GENESYS™

Supported Operating Environment

Web Services and Applications

12/12/2025

Web Services and Applications

> **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	8.5.2	Discontinued as of January 15, 2025 Supported starting with 8.5.202.63.
Linux	Red Hat Enterprise Linux 6	8.5.2	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.5.2	Discontinued as of January 31, 2025. Supported starting with 8.5.201.61.
Linux	Red Hat Enterprise Linux 8	8.5.2	Supported starting with 8.5.203.03.
Linux	Red Hat Enterprise Linux 8	8.6+	Supported starting with 8.6.000.03.
Linux	Red Hat Enterprise Linux 9	8.6+	Supported starting with 8.6.000.03.
OS Family	**OS**	**Release**	**Conditions**

Supported Browsers

Notes:

- Genesys recommends to use the latest release of each browser. However, Genesys will review and address the issues reported in the N-1 versions of the browsers.

- This table combines OS/Browser support for these Applications: Workspace Web Edition and Gplus Adapter for Salesforce.

Browser	Related Operating System	Genesys Release	Conditions/ Limitations
Firefox	, All OSes	8.5.2, 8.6+	
Google Chrome	, All OSes	8.5.2, 8.6+	
Microsoft Edge	Windows 10, Windows 11	8.5.2	

Browser	Related Operating System	Genesys Release	Conditions/ Limitations
Microsoft Edge Chromium	All OSes	8.6+	

Supported Database/DB Clusters

Database	Release	Conditions/Limitations
Cassandra 1	8.5.2	Discontinued support.
Cassandra 2	8.5.201.41	
Elasticsearch 1.x	8.5.2	
Elasticsearch 8	8.6+	
Elasticsearch 9	8.6+	
MS SQL Server 2019	8.6+	
Oracle 19c	8.6+	
PostgreSQL 13	8.6+	
PostgreSQL 14	8.6+	
PostgreSQL 16	8.6+	
Redis 7.2	8.6+	

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 Web Services and Applications - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 17	Yes	No	**Release**: 8.6+ Starting with 8.6.000.03+
OpenJDK 21	Yes	No	**Release**: 8.6+ Support starting with 8.6.000.13+ **Note:** OpenJDK 17 is not supported starting with 8.6.000.13
OpenJDK 8	Yes	No	**Release**: 8.5 Starting with 8.5.202.69.
Supported Versions			
Elasticsearch	Yes	No	**Release**: All Genesys recommends using the latest stable 8.x and 9.x version of Elasticsearch
Java 8	Yes	No	**Release**: 8.5.201.29
Jetty 11	No	Yes	**Release**: 8.6+ Jetty 11 is embedded in Web Services (no need

			to deploy separately).
Jetty 12	Yes	No	**Release**: 8.6+ Jetty 12 is embedded in Web Services (no need to deploy separately).
Jetty 9.2	No	Yes	**Release**: All Jetty 9.2 embedded in Web Services (no need to deploy separately)
Redis	Yes	No	**Release**: 8.6+ Starting with 8.6.000.03 Redis 6 is supported.

Genesys Web Services and Applications - Prerequisites