Supported Operating Environment

Genesys WebRTC Service

4/4/2025

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> **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:

- 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.

OS Family	OS	Release	Conditions
Linux	Red Hat Enterprise Linux 6	8.5	Discontinued as of November 30, 2020
OS Family	**OS**	**Release**	**Conditions**

Supported Browsers

> **Notes**:
>
> - Genesys tests and seeks compatibility for all browsers announcing WebRTC technology support. Thanks to our continuous delivery model, we aim at reducing to a minimum the delay between a browser's compatibility announcement and its support. The same policy is valid for browsers evolutions.
>
> - The Genesys WebRTC Service product is based on WebRTC technology drafted at IETF and W3C. This technology is still in a draft stage, and therefore the browsers implementation is still evolving at a fast pace on signaling, media and security parts.
>
> - Unless otherwise noted, browser plug-ins are not supported for these browsers. Only the browser is supported.

Component	Browser	Release	Conditions/ Limitations
Genesys WebRTC Service JavaScript API	Firefox ESR	8.5	Supported on Desktop and Android; Supports the latest mainline version of the browser and two versions before it.
Genesys WebRTC Service JavaScript API	Google Chrome	8.5	Supported on Desktop and Android; Supports the latest mainline version of the browser and two versions before it.
Genesys WebRTC Service JavaScript API	Opera	8.5	Supported on Desktop and Android; Supports the latest mainline version of the browser and two versions before it.

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

No IPV6 information for common interfaces at this time.

IPV6 Support for Additional Interfaces

No IPV6 information for additional components at this time.

Prerequisites