Supported Operating Environment

Genesys Rules System

4/1/2025

Genesys Rules System

> **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

OS Family	OS	Release	Conditions
Linux	CentOS Linux 7	8.5.3+	Discontinued as of January 15, 2025 Supported by GRAT starting with 8.5.304.14 and GRE starting with 8.5.304.08.
Linux	Red Hat Enterprise Linux 8	9.0.0+	Supported by GRAT starting with 9.0.000.30 and GRE starting with 9.0.000.22.
Linux	Red Hat Enterprise Linux 9	9.0.0+	Supported by GRAT starting with 9.0.000.30 and GRE starting with 9.0.000.25.
Windows	Windows Server 2016	8.5.3+	Supported by GRAT starting with 8.5.303.16 and GRE starting with 8.5.303.11.
Windows	Windows Server 2019	9.0.0+	Supported by GRE starting with 9.0.000.16 and GRAT starting with 9.0.000.23.
OS Family	**OS**	**Release**	**Conditions**

Supported Browsers

Component	Browser	Release	Conditions/ Limitations
	Apple Safari	8.5.2+	Release number relates to GRS UI.
	Firefox ESR	8.1.1+	Release number relates to GRS UI.
	Google Chrome	8.1.4+	Release number relates to GRS UI.
	Microsoft Edge	9.0+	Release number relates to GRS UI.

Supported Database/DB Clusters

Database	Release	Conditions/Limitations
MS SQL Server 2016	8.5.3+	Genesys Rules System Rules Engine supports this starting with 8.5.303.11. Genesys Rules System Rules Authoring Tool supports this starting with 8.5.303.16.
MS SQL Server 2016 Cluster	8.5.3+	Support starting with 8.5.303.11
MS SQL Server 2019	9.0.0+	Genesys Rules System Rules Engine supports this starting with 9.0.000.16. Genesys Rules System Rules Authoring Tool supports this starting with 9.0.000.23.
MS SQL Server 2022	9.0.0+	Starting with Release 9.0.000.31, Database connection is SSL enabled.
Oracle 18c	9.0	Discontinued as of June 30, 2021.
Oracle 18c RAC	9.0	Discontinued as of June 30, 2021.
Oracle 19c	9.0.0+	Genesys Rules System Rules Engine supports this starting with 9.0.000.19. Genesys Rules System Rules Authoring Tool supports this starting with 9.0.000.26

Database	Release	Conditions/Limitations
Oracle 19c RAC	9.0.0+	Genesys Rules System Rules Engine supports this starting with 9.0.000.19. Genesys Rules System Rules Authoring Tool supports this starting with 9.0.000.26. Starting with Release 9.0.000.31, Database connection is SSL enabled.
PostgreSQL 12	9.0.0+	Genesys Rules System Rules Authoring Tool supports this starting 9.0.000.31. Starting with Release 9.0.000.31, Database connection is SSL enabled.
PostgreSQL 13	9.0.0+	Genesys Rules System Rules Authoring Tool supports this starting 9.0.000.31. Starting with Release 9.0.000.31, Database connection is SSL enabled.
PostgreSQL 14	9.0.0+	Genesys Rules System Rules Authoring Tool supports this starting 9.0.000.31. Starting with Release 9.0.000.31, Database connection is SSL enabled.
PostgreSQL 15	9.0.0+	Genesys Rules System Rules Authoring Tool supports this starting 9.0.000.31. Starting with Release 9.0.000.31, Database connection is SSL enabled.

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 Rules System.

Component	Release	Interface	Conditions
	no direct interface	Interaction Server	
	no direct interface	SIP Server/T-Server	

IPV6 Support for Additional Interfaces

No IPV6 information for additional components at this time.

Prerequisites

Notes:

> • For the Genesys Rules Development Tool component (available only up to release 8.1.4), you must have either Composer 8.1.0+ or Eclipse 3.5.0+.

Genesys Rules System - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Web Server			
Apache Tomcat 9.0.41	Yes	No	**Release**: 9.0+ Starting with GRAT version 9.0.000.25 and

			Genesys Rules System - Prerequisites
			GRE version 9.0.000.18.
IBM WebSphere Application Server 7	Yes	No	**Release**: 8.5
IBM WebSphere Application Server 7	Yes	No	**Release**: 8.1 - 8.5.3 Discontinued as of August 30, 2019.
IBM WebSphere Application Server 8.5	Yes	No	**Release**: 8.5+
JBOSS 7.1.1	Yes	No	**Release**: 8.1 - 8.5 Note the following: • Supported for GRAT and GRE only. REST APIs are not supported on JBOSS. • Discontinued as of August 30, 2019.
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	**Release**: 9.0
OpenJDK 13	Yes	No	**Release**: 9.0 Supported from: • GRE version 9.0.000.18 • GRAT version 9.0.000.25
OpenJDK 17	Yes	No	**Release**: 9.0 Supported from: • GRE version 9.0.001.00
OpenJDK 8	Yes	No	**Release**: 9.0
Other Prerequisites			
JDK 8 (or Oracle Java 8 Runtime (JRE))	Yes	No	**Release**: 8.5 Must be installed on the application server host.
Oracle Java	Yes	No	**Release**: 8.1 - 8.5.3

Genesys Rules System - Prerequisites			
Development Kit (JDK) 6			Note the following: • Must be installed on the application server host. Support for version 8.1 only. • Discontinued as of August 30, 2019.
Oracle Java Development Kit (JDK) 7	Yes	No	**Release**: 8.1 - 8.5.3 Note the following: • (Alternatively, JRE 7) Must be installed on the application server host. Applicable to versions 8.1.3 and above. • Discontinued as of August 30, 2019.
Oracle Java Development Kit (JDK) 8	Yes	No	**Release**: 9.0
Oracle Java Development Kit (JDK) 8	Yes	No	**Release**: 8.5 Must be installed on the application server host. Support for version 8.5 only.