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Supported Operating Environment

Outbound Contact

12/15/2025

Outbound Contact

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

CPD Server Support

Notes:

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

OS Family	Operating System	Release	Conditions
Windows	Windows Server 2008	8.0+	Discontinued as of June 30, 2020

Outbound Contact Server Support

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.

- Outbound Contact Server Lite supports the same operating systems as Outbound Contact Server.

OS Family	Operating System	Release	Conditions
Linux	CentOS Linux 7	8.1+	Discontinued as of January 15, 2025. Starting with 8.1.524.04.
Linux	Red Hat Enterprise Linux 7	8.1.5+	Discontinued as of January 31, 2025. Note the following: <ul style="list-style-type: none"> • 8.1.519.01 is the last version that supports 32-bit for this operating system. • Supports Red Hat Enterprise Linux 64-bit 7 in compatibility mode.
Linux	Red Hat Enterprise Linux 8	8.1.5+	Starting with 8.1.530.03.
Linux	Red Hat Enterprise Linux 9	8.1.5+	Starting with 8.1.532.00.
Windows	Windows Server 2016	8.1.509+	Discontinued as of January 31, 2022.
Windows	Windows Server 2019	8.1.5+	Starting with 8.1.527.07.
Windows	Windows Server 2022	8.1.5+	Starting with 8.1.532.00.

Outbound Contact User Interface Support

OS Family	Operating System	Release	Conditions
Windows	Windows 7	8.0	Discontinued as of June 30, 2020.

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.
- Outbound Contact Server Lite supports the same databases and Outbound Contact Server.

Database	Release	Conditions/Limitations
MS SQL Server 2016	8.1.508+	Discontinued as of July 31, 2021.
MS SQL Server 2016 Cluster	8.1.508+	Discontinued as of July 31, 2021.
MS SQL Server 2019	8.1.5+	Starting with 8.1.527.07.
MS SQL Server 2019 Cluster	8.1.5+	Starting with 8.1.527.07.
MS SQL Server 2022	8.1.5+	Starting with 8.1.532.01.
Oracle 18c	8.1.5+	Discontinued as of June 30, 2021.
Oracle 18c RAC	8.1.5+	Discontinued as of June 30, 2021.
Oracle 19c	8.1.5+	Starting with 8.1.528.05.
Oracle 19c RAC	8.1.5+	Starting with 8.1.528.05.
PostgreSQL 10.10	8.1.5+	Discontinued as of June 30, 2024. Support started from 8.1.524.04.
PostgreSQL 11	8.1.5+	Discontinued as of September 15, 2024. Starting with 8.1.529.06.
PostgreSQL 12	8.1.5+	Starting with 8.1.530.03.
PostgreSQL 13	8.1.5+	Starting with 8.1.530.03.
PostgreSQL 16	8.1.5+	Starting with 8.1.532.00.

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 Outbound Contact.

Component	Release	Interface	Conditions
Outbound Contact	8.1	Management Framework Configuration Server/ Proxy	
Outbound Contact	no direct interface	Interaction Server	
Outbound Contact	no direct interface	License Server	
Outbound Contact	no direct interface	SIP Server/T-Server	

IPv6 Support for Additional Interfaces

No IPv6 information for additional components at this time.

Prerequisites

CPD Server - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
CPD Server			
Dialogic Boards	Yes	No	Support information is published in Genesys Supported Media Interfaces Reference Manual