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Supported Operating Environment

How to Read the Tables in the Supported Operating Environment

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This page describes how to read the tables in this document.

Important

Third-party vendor Patches: Genesys software works with the latest patches for supported third-party software (Operating System, Databases, Virtualization Systems, Application/Web Servers). In the event of an issue, Genesys will work with the customer to address and resolve the problem.

OS Support for..., Browser Support for..., and DB/DB Cluster Support for... Tables

Name	Definition
Version support for platforms (OS, DBMS, browsers)	<p>Vendor product versions are identified as X.Y, or X.Y.Z. Although vendors often produce "dot releases," this document usually identifies only major release numbers. Genesys supports the minor releases, based on the vendors' compatibility policy.</p> <p>Notes:</p> <ul style="list-style-type: none">• Operating Systems<ul style="list-style-type: none">• Red Hat Enterprise Linux (RHEL) versions: For RHEL, 5, 6, and 7, version X means all X.Y versions are supported. For example, support for Red Hat Enterprise 7 means that the component supports all RHEL 7.x versions.• CentOS Linux versions: For CentOS Linux 7, version 7 means all 7.x versions are supported.• Oracle Linux versions: For Oracle Linux 7, version 7 means all 7.x versions are supported.• Browsers<ul style="list-style-type: none">• Unless otherwise noted, browser plug-ins are not supported for the identified browsers. Only the browser is supported.• Google Chrome: The latest version of Google Chrome and two prior versions are

	supported.
Release Support	<ul style="list-style-type: none"> • X.X (for example, 8.1): Indicates that only that specific release X.X version is supported. • X.X+ (for example, 7.6+): Indicates that all releases from X.X onward are supported. • X.X, X.Y: Indicates that only those specific releases are supported. • X.X-X.Y: Indicates that all releases between the two releases are supported, inclusive. • Controlled: Indicates that Genesys provides controlled support for eligible customer configurations. Genesys Professional Services can perform on site assessment, testing, and validation of your configuration to determine eligibility. For more information, please contact your Genesys Account Manager. <p>Notes:</p> <ul style="list-style-type: none"> • In some cases, the Genesys version may be three digits, X.Y.Z. • For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.”
Conditions/Limitations	Provides conditions or limitations specific to the row.

IPv6 Support for: Support for... Tables	
Name	Definition
Interface	<ul style="list-style-type: none"> • Common Interfaces: Refers to common Genesys components that might be used. • Additional Interfaces: Refers to other components that might be used.
Release Support	Refers to the release number of the Genesys product.
Conditions/Limitations	Provides conditions or limitations specific to the row.

Prerequisites Tables

Name	Definition
Third-Party Component Component Prerequisite	Identifies the name of the third-party component required by this product.
Acquired by Customer	Identifies whether the customer must acquire the component. A Yes value indicates that the customer obtain it.
Provided by Genesys	Identifies whether Genesys provides the customer with this component. A Yes value indicates that the Genesys does provide it.
Conditions/Limitations	Provides conditions or limitations specific to the row.

Virtualization Platform Support Tables	
Name	Definition
Virtualization Platforms	Identifies the names of the support virtualization platforms.
Operating Systems	Identifies the Operating System versions that are supported both by the Genesys product and the virtualization platform.
Genesys Supported Products	Provides information or links to the associated products that are supported by the virtualization platform.
Genesys Releases	Provides information on what User Interfaces are supported on this platform.
Conditions/Limitations	Provides conditions or limitations specific to the row.