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Supported Operating Environment

Genesys Intelligent Automation (formerly GAAP)

5/4/2025

Genesys Intelligent Automation (formerly GAAP)

General Information - Genesys Intelligent Automation (formerly GAAP)

Previously, Genesys Intelligent Automation was known as Genesys App Automation Platform.

Important

Genesys support for the platform versions mentioned on this page ends when the respective vendors declare End of Support. For more information, see [Discontinued Support](#).

Supported Operating Systems

Intelligent Automation Server Support

Notes:

- This information applies to Intelligent Automation Server (VUI), Intelligent Automation Messaging Server, and Intelligent Automation Server Integration Hub.

OS Family	Operating System	Release	Conditions
Windows	Windows Server 2012	9.0+	Discontinued as of October 31, 2024 R2, 64-bit Standard Edition.
Windows	Windows Server 2016	9.0+	Support starts with 9.0.104
Windows	Windows Server 2019	9.0+	Support starts with 9.0.105
Windows	Windows Server 2022	9.0+	Support starts with

OS Family	Operating System	Release	Conditions
			9.0.127

Intelligent Automation Server User Interface Support

OS Family	Operating System	Release	Conditions
Windows	Windows 10	9.0+	
Windows	Windows Server 2012	9.0+	Discontinued as of October 31, 2024
			R2, 64-bit Standard Editions.
Windows	Windows Server 2016	9.0+	Support starts with 9.0.104
Windows	Windows Server 2019	9.0+	Support starts with 9.0.114 Requires Visual C++ 2013 Redistribution packages from Microsoft
Windows	Windows Server 2022	9.0+	Support starts with 9.0.127

Supported Browsers

Component	Browser	Release	Conditions/Limitations
Genesys Intelligent Automation (formerly GAAP)	Firefox ESR	3.3+	Supported on Windows 7, 8, 10, Windows Server 2012 R2, Mac; Genesys supports Firefox from tested version to latest version unless a bug is introduced in either browser. For example, Firefox introduces a bug in version x that breaks compatibility that is fixed in x+1. Genesys will support x-1 and x+1 but not x.
Genesys Intelligent Automation (formerly GAAP)	Google Chrome	3.3+	Supported on Windows 7, 8, 10, Windows Server 2012 R2, Mac. Genesys supports

Component	Browser	Release	Conditions/Limitations
			Chrome from the tested version to the latest version unless a bug is introduced in either browser. For example, Chrome introduces a bug in version x that breaks compatibility that is fixed in x+1. Genesys will support x-1 and x+1 but not x.
Genesys Intelligent Automation (formerly GAAP)	Microsoft Edge	3.3+	Supported on Windows 10
Genesys Intelligent Automation (formerly GAAP)	Microsoft IE	3.3+	Internet Explorer 11 is NOT supported on Windows.

Supported Database/DB Clusters

Notes:

- Only the Standard Edition is supported for MS SQL Server.

Database	Release	Conditions/Limitations
Elasticsearch	9.0	Elasticsearch is no longer supported from 9.0.110.xx onwards.
MS SQL Server 2016	9.0.101+	No longer supported from 9.0.113.xx
MS SQL Server 2017 (Windows)	9.0.101+	Microsoft SQL Server 2017 (RTM-CU25) (KB5003830) - 14.0.3401.7 (x64)
MS SQL Server 2019	9.0.1+	Starting from 9.0.114+
Oracle 19c	9.0+	Starting with 9.0.109
Oracle 19c RAC	9.0.121+	Starting from 9.0.125+. Transparent data encryption (TDE) is supported for tables only.
PostgreSQL 10	9.0.101+	Discontinued as of June 30, 2024.

Database	Release	Conditions/Limitations
		PostgreSQL is no longer supported from 9.0.110.xx onwards.

Supported Virtualization Platforms

Tip

See the global page that lists all **Virtualization**-related information.

IPV6 Support for Common Interfaces

No IPV6 information for common interfaces at this time.

IPV6 Support for Additional Interfaces

No IPV6 information for additional components at this time.

Prerequisites

Genesys Intelligent Automation (formerly GAAP) - Prerequisites

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Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
Apache Tomcat 9.0.62	No	Yes	Release: 9.0.101+ Supported from 9.0.101+
Apache Tomcat 9.0.72	No	Yes	Release: 9.0.119+ Supported Groovy version is 4.0.2
Apache Tomcat 9.0.80	No	Yes	Release: 9.0.121+
OpenJDK 17	Yes	No	Release: 9.0.121+ After installation, create an environment variable: GIA_JAVA_HOME = "C:\Program Files\Java\jdk-17" or the path where the JDK is installed.
SNMP v2c	Yes	No	Release: 9.0.0+ Starting with 9.0.109
Visual C++ Redistributable Packages for Visual Studio 2013	Yes	No	Release: All