GENESYS™

Supported Operating Environment

Genesys Customer Experience Insights

12/19/2025

Genesys Customer Experience Insights

General Information - Genesys Customer Experience Insights

Genesys Customer Experience Insights is often referred to as Genesys CX Insights, or simply GCXI. This page also provides supported environment information for Reporting and Analytics Aggregates (RAA), the aggregation engine that is required when GCXI is deployed with Genesys Info Mart. For additional documentation about either product, see:

- Genesys CX Insights documentation
- Reporting and Analytics Aggregates documentation

> ### 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

Genesys Customer Experience Insights

OS Family	OS	Release	Conditions
Linux	CentOS Linux 7	9.0+	Discontinued as of January 15, 2025 Note the following: • CentOS Linux 7.5 is supported starting with GCXI 9.0.007.03 • CentOS Linux 7.9 is supported starting with GCXI 9.0.016.02
Linux	CentOS Linux 8	9.0+	Starting with GCXI 9.0.019.01
Linux	Red Hat Enterprise Linux 7	9.0+	Discontinued as of January 31, 2025. Note the following: • RedHat Enterprise Linux 7.5 is supported starting with GCXI 9.0.007.03 • RedHat Enterprise Linux 7.9 is supported starting with GCXI 9.0.016.02
Linux	Red Hat Enterprise Linux 8	9.0+	Starting with GCXI 9.0.019.01
Linux	Red Hat Enterprise Linux 9	9.0.100+	Compatible with RAA 9.0.100.05+ (100.0.100.0500+)
Windows	Windows Server 2016	9.0.004+	Compatible with RAA 9.0.004.01+ (100.0.004.0100+)
Windows	Windows Server 2019	9.0.004+	Compatible with RAA 9.0.004.01+ (100.0.004.0100+)
Windows	Windows Server 2022	9.0.100+	Compatible with RAA 9.0.100.05+ (100.0.100.0500+)
OS Family	**OS**	**Release**	**Conditions**

Supported Browsers

Component	Browser	Release	Conditions/Limitations
	Apple Safari 7	9.0+	Windows and Mac OS client. The latest version of the browser is supported.
	Firefox	9.0+	Windows client, Linux client, and Mac OS client: version 36.x and 37.x. The latest version of the browser is supported.
	Google Chrome	9.0+	Mac OS client: version 42.x and 43.x. The latest version of the browser is supported.
	Google Chrome	9.0+	Windows client: version 41.x and 42.x. The latest version of the browser is supported.
	Microsoft Edge	9.0+	Windows client: supported on Windows 10. The latest version of the browser is supported.
	Microsoft IE10	9.0+	Windows client: Standard mode only; certification testing is not performed for compatibility view mode. The latest version of the browser is supported.
	Microsoft IE11	9.0+	Windows client: Standard mode only; certification testing is not performed for compatibility view mode. The latest version of the browser is supported.
	Microsoft IE8	9.0+	Windows client: Standard mode only; certification testing is not performed for

Component	Browser	Release	Conditions/Limitations
			compatibility view mode. The latest version of the browser is supported.
	Microsoft IE9	9.0+	Windows client: Standard mode only; certification testing is not performed for compatibility view mode. The latest version of the browser is supported.

Supported Database/DB Clusters

Database	Release	Conditions/Limitations
MS SQL Server 2012	9.0+	Discontinued as of January 1, 2025. Compatible with Genesys Info Mart 8.1.3+
MS SQL Server 2016	9.0+	Compatible with Genesys Info Mart 8.5.007+
MS SQL Server 2016 Cluster	9.0+	Compatible with Genesys Info Mart 8.5.007+; also supports AlwaysOn Cluster with Synchronous Mirroring capability
MS SQL Server 2017	9.0+	Compatible with Genesys Info Mart 8.5.014.19+
MS SQL Server 2019	9.0+	Compatible with RAA 9.0.011.01+, and GCXI 100.0.028.0000+
MS SQL Server 2019 Cluster	9.0+	Compatible with RAA 9.0.011.01+, and GCXI 100.0.028.0000+
MS SQL Server 2022	9.0.100+	Compatible with RAA 9.0.100.05+ (100.0.100.0500+)
MS SQL Server 2022 Cluster	9.0.100+	Compatible with RAA 9.0.100.05+ (100.0.100.0500+)
Oracle 11g RAC	9.0+	Discontinued as of December 31, 2020.
Oracle 12c R1 RAC	9.0+	Compatible with Genesys Info Mart 8.1+
Oracle 12c R2 RAC	9.0+	Discontinued as of March 31, 2022.

Database	Release	Conditions/Limitations
Oracle 18c RAC	9.0+	Discontinued as of June 30, 2021.
Oracle 19c	8.5+	Compatible with RAA 8.5.011.03+
Oracle 19c	9.0+	Compatible with GCXI 9.0.014.02+
Oracle 19c RAC	9.0+	Compatible with Genesys Info Mart 8.5.015.19+
PostgreSQL 10	9.0+	Discontinued as of June 30, 2024. Compatible with Genesys Info Mart 8.5.011.18+; also GCXI / MicroStrategy Metadata and History List databases are supported
PostgreSQL 11	9.0+	Discontinued as of September 15, 2024. GCXI / MicroStrategy Metadata and History List databases are supported, starting with 9.0.014
PostgreSQL 12	9.0+	Compatible with RAA 9.0.001.03+; also GCXI / MicroStrategy Metadata and History List databases are supported, starting with GCXI 100.0.020
PostgreSQL 13	9.0+	Compatible with RAA 9.0.011.01+; also GCXI / MicroStrategy Metadata and History List databases are supported, starting with GCXI 100.0.033.
PostgreSQL 16	100.0.036.+	Compatible with RAA 9.0.100.05+ (100.0.100.0500+); also GCXI 100.0.036.0000
PostgreSQL 9.6	9.0+	Discontinued as of November 11, 2021. Compatible with Genesys Info Mart 8.5.007+; also GCXI / MicroStrategy Metadata and History List databases are supported.

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

Notes:

- This table lists third-party requirements for the most recent release of Genesys CX Insights (GCXI) and Reporting and Analytics Aggregates (RAA). For information about earlier releases or other requirements, see the Genesys CX Insights Deployment Guide and Reporting and Analytics Aggregates Deployment Guide.

Genesys Customer Experience Insights - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
11.3.0300.11047 (MicroStrategy 2021, Update 3)	No	Yes	**Release**: 100.0+ Supported starting with release 100.0.024.0000. Provided in the Genesys CX Insights Installation Package. However, if

Genesys Customer Experience Insights - Prerequisites			
			you plan to install optional MicroStrategy report editing tools, you must separately download a compatible version of the MicroStrategy software.
Docker 19.03-ce, 20.10-ce	Yes	No	**Release**: 100.0+
Kubernetes v1.24..v1.26	Yes	No	**Release**: 100.0+ Supported starting with release 100.0.024.0000. See the Kubernetes documentation for more information about the latest release of Kubernetes.
Genesys Products			
Genesys Info Mart 8.5.014.34+	No	Yes	**Release**: 9.0+
intelligent Workload Distribution 8.5 / 9.0	No	Yes	**Release**: 9.0+ In scenarios where Genesys CX Insights release 9.0.016.03 or later is deployed with iWD release 9.0.012.07 or later, or with iWD 8.5.108.14 or a later 8.5 release, Genesys CX Insights automatically enables only those prompts, metrics, and attributes in the Genesys CX Insights for iWD project that are supported by the installed release of iWD.
Reporting and Analytics Aggregates (RAA) 9.0.001.10+	No	Yes	**Release**: 9.0+
Java Version			
OpenJDK 11	Yes	No	**Release**: 9.0.100+ Compatible with RAA 9.0.100.05+

Genesys Customer Experience Insights - Prerequisites			
			(100.0.100.0500+)
OpenJDK 17	Yes	No	**Release**: 9.0.100+ Compatible with RAA 9.0.100.05+ (100.0.100.0500+)
OpenJDK 21	Yes	No	**Release**: 9.0.100+ Compatible with RAA 9.0.100.05+ (100.0.100.0500+)