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Genesys Interaction Recording Solution Guide

Minimum Recommended Versions

12/14/2025

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 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	1228.60	228.60	228.60	228.60	228.60	228.60	228.60	228.60	218.60	2218.60	218.60	218.60	218.60	218.60	212.02
Recording Processor Script 8.5.x	8.5.098.27	098.27	098.27	098.27	098.27	098.27	098.27	098.27	098.27	098.27	098.27	098.27	098.27	098.27	098.27
Voice Processor 9.0.x	9.0.009.25	009.25	009.25	009.25	009.25	009.25	009.25	009.25	009.25	009.25	009.25	009.25	009.25	009.25	009.25
Recording Crypto Server 8.5.x	8.5.098.82	098.82	098.82	098.82	098.82	098.82	098.82	098.82	098.82	098.82	098.82	098.82	098.82	098.82	098.82
Recording Plug-in for GAX 8.5.x (including	8.5.098.57	098.57	098.57	098.57	098.57	098.57	098.57	098.57	098.57	098.57	098.57	098.57	098.57	098.57	098.57

[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	08.06	08.73	08.73	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	109.06	109.06	109.06	109.06	109.06	109.06	109.06	109.06	109.06	109.06	109.06	109.06	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	08.34	08.34	08.34	08.34	08.34	08.34	08.34	08.34	08.34	08.34	08.34	08.34	08.34	08.34	08.34	00.19
Message Server	8.5.108.53	08.53	08.53	08.53	08.53	08.53	08.53	08.53	08.53	08.53	08.53	08.53	08.53	08.53	08.53	08.53	00.17
Local Control Agent	8.5.108.57	08.57	08.57	08.57	08.57	08.57	08.57	08.57	08.57	08.57	08.57	08.57	08.57	08.57	08.57	08.57	00.12
SNMP Master Agent	8.5.108.67	08.67	08.67	08.67	08.67	08.67	08.67	08.67	08.67	08.67	08.67	08.67	08.67	08.67	08.67	08.67	00.07
Universal Routing Server	8.1.408.36	08.36	08.36	08.36	08.36	08.36	08.36	08.36	08.36	08.36	08.36	08.36	08.36	08.36	08.36	08.36	00.27
Orchestration Server	8.1.408.47	08.47	08.47	08.47	08.47	08.47	08.47	08.47	08.47	08.47	08.47	08.47	08.47	08.47	08.47	08.47	00.00
Universal	8.5.208.57	08.57	08.57	08.57	08.57	08.57	08.57	08.57	08.57	08.57	08.57	08.57	08.57	08.57	08.57	08.57	00.00

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