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# Supported Operating Environment

Workspace Desktop Edition

# Workspace Desktop Edition

## General Information - Workspace Desktop Edition

This product was called Interaction Workspace prior to release 8.5.0

### 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

| OS Family | OS                  | Release | Conditions  |
|-----------|---------------------|---------|---|
| Windows   | Windows 10          | 8.1+    | Application running in 32-bit compatibility mode on 64-bit OS.<br>Note the following: <ul style="list-style-type: none"><li>For Workspace Desktop Edition 8.5, support starts with 8.5.112.08. Windows 10 is not supported from 8.5.100.05 through 8.5.111.21.</li><li>For Interaction Workspace 8.1, support starts with 8.1.401.69.</li></ul> |
| Windows   | Windows 11          | 8.5+    | Application running in 32-bit compatibility mode on 64-bit OS. Support starts with 8.5.153.05.  |
| Windows   | Windows 8           | 8.1+    | Discontinued as of September 30 2023.<br>Application running in 32-bit compatibility mode on 64-bit OS. Supported in Release 8.1.401.   |
| Windows   | Windows Server 2012 | 8.5     | Discontinued as of October 31 2024.<br>Application running in 32-bit compatibility mode on 64-bit OS.   |
| Windows   | Windows Server 2016 | 8.5     | Application running in 32-bit compatibility mode on 64-bit OS.  |
| Windows   | Windows Server 2019 | 8.5     | Application running in 32-bit compatibility mode on 64-bit OS. Support starts with 8.5.137.06.  |
| Windows   | Windows Server 2022 | 8.5     | Application running in 32-bit compatibility mode on 64-bit OS.  |
| OS Family | OS                  | Release | Conditions  |

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| OS Family | OS | Release | Conditions                      |
|-----------|----|---------|---------------------------------|
|           |    |         | Support starts with 8.5.161.03. |
| 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

| Component                 | Release | Interface                                       | Conditions |
|---------------------------|---------|---|------------|
| Workspace Desktop Edition | 8.5     | Interaction Server                              |            |
| Workspace Desktop Edition | 8.5     | Management Framework Configuration Server/Proxy |            |
| Workspace Desktop Edition | 8.5     | SIP Server/T-Server                             |            |
| Workspace Desktop Edition | 8.5     | Stat Server                                     |            |

## IPV6 Support for Additional Interfaces

| Component                 | Release | Interface                      | Conditions |
|---------------------------|---------|--------------------------------|------------|
| Workspace Desktop Edition | 8.5     | Chat Server                    |            |
| Workspace Desktop Edition | 8.5     | Universal Contact Server/Proxy |            |

## Prerequisites

| Workspace Desktop Edition - Prerequisites |                      |                     |  |
|---|----------------------|---------------------|--|
| Third-Party Component Prerequisites       | Acquired by Customer | Provided by Genesys | Conditions/ Limitations  |
| Centralized Deployment Server (ClickOnce) |                      |                     |  |
| Microsoft .NET Framework 2.0+             | Yes                  | No                  | <b>Release:</b> 8.0-8.1.4<br>Requires an HTTP Server like MS IIS or Apache HTTP Server that is prepared for ClickOnce support. Refer to the <a href="#">Workspace Deployment Guide</a> for more information. |
| Microsoft .NET Framework 4 (4.5+)         | Yes                  | No                  | <b>Release:</b> 8.5+<br>Requires an HTTP Server like MS IIS or Apache HTTP Server that is prepared for ClickOnce support. Refer to the <a href="#">Workspace Deployment Guide</a> for more information.      |

## Workspace Desktop Edition - Prerequisites

### Agent Workstation Runtime Prerequisites

|                                   |     |    |                           |
|-----------------------------------|-----|----|---------------------------|
| Microsoft .NET Framework 3.5 SP1  | Yes | No | <b>Release:</b> 8.0-8.1.4 |
| Microsoft .NET Framework 4 (4.5+) | Yes | No | <b>Release:</b> 8.5+      |

### Development Workstation Prerequisites

|                                   |     |    |  |
|-----------------------------------|-----|----|--|
| Microsoft .NET Framework 3.5 SP1  | Yes | No | <b>Release:</b> 8.0-8.1.4<br>Requires Visual Studio 2008 as customization development tool (Visual C# 2008 Express Edition free version is sufficient) |
| Microsoft .NET Framework 4 (4.5+) | Yes | No | <b>Release:</b> 8.5+<br>Requires Visual Studio 2012 as customization development tool (Visual C# 2012 Express Edition free version is sufficient)      |

### Agent Workstation-Centralized Deployment Prerequisites

|   |     |    |  |
|---|-----|----|--|
| Microsoft Internet Explorer (IE11+) or Firefox ESR or Google Chrome                   | Yes | No | <b>Release:</b> 8.0-8.1.4<br>Google Chrome and Firefox require an extension like Meta4 ClickOnce Launcher or FxClickOnce for improved user experience. |
| Microsoft Internet Explorer (IE11+) or Firefox ESR or Google Chrome or Microsoft Edge | Yes | No | <b>Release:</b> 8.5+<br>Google Chrome and Firefox require an extension like Meta4 ClickOnce Launcher or FxClickOnce for improved user experience.      |