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Supported Operating Environment

intelligent Workload Distribution

5/3/2025

intelligent Workload Distribution

General Information - intelligent Workload Distribution

For supported operating environment information on Genesys Interactive Insights for iWD, see the Genesys Interactive Insights page in this Supported Operating Environment Reference Guide.

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

intelligent Workload Distribution Servers Support

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 5.x and later.

OS Family	Operating System	Release	Conditions
Linux	CentOS Linux 7	9.0+	Discontinued as of January 15, 2025 Support starts with version 9.0.011.
Linux	Oracle Linux 7	9.0+	Coupled with

OS Family	Operating System	Release	Conditions
			Unbreakable Enterprise Kernel Release 4.1, this operating system is supported by the following component starting with the version specified: intelligent Workload Distribution Servers 9.0.
Linux	Red Hat Enterprise Linux 6	8.5 - 9.0	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.5.1+	Supported for use on Kernel Virtual Machine (KVM).
Linux	Red Hat Enterprise Linux 8	9.0+	Support starts with version 9.0.011.
Linux	Red Hat Enterprise Linux 9	9.0+	Support starts with version 9.0.019.30
Windows	Windows Server 2012	8.5+	
Windows	Windows Server 2016	9.0	Windows Server 2016 is supported starting with 9.0.003.
Windows	Windows Server 2019	9.0+	Support starts with version 9.0.011.
Windows	Windows Server 2022	9.0+	Support starts with version 9.0.020.13.

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
intelligent Workload Distribution User Interface	Apple Safari	8.5.103+	Version 9 and 10 are supported.
intelligent Workload	Apple Safari	9.0+	Two latest versions are

Component	Browser	Release	Conditions/ Limitations
Distribution User Interface			supported.
intelligent Workload Distribution User Interface	Firefox ESR	8.5.1+	Extended Support Release
intelligent Workload Distribution User Interface	Google Chrome	8.5.1+	Latest and two last versions are supported.
intelligent Workload Distribution User Interface	Microsoft Edge	9.0.0+	Support starts with version 9.0.019.19

Supported Database/DB Clusters

Notes:

- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.
- Genesys supports Genesys products on the database patch levels up to the latest currently available patch sets.

Database	Release	Conditions/Limitations
MS SQL Server 2012	8.5+	Discontinued as of January 1, 2025.
MS SQL Server 2012 Cluster	8.5+	Discontinued as of January 1, 2025.
MS SQL Server 2014	9.0+	Discontinued as of January 1, 2025.
MS SQL Server 2014 Cluster	9.0+	Discontinued as of January 1, 2025. Supported with AlwaysOn Cluster
MS SQL Server 2016	9.0.003+	
MS SQL Server 2016 Cluster	9.0.003+	Supported with AlwaysOn Cluster with Synchronous Mirroring capability.
MS SQL Server 2017	9.0+	Support starts with version 9.0.010.
MS SQL Server 2017 Cluster	9.0+	Supported with AlwaysOn

Database	Release	Conditions/Limitations
		Cluster. Support starts with version 9.0.010.
MS SQL Server 2019	9.0+	Support starts with version 9.0.011.
MS SQL Server 2019 Cluster	9.0+	Supported with AlwaysOn Cluster. Support starts with version 9.0.011.
MS SQL Server 2022	9.0+	Support starts with version 9.0.019.30.
MS SQL Server 2022 Cluster	9.0+	Supported with AlwaysOn Cluster. Support starts with version 9.0.019.30.
Oracle 12c R1	8.5.1+	
Oracle 12c R1 RAC	8.5.1+	
Oracle 19c	9.0.0+	Support starts with version 9.0.012.06.
Oracle 19c RAC	9.0.0+	Support starts with version 9.0.012.06.
PostgreSQL 9	8.5.1+	Discontinued as of November 11, 2021. Support starts with version 8.5.104.03.
PostgreSQL 12	9.0+	Support starts with version 9.0.012.xx.
PostgreSQL 13	9.0+	Support starts with version 9.0.012.xx.
PostgreSQL 14	9.0+	Support starts with version 9.0.012.xx.
PostgreSQL 16	9.0+	Support starts with version 9.0.022.xx.

Supported Virtualization Platforms

Tip

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

IPv6 Support for Common Interfaces

Notes:

- This section provides IPv6 information for: intelligent Workload Distribution, intelligent Workload Distribution Runtime Node, intelligent Workload Distribution Runtime Node / Database Capture Point service, intelligent Workload Distribution Runtime Node / Web Service Capture Point service, intelligent Workload Distribution Runtime Node / WebSphere MQ Capture Point service

Component	Release	Interface	Conditions
intelligent Workload Distribution	no direct interface	License Server	
intelligent Workload Distribution	no direct interface	SIP Server/T-Server	
intelligent Workload Distribution	no support	Interaction Server	
intelligent Workload Distribution	no support	Management Framework Configuration Server/ Proxy	
iWD Runtime Node	no direct interface	License Server	
iWD Runtime Node	no direct interface	SIP Server/T-Server	
iWD Runtime Node	no support	Interaction Server	
iWD Runtime Node	no support	Management Framework Configuration Server/ Proxy	

IPV6 Support for Additional Interfaces

Notes:

- Release Support numbers refer to intelligent Workload Distribution.

Component	Release	Interface	Conditions
intelligent Workload Distribution	no support	Genesys Rules System Authoring Tool	
intelligent Workload	no support	Interaction Server	

Component	Release	Interface	Conditions
Distribution		Database	
intelligent Workload Distribution	no support	Interaction Server Event Log Database	
intelligent Workload Distribution	no support	iWD Configuration Database	
intelligent Workload Distribution	no support	iWD Runtime Node	
iWD Runtime Node	no direct interface	iWD Business Context Management Service	
iWD Runtime Node	no direct interface	iWD Data Mart ETL service	
iWD Runtime Node	no support	Interaction Server Database	
iWD Runtime Node	no support	Interaction Server Event Log Database	
iWD Runtime Node	no support	iWD Data Mart Database service	
iWD Runtime Node	no support	Stat Server	
iWD Runtime Node/ Database Capture Point Service	no support	Customer-supplied Source System Database	
iWD Runtime Node/Web Service Capture Point Service	no support	Customer-supplied Source System invoking iWD Web Service Capture Point	
iWD Runtime Node/ WebSphere MQ Capture Point Service	no support	Customer-supplied WebSphere MQ Server	

Prerequisites

Notes:

- For Java Message Service (JMS), only use JMS implementations compliant with JMS version 1.1

intelligent Workload Distribution - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Java Message Service (JMS)			
ActiveMQ 5.14.4+	Yes	No	Release: 9.0+
IBM MQ 9.0+	Yes	No	Release: 9.0+ Starting with iWD History Node 9.0.009
TIBCO 8.5.0+	Yes	No	Release: 9.0+ Starting with iWD History Node 9.0.010
Java Version			
OpenJDK 11	Yes	No	Release: 9.0.009+ Not supported by iWD Web from version 9.0.020.12, iWD Manager from version 9.0.021.02, iWD History node from version 9.0.021.01, iWD Plug-in for GAX from version 9.0.022.03
OpenJDK 17	Yes	No	Release: 9.0.019.30+ Supported by standalone iWD components. For iWD Stat Extension and iWD Plug-in for GAX, it is mandatory that StatServer and GAX support OpenJDK 17 correspondingly.
OpenJDK 8	Yes	No	Release: 9.0+ Starting with the following: <ul style="list-style-type: none"> iWD Web 9.0.008.05 iWD Stat Server Extensions 9.0.0008.07

intelligent Workload Distribution - Prerequisites			
			<ul style="list-style-type: none"> • iWD Runtime Node 9.0.008.07 • iWD Manager 9.0.008.05 • iWD History Node 9.0.008.05 • iWD GAX Plug-In 9.0.008.06 <p>Supported until version 9.0.019.xx only. Not supported from version 9.0.020.xx.</p>
Oracle Java 8 Developer's Kit (JDK)	Yes	No	Release: 9.0+ Supported until version 9.0.019.xx only. Not supported from version 9.0.020.xx.
Red Hat OpenJDK 11	Yes	No	Release: 9.0.009+ Not supported by iWD Web from version 9.0.020.12, iWD Manager from version 9.0.021.02, iWD History node from version 9.0.021.01, iWD Plug-in for GAX from version 9.0.022.03
Servlet Engines			
Embedded Servlet Engine	No	Yes	Release: 9.0+
IBM WebSphere 8.5	Yes	No	Release: 8.5 WebSphere 8.5 with IBM JDK 7
Tomcat 7.0	Yes	No	Release: 8.5 Tomcat 7.0 (with JRE 7). For Linux, OpenJDK7 is supported.