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Supported Operating Environment

Platform SDK

Platform SDK

General Information - Platform SDK

For details about compatibility between Platform SDK protocols and specific Genesys Framework servers for each major Platform SDK release, refer to the Platform SDK Compatibility with Genesys Framework Components section of Platform SDK Deployment 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](#).
- Platform SDK does not explicitly state support for web browsers, Server Virtualization or Desktop Virtualization platforms. If you are planning to use such a platform, please check that the operating system on which your Platform SDK application runs is supported, and that Platform SDK prerequisites are met. In case of any doubts, please contact your Genesys account team or e-mail the [virtualization support team](#).

Supported Operating Systems

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	OS	Release	Conditions
Linux	Red Hat Enterprise Linux 5	8.1 - 8.5.3	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 6	8.1.2+	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.5.1+	
Linux	Red Hat Enterprise Linux 8	9.0.009+	
Linux	Red Hat Enterprise Linux 9	9.0.0+	Support starting with the version 9.0.010.28.
Windows	Windows 10	8.5.201.04+	This operating system is only supported for user interface implementations not server implementations.
Windows	Windows 11	9.0.009+	This operating system is only supported for user interface implementations, not server implementations.
Windows	Windows 7	8.0.2+	Discontinued as of June 30, 2020.
Windows	Windows 8	8.1.3+	Discontinued as of September 30, 2023. This operating system is only supported for user interface implementations not server implementations.
Windows	Windows Server 2008	8.0+	Discontinued as of June 30, 2020
Windows	Windows Server 2008	8.1+	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.1.2+	Discontinued as of October 31, 2024
Windows	Windows Server 2016	9.0+	
Windows	Windows Server 2019	9.0+	Windows Server 2019 support is required starting from: <ul style="list-style-type: none"> Platform SDK for Java 9.0.007.05 Platform SDK for .Net 9.0.006.05
OS Family	OS	Release	Conditions

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:

- Be aware that Java SE 5, 6, and 9 are no longer supported by Platform SDK.
- Customers using Platform SDK 8.0 and 8.1.0 must upgrade to version 8.1.1 or higher using a Genesys-supported Java version.
- For details about compatibility between Platform SDK protocols and specific Genesys servers for each major Platform SDK release, refer to [Platform SDK Compatibility with Genesys Framework Components](#).
- Platform SDK for .NET has no dependency on third-party libraries.
- Starting with release 9.0.005.02, Platform SDK for Java supports Netty 4 instead of Netty 3.

Platform SDK - Prerequisites

Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Supported Versions			
Java SE 7	Yes	No	Release: 8.1.1 - 8.5.2 Discontinued as of November 1, 2024.
Java SE 8	Yes	No	Release: 8.5+
Microsoft .NET Framework 3.5	Yes	No	Release: 8.0 - 8.5.2
Microsoft .NET Framework 4.5.2	Yes	No	Release: 8.1.2+
Microsoft .NET Framework 4.6	Yes	No	Release: 9.0+
Microsoft .NET Framework 4.7	Yes	No	Release: 9.0+
Microsoft .NET Framework 4.8	Yes	No	Release: 9.0.007+
Open JDK 11	Yes	No	Release: 9.0.004+
OpenJDK 17	Yes	No	Release: 9.0.0+ Starting with 9.0.010.06.

Platform SDK - Prerequisites			
Third-Party Library Dependencies			
Netty	No	Yes	Release: 8.1.3 Platform SDK Java 8.1.3 requires netty-3.6.5.Final.jar
Netty	No	Yes	Release: 8.5.1 Platform SDK Java 8.5.1: netty-3.9.4.Final.jar
Netty	No	Yes	Release: 9.0 Platform SDK Java 9.0 requires netty-3.10.6.Final.jar
Netty	No	Yes	Release: 8.1.2 Platform SDK Java 8.1.2 requires netty-3.5.11.Final.jar
Netty	No	Yes	Release: 9.0.009+ Netty version updated from 4.1.73.Final to 4.1.79.Final