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# Supported Operating Environment

Java Support

# Java Support

Find information about supported versions of Java across all products.

## Important

- As there are many builds of Java, validation is done with selected OpenJDK builds (typically Eclipse Temurin™). Support extends to any TCK validated build, relying on this compatibility unless otherwise noted on the product specific page.
- For products delivered as Linux containers, RedHat builds are alternately used.
- This page is auto-generated based on Java information contained on the respective SOE product pages.

Product	Component	Version	Supported Java
Composer	Composer	8.1+	OpenJDK 17.0.2
Composer	Composer	8.1+	Oracle Java 7 Runtime (JRE)
Composer	Composer	8.1.4+	Oracle Java 8 Runtime (JRE)
Composer	Composer	8.1.5	OpenJDK 11
Composer	Composer	8.1.5	OpenJDK 8
eServices	Bot Gateway Server	9.0+	OpenJDK 11
eServices	Bot Gateway Server	9.0+	Oracle Java 8 Developer's Kit (JDK), OpenJDK 8
eServices	Bot Gateway Server	9.0.009+	OpenJDK 17
eServices	Classification Server	8.1.3 - 8.5.3	Oracle Java 7 Developer's Kit (JDK)
eServices	Classification Server	8.5.1+	Oracle Java 8 Developer's Kit (JDK)
eServices	Classification Server	9.0+	OpenJDK 11
eServices	Classification Server	9.0+	OpenJDK 17
eServices	Content Analyzer (Plugin for Genesys Administrator Extension)	9.0.001+	OpenJDK 17
eServices	Digital Messaging Server	9.1+	OpenJDK 11
Product	Component	Version	Supported Java

Product	Component	Version	Supported Java
eServices	E-mail Server Java	8.1.4 - 8.5.1	Oracle Java 7
eServices	E-mail Server Java	8.5.1+	OpenJDK 11
eServices	E-mail Server Java	8.5.1+	Oracle Java 8
eServices	E-mail Server Java	8.5.209+	OpenJDK 17
eServices	eServices Manager (Plugin for Genesys Administrator Extension)	9.0.004+	OpenJDK 17
eServices	Interaction Server	8.5.3	OpenJDK 11
eServices	Interaction Server	8.5.3	OpenJDK 8
eServices	Interaction Server	9.0	OpenJDK 17
eServices	Interaction Server Cluster (Plugin for Genesys Administrator Extension)	8.5.1+	Oracle Java 8 Developer's Kit (JDK)
eServices	Interaction Server Cluster (Plugin for Genesys Administrator Extension)	8.5.2+	OpenJDK 11
eServices	Interaction Server Cluster (Plugin for Genesys Administrator Extension)	8.5.2+	OpenJDK 8
eServices	Knowledge Manager (Legacy)	8.5.0	Oracle Java 6 Developer's Kit (JDK)
eServices	Knowledge Manager (Legacy)	8.5.1	Oracle Java 7 Developer's Kit (JDK)
eServices	Privacy Manager (Plugin for Genesys Administrator Extension)	9.0.001+	OpenJDK 17
eServices	Training Server	7.6 - 8.5.1	Oracle Java 7 Developer's Kit (JDK)
eServices	Training Server	8.5.1+	Oracle Java 8 Developer's Kit (JDK)
eServices	Training Server	9.0+	OpenJDK 11
eServices	Web API Server (Legacy)	All	Oracle Java Developer's Kit (JDK)
Genesys Intelligent Automation (formerly GAAP)	Genesys Intelligent Automation (formerly GAAP)	9.0.121+	OpenJDK 17
Genesys Co-browse	Genesys Co-browse	8.1.3 - 8.5.1	Oracle Java 7 Developer's Kit (JDK)
Genesys Co-browse	Genesys Co-browse	8.5.0+	Oracle Java 8
Product	Component	Version	Supported Java

Product	Component	Version	Supported Java
			Developer's Kit (JDK)
Genesys Co-browse	Genesys Co-browse	9.0+	OpenJDK 11
Genesys Co-browse	Genesys Co-browse	9.0+	OpenJDK 8
Genesys Co-browse	Genesys Co-browse	9.0+	Oracle Java 8 Runtime Environment (JRE)
Genesys Administrator Extension	Genesys Administrator Extension (GAX)	8.1.2 - 8.5.250	Oracle Java 6 Runtime (JRE)
Genesys Administrator Extension	Genesys Administrator Extension (GAX)	8.1.4 - 8.5.290	Oracle Java 7 Runtime (JRE)
Genesys Administrator Extension	Genesys Administrator Extension (GAX)	8.5.2+	OpenJDK 8
Genesys Administrator Extension	Genesys Administrator Extension (GAX)	8.5.2+	Oracle Java 8 Runtime (JRE)
Genesys Administrator Extension	Genesys Administrator Extension (GAX)	9.0+	Oracle JDK 1.8
Genesys Administrator Extension	Genesys Administrator Extension (GAX)	9.0+	Oracle OpenJDK 11
Genesys Administrator Extension	Genesys Administrator Extension (GAX)	9.0+	Redhat OpenJDK 11
Genesys Administrator Extension	Genesys Administrator Extension (GAX)	9.0.1+	OpenJDK 17
Genesys Administrator Extension	Genesys Administrator Extension (GAX)	9.0.1+	Oracle Java 8 Runtime (JRE)
Genesys Administrator Extension	Genesys Administrator Extension (GAX)	9.0.1+	Oracle JDBC (OJDBC) driver 11
Genesys Agent Scripting	Genesys Agent Scripting		Java Version-JRE 1.4.2/1.5/1.6/1.7/1.8
Genesys Desktop	Genesys Agent Desktop/Genesys Supervisor Desktop	7.6	JDK 1.4.2
Genesys Desktop	Genesys Agent Desktop/Genesys Supervisor Desktop	7.6	JDK 1.5
Genesys Desktop	Genesys Agent Desktop/Genesys Supervisor Desktop	7.6	JDK 1.6
Genesys Info Mart	Genesys Info Mart	8.1	JDBC Driver
Genesys Info Mart	Genesys Info Mart	8.1	JDK 1.6 or 1.7
Genesys Info Mart	Genesys Info Mart	8.1.2 - 8.5	JDK 1.7 or Server JRE 1.7
Genesys Info Mart	Genesys Info Mart	8.1.2+	JDBC Driver
Genesys Info Mart	Genesys Info Mart	8.5	Java SE 8
Genesys Info Mart	Genesys Info Mart	8.5	Java SE 9
Product	Component	Version	Supported Java

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Genesys Info Mart	Genesys Info Mart	8.5.0+	JDK 1.8 or Server JRE 1.8
Genesys Info Mart	Genesys Info Mart	8.5.003+	OpenJDK 8
Genesys Info Mart	Genesys Info Mart	8.5.014+	OpenJDK 11
Genesys Info Mart	Genesys Info Mart	8.5.110+	OpenJDK 17
Genesys Interaction Recording	Interaction Recording Web Services	8.5.201.29	Oracle Java 8 or OpenJDK 8
Genesys Interaction Recording	Lost Voice Recording (LVR) Recovery Script	All	Oracle Java 8 or OpenJDK 8
Genesys Interaction Recording	Recording Cloud Backup Service	All	Oracle Java 8 or OpenJDK 8
Genesys Interaction Recording	Recording Crypto Server	8.5	Oracle Java 7
Genesys Interaction Recording	Recording Crypto Server	8.5+	Oracle Java 8 or OpenJDK 8
Genesys Knowledge Center	Genesys Knowledge Center		Oracle Java 8 Developer's Kit (JDK)
Genesys Knowledge Center	Genesys Knowledge Center	8.5.3+	OpenJDK 8
Genesys Knowledge Center	Genesys Knowledge Center	9.0.0	OpenJDK 9
Genesys Media Server	Voice Platform Reporting Plugin for GAX	9.0+	OpenJDK 17
Genesys Media Server	Voice Platform Reporting Server	8.0	Oracle Java 7 Runtime (JRE)
Genesys Media Server	Voice Platform Reporting Server	8.1	Oracle Java 7 Runtime (JRE)
Genesys Media Server	Voice Platform Reporting Server	8.5	Oracle Java 7 Runtime (JRE)
Genesys Media Server	Voice Platform Reporting Server	8.5.181+	Oracle Java 8 Runtime (JRE)
Genesys Media Server	Voice Platform Reporting Server	9.0+	OpenJDK 11
Genesys Media Server	Voice Platform Reporting Server	9.0+	OpenJDK 11
Genesys Media Server	Voice Platform Reporting Server	9.0.0+	OpenJDK 17
Genesys Mobile Services	Genesys Mobile Services	8.5.103+	Oracle Java 8 Developer's Kit (JDK)
Genesys Mobile Services	Genesys Mobile Services	8.5.206.04+	OpenJDK 8
Genesys Mobile Services	Genesys Mobile Services	8.5.208+	OpenJDK 11
Product	Component	Version	Supported Java

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Genesys Mobile Services	Genesys Mobile Services	8.5.208+	Oracle Java 11 Developer's Kit (JDK)
Genesys Mobile Services	Genesys Mobile Services	8.5.3+	OpenJDK 17
Genesys Pulse	Genesys Pulse	9.0	OpenJDK 8
Genesys Pulse	Genesys Pulse	9.0	Oracle Java 8 Runtime (JRE)
Genesys Pulse	Genesys Pulse	9.0.0+	OpenJDK 17
Genesys Pulse	Genesys Pulse	9.0.0+	Oracle Java 17 Runtime (JRE) support
Genesys Pulse	Genesys Pulse	9.0.003+	OpenJDK 11
Genesys Pulse	Genesys Pulse	9.0.003+	Oracle Java 11 Runtime (JRE)
Genesys Quality Management (Zoom)	Genesys Quality Management (Zoom)	8.0+	Live Monitor application requires JRE 1.6+
Genesys Rules System	Genesys Rules System	8.1 - 8.5.3	Oracle Java Development Kit (JDK) 6
Genesys Rules System	Genesys Rules System	8.1 - 8.5.3	Oracle Java Development Kit (JDK) 7
Genesys Rules System	Genesys Rules System	8.5	JDK 8 (or Oracle Java 8 Runtime (JRE))
Genesys Rules System	Genesys Rules System	8.5	Oracle Java Development Kit (JDK) 8
Genesys Rules System	Genesys Rules System	9.0	OpenJDK 11
Genesys Rules System	Genesys Rules System	9.0	OpenJDK 13
Genesys Rules System	Genesys Rules System	9.0	OpenJDK 17
Genesys Rules System	Genesys Rules System	9.0	OpenJDK 8
Genesys Rules System	Genesys Rules System	9.0	Oracle Java Development Kit (JDK) 8
Genesys Voice Platform	Voice Platform Policy Server	8.5	Java 7 (JRE)
Genesys Web Engagement	Genesys Web Engagement	8.1	Java 7
Genesys Web Engagement	Genesys Web Engagement	8.5+	Java 8
Genesys Web Engagement	Genesys Web Engagement	8.5+	OpenJDK 8
Genesys Web Services and Applications	Genesys Web Services and Applications	8.5	OpenJDK 8
Genesys Web Services and Applications	Genesys Web Services and Applications	8.5.201.29	Java 8
Genesys Web Services	Genesys Web Services	8.6+	Java 17
Product	Component	Version	Supported Java

Product	Component	Version	Supported Java
and Applications	and Applications		
Gplus Adapter for SAP ICI Multi-Channel	Gplus Adapter for SAP ICI Multi-Channel	8.0.2+	OpenJDK 8
Gplus Adapter for SAP ICI Multi-Channel	Gplus Adapter for SAP ICI Multi-Channel	8.0.2+	Oracle Java 8 Developer's Kit (JDK)
Gplus Adapter for Siebel CRM	Gplus UCS Gateway Server for Siebel CRM	8.0.3+	OpenJDK 8
Gplus Adapter for Siebel CRM	Gplus UCS Gateway Server for Siebel CRM	8.0.3+	Oracle Java 8 Developer's Kit (JDK)
Interaction SDK	Interaction SDK	7.2	JDK 1.4.2
Interaction SDK	Interaction SDK	7.2	JDK 1.5
Interaction SDK	Interaction SDK	7.5	JDK 1.4.2
Interaction SDK	Interaction SDK	7.5	JDK 1.5
Interaction SDK	Interaction SDK	7.6.3	JDK 1.4.2
Interaction SDK	Interaction SDK	7.6.3	JDK 1.5
Interaction SDK	Interaction SDK	7.6.4+	Java SE 7
Interaction SDK	Interaction SDK	7.6.4+	Java SE 8
Interaction SDK	Interaction SDK	7.6.4+	JDK 1.5
Interaction SDK	Interaction SDK	7.6.4+	JDK 1.6
intelligent Workload Distribution	intelligent Workload Distribution	9.0+	OpenJDK 8
intelligent Workload Distribution	intelligent Workload Distribution	9.0+	Oracle Java 8 Developer's Kit (JDK)
intelligent Workload Distribution	intelligent Workload Distribution	9.0.009+	OpenJDK 11
intelligent Workload Distribution	intelligent Workload Distribution	9.0.009+	Red Hat OpenJDK 11
intelligent Workload Distribution	intelligent Workload Distribution	9.0.019.30+	OpenJDK 17
License Reporting Manager	License Reporting Manager	8.1.2+	Oracle Java 7 Runtime (JRE)
License Reporting Manager	License Reporting Manager	8.1.2+	Oracle Java 8 Runtime (JRE)
Messaging Apps/Social Engagement	Digital Messaging Server	9.0+	OpenJDK 8
Messaging Apps/Social Engagement	Digital Messaging Server	9.0+	Oracle Java 8 Developer's Kit (JDK)
Messaging Apps/Social Engagement	Digital Messaging Server	9.1+	OpenJDK 11
Messaging Apps/Social Engagement	Digital Messaging Server	9.1+	OpenJDK 17
Product	Component	Version	Supported Java

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Messaging Apps/Social Engagement	Genesys Cloud API Driver for Facebook (DMS Driver for Facebook)	9.0+	OpenJDK 11
Messaging Apps/Social Engagement	Genesys Cloud API Driver for Facebook (DMS Driver for Facebook)	9.0+	OpenJDK 17
Messaging Apps/Social Engagement	Genesys Cloud API Driver for Twitter (DMS Driver for Twitter)	9.0+	OpenJDK 11
Messaging Apps/Social Engagement	Genesys Cloud API Driver for Twitter (DMS Driver for Twitter)	9.0+	OpenJDK 17
Messaging Apps/Social Engagement	Genesys DMS Driver for SMS and MMS	9.0+	OpenJDK 11
Messaging Apps/Social Engagement	Genesys DMS Driver for SMS and MMS	9.0+	OpenJDK 17
Messaging Apps/Social Engagement	Genesys DMS Driver for SMS and MMS	9.0+	OpenJDK 8
Messaging Apps/Social Engagement	Genesys Driver for use with Apple Business Chat via Hub (DMS Driver for Apple Messages for Business)	9.1+	OpenJDK 11
Messaging Apps/Social Engagement	Genesys Driver for use with Apple Business Chat via Hub (DMS Driver for Apple Messages for Business)	9.1+	OpenJDK 17
Messaging Apps/Social Engagement	Genesys Driver for use with Genesys Hub (DMS Driver for WhatsApp)	9.1+	OpenJDK 11
Messaging Apps/Social Engagement	Genesys Driver for use with Genesys Hub (DMS Driver for WhatsApp)	9.1+	OpenJDK 17
Platform SDK	Platform SDK	8.1.1 - 8.5.2	Java SE 7
Platform SDK	Platform SDK	8.5+	Java SE 8
Platform SDK	Platform SDK	9.0.0+	OpenJDK 17
Platform SDK	Platform SDK	9.0.004+	Open JDK 11
Pulse Advisors (formerly PMA)	Pulse Advisors	3.3 - 8.5.1	Oracle Java 7 Developer's Kit (JDK)
Pulse Advisors (formerly PMA)	Pulse Advisors	8.5.1+	Oracle Database 12c Release 1 (12.1.0.2) JDBC Driver
Pulse Advisors (formerly PMA)	Pulse Advisors	8.5.2+	Oracle Database 12c
Product	Component	Version	Supported Java



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PMA)			Release 2 (12.2.0.1) JDBC Driver
Pulse Advisors (formerly PMA)	Pulse Advisors	8.5.2+	Oracle Java 8 Developer's Kit (JDK)
Pulse Advisors (formerly PMA)	Pulse Advisors	9.0.002+	OpenJDK 8
Pulse Advisors (formerly PMA)	Pulse Advisors	9.0.003+	Oracle Database 18c (18.3) JDBC Driver
Pulse Advisors (formerly PMA)	Pulse Advisors	9.0.003+	Oracle Java 11 Developer's Kit (JDK) and OpenJDK 11
Pulse Advisors (formerly PMA)	Pulse Advisors	All	Oracle 11g Release 2 JDBC Driver
Real-Time Metrics Engine	Multi-Channel Routing Extensions	8.1	OpenJDK 11
Real-Time Metrics Engine	Multi-Channel Routing Extensions	8.1	OpenJDK 8
Real-Time Metrics Engine	Multi-Channel Routing Extensions	8.5.1+	OpenJDK 17
Real-Time Metrics Engine	Multi-Channel Routing Extensions	8.5.1+	Oracle Java 8
Real-Time Metrics Engine	Orchestration Server Extension	8.1	OpenJDK 11
Real-Time Metrics Engine	Orchestration Server Extension	8.1	OpenJDK 8
Real-Time Metrics Engine	Orchestration Server Extension	8.5.1+	OpenJDK 17
Real-Time Metrics Engine	Orchestration Server Extension	8.5.1+	Oracle Java 8
Real-Time Metrics Engine	Outbound Contact Center Extensions	8.1	OpenJDK 11
Real-Time Metrics Engine	Outbound Contact Center Extensions	8.1	OpenJDK 8
Real-Time Metrics Engine	Outbound Contact Center Extensions	8.5.1+	OpenJDK 17
Real-Time Metrics Engine	Outbound Contact Center Extensions	8.5.1+	Oracle Java 8
Real-Time Metrics Engine	Stat Server	8.5.1+	OpenJDK 8
Real-Time Metrics Engine	Stat Server	8.5.1+	OpenJDK 11
Real-Time Metrics Engine	Stat Server	8.5.1+	OpenJDK 17
Real-Time Metrics	Stat Server	8.5.1+	Oracle Java 8
Product	Component	Version	Supported Java

Product	Component	Version	Supported Java
Engine			
SIP Feature Server	SIP Feature Server	8.1+	OpenJDK 11
SIP Feature Server	SIP Feature Server	8.1+	OpenJDK 17
SIP Feature Server	SIP Feature Server	8.1+	OpenJDK 8
SIP Feature Server	SIP Feature Server	8.1+	Oracle Java 8 Runtime (JRE)
SIP Feature Server	SIP Feature Server	All	Oracle Java 7 Runtime (JRE)
Solution Reporting (CCPulse+ and CC Analyzer)	Solution Reporting (CCPulse+ and CC Analyzer)		Oracle Java 7 Runtime (JRE)
Solution Reporting (CCPulse+ and CC Analyzer)	Solution Reporting (CCPulse+ and CC Analyzer)		Oracle Java 8 Runtime (JRE)
T-Server Cisco Unified Communications Manager	T-Server Cisco Unified Communications Manager	8.0 - 8.1.1	Oracle Java 5 Runtime (JRE)
T-Server Cisco Unified Communications Manager	T-Server Cisco Unified Communications Manager	8.1.2+	Oracle Java 7 Runtime (JRE)
T-Server Cisco Unified Communications Manager	T-Server Cisco Unified Communications Manager	8.1.2+	Oracle Java 8 Runtime (JRE)
T-Server Cisco Unified Communications Manager	T-Server Cisco Unified Communications Manager	8.1.5+	OpenJDK 8
UC Connector	UC Connector		JDK 1.8.0.91+
Universal Contact Server	Universal Contact Server	8.1.3 - 8.5.2	Oracle Java 7 Developer's Kit (JDK)
Universal Contact Server	Universal Contact Server	8.5.3+	OpenJDK 11
Universal Contact Server	Universal Contact Server	8.5.3+	OpenJDK 17
Universal Contact Server	Universal Contact Server	8.5.3+	Oracle Java 8 Developer's Kit (JDK)
Universal Contact Server	Universal Contact Server	8.5.4+	OpenJDK 17
Workforce Management	Workforce Management	8.1.0	WFM Web Server: Apache Tomcat 5.5 / 6.0 / 7.0 (with Sun Java JDK 5 starting with update 1 or Java JDK 6) or IBM WebSphere 6.1 / 7.0
Workforce Management	Workforce Management	8.1.0	WFM Web Supervisors: Sun Java JRE 6 starting
Product	Component	Version	Supported Java

Product	Component	Version	Supported Java
			with update 12
Workforce Management	Workforce Management	8.1.1	WFM Web Server: Apache Tomcat 6.0 / 7.0 (with Sun's Java JDK 6 or 7) or IBM WebSphere 7.0 / 8.0
Workforce Management	Workforce Management	8.1.1	WFM Web Supervisors: Sun Java JRE 6 starting with update 12 or JRE 7
Workforce Management	Workforce Management	8.1.2	WFM Web Server: Apache Tomcat 6.0 / 7.0 (with Sun's Java JDK 6 or 7) or IBM WebSphere 7.0 / 8.0
Workforce Management	Workforce Management	8.1.2	WFM Web Supervisors: Sun Java JRE 6 starting with update 12 or JRE 7
Workforce Management	Workforce Management	8.1.3	WFM Web Server: Apache Tomcat 6.0 / 7.0 (with Sun's Java JDK 6 or 7) or IBM WebSphere 7.0 / 8.0
Workforce Management	Workforce Management	8.1.3	WFM Web Supervisors: Sun Java JRE 6 starting with update 12 or JRE 7
Workforce Management	Workforce Management	8.5.0	WFM Web Server: Apache Tomcat 6.0, 7.0 (with Sun's Java JDK 6 or 7)
Workforce Management	Workforce Management	8.5.0	WFM Web Supervisors: Sun Java JRE 6 starting with update 12 or JRE 7
Workforce Management	Workforce Management	8.5.1	WFM Web Server: Apache Tomcat 7.0/8.0 (with Oracle JDK 7 or 8)
Workforce Management	Workforce Management	8.5.1	WFM Web Supervisors: Oracle JRE 7 or JRE 8
Workforce Management	Workforce Management	8.5.2	WFM Web Server: Apache Tomcat 7.0/8.0 (with Oracle JDK 7 or 8)
Workforce Management	Workforce Management	8.5.2	WFM Web Supervisors: Oracle JRE 7 or JRE 8
Workforce Management	Workforce Management	8.5.2+	WFM Daemon: Open JDK 17
Workforce Management	Workforce Management	8.5.211	WFM Web Server: Apache Tomcat 7.0/8.0/ 8.5/9.0 (with Oracle JDK
Product	Component	Version	Supported Java

Product	Component	Version	Supported Java
			7, JDK 8, or JDK 10)
Workforce Management	Workforce Management	8.5.211.00	WFM Web Supervisors: Oracle JRE 7, JRE 8, JRE 9, or JRE 10
Workforce Management	Workforce Management	8.5.212	WFM Web Server: Apache Tomcat 8.5/9.0 (with Oracle JDK 8 or JDK 10)
Workforce Management	Workforce Management	8.5.214	WFM Web Server: Apache Tomcat 8.5/9.0 (with Oracle Java 8 Developer's Kit (JDK), Oracle Java 11 Developer's Kit (JDK), or OpenJDK 11)
Workforce Management	Workforce Management	8.5.214+	WFM Web Supervisors: Oracle JRE 8, JRE 11, or OpenJDKJRE 11
Workforce Management	Workforce Management	8.5.215	WFM Web Server: Apache Tomcat 8.5/9.0 (with Oracle Java 8 Developer's Kit (JDK), Oracle Java 11 Developer's Kit (JDK), or OpenJDK 11)
Workforce Management	Workforce Management	8.5.220	WFM Web Server: Apache Tomcat 9.0.75 (with OpenJDK 17)
Workforce Management	Workforce Management	8.5.220	WFM Web Supervisors: OpenJDK 17
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