GENESYS™

Supported Operating Environment

SpeechMiner

12/14/2025

SpeechMiner

> **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

SpeechMiner Servers Support

> **Notes**:
>
> - SpeechMiner includes four server types: database, platform, indexer, and web. All server types support the same operating systems as listed in this table.

OS Family	Operating System	Release	Conditions
Windows	Windows Server 2008	8.0 - 8.5.5	Discontinued as of June 30, 2020 Note the following: • Discontinued support as of 8.5.512.07 • For 8.5 - 8.5.512.06, R2 SP1; 64-bit native • For 8.1, R2 SP1; 64-bit native • For 8.0, R2 SP1, 64-bit native; x86, 32-bit
Windows	Windows Server 2012	8.1.0	Discontinued as of October 31, 2024 64-bit native

OS Family	Operating System	Release	Conditions
Windows	Windows Server 2012	8.5.0 - 8.5.2	Discontinued as of October 31, 2024 64-bit native
Windows	Windows Server 2012	8.5.3+	Discontinued as of October 31, 2024 R2 is required; 64-bit native
Windows	Windows Server 2016	8.5.5+	Supported starting with 8.5.512.07. Requires Microsoft .NET Framework 4.6.2 or higher.
Windows	Windows Server 2019	8.5.512+	Supported starting with 8.5.512.28(or higher). Requires you to upgrade to Elasticsearch 7.16.3(or higher).
Windows	Windows Server 2022	8.5.512+	Supported starting with 8.5.512.35(or higher). Requires an upgrade to Elasticsearch 7.17.6(or higher).

SpeechMiner SMART clients Support

OS Family	Operating System	Release	Conditions
Windows	Windows 10	8.5.5+	Support starting with 8.5.512.
Windows	Windows Server 2008	8.0 - 8.5.5	Discontinued as of June 30, 2020 Note the following: • Discontinued supports as of 8.5.512.07 • For 8.5 - 8.5.512.06, R2 SP1; 64-bit native • For 8.1 and 8.0, R2 SP1; 64-bit native
Windows	Windows Server 2012	8.1.0	Discontinued as of October 31, 2024

OS Family	Operating System	Release	Conditions
			64-bit native
Windows	Windows Server 2012	8.5.0 - 8.5.2	Discontinued as of October 31, 2024 64-bit native
Windows	Windows Server 2016	8.5.5+	Supported starting with 8.5.512.07.
Windows	Windows Server 2019	8.5.512+	Supported starting with 8.5.512.28.
Windows	Windows Server 2022	8.5.512+	Supported starting with 8.5.512.35.

SpeechMiner Users (web access) Support

OS Family	Operating System	Release	Conditions
Windows	Windows 10	8.5.5+	Starting with 8.5.510; Professional; 64-bit Compatibility
Windows	Windows Server 2008	8.0 - 8.5.5	Discontinued as of June 30, 2020 Note the following: • Discontinued as of 8.5.512.07 • For 8.5 - 8.5.512.06, R2 SP1; 64-bit native • For 8.1 and 8.0, R2 SP1; 64-bit native
Windows	Windows Server 2012	8.1.0	Discontinued as of October 31, 2024 64-bit native
Windows	Windows Server 2012	8.5.0 - 8.5.2	Discontinued as of October 31, 2024 64-bit native
Windows	Windows Server 2016	8.5.5+	Supported starting with 8.5.512.07. Requires Microsoft .NET Framework 4.6.2 or

OS Family	Operating System	Release	Conditions
			higher.
Windows	Windows Server 2019	8.5.512+	Supported starting with 8.5.512.28.
Windows	Windows Server 2022	8.5.512+	Supported starting with 8.5.512.35.

Supported Browsers

Component	Browser	Release	Conditions/ Limitations
SpeechMiner	Google Chrome	8.5.0+	On Windows only. See the SpeechMiner Users (web access) section under Supported Operating Systems for the Windows versions that are supported for Chrome.
SpeechMiner	Microsoft Edge Chromium	8.5.512+	Starting with version 8.5.512.28
SpeechMiner	Microsoft IE10	8.1.0	Support discontinued as of June 15, 2022.
SpeechMiner	Microsoft IE10	8.5.0	Support discontinued as of June 15, 2022.
SpeechMiner	Microsoft IE11	8.5.2+	Support discontinued as of June 15, 2022.
SpeechMiner	Microsoft IE9	8.0.0	Support discontinued as of June 15, 2022.
SpeechMiner	Microsoft IE9	8.1.0	Support discontinued as of June 15, 2022.
SpeechMiner	Microsoft IE9	8.5.001	Support discontinued as of June 15, 2022.

Supported Database/DB Clusters

Notes:

- An asterisk (*) indicates the oldest operating systems supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including AIX Power PC, HP-UX, and Solaris SPARC.

- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.

- For MS SQL Server, Enterprise Edition is required for large deployments; Standard Edition is the minimum requirement for other deployments.

- SpeechMiner does not have official and documented support for the various High Availability (HA) modes provided by MS SQL Server (for example DB Cluster, SQL Always on Availability Groups (AAG), and Traditional Shared Disk Clustering (FCI)).

Database	Release	Conditions/Limitations
Elasticsearch 5.5	8.5.5+	Note the following: Supports Elasticsearch 5.5.0 from 8.5.511 - 8.5.512.06; The files can be found here: elasticsearch-5.5.0.zip: https://www.elastic.co/downloads/past-releases/elasticsearch-5-5-0; for SpeechMiner, ES is supported only on Windows.
Elasticsearch 5.6	8.5.5+	Note the following: Elasticsearch 5.6.16 is required; Supported starting with 8.5.512.07; Customers who upgrade to 8.5.512.07 must upgrade to Elasticsearch 5.6.16; The files can be found here: https://www.elastic.co/downloads/past-releases/elasticsearch-5-6-16; for SpeechMiner, ES is supported only on Windows.
Elasticsearch 7.16	8.5.512+	Note the following: Elasticsearch 7.16.3 is required; Supported starting with 8.5.512.28; Customers who upgrade to 8.5.512.28 must upgrade to Elasticsearch 7.16.3; The files can be found here: https://www.elastic.co/downloads/past-releases/elasticsearch-7-16-3; for SpeechMiner, Elasticsearch is supported only on Windows.
Elasticsearch 7.17	8.5.512+	Note the following: Elasticsearch 7.17.6 is required; Supported

Database	Release	Conditions/Limitations
		starting with 8.5.512.35; Customers who upgrade to 8.5.512.35 must upgrade to Elasticsearch 7.17.6; The files can be found here: https://www.elastic.co/downloads/past-releases/elasticsearch-7-17-6; for SpeechMiner, Elasticsearch is supported only on Windows.
Elasticsearch 8.18	8.5.512+	Note the following: Elasticsearch 8.18.0 is required; Supported starting with 8.5.512.49; The files can be found here: https://www.elastic.co/downloads/past-releases/elasticsearch-8-18-0; for SpeechMiner, Elasticsearch is supported only on Windows.
MS SQL Server 2008	8.0 - 8.5.5	Discontinued as of June 30, 2020.
MS SQL Server 2012	8.1.0+	Discontinued as of January 1, 2025. With Reporting Services (Enterprise edition required for large installations) (Supported with SP4)
MS SQL Server 2014	8.5.5+	Discontinued as of January 1, 2025. Supported starting with 8.5.510 on SP3 with Reporting Services (Enterprise edition required for large installations)
MS SQL Server 2014	8.5.503 - 8.5.509	Discontinued as of January 1, 2025. Supported on SP2 with Reporting Services (Enterprise edition required for large installations)
MS SQL Server 2016	8.5.5+	Supported, starting with 8.5.512.07, on SP2 with Reporting Services (Enterprise edition required for large installations)
MS SQL Server 2019	8.5.512+	Note the following: Supported starting with 8.5.512.28; Customers who upgrade to 8.5.512.28(or higher) must upgrade to Elasticsearch 7.16.3(or higher).

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

SpeechMiner - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
.NET Core 2.0	Yes	No	**Release**: 8.5.511.00 - 8.5.512.07
.NET Core 3.1.3	Yes	No	**Release**: 8.5.512+ Starting with 8.5.512.10
.NET Core 6.0	Yes	No	**Release**: 8.5.512+

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			Starting with 8.5.512.36.
.NET Core 8.0	Yes	No	**Release**: 8.5.512+ Starting with 8.5.512.46.
Elasticsearch 5.5	Yes	No	**Release**: 8.5.5+ Note the following: • Supports Elasticsearch 5.5.0 from 8.5.511 - 8.5.512.06. • The files can be found here: elasticsearch-5.5.0.zip, https://www.elastic.co/downloads/past-releases/elasticsearch-5-5-0 • For SpeechMiner, Elasticsearch is supported only on Windows.
Elasticsearch 5.6	Yes	Yes	**Release**: 8.5.5+ Note the following: • Elasticsearch 5.6.16 is supported starting with 8.5.512.07. • The files can be found here: https://www.elastic.co/downloads/past-releases/elasticsearch-5-6-16; for SpeechMiner, Elasticsearch is supported only on Windows.
Elasticsearch 7.16	Yes	No	**Release**: 8.5.512+ Note the following: • Elasticsearch 7.16.3 is required.

SpeechMiner - Prerequisites			
			• The files can be found here: https://www.elastic.co/downloads/past-releases/elasticsearch-7-16-3 • For SpeechMiner, Elasticsearch is supported only on Windows.
Elasticsearch 7.17	Yes	No	**Release**: 8.5.512+ • Elasticsearch 7.17.6 is required. • The files can be found here: https://www.elastic.co/downloads/past-releases/elasticsearch-7-17-6. • For SpeechMiner, Elasticsearch is supported only on Windows.
Elasticsearch 8.18	Yes	No	**Release**: 8.5.512+ • Starting with 8.5.512.49, Elasticsearch 8.18.0 is supported. • The files can be found here: https://www.elastic.co/downloads/past-releases/elasticsearch-8-18-2. • For SpeechMiner, Elasticsearch is supported only on Windows.
Microsoft .NET Framework 3.5 SP1	Yes	No	**Release**: 8.1.0
Microsoft .NET Framework 4.5.1	Yes	No	**Release**: 8.5.2+ The files can be found

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			here: NDP451-KB2858728-x86-x64-AllOS-ENU.exe https://www.microsoft.com/en-in/download/details.aspx?id=40779
Microsoft .NET Framework 4.6.2	Yes	No	**Release**: 8.5.5+ Supported starting with 8.5.505 and required for Windows Server 2016. The files can be found here: NDP462-KB3151800-x86-x64-AllOS-ENU.exe https://www.microsoft.com/en-us/download/details.aspx?id=53344 .NET 4.6.2 is required only for systems with web server, .NET 4.5.1 can be used with all the other servers.
Microsoft .NET Framework 4.7.2	Yes	No	**Release**: 8.5.5+ Microsoft.NET Framework 4.7.2 is required for 8.5.510.xx Hot Fix releases starting with 8.5.510.30, and for 8.5.512.xx Hot Fix releases starting with 8.5.512.10.
Microsoft .NET Framework 4.8	Yes	No	**Release**: 8.5.512+ Starting with 8.5.512.50.
Microsoft Visual C++ 2013 Redistributable Package	Yes	No	**Release**: All The files can be found here: http://www.microsoft.com/en-us/download/details.aspx?id=40784
Microsoft Visual C++ 2015 Redistributable Package	Yes	No	**Release**: 8.5.512+ Note the following: • Starting with 8.5.512.10 • Required on hosts where indexer is installed.

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			• The files can be found here: https://www.microsoft.com/en-us/download/details.aspx?id=53840
SMTP server	Yes	No	**Release**: All With permissions to send emails (used for emailing reports to SpeechMiner users).