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Supported Operating Environment

Messaging Apps/Social Engagement

Messaging Apps/Social Engagement

General Information - Messaging Apps/Social Engagement

Messaging Apps is part of the eServices product line. For supported operating environment information for eServices, see the [eServices page](#).

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

Apple Business Chat Plug-in for Workspace Desktop Edition Support

Notes:

- This plugin is replaced by Genesys Hub Plug-in for Workspace Desktop Edition. It is recommended to uninstall Apple Business Chat Plug-in for Workspace Desktop Edition and install the Genesys Hub Plug-in for Workspace Desktop Edition. This plug-in is now deprecated.

OS Family	Operating System	Release	Conditions
Windows	Windows 10	9.0+	
Windows	Windows 8	9.0+	Discontinued as of September 30, 2023
Windows	Windows Server 2012	9.0+	Discontinued as of October 31, 2024
Windows	Windows Server 2016	9.0+	Supported starting with 9.0.002.04

Digital Messaging Server Support

Notes:

- Social Messaging Server has reached End of Support (EOS) and it is no longer supported. Digital Messaging Server (DMS) is the successor to Social Messaging Server. For information on the latest version of DMS, refer to the [Digital Messaging Server Guide](#).

OS Family	Operating System	Release	Conditions
Linux	CentOS Linux 7	9.0+	Discontinued as of January 15, 2025 Starting with 9.0.002.06
Linux	Red Hat Enterprise Linux 7	9.0+	
Linux	Red Hat Enterprise Linux 8	9.1+	Starting with 9.1.006.09
Linux	Red Hat Enterprise Linux 9	9.1+	Starting with 9.1.016.05
Windows	Windows Server 2012	9.0+	Discontinued as of October 31, 2024 Last supported version: 9.1.006.15
Windows	Windows Server 2016	9.0+	
Windows	Windows Server 2019	9.1+	Starting with 9.1.006.09
Windows	Windows Server 2022	9.1+	Starting with 9.1.018.01

Genesys Cloud API Driver for Facebook (DMS Driver for Facebook) Support

OS Family	Operating System	Release	Conditions
Linux	CentOS Linux 7	9.0+	Discontinued as of January 15, 2025 Starting with 9.0.007.08
Linux	Red Hat Enterprise Linux 7	9.0+	
Linux	Red Hat Enterprise Linux 8	9.0+	Starting with 9.0.012.35
Linux	Red Hat Enterprise	9.0+	Starting with 9.0.016.07

OS Family	Operating System	Release	Conditions
	Linux 9		
Windows	Windows Server 2012	9.0+	Discontinued as of October 31, 2024 Last supported version: 9.0.012.12
Windows	Windows Server 2016	9.0+	Starting with 9.0.005.01
Windows	Windows Server 2019	9.0+	Starting with 9.0.011.51
Windows	Windows Server 2022	9.0+	Starting with 9.0.018.01

Genesys Cloud API Driver for Twitter (DMS Driver for Twitter) Support

OS Family	Operating System	Release	Conditions
Linux	CentOS Linux 7	9.0+	Discontinued as of January 15, 2025 Starting with 9.0.007.07
Linux	Red Hat Enterprise Linux 7	9.0+	
Linux	Red Hat Enterprise Linux 8	9.0+	Starting with 9.0.012.35
Linux	Red Hat Enterprise Linux 9	9.0+	Starting with 9.0.016.07
Windows	Windows Server 2012	9.0+	Discontinued as of October 31, 2024 Last supported version: 9.0.012.12
Windows	Windows Server 2016	9.0+	Starting with 9.0.005.01
Windows	Windows Server 2019	9.0+	Starting with 9.0.011.51
Windows	Windows Server 2022	9.0+	Starting with 9.0.018.01

Genesys DMS Driver for SMS and MMS Support

OS Family	Operating System	Release	Conditions
Linux	CentOS Linux 7	9.0+	Discontinued as of January 15, 2025
Linux	Red Hat Enterprise Linux 7	9.0+	
Linux	Red Hat Enterprise Linux 8	9.0+	Supported starting with 9.0.003.02

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 9	9.0+	Supported starting with 9.0.016.02.
Windows	Windows Server 2012	9.0+	Discontinued as of October 31, 2024 This OS version is not supported as of 9.0.003.02.
Windows	Windows Server 2016	9.0+	
Windows	Windows Server 2019	9.0+	Supported starting with 9.0.003.02
Windows	Windows Server 2022	9.0+	Starting with 9.0.018.00

Genesys Driver for use with Apple Business Chat via Hub (DMS Driver for Apple Messages for Business) Support

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 7	9.0+	
Linux	Red Hat Enterprise Linux 8	9.1+	Starting with 9.1.009.01
Linux	Red Hat Enterprise Linux 9	9.1+	Starting with 9.1.016.01
Windows	Windows Server 2012	9.0+	Discontinued as of October 31, 2024 Last supported version: 9.0.002.05
Windows	Windows Server 2016	9.0+	Supported starting with 9.0.002.05
Windows	Windows Server 2019	9.1+	Supported starting with 9.1.000.03
Windows	Windows Server 2022	9.1+	Starting with 9.1.018.01

Genesys Driver for use with Genesys Hub (DMS Driver for WhatsApp) Support

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 7	9.1+	
Linux	Red Hat Enterprise Linux 8	9.1+	Starting with 9.1.006.08
Linux	Red Hat Enterprise	9.1+	Starting with 9.1.016.01

OS Family	Operating System	Release	Conditions
	Linux 9		
Windows	Windows Server 2012	9.1+	Discontinued as of October 31, 2024 This OS version is not supported as of 9.1.007.06
Windows	Windows Server 2016	9.1+	
Windows	Windows Server 2019	9.1+	Starting with 9.1.006.08
Windows	Windows Server 2022	9.1+	Starting with 9.1.018.01

Genesys Hub Plug-in for Workspace Desktop Edition (WDE Plug-in for WhatsApp and Apple Messages for Business) Support

OS Family	Operating System	Release	Conditions
Windows	Windows 10	9.1+	
Windows	Windows 11	9.1+	Starting with 9.1.014.03
Windows	Windows 8	9.1+	Discontinued as of September 30, 2023. This OS version is not supported as of 9.1.007.07
Windows	Windows Server 2012	9.1+	Discontinued as of October 31, 2024 This OS version is not supported as of 9.1.007.07
Windows	Windows Server 2016	9.1+	
Windows	Windows Server 2019	9.1+	Starting with 9.1.006.17
Windows	Windows Server 2022	9.1+	Starting with 9.1.018.04

Social Media Plug-in for Workspace Desktop Edition (WDE Plug-in for Twitter and Facebook) Support

OS Family	Operating System	Release	Conditions
Windows	Windows 10	9.0+	
Windows	Windows 11	9.0+	Starting with 9.0.012.51
Windows	Windows 8	9.0+	Discontinued as of September 30, 2023. This OS version is not

OS Family	Operating System	Release	Conditions
			supported as of 9.0.012.51
Windows	Windows Server 2012	9.0+	Discontinued as of October 31, 2024 This OS version is not supported as of 9.0.012.51
Windows	Windows Server 2016	9.0+	Starting with 9.0.005.10
Windows	Windows Server 2019	9.0+	Starting with 9.0.012.07
Windows	Windows Server 2022	9.0+	Starting with 9.0.018.05

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

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:

- For Digital Messaging Server, one of the JDK versions listed in the **Digital Messaging Server - Prerequisites** table is required.

Digital Messaging Server - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	Release: 9.1+ Supported starting with 9.1.002.02
OpenJDK 17	Yes	No	Release: 9.1+ Supported starting with 9.1.008.31
OpenJDK 8	Yes	No	Release: 9.0+ Supported starting with 9.0.002.06
Oracle Java 8 Developer's Kit (JDK)	Yes	No	Release: 9.0+ Supported starting with 9.0.002.06

Genesys Cloud API Driver for Facebook (DMS Driver for Facebook) - Prerequisites

Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	Release: 9.0+ Supported starting with 9.0.008.04
OpenJDK 17	Yes	No	Release: 9.0+ Supported starting with 9.0.015.09

Genesys Cloud API Driver for Twitter (DMS Driver for Twitter) - Prerequisites

Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	Release: 9.0+ Supported starting with 9.0.008.04
OpenJDK 17	Yes	No	Release: 9.0+ Supported starting with 9.0.015.09

Genesys DMS Driver for SMS and MMS - Prerequisites

Genesys DMS Driver for SMS and MMS - Prerequisites

Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	Release: 9.0+ Supported starting with 9.0.003.03
OpenJDK 17	Yes	No	Release: 9.0+ Supported starting with 9.0.003.05
OpenJDK 8	Yes	No	Release: 9.0+

Genesys Driver for use with Apple Business Chat via Hub (DMS Driver for Apple Messages for Business) - Prerequisites

Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	Release: 9.1+ Supported starting with 9.1.000.03
OpenJDK 17	Yes	No	Release: 9.1+ Supported starting with 9.1.009.02

Genesys Driver for use with Genesys Hub (DMS Driver for WhatsApp) - Prerequisites

Third-Party	Acquired by	Provided by Genesys	Conditions/
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Genesys Driver for use with Genesys Hub (DMS Driver for WhatsApp) - Prerequisites			
Component Prerequisites	Customer		Limitations
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	Release: 9.1+ Supported starting with 9.1.002.04
OpenJDK 17	Yes	No	Release: 9.1+ Supported starting with 9.1.008.19.