GENESYS™

Supported Operating Environment

Universal Routing

12/14/2025

Universal Routing

General Information - Universal Routing

Universal Routing Server, Interaction Routing Designer, and Custom Server

> ### 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

Custom Server Support

OS Family	Operating System	Release	Conditions
AIX	AIX Power PC 64-bit (AIX 5L for POWER) 7.1	8.0.0+	Discontinued December 31, 2020
Linux	Red Hat Enterprise Linux 8	8.1.4+	Starting with 8.1.400.04.
Solaris	Solaris SPARC 64-bit 10	8.0.0+	Discontinued as of December 31, 2020.

Interaction Routing Designer User Interface Support

OS Family	Operating System	Release	Conditions
Windows	Windows 10	8.1.4	
Windows	Windows 11	8.1.4+	Starting with IRD version 8.1.400.51.
Windows	Windows 7	7.6.2+	Discontinued as of June 30, 2020.
Windows	Windows 8	8.1.400.10+	Discontinued as of September 30, 2023.
Windows	Windows Server 2008	7.6.2	Discontinued as of June 30, 2020
Windows	Windows Server 2008	8.0.1	Discontinued as of June

OS Family	Operating System	Release	Conditions
			30, 2020
Windows	Windows Server 2012	8.1.400.18+	Discontinued as of October 31, 2024 Running in compatibility mode.
Windows	Windows Server 2019	8.1.4+	Starting with IRD version 8.1.400.45.

Universal Routing Server Support

OS Family	Operating System	Release	Conditions
Linux	CentOS Linux 7	8.1.4+	Discontinued as of January 15, 2025 Starting with 8.1.400.45.

Universal Routing Server and Custom Server Support

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.

- 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 7.x and later. This applies to Universal Routing Server starting with version 8.1.400.59 and Custom Server starting with version 8.1.400.04.

OS Family	Operating System	Release	Conditions
AIX Power PC	AIX Power PC 64-bit (AIX 5L for POWER) 7.1	8.1.1 - 8.1.400.75	Discontinued December 31, 2020
Linux	Red Hat Enterprise Linux 6	8.1.3 - 8.1.400.75	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise	8.1.400.32+	Note the following:

OS Family	Operating System	Release	Conditions
	Linux 7		- URS supports RHEL 7.7 and 7.9 starting with 8.1.400.63. - URS supports RHEL 7.6 starting with 8.1.400.58. - URS supports RHEL 7.5 starting with 8.1.400.56. - Custom Server supports RHEL 7.5, 7.6, and 7.7 starting with 8.1.400.04. - Both URS and Custom Server support Red Hat Enterprise Linux 7 natively.
Linux	Red Hat Enterprise Linux 8	8.1.4	Starting with 8.1.400.76
Linux	Red Hat Enterprise Linux 9	8.1.4+	Starting with 8.1.400.96
Solaris SPARC	Solaris SPARC 64-bit 10	7.2 - 8.1.400.75	Discontinued as of February 18, 2021.
Windows	Windows Server 2008	7.6.2 - 8.1.4	Note the following: - Only Universal Routing Server supports Windows 2008 beginning with Release 7.6.2. Custom Server supports Windows 2008 beginning with Release 8.0. - Discontinued as of July, 27, 2020.
Windows	Windows Server 2008	7.6.2+	Discontinued as of June 30, 2020 Only Universal Routing Server supports Windows 2008 beginning with Release 7.6.2. Custom Server supports Windows 2008

OS Family	Operating System	Release	Conditions
			beginning with Release 8.0.
Windows	Windows Server 2008	8.1 - 8.1.4	Discontinued as of July, 27, 2020.
Windows	Windows Server 2012	8.1.4	Discontinued as of October 31, 2024
Windows	Windows Server 2016	8.1.400.36	
Windows	Windows Server 2019	8.1.4+	Note the following support: • URS: Starting with 8.1.400.64. • Custom Server: Starting with 8.1.400.04.
Windows	Windows Server 2022	8.1.4+	Starting with 8.1.400.96

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

Notes:

• An asterisk (*) indicates the oldest databases supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including IBM DB2, Informix, MS SQL, Oracle, and Sybase. Genesys supports Genesys products on the database patch levels up to the latest currently available patch sets. For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.

• Only Interaction Routing Designer relies directly on a database. Universal Routing Server relies on DB Server. For DB Server support, see the Framework page.

Database	Release	Conditions/Limitations
IBM DB2 9.7	8.1.1 - 8.1.400.44	Discontinued as of February 25,

Database	Release	Conditions/Limitations
		2021.
MS SQL Server 2008	8.0 - 8.1.400.44	Discontinued as of February 25, 2021.
MS SQL Server 2012	8.1.4	Discontinued as of January 1, 2025.
MS SQL Server 2014	8.1.4+	Discontinued as of January 1, 2025. Starting with IRD 8.1.400.25.
MS SQL Server 2014 Cluster	8.1.4+	Discontinued as of January 1, 2025. Starting with IRD 8.1.400.25; also supports AlwaysOn Cluster with Synchronous Mirroring capability.
MS SQL Server 2016	8.1.4+	Starting with IRD 8.1.400.25.
MS SQL Server 2016 Cluster	8.1.4+	Starting with IRD 8.1.400.25; also supports AlwaysOn Cluster with Synchronous Mirroring capability.
MS SQL Server 2017	8.1.4+	Starting with IRD 8.1.400.30
MS SQL Server 2019	8.1.4+	Starting with IRD 8.1.400.39.
MS SQL Server 2019 Cluster	8.1.4+	Starting with IRD 8.1.400.49; also supports AlwaysOn Cluster with Synchronous Mirroring capability.
MS SQL Server 2022	8.1.4+	Starting with IRD 8.1.400.53
MS SQL Server 2022 Cluster	8.1.4+	Starting with IRD 8.1.400.53
Oracle 11g	8.0 - 8.1.400.44	Discontinued as of February 25, 2021.
Oracle 11g RAC	8.1.1 - 8.1.400.44	Discontinued as of February 25, 2021.
Oracle 12c R1	8.1.400.25	
Oracle 12c R1 RAC	8.1.400.23	
Oracle 12c R2	8.1.4+	Discontinued as of March 31, 2022.
Oracle 12c R2 RAC	8.1.4+	Discontinued as of March 31, 2022.
Oracle 18c	8.1.4+	Discontinued as of June 30, 2021.
Oracle 18c RAC	8.1.4+	Discontinued as of June 30, 2021.
Oracle 19c	8.1.4+	Starting with IRD 8.1.400.39.
Oracle 19c RAC	8.1.4+	Starting with IRD 8.1.400.39.
PostgreSQL 10	8.1.4+	Discontinued as of June 30, 2024. Support started with IRD 8.1.400.30.
PostgreSQL 14	8.1.4+	Starting with IRD 8.1.400.49.
PostgreSQL 16	8.1.4+	Starting with IRD 8.1.400.53

Supported Virtualization Platforms

> **Tip**
> See the global page that lists all Virtualization-related information.

IPV6 Support for Common Interfaces

> **Notes**:
>
> - Release Support numbers refer to Universal Routing.

Component	Release	Interface	Conditions
Custom Server	8.1	Management Framework Configuration Server/ Proxy	
Interaction Routing Designer	8.0.1	Management Framework Configuration Server/ Proxy	
Universal Routing Server	8.1	Interaction Server	
Universal Routing Server	8.1	License Server	
Universal Routing Server	8.1	Management Framework Configuration Server/ Proxy	
Universal Routing Server	8.1	SIP Server/T-Server	

IPV6 Support for Additional Interfaces

> **Notes**:
>
> • Release Support numbers refer to Universal Routing.

Component	Release	Interface	Conditions
Custom Server	8.1	Universal Routing Server Core	
Universal Routing Server	8.1	Custom Server	
Universal Routing Server	8.1	Load Distribution Server	
Universal Routing Server	8.1	Orchestration Server	
Universal Routing Server	8.1	Stat Server	
Universal Routing Server	8.1	Web Interface	

Prerequisites

> **Notes**:
>
> • There are no prerequisites identified for Universal Routing.