Supported Operating Environment

Genesys Info Mart

5/10/2025

Genesys Info Mart

> **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

Genesys Info Mart Server Support

OS Family	Operating System	Release	Conditions
Linux	CentOS Linux 7	8.5.003+	Discontinued as of January 15, 2025 Note the following: • Starting with 8.5.003.16 • Supported for use on Kernel Virtual Machine (KVM) starting with 8.5.014.19. • Genesys Info Mart supports 64-bit native mode and 64-bit compatibility mode starting with 8.1.2.
Linux	Oracle Linux 7	8.5.0+	Starting with 8.5.014.09
Linux	Red Hat Enterprise Linux 6	8.1.2+	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.5.0+	Note the following: • Starting with 8.5.003.16 • Supported for use on Kernel Virtual Machine (KVM)

OS Family	Operating System	Release	Conditions
			starting with 8.5.014.19. • Genesys Info Mart supports 64-bit native mode and 64-bit compatibility mode starting with 8.1.2.
Linux	Red Hat Enterprise Linux 8	8.5.0	Starting with 8.5.015.19
Linux	Red Hat Enterprise Linux 9	8.5+	Starting with 8.5.117.07
Windows	Windows Server 2012	8.1.3+	Discontinued as of October 31, 2024 Supported for Genesys Info Mart Administration Console starting with 7.6.000.10 for Release 7.6, and with 8.0.001.01 for Release 8.0.
Windows	Windows Server 2016	8.5.008+	Supported for Genesys Info Mart Administration Console starting with 7.6.000.10 for Release 7.6, and with 8.0.001.01 for Release 8.0.
Windows	Windows Server 2019	8.5.015+	Starting with 8.5.015.07
Windows	Windows Server 2022	8.5+	Starting with 8.5.117.07

Supported Browsers

Notes:

• GIM Manager is a Genesys Administrator Extension (GAX) plug-in, which you install on the same host as your GAX application. As such, GIM Manager supports the operating systems supported by GAX; see the Supported Operating Systems table on the Genesys Administrator Extension page in this guide.

Supported Database/DB Clusters

Notes:

- An asterisk (*) indicates the oldest databases supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including IBM DB2, Informix, MS SQL, Oracle, and Sybase.

- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.

- Genesys supports Genesys products on the database patch levels up to the latest currently available patch sets.

Database	Release	Conditions/Limitations
MS SQL Server 2012	8.1.3+	Discontinued as of January 1, 2025.
MS SQL Server 2012 Cluster	8.5+	Discontinued as of January 1, 2025. Also supports AlwaysOn Cluster with Synchronous Mirroring capability
MS SQL Server 2014	8.5.003+	Discontinued as of January 1, 2025.
MS SQL Server 2014 Cluster	8.5.007+	Discontinued as of January 1, 2025. Also supports AlwaysOn Cluster with Synchronous Mirroring capability.
MS SQL Server 2016	8.5.007+	
MS SQL Server 2016 Cluster	8.5.007+	Also supports AlwaysOn Cluster with Synchronous Mirroring capability
MS SQL Server 2017	8.5	Starting with 8.5.014.19
MS SQL Server 2019	8.5.015+	Starting with 8.5.015.07
MS SQL Server 2019 Cluster	8.5.015+	Starting with 8.5.015.23. Also supports AlwaysOn Cluster with Synchronous Mirroring capability.
Oracle 12c R1	8.1.4+	
Oracle 12c R1 RAC	8.1.4+	
Oracle 12c R2 RAC	8.5.009.09+	Discontinued as of March 31, 2022.
Oracle 18c	8.5.0+	Discontinued as of June 30, 2021.
Oracle 18c RAC	8.5+	Discontinued as of June 30, 2021.

Database	Release	Conditions/Limitations
Oracle 19c	8.5.0+	Starting with 8.5.014.34
Oracle 19c RAC	8.5.0	Starting with 8.5.015.19. Includes environments using container databases (CDBs), pluggable databases (PDBs), non-CDBs, or any combination of these database types, with or without Automatic Storage Management (ASM).
PostgreSQL 10	8.5+	Discontinued as of June 30, 2024. Support started with 8.5.011.18.
PostgreSQL 11	8.5.0+	Discontinued as of September 15, 2024. Starting with 8.5.015.19
PostgreSQL 12	8.5.0+	Starting with 8.5.015.19
PostgreSQL 13	8.5.1+	Starting with 8.5.116.29
PostgreSQL 14	8.5.1+	Starting with 8.5.116.53
PostgreSQL 9.2	8.1.3+	Discontinued as of November 11, 2021. Last supported version: 8.5.015.14
PostgreSQL 9.3	8.1.4+	Discontinued as of November 11, 2021.. Last supported version: 8.5.015.14
PostgreSQL 9.4	8.5	Discontinued as of November 11, 2021. Last supported version: 8.5.015.14
PostgreSQL 9.6	8.5.007+	Discontinued as of November 11, 2021.

Supported Virtualization Platforms

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

IPV6 Support for Common Interfaces

Notes:

- Release Support numbers refer to Genesys Info Mart.

- Reporting and Analytics Aggregates is an optional component for Genesys Info Mart. For IPv6 support information for Reporting and Analytics Aggregates, see the Genesys Interactive Insights page in this guide.

Component	Release	Interface	Conditions
Genesys Info Mart	8.1.2+	Local Control Agent	
Genesys Info Mart	8.1.2+	Management Framework Configuration Server/ Proxy	
Genesys Info Mart	8.1.2+	Message Server	
Genesys Info Mart	no direct interface	DB Server	
Genesys Info Mart	no direct interface	License Server	
Genesys Info Mart	no direct interface	Local Control Agent	
Genesys Info Mart Administration Console	no direct interface	DB Server	
Genesys Info Mart Administration Console	no direct interface	License Server	
Genesys Info Mart Administration Console	no direct interface	Management Framework Configuration Server/ Proxy	
Genesys Info Mart Administration Console	no direct interface	Message Server	

IPV6 Support for Additional Interfaces

Notes:

- Reporting and Analytics Aggregates is an optional component for Genesys Info Mart. For IPv6 support information for Reporting and Analytics Aggregates, see the Genesys Interactive Insights page in this guide.

Component	Release	Interface	Conditions
Genesys Info Mart	no direct interface	Genesys Info Mart Administration Console	
Genesys Info Mart	no direct interface	Genesys Info Mart Database	
Genesys Info Mart	no direct interface	Interaction Database	
Genesys Info Mart Administration Console	no direct interface	Genesys Info Mart Database	

Prerequisites

> **Notes**:
>
> - For more information, see the Genesys Info Mart Deployment Guide for your respective version.

Genesys Info Mart - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
Java SE 8	Yes	No	**Release**: 8.5 Starting with 8.5.014.19.
Java SE 9	Yes	No	**Release**: 8.5 Starting with 8.5.014.19.
JDBC Driver	Yes	No	**Release**: 8.1
JDBC Driver	Yes	No	**Release**: 8.1.2+
JDK 1.6 or 1.7	Yes	No	**Release**: 8.1 Discontinued as of November 1, 2024.
JDK 1.7 or Server JRE	Yes	No	**Release**: 8.1.2 - 8.5

Genesys Info Mart - Prerequisites			
1.7			Last supported: 8.5.015.14 Discontinued as of November 1, 2024.
JDK 1.8 or Server JRE 1.8	Yes	No	**Release**: 8.5.0+
OpenJDK 11	Yes	No	**Release**: 8.5.014+ • Oracle OpenJDK 11 starting with 8.5.014.09. • Open-source OpenJDK 11 starting with 8.5.014.09. • Red Hat openJDK 11 starting with 8.5.016.04.
OpenJDK 17	Yes	No	**Release**: 8.5.110+ • OpenJDK 17 starting with 8.5.116.52
OpenJDK 8	Yes	No	**Release**: 8.5.003+ • Oracle openJDK 8 starting with 8.5.003.12. • Open-source openJDK 8 starting with 8.5.016.04. • Red Hat openJDK 8 starting with 8.5.016.04.