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User's Guide

Prerequisites

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Prerequisites

To work with Context Services (CS), your system must meet the software requirements established in the Genesys Supported Operating Environment Reference Manual, as well as meeting the following minimum requirements.

Important

Make sure to estimate the size of solution that will be able to handle the expected user load. See [Sizing Calculator](#).

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Hardware Requirements

The following are minimum requirements:

- CPU: Quad core
- Memory: 4GB
- Disk: 160GB
- At least 2-3 nodes recommended for redundancy and availability

OS Requirements

- [Genesys Supported Operating Environment Reference Guide](#)

Important

For Linux installations, the Linux compatibility packages must be installed prior to installing the Genesys IPs.

Browser Support

- [Genesys Supported Operating Environment Reference Guide](#)

Java Requirements

- Context Services requires a JDK.
- Context Services supports JDK 8.

Genesys Environment

You must have a [Genesys Mobile Services](#) environment installed and running. See the [the GMS prerequisites page](#) for a list of Genesys components that are used with a GMS installation.

Sizing

You should also check the guidelines about [sizing](#) prior to your installation.