



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Supported Operating Environment

License Reporting Manager

12/14/2025

License Reporting Manager

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:

- An asterisk (*) indicates the oldest operating systems supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including AIX Power PC, HP-UX, and Solaris SPARC.
- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.
- 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
AIX Power PC	AIX Power PC 64-bit (AIX 5L for POWER) 7.1	8.5.0	Discontinued December 31, 2020
Linux	Red Hat Enterprise Linux 5	8.0+	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 6	8.1.1+	Discontinued as of November 30, 2020
Solaris SPARC	Solaris SPARC 64-bit 10	8.5.0	Discontinued as of December 31, 2020.
Windows	Windows Server 2008	8.1.1+	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.5.0	Discontinued as of October 31, 2024
OS Family	OS	Release	Conditions

Supported Browsers

No browser information at this time

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
IBM DB2 9.7	8.5.0	Discontinued December 31, 2020.
MS SQL Server 2008	8.1.1+	Discontinued as of June 30, 2020.

Database	Release	Conditions/Limitations
MS SQL Server 2012	8.5.0	
MS SQL Server 2012 Cluster	8.5+	Also supports AlwaysOn Cluster with Synchronous Mirroring capability.
Oracle 11g	8.0+	Discontinued as of December 31, 2020.
Oracle 11g RAC	8.0+	Discontinued as of December 31, 2020.
Oracle 12c R1	8.5.0	
Oracle 12c R1 RAC	8.5.0	

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

License Reporting Manager - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
Oracle Java 7 Runtime (JRE)	Yes	No	Release: 8.1.2+ Discontinued as of November 1, 2024.
Oracle Java 8 Runtime (JRE)	Yes	No	Release: 8.1.2+