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# Supported Operating Environment

Genesys Pulse

5/8/2025

# Genesys Pulse

## General Information - Genesys Pulse

Genesys Pulse includes Genesys Pulse and Genesys Pulse Collector. The following operating environments information is applicable to both Genesys Pulse and Genesys Pulse Collector.

### 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

**Notes:**

- Genesys supports use of products on Oracle Linux, provided that the Oracle Linux distribution is 100% compatible with a Genesys-supported Red Hat distribution, and that the Oracle Unbreakable Enterprise Kernel is not used. Genesys will only support Oracle Linux based on testing and reproduction of any issues in the equivalent Red Hat Linux version; no investigation or testing will be performed on Oracle Linux itself. Support only applies to Oracle Linux versions 5.x and later.

OS Family	OS	Release	Conditions
Linux	CentOS Linux 7	9.0.001+	Discontinued as of January 15, 2025  This OS version is not supported by Genesys Pulse Collector as of 9.0.008.03. However, it remains supported by Genesys Pulse.
Linux	CentOS Linux 8	9.0.004	64-bit compatibility
Linux	CentOS Linux 9	9.0+	Starting with 9.0.010.01.
Linux	Red Hat Enterprise Linux 7	8.5.108+	Discontinued as of January 15, 2025. This OS version is not supported by Genesys Pulse Collector as of 9.0.008.03. However, it remains supported by Genesys Pulse.
Linux	Red Hat Enterprise Linux 8	9.0+	Starting with 9.0.004
Linux	Red Hat Enterprise Linux 9	9.0+	Starting with 9.0.010.01
Windows	Windows Server 2012	8.5+	Discontinued as of October 31, 2024  Starting with 8.5.100.01
Windows	Windows Server 2016	8.5.108	Starting with 8.5.108.01
Windows	Windows Server 2019	9.0.0	Starting with 9.0.003.03
Windows	Windows Server 2022	9.0+	Starting with 9.0.010.01
OS Family	OS	Release	Conditions

## Supported Browsers

Component	Browser	Release	Conditions/ Limitations
Genesys Pulse	Apple Safari	8.1.4-8.5.102.03	Version 6 and higher are supported.
Genesys Pulse	Apple Safari	8.5.103.03 - 8.5.105	Version 8 and higher

Component	Browser	Release	Conditions/ Limitations
			supported
Genesys Pulse	Apple Safari	8.5.106 - 8.5.108	Version 9 and higher supported
Genesys Pulse	Apple Safari	9.0.000	Version 10 and higher are supported.
Genesys Pulse	Apple Safari	9.0.001 - 9.0.003	Versions 11 and 12 are supported.
Genesys Pulse	Apple Safari	9.0.001+	Version 11 and higher are supported.
Genesys Pulse	Apple Safari	9.0.004+	Version 12 and higher are supported; Last supported: 9.0.006.03
Genesys Pulse	Apple Safari	9.0.006+	Version 14 and higher are supported.
Genesys Pulse	Firefox	9.0.000	Version 60 and higher are supported.
Genesys Pulse	Firefox	9.0.001 - 9.0.003	Version 61 and higher are supported.
Genesys Pulse	Firefox	9.0.003+	Version 67 and higher are supported.
Genesys Pulse	Firefox	9.0.004	Version 70 and higher are supported.
Genesys Pulse	Firefox ESR	8.1.4-8.5.102.03	Version 24 and higher are supported.
Genesys Pulse	Firefox ESR	8.5.103.03 - 8.5.108	Version 42 and higher supported
Genesys Pulse	Firefox ESR	9.0.000	Version 52 and higher are supported.
Genesys Pulse	Firefox ESR	9.0.001+	Version 60 and higher supported
Genesys Pulse	Firefox ESR	9.0.004+	Version 68 and higher are supported.
Genesys Pulse	Google Chrome	8.1.4-8.5.102.03	Version 22 and higher are supported.
Genesys Pulse	Google Chrome	8.5.103.03 - 8.5.108	Version 46 and higher are supported.
Genesys Pulse	Google Chrome	9.0.000	Version 67 and higher supported
Genesys Pulse	Google Chrome	9.0.001 - 9.0.003	Version 69 and higher are supported.
Genesys Pulse	Google Chrome	9.0.003+	Version 75 and higher are supported.
Genesys Pulse	Google Chrome	9.0.004	Version 77 and higher are supported.

Component	Browser	Release	Conditions/ Limitations
Genesys Pulse	Microsoft Edge	8.5.103.03 - 8.5.108	Version 20 and higher supported
Genesys Pulse	Microsoft Edge	9.0.000	Version 38 and higher supported
Genesys Pulse	Microsoft Edge	9.0.001 - 9.0.003	Versions 42 and 44 are supported.
Genesys Pulse	Microsoft Edge	9.0.001+	Version 42 and higher supported
Genesys Pulse	Microsoft Edge	9.0.004+	Versions 44, 79, and higher are supported.
Genesys Pulse	Microsoft Edge Chromium	9.0.004+	
Genesys Pulse	Microsoft IE	8.1.4+	Support for all versions of Internet Explorer ended after release 9.0.007.08.

## Supported Database/DB Clusters

Database	Release	Conditions/Limitations
MS SQL Server 2012	8.5	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 2016	8.5.108+	
MS SQL Server 2016 Cluster	8.5.108+	Also supports AlwaysOn Cluster with Synchronous Mirroring capability.
MS SQL Server 2017	9.0.003+	
MS SQL Server 2019	9.0.005+	
MS SQL Server 2019 Cluster	9.0.006+	Also supports AlwaysOn Availability Group.
MS SQL Server 2022	9.0.0+	
Oracle 12c R1	8.5	Last Supported: 9.0.006.00
Oracle 12c R1 RAC	8.5	Last Supported: 9.0.006.00
Oracle 18c	9.0.003+	Discontinued as of June 30, 2021.
Oracle 18c RAC	9.0.003+	Discontinued as of June 30, 2021.

Database	Release	Conditions/Limitations
Oracle 19c	9.0.005+	
Oracle 19c RAC	9.0.005+	SCAN is supported.
PostgreSQL 10	9.0.001+	Discontinued as of June 30, 2024.
PostgreSQL 12	9.0.005+	
PostgreSQL 13	9.0.008+	
PostgreSQL 16	9.0.0+	
PostgreSQL 9.6	8.1.4+	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 Solution Reporting.

Component	Release	Interface	Conditions
Genesys Pulse	8.0.1+	Management Framework Configuration Server/Proxy	

## IPV6 Support for Additional Interfaces

**Notes:**

- Release Support numbers refer to Solution Reporting.

Component	Release	Interface	Conditions
Genesys Pulse	8.0.1+	Stat Server	

## Prerequisites

**Notes:**

- For general Solution Reporting prerequisites, see the [Solution Reporting](#) page in this guide.

## Genesys Pulse - Prerequisites

Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	<b>Release:</b> 9.0.003+ RedHat's implementation
OpenJDK 17	Yes	No	<b>Release:</b> 9.0.0+ Supported starting 9.0.010+
OpenJDK 8	Yes	No	<b>Release:</b> 9.0
Oracle Java 17 Runtime (JRE) support	Yes	No	<b>Release:</b> 9.0.0+ Supported starting 9.0.010+
Oracle Java 8 Runtime	Yes	No	<b>Release:</b> 9.0



Genesys Pulse - Prerequisites			
(JRE)			
Oracle Java 11 Runtime (JRE)	Yes	No	<b>Release:</b> 9.0.003+