GENESYS™

Supported Operating Environment

Supported Operating Environment Reference

3/30/2025

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Link to video

This reference provides system-level information about the operating environments (system, databases, and other support) for Genesys Engage on-premises products.

For information about other deployment methods, refer to Genesys Engage cloud and cloud private edition.

> ## Important
>
> Of particular note:
>
> - Genesys support for below platform versions ends when respective vendors declare End of support. For information, see Discontinued Support.
>
> - For virtualization support information, see Virtualization Platform Support.
>
> - For information on Java support, see Java Support.
>
> - Selective products (9.x version) support Docker and Kubernetes, and the supported supported operating environments may vary from 8.x versions. Refer to the respective Deployment Guides for details. For example, see CX Contact, Web Services and Applications, Customer Experience Insights.

OS

Link to video

Browsers

Link to video

Database

Link to video

IPv6

Link to video

Find a Product

Links to product pages in this guide:

- Billing Data Server
- Composer
- CSTA Connector for BroadSoft BroadWorks
- CX Contact
- Decisions
- eServices
- Management Framework
- Genesys Intelligent Automation (formerly GAAP)
- Genesys Co-browse
- Genesys Customer Experience Insights
- Genesys Administrator Extension
- Genesys Agent Scripting
- Genesys Desktop
- Genesys Info Mart
- Genesys Interaction Recording
- Genesys Interactive Insights
- Genesys IVR SDK
- Genesys Knowledge Center

- Genesys Media Server
- Genesys Mobile Services
- Genesys Pulse
- Genesys Quality Management (Zoom)
- Genesys Rules System
- Genesys Skills Management
- Genesys Softphone
- Genesys Video Gateway
- Genesys Voice Platform
- Genesys Voice Platform Studio
- Genesys Web Engagement
- Genesys WebRTC Service
- Genesys Web Services and Applications
- Genesys Widgets
- Gplus Adapter for Microsoft CRM
- Gplus Adapter for SAP Analytics

- Gplus Adapter for SAP CRM
- Gplus Adapter for SAP Data Access Component
- Gplus Adapter for SAP ERP
- Gplus Adapter for SAP ICI Multi-Channel
- Gplus Adapter for Siebel CRM
- Genesys Predictive Routing
- Genesys Voice Platform Voice Application Reporter
- Interaction Concentrator
- Interaction SDK
- IVR Interface Option
- intelligent Workload Distribution
- License Reporting Manager
- LivePerson Adapter
- Load Distribution Server
- Messaging Apps/ Social Engagement
- Multimedia

- Connector for Skype for Business
- Network SIP Server
- Network T-Server ATT
- Network T-Server GenSpec
- Network T-Server ISCP
- Network T-Server MCI
- Network T-Server NGSN
- Network T-Server Sprint
- Outbound Contact eXpert
- Orchestration Server
- Outbound Contact
- Platform SDK
- Pulse Advisors (formerly PMA)
- Real-Time Metrics Engine
- SIP Endpoint SDK
- SIP Feature Server
- SIP Proxy
- SIP Server
- Solution Reporting

(CCPulse+ and CC Analyzer)

- SpeechMiner
- Stream Manager
- T-Server Aastra MX-ONE
- T-Server Alcatel A4400/OXE
- T-Server Avaya Communication

Manager

- T-Server Avaya TSAPI
- T-Server Cisco Unified Communications Manager
- T-Server CSTA Connector
- T-Server Mitel

MiVoice 5000

- T-Server NEC NEAX/APEX
- T-Server Nortel Communication Server 2000/2100
- T-Server Siemens HiPath 4000 CSTA III
- UC Connector
- Universal Contact

Server

- Universal Routing
- Voice Treatment Option
- Workforce Management
- Workspace Desktop Edition
- Workspace SIP Endpoint