GENESYS™

Supported Operating Environment

Genesys Softphone

5/6/2025

Genesys Softphone

> ### 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 Softphone Support

OS Family	Operating System	Release	Conditions
Mac	Mac OS X 10.0	9.0.0+	Discontinued as of October 1, 2024. Supports Mac OS version 10.15 starting with 9.0.014.12.
Mac	Mac OS X 11.0	9.0.0+	Discontinued as of October 1, 2024. Supports macOS 11.2 (Big Sur). Apple M1 processor is supported natively.
Mac	macOS 13	9.0.0+	Supports macOS 13 (Ventura) starting with 9.0.022.02.
Mac	macOS 14	9.0.1+	Supports macOS 14 (Sonoma) starting with 9.0.100.06.
Windows	Windows 10	8.5 - 9.0	Application running in 32-bit compatibility mode on 64-bit OS.
Windows	Windows 11	9.0+	Application running in 32-bit compatibility mode on 64-bit OS.
Windows	Windows 8	8.5 - 9.0	Discontinued as of September 30, 2023.

OS Family	Operating System	Release	Conditions
			Note the following: • Application running in 32-bit compatibility mode on 64-bit OS. • Discontinued as of 9.0.020.10 • Last supported version: 9.0.019.06
Windows	Windows Server 2012	9.0+	Discontinued as of October 31, 2024 Note the following: • Genesys Softphone is supported on Windows Server 2012 only if Citrix Server is also deployed on Windows Server 2012. • Application running in 32-bit compatibility mode on 64-bit OS. • Discontinued as of 9.0.020.10 • Last supported version: 9.0.019.06
Windows	Windows Server 2016	9.0+	Note the following: • Starting with 9.0.006.02 • Genesys Softphone is supported on Windows Server 2016 only if Citrix Server is also deployed on Windows Server 2016. • Application running in 32-bit compatibility mode on 64-bit OS.

OS Family	Operating System	Release	Conditions
			• Discontinued as of 9.0.020.10 • Last supported version: 9.0.019.06
Windows	Windows Server 2019	9.0+	Note the following: • Starting with 9.0.009.03 • Genesys Softphone is supported on Windows Server 2019 only if Citrix Server is also deployed on Windows Server 2019. • Application running in 32-bit compatibility mode on 64-bit OS.
Windows	Windows Server 2022	9.0.1+	Note the following: Starting with 9.0.101.xx Genesys Softphone is supported on Windows Server 2022 only if Citrix Server is also deployed on Windows Server 2022.

Genesys Softphone VDI Adapter Support

OS Family	Operating System	Release	Conditions
Linux	eLux RP5	9.0	9.0.007.09 - 9.0.009.05, 32-bit.
Linux	eLux RP6	9.0+	64-bit, starting with 9.0.010.08.
Linux	HP ThinOS 7	9.0+	for VMWare Horizon, starting from 9.0.020.10 for Citrix, starting from 9.0.100.06
Linux	HP ThinOS 8	9.0+	for VMWare Horizon, starting from 9.0.024.06

OS Family	Operating System	Release	Conditions
			for Citrix, starting from 9.0.100.06
Windows	Windows 10	9.0+	Application running in 32-bit compatibility mode on 64-bit OS.
Windows	Windows 11	9.0+	Application running in 32-bit compatibility mode on 64-bit OS.

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

No DB information at this time.

Supported Virtualization Platforms

> **Tip**
> See the global page that lists all Virtualization-related information.

IPV6 Support for Common Interfaces

Component	Release	Interface	Conditions
Genesys Softphone	8.5 - 9.0	SIP/RTP/HTTP	

IPV6 Support for Additional Interfaces

No IPV6 information for additional components at this time.

Prerequisites

> **Notes**:
>
> - All prerequisites are installed with the application.