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Supported Operating Environment

Discontinued Support

Discontinued Support

The table below lists Genesys announced global end of support dates for various operating platforms or versions that have both reached end of support or will reach end of support soon. End of Support dates are based on Genesys product lifecycle needs and may be earlier than the platform vendor’s end of support dates. In addition to the below list, Genesys support for third party platform versions ends when respective vendors declare End of support. To learn more, refer to [Red Hat](#), [Microsoft](#), [Oracle](#), [Open JDK](#), [Oracle Java](#), [Jetty](#), [Tomcat](#), [Netty](#), [CentOS](#), [PostgreSQL](#), [Redis](#), [elasticsearch](#), [Cassandra](#), [Citrix](#), [VMWare](#), [IE11](#) information.

Important

Genesys Engage is revamping its support policy for web browsers. Starting January 1, 2024, the compatibility of Genesys Engage applications with supported web browsers will be limited to releases no older than one (1) year.

Operating Environment	Global End of Support (for all Genesys products)
Operating Systems	
IBM AIX (all versions)	All versions: December 31, 2020 IBM AIX 6.1: April 16, 2016
HP-UX (all versions)	December 31, 2014
Microsoft Windows Server 2003	July 31, 2015
Microsoft Windows Vista	April 1, 2016
Microsoft Windows Server 2008	June 30, 2020
Microsoft Windows 7	June 30, 2020
Microsoft Windows 8	September 30, 2023
Microsoft Windows Server 2012	October 31, 2024
Microsoft Windows Server 2016	Support for Microsoft Windows Server 2016 applications on January 31, 2026
MacOS 10.x	October 1, 2024
MacOS 11.x	October 1, 2024
MacOS 13.x	December 1, 2025.
Red Hat Enterprise Linux 5.x	June 30, 2018
Red Hat Enterprise Linux 6.x	November 30, 2020
Red Hat Enterprise Linux 7.x	Support for Red Hat Enterprise Linux 7.x will applications on January 31, 2025.
CentOS 7.x	January 15, 2025
Solaris (all versions)	December 31, 2020

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	Solaris 9: October 1, 2014
Oracle Linux 6	July 31, 2023
Browsers	
Internet Explorer 11	June 15, 2022
Databases	
Sybase (all versions)	January 1, 2013
IBM DB (all versions)	All versions: December 31, 2020
	IBM DB2 9.5: April 1, 2015
Microsoft SQL Server 2005	April 1, 2016
Microsoft SQL Server 2008	June 30, 2020
Microsoft SQL Server 2012	January 1, 2025
Microsoft SQL Server 2014	January 1, 2025
Microsoft SQL Server 2016	Support for Microsoft SQL Server 2016 will be discontinued for all applications on March 31, 2025.
Oracle 10g	February 1, 2014
Oracle 18c	June 30, 2021
PostgreSQL 9	November 11, 2021
PostgreSQL 10	June 30, 2024
PostgreSQL 11	September 15, 2024
Cassandra 2.0	June 30, 2020
Redis 3.0	June 30, 2020
Oracle 11.x	December 31, 2020
Oracle 12.2	March 31, 2022
Interpreters	
Java 7 and earlier	November 1, 2024
Virtualization	
Citrix XenApp 5	January 31, 2015
IBM PowerVM LPAR (AIX 6)	April 16, 2016
Microsoft Terminal Server (Windows 2003, XP)	July 1, 2015
	6.x - December 1, 2024
VMWare (6.x and earlier)	5.x - June 30, 2020
	Note: VMWare ESXi 4 and 3.5 were no longer supported as of January 1, 2014.
Hyper-V Server 2008	June 30, 2020
IBM AIX LPAR Virtualization (all versions)	December 31, 2020
Solaris Containers Virtualization (all versions)	December 31, 2020

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Citrix XenApp 6	June 30, 2023