.3+	Starting with release 8.5.300.02.
Windows	Windows Server 2012	8.5.0	Discontinued as of October 31, 2024
OS Family	OS	Release	Conditions

OS Family	OS	Release	Conditions
			Starting with release 8.5.002.
Windows	Windows Server 2016	8.5.203.03	
Windows	Windows Server 2019	8.5.2+	Starting with release 8.5.213.03.
Windows	Windows Server 2022	8.5.3+	Starting with release 8.5.300.02.
OS Family	OS	Release	Conditions

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
Service Management User Interface	Firefox ESR	8.1.0+	
Service Management User Interface	Google Chrome	8.1.0+	
Service Management User Interface	Microsoft Edge Chromium	8.5.2	Supports from version 83.0.478.45 starting with 8.5.219.03.

Supported Database/DB Clusters

Database	Release	Conditions/Limitations
Cassandra 2.2	8.5-8.5.1	Tested and verified on Cassandra 2.2.9. Cassandra on Windows platform is not supported.
Cassandra 3.x	8.5.200	Tested and verified. Cassandra

Database	Release	Conditions/Limitations
		on Windows platform is not supported.
Cassandra 4.1.x	8.5.303+	Tested and verified on Cassandra 4.1. Cassandra on Windows platform is not supported.
Cassandra 4.x	8.5.230+	Tested and verified on Cassandra 4.0. Cassandra on Windows platform is not supported.

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

Genesys Mobile Services - Prerequisites

Genesys Mobile Services - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	Release: 8.5.208+ Either OpenJDK 11 or Oracle Java 11 Developer's Kit (JDK) is supported. Discontinued with release 8.5.300.02
OpenJDK 17	Yes	No	Release: 8.5.3+ Release: 8.5.300.02
OpenJDK 8	Yes	No	Release: 8.5.206.04+ Discontinued with release 8.5.300.02
Oracle Java 11 Developer's Kit (JDK)	Yes	No	Release: 8.5.208+ Either OpenJDK 11 or Oracle Java 11 Developer's Kit (JDK) is supported. Discontinued with release 8.5.300.02
Oracle Java 8 Developer's Kit (JDK)	Yes	No	Release: 8.5.103+ Discontinued with release 8.5.300.02