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Genesys Interaction Recording Solution Guide

Minimum Recommended Versions

12/15/2025

Minimum Recommended Versions

The following tables contain a list of the minimum recommended versions for **Direct Dependencies** and **Indirect Dependencies**. You should check the contributing product release notes for important product information. Contact **Genesys Customer Care** if you have questions about your prerequisite versions.

Important

- You should check the contributing product release notes for important product information. Contact [Genesys Customer Care](#) if you have questions about your prerequisite versions.
- Versions appended with a * indicate that the dependent software has been changed to support either new functionality or it has corrected previously broken functionality. Review the release notes if you're considering to update only some of the dependent versions.

For current information about the latest features that were delivered, refer to the [New in this Release](#).

Direct Dependencies																			
Minimum Recommended Version TIP																			
TIP																			
GIR	GIR	GIR	GIR	GIR	GIR	GIR	GIR	GIR	GIR	GIR	GIR	GIR	GIR	GIR	GIR	Release			
8.5.22	8.612	8.602	8.602	8.602	8.612	8.602	8.602	18.622	18.602	18.602	18.612	18.602	18.602	18.642	18.632	12.02			
Recording Processor Script 8.5.x	8.5.09	8.270	98.250	98.250	98.230	98.230	88.610	88.610	88.610	88.610	88.610	88.610	88.610	88.610	78.310	78.640	68.810	68.900	50.84
Voice Processor 9.0.x	9.0.00	9.025	9.025	9.025	9.025	9.030	0.003	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Recording Crypto Server 8.5.x	8.5.09	8.820	98.380	98.330	98.330	88.360	88.360	88.360	88.360	88.360	88.360	88.360	78.310	78.310	78.940	68.520	68.320		50.73
Recording Plug-in for GAX 8.5.x (including	8.5.09	8.570	98.530	98.500	98.500	98.530	98.530	98.610	98.510	88.670	88.310	78.320	78.320	78.320	78.930	68.640	68.800		50.75

[illegible]

Direct Dependencies																		
Minimum Recommended Version TIP																		
TIP																		
VP Resource Manager	8.5.059.53	49.58	29.07	29.07	29.07	09.09	09.09	09.09	09.09	08.59	88.61	88.61	78.39	78.39	78.95	78.64	78.64	60.42
SIP Server	8.1.108.34	08.96	08.96	08.96	08.76	08.06	08.06	08.06	08.06	08.73	08.73	08.54	08.54	08.54	08.54	08.54	08.42	02.28
Genesys Info Mart	8.5.018.54	018.54	018.54	018.54	14/14	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	

Indirect Dependencies Minimum Recommended Version																	
TIP																	
GIR Release	GIR Release	GIR Release	GIR Release	GIR Release	GIR Release	GIR Release	GIR Release	GIR Release	GIR Release	GIR Release	GIR Release	GIR Release	GIR Release	GIR Release	GIR Release	GIR Release	
	8.5.228.6	228.6	228.6	228.6	228.6	228.6	228.6	228.6	228.6	228.6	228.6	228.6	228.6	228.6	228.6	228.6	228.6
Interaction Server	8.5.118.50	108.50	108.50	108.50	108.50	108.50	108.50	108.50	108.50	108.50	108.50	108.50	108.50	108.50	108.50	108.50	05.04
Interaction Concentrator	8.1.518.55	18.17	18.05	18.05	18.05	18.05	18.05	18.05	18.05	18.05	18.05	18.05	18.05	18.05	18.05	18.05	09.07
Genesys Admin Portal Extension	9.0.109.01	109.06	109.06	109.06	108.56	98.69	98.69	98.69	98.69	58.52	58.52	48.59	28.54	28.54	28.54	28.54	20.20
Configuration Server	8.5.108.50	108.50	108.50	108.50	108.50	108.50	108.50	108.50	108.50	108.50	108.50	108.50	108.50	108.50	108.50	108.50	00.16
Solution Control Server	8.5.108.34	108.34	108.34	108.34	108.34	108.34	108.34	108.34	108.34	108.34	108.34	108.34	108.34	108.34	108.34	108.34	00.19
Message Server	8.5.108.53	108.53	108.53	108.53	108.53	108.53	108.53	108.53	108.53	108.53	108.53	108.53	108.53	108.53	108.53	108.53	00.17
Local Control Agent	8.5.108.37	108.37	108.37	108.37	108.37	108.37	108.37	108.37	108.37	108.37	108.37	108.37	108.37	108.37	108.37	108.37	00.12
SNMP Master Agent	8.5.108.67	108.67	108.67	108.67	108.67	108.67	108.67	108.67	108.67	108.67	108.67	108.67	108.67	108.67	108.67	108.67	00.07
Universal Routing Server	8.1.408.36	408.36	408.36	408.36	408.36	408.36	408.36	408.36	408.36	408.36	408.36	408.36	408.36	408.36	408.36	408.36	00.27
Orchestration Server	8.1.408.47	408.47	408.47	408.47	408.47	408.47	408.47	408.47	408.47	408.47	408.47	408.47	408.47	408.47	408.47	408.47	00.00
Universal	8.5.208.57	208.57	208.57	208.57	208.57	208.57	208.57	208.57	208.57	208.57	208.57	208.57	208.57	208.57	208.57	208.57	

Indirect Dependencies Minimum Recommended Version															
TIP															
Contact Server															
Chat Server	8.5.20	8.5.20	8.5.20	8.5.20	8.5.20	8.5.20	8.5.20	8.5.20	8.5.20	8.5.20	8.5.20	8.5.20	8.5.20	8.5.20	N/A