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# Supported Operating Environment

Genesys Skills Management

5/7/2025

# Genesys Skills Management

## 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

### Notification Client Support Support

OS Family	Operating System	Release	Conditions
Windows	Windows 10	8.5.684	Performance DNA only
Windows	Windows 10	9.0	Performance DNA only
Windows	Windows 7	8.5.546	R2 is required.
Windows	Windows 7	8.5.684	
Windows	Windows 7	9.0	

### Performance DNA Server Support

#### Notes:

- For operating systems prior to Windows Server 2012, click the following link to download a required Microsoft Windows Identity Foundation file: <http://www.microsoft.com/en-gb/download/details.aspx?id=17331>.

OS Family	Operating System	Release	Conditions
Windows	Windows Server 2008	8.5.546	R2 is optional.
Windows	Windows Server 2008	8.5.684	R2 is optional.
Windows	Windows Server 2012	8.5.546	R2 is required.
Windows	Windows Server 2012	8.5.684	R2 is required.
Windows	Windows Server 2012	9.0	R2 is required.
Windows	Windows Server 2016	9.0	

## Training Manager Client UI Support Support

OS Family	Operating System	Release	Conditions
Windows	Windows 10	8.5.546	64-bit compatibility
Windows	Windows 10	8.5.684	64-bit compatibility
Windows	Windows 10	9.0	64-bit compatibility
Windows	Windows 7	8.5.546	32-bit compatibility
Windows	Windows 7	8.5.684	32-bit compatibility
Windows	Windows 7	9.0	32-bit compatibility
Windows	Windows 8	8.5.546	64-bit compatibility
Windows	Windows 8	8.5.684	64-bit compatibility
Windows	Windows 8	9.0	64-bit compatibility

## Training Manager Server Support

**Notes:**

- For operating systems prior to Windows Server 2012, click the following link to download a required Microsoft Windows Identity Foundation file: <http://www.microsoft.com/en-gb/download/details.aspx?id=17331>.

OS Family	Operating System	Release	Conditions
Windows	Windows Server 2008	8.5.546	R2 is required.
Windows	Windows Server 2008	8.5.684	R2 is required.
Windows	Windows Server 2012	8.5.546	R2 is required.
Windows	Windows Server 2012	8.5.684	R2 is required.
Windows	Windows Server 2012	9.0	R2 is required.
Windows	Windows Server 2016	9.0	

## Supported Browsers

**Notes:**

- The minimum supported resolution is 1280x1024.

Component	Browser	Release	Conditions/ Limitations
Web User Interface	Firefox	8.5.546	Training Manager features not supported
Web User Interface	Google Chrome	8.5.546	
Web User Interface	Google Chrome	8.5.684	
Web User Interface	Google Chrome	9.0	
Web User Interface	Microsoft IE11	8.5.546	
Web User Interface	Microsoft IE11	8.5.684	
Web User Interface	Microsoft IE11	9.0	
Web User Interface	Microsoft IE8	8.5.546	
Web User Interface	Microsoft IE9	8.5.546	

## Supported Database/DB Clusters

Database	Release	Conditions/Limitations
MS SQL Server 2008	8.5.546	R2
MS SQL Server 2008	8.5.684	R2
MS SQL Server 2012	8.5.546	
MS SQL Server 2012	8.5.684	
MS SQL Server 2012	9.0	
MS SQL Server 2014	8.5.546	Supported by Training Manager only.
MS SQL Server 2014	8.5.684	Supported by Training Manager only.
MS SQL Server 2014	9.0.0	Supported by Training Manager only.
MS SQL Server 2016	9.0.0	

# 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

**Notes:**

- Performance DNA and Training Manager require two versions of Microsoft Framework .NET to support the various services created. See the table for details.
- When using Training Manager Client, both it and Skills Management web services must have network connectivity to Workforce Management (Genesys WFM, Teleopti WFM, or Nice IEX WFM).

Notification Client Support - Prerequisites			
Third-Party	Acquired by	Provided by Genesys	Conditions/

## Notification Client Support - Prerequisites

Component Prerequisites	Customer		Limitations
Third-Party Component Prerequisites			
Microsoft .NET Framework 4.5	Yes	No	<b>Release:</b> 8.5.546 - 9.0.100 Microsoft .NET Framework version 4.5.2 is required.
Microsoft .NET Framework 4.7.2	Yes	No	<b>Release:</b> 9.0.101

## Performance DNA Server - Prerequisites

Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
ASP.NET 4.5	Yes	No	<b>Release:</b> 9.0
Crystal Reports Runtime	Yes	No	<b>Release:</b> 9.0 Click the following link to download Crystal Reports Runtime: <a href="http://downloads.businessobjects.com/akdlm/cr4vs2010/CRforVS_redist_install_32bit_13_0_20.zip">http://downloads.businessobjects.com/akdlm/cr4vs2010/CRforVS_redist_install_32bit_13_0_20.zip</a> Be aware that the file automatically downloads when you click the link.
Microsoft .NET Framework 3.5 and Microsoft .NET Framework 4.5	Yes	No	<b>Release:</b> 8.5.546 - 9.0.100 For Microsoft .NET Framework 4.5, version 4.5.2 is required.
Microsoft .NET Framework 3.5 and	Yes	No	<b>Release:</b> 9.0.101 For Microsoft .NET

## Performance DNA Server - Prerequisites

Microsoft .NET  
Framework 4.7Framework 4.7, version  
4.7.2 is required.

## Training Manager Client UI Support - Prerequisites

Third-Party  
Component  
PrerequisitesAcquired by  
Customer

Provided by Genesys

Conditions/  
Limitations

## Third-Party Component Prerequisites

Microsoft .NET  
Framework 3.5

Yes

No

**Release:** 8.5.546  
32-bit compatibility  
requiredMicrosoft .NET  
Framework 3.5

Yes

No

**Release:** 8.5.684  
32-bit compatibility  
requiredMicrosoft .NET  
Framework 3.5

Yes

No

**Release:** 9.0  
32-bit compatibility  
required

## Training Manager Server - Prerequisites

Third-Party  
Component  
PrerequisitesAcquired by  
Customer

Provided by Genesys

Conditions/  
Limitations

## Third-Party Component Prerequisites

ASP.NET 3.5

Yes

No

**Release:** 9.0

Crystal Reports Runtime

Yes

No

**Release:** 9.0  
Click the following link  
to download Crystal  
Reports Runtime:  
[http://downloads.businessobjects.com/akdlm/cr4vs2010/CRforVS\\_redist\\_install\\_32bit\\_13\\_0\\_20.zip](http://downloads.businessobjects.com/akdlm/cr4vs2010/CRforVS_redist_install_32bit_13_0_20.zip)  
Be aware that the file

Training Manager Server - Prerequisites			
			automatically downloads when you click the link.
Microsoft .NET Framework 3.5 and Microsoft .NET Framework 4.5	Yes	No	<b>Release:</b> 8.5.546 - 9.0.100 For Microsoft .NET Framework 4.5, version 4.5.2 is required.
Microsoft .NET Framework 3.5 and Microsoft .NET Framework 4.7	Yes	No	<b>Release:</b> 9.0.101 For Microsoft .NET Framework 4.7, version 4.7.2 is required.