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Genesys Interoperability Guide

Digital Messaging Server and Driver Compatibility

12/15/2025

Digital Messaging Server and Driver Compatibility

The table provides information for compatibility between Digital Messaging Server (DMS) and various Genesys driver components.

Important

Genesys strongly recommends to use the exact DMS version, which corresponds to the specific Driver version.

DMS Release	DMS Release Type	Bot Gateway Server	Genesys Driver for use with Apple Business Chat	Genesys Driver for SMS and MMS	Genesys Cloud API Driver for Facebook	Genesys Cloud API Driver for Twitter	Genesys Driver for use with WhatsApp via Hub
9.1.021.00 These versions do not support the scalability mode of the Genesys Hub driver	Update	Not supported	9.1.021.01	9.0.018.00	9.0.021.02, 9.0.021.03	9.0.021.02, 9.0.021.03	9.1.021.00
9.1.019.02 These versions do not support the scalability mode of the Genesys Hub driver	General	Not supported	9.1.018.01	9.0.018.00	9.0.020.02, 9.0.019.02, 9.0.018.02	9.0.020.02, 9.0.019.02, 9.0.018.02	9.1.020.00, 9.0.018.01
9.1.018.01 These versions do not support the scalability mode of the Genesys Hub driver	General	9.0.011.02	9.1.018.01	9.0.018.00	9.0.018.02	9.0.018.02	9.1.018.01
9.1.017.05	General	9.0.010.01	9.1.016.01	9.0.016.02	9.0.017.06	9.0.017.06	9.1.017.03

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These versions do not support the scalability mode of the Genesys Hub driver							
9.1.016.05 These versions do not support the scalability mode of the Genesys Hub driver	Update	9.0.009.05	9.1.016.01, 9.1.009.02	9.0.016.02	9.0.016.07	9.0.016.07, 9.0.017.03	9.1.015.02, 9.1.016.01
9.1.014.02 These versions do not support the scalability mode of the Genesys Hub driver	General	9.0.009.05, 9.0.010.01	9.1.009.02	9.0.015.00, 9.0.015.02	9.0.012.47, 9.0.015.09	9.0.012.47, 9.0.015.09	9.1.008.19, 9.1.014.01, 9.1.015.00, 9.1.015.01
9.1.008.31 These versions do not support the scalability mode of the Genesys Hub driver	General	Not supported	9.1.009.02	9.0+	9.0.012.47	9.0.012.47	9.1.008.19, 9.1.014.01, 9.1.015.00
9.1.008.23 These versions do not support the scalability mode of the Genesys Hub driver	Update	Not supported	9.1.000.03, 9.1.009.01	9.0+	9.0.012.35	9.0.012.35	9.1.008.12
9.1.008.08 These versions do not support	Update	Not supported	9.1.000.03, 9.1.009.01	9.0+	9.0.012.23	9.0.012.23	9.1.008.05

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the scalability mode of the Genesys Hub driver							
9.1.008.07	Hot Fix	9.0.008.05	9.1.000.03	9.0+	9.0.012.12	9.0.012.12	9.1.007.08
9.1.008.06	Hot Fix	9.0.007.06	9.1.000.03	9.0+	9.0.012.09	9.0.012.09	9.1.007.08
9.1.008.02	Update	Not supported	9.1.000.03	9.0+	9.0.012.02	9.0.012.02	9.1.007.08
9.1.007.05	Update	Not supported	9.1.000.03	9.0+	9.0.011.51	9.0.011.51	9.1.007.08
9.1.006.15	Update	Not supported	9.1.000.03	9.0+	9.0.011.49	9.0.011.49	9.1.006.08
9.1.006.12	Update	Not supported	9.1.000.03	9.0+	9.0.011.31	9.0.011.31	9.1.006.08
9.1.006.11	Hot Fix	Not supported	9.1.000.03	9.0+	9.0.011.28	9.0.011.28	9.1.006.08
9.1.006.09 (flex protocol set by default)	Update	Not supported	9.1.000.03	9.0+	9.0.011.28	9.0.011.28	9.1.006.08
9.1.006.03	Update	Not supported	9.1.000.03	9.0+	9.0.011.28	9.0.011.28	9.1.005.07
9.1.005.04	Update	9.0.007.06	9.1.000.03	9.0+	9.0.011.10 (basic protocol)	9.0.011.10 (basic protocol)	9.1.005.07
9.1.003.12	Update	9.0.006.04 9.0.007.06	9.1.000.03	9.0+	9.0.011.04 (basic protocol)	9.0.011.04 (basic protocol)	9.1.004.08
9.1.003.10	Update	Not supported	9.1.000.03	9.0+	Not supported	Not supported	9.1.004.08
9.1.002.03	Update	Not supported	9.1.000.03	9.0+	9.0.006.06+	9.0.006.07+	9.1.003.05
9.1.002.02	Update	Not supported	9.1.000.03	9.0+	9.0.006.06+	9.0.006.07+	9.1.003.05
9.1.001.04	General	9.0.005.05 9.0.006.04	9.1.000.03	9.0+	9.0.006.06+	9.0.006.07+	9.1.002.04
9.1.000.03	Update	Not supported	9.0+	9.0+	9.0.006.06	9.0.006.07	9.1.001.03

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9.0.002.06	Update	Not supported	9.0+	9.0+	9.0.005.02	9.0.005.04	Not supported
9.0.001.10	General	9.0.004.08	9.0+	Not supported	9.0.003.10+	9.0+	Not supported
9.0.001.08	Update	Not supported	Not supported	Not supported	9.0.003.10+	9.0+	Not supported
9.0.000.23	General	Not supported	Not supported	Not supported	9.0 - 9.0.002.01	9.0+	Not supported
9.0.000.07	General	Not supported	Not supported	Not supported	9.0 - 9.0.002.01	9.0+	Not supported