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Supported Operating Environment

Real-Time Metrics Engine

5/11/2025

Real-Time Metrics Engine

General Information - Real-Time Metrics Engine

Real-Time Metrics Engine includes Stat Server, Multi-Channel Routing Extensions, Orchestration Server Extension, and Outbound Contact Center Extensions.

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

Stat Server Support

OS Family	Operating System	Release	Conditions
Linux	CentOS Linux 7	8.5.1+	Discontinued as of January 15, 2025
Linux	Oracle Linux 7	8.5.1+	Starting with 8.5.110.14
Linux	Red Hat Enterprise Linux 7	8.5.1+	Starting with 8.5.112.04
Linux	Red Hat Enterprise Linux 8	8.5.1+	Note the following: <ul style="list-style-type: none">• RHEL 7 is supported starting with version 8.5.107.15.• RHEL 7.5 and higher is supported starting with version 8.5.110.20.
Linux	Red Hat Enterprise Linux 9	8.5.1+	Starting with 8.5.112.19
Windows	Windows Server 2012	8.1.2+	Starting with 8.5.112.30.
Windows	Windows Server 2012	8.1.2+	Discontinued as of October 31, 2024

OS Family	Operating System	Release	Conditions
			In compatibility mode
Windows	Windows Server 2012	8.5.0+	Discontinued as of October 31, 2024 Starting with 8.5.000.24. Native.
Windows	Windows Server 2016	8.5.1+	Starting with 8.5.108
Windows	Windows Server 2019	8.5.1+	Starting with 8.5.112.05
Windows	Windows Server 2022	8.5.1+	Starting with 8.5.112.32.

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

Database	Release	Conditions/Limitations
MS SQL Server 2012	8.5.0+	Discontinued as of January 1, 2025.
MS SQL Server 2012 Cluster	8.5+	Discontinued as of January 1, 2025.
MS SQL Server 2016	8.5.1+	Starting with 8.5.112.10
MS SQL Server 2016 Cluster	8.5.1+	Starting with 8.5.112.10. AlwaysOn Cluster with synchronous mirroring capability is supported. DB Server 8.1.301 is required if accessing MSSQL Server/Cluster configured to use DB Server.
MS SQL Server 2017	8.5+	Starting with 8.5.112.07
MS SQL Server 2019	8.5.1+	Starting with 8.5.112.14
MS SQL Server 2019 Cluster	8.5.1+	Starting with 8.5.112.16. AlwaysOn Cluster with synchronous mirroring capability is supported. DB Server 8.1.301 is required if accessing MSSQL

Database	Release	Conditions/Limitations
		Server/Cluster configured to use DB Server.
Oracle 18c	8.5+	Discontinued as of June 30, 2021.
Oracle 18c RAC	8.5+	Discontinued as of June 30, 2021.
Oracle 19c	8.5.1+	Starting with 8.5.112.17. Supports on Linux and Windows.
Oracle 19c RAC	8.5.1+	Starting with 8.5.112.17. Supports on Linux and Windows.

Supported Virtualization Platforms

Tip

See the global page that lists all [Virtualization](#)-related information.

IPV6 Support for Common Interfaces

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

IPV6 Support for Additional Interfaces

Component	Release	Interface	Conditions
Stat Server	8.1	CCPulse+	
Stat Server	8.1	Genesys Agent Desktop	
Stat Server	8.1	Interaction Workspace	

Component	Release	Interface	Conditions
Stat Server	8.1	Outbound Contact Server	
Stat Server	8.1	Platform SDK Client	
Stat Server	8.1	Pulse Advisors	
Stat Server	8.1	Universal Routing Server / Orchestration Server	
Stat Server	8.1	Web API Server	

Prerequisites

Multi-Channel Routing Extensions - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	Release: 8.1 Supported as of May 15, 2019. Red Hat OpenJDK11 as of April 16, 2021.
OpenJDK 17	Yes	No	Release: 8.5.1+ Starting from 8.5.112.30
OpenJDK 8	Yes	No	Release: 8.1 Supported as of February 28, 2019.
Oracle Java 8	Yes	No	Release: 8.5.1+ Starting with 8.5.101.07.
Orchestration Server Extension - Prerequisites			

Orchestration Server Extension - Prerequisites

Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	Release: 8.1 Supported as of May 15, 2019. Red Hat OpenJDK11 as of April 16, 2021.
OpenJDK 17	Yes	No	Release: 8.5.1+ Starting from 8.5.112.30
OpenJDK 8	Yes	No	Release: 8.1 Supported as of February 28, 2019.
Oracle Java 8	Yes	No	Release: 8.5.1+ Starting with 8.5.101.07.

Outbound Contact Center Extensions - Prerequisites

Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	Release: 8.1 Supported as of May 15, 2019. Red Hat OpenJDK11 as of April 16, 2021.
OpenJDK 17	Yes	No	Release: 8.5.1+ Starting from 8.5.112.30
OpenJDK 8	Yes	No	Release: 8.1 Supported as of February 28, 2019.

Outbound Contact Center Extensions - Prerequisites

Oracle Java 8	Yes	No	Release: 8.5.1+ Starting with 8.5.101.07.
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Stat Server - Prerequisites

Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 8	Yes	No	Release: 8.5.1+ Starting with 8.5.110.18.
OpenJDK 11	Yes	No	Release: 8.5.1+ Starting with 8.5.112.04. Red Hat OpenJDK11 starting with 8.5.112.21.
OpenJDK 17	Yes	No	Release: 8.5.1+ Starting from 8.5.112.30
Oracle Java 8	Yes	No	Release: 8.5.1+ Starting with 8.5.101.07.