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Supported Operating Environment

Genesys Knowledge Center

12/17/2025

Genesys Knowledge Center

General Information - Genesys Knowledge Center

Genesys Knowledge Center includes Knowledge Center Server and Knowledge Center Content Management System (CMS).

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 Knowledge Center Plugins for Workspace Desktop Edition will be supported on all OS supported by Workspace Desktop Edition. For more updated information, please see the section related to Workspace Desktop Edition.

OS Family	OS	Release	Conditions
Linux	Red Hat Enterprise Linux 7	8.5+	Discontinued as of January 31, 2025.
Windows	Windows Server 2008	8.5	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.5+	Discontinued as of October 31, 2024
Windows	Windows Server 2016	9.0	
OS Family	OS	Release	Conditions

Supported Browsers

Notes:

- This relates to Knowledge Center Content Management System and the publicly facing sample code used for web self-service.

Component	Browser	Release	Conditions/ Limitations
Genesys Knowledge Center	Apple Safari	8.5	Version 10
Genesys Knowledge Center	Firefox ESR	8.5	Mozilla Firefox release 54 was tested with version 8.5.304.09
Genesys Knowledge Center	Google Chrome	8.5	Google Chrome version 59 was tested with version 8.5.304.09
Genesys Knowledge Center	Microsoft Edge	8.5	Starting with version 8.5.304.09
Genesys Knowledge Center	Microsoft IE	8.5	Discontinued June 15, 2022. Version 11

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.
- Genesys supports Genesys products on the database patch levels up to the latest currently available patch sets.

Database	Release	Conditions/Limitations
Elasticsearch 6.3	9.0	Starting with version 9.0.006.03. Elasticsearch supported up to 6.8.4. Must be installed along with one of the other supported databases.
MS SQL Server 2012	8.5.3+	Discontinued as of January 1, 2025.
MS SQL Server 2016	9.0	
Oracle 11g	8.5.3+	Starting with version 8.5.302.05
Oracle 12c R2	9.0	
PostgreSQL 9.6	8.5.3+	Discontinued as of November 11, 2021. Starting with version 8.5.304.09

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 Knowledge Center - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 8	Yes	No	Release: 8.5.3+ Starting with 8.5.3+
OpenJDK 9	Yes	No	Release: 9.0.0 Note the following: <ul style="list-style-type: none">• Genesys Knowledge Center Server: Starting with 9.0.006.11• Genesys Knowledge Center CMS : Starting with 9.0.006.09
Oracle Java 8 Developer's Kit (JDK)	No	No	Oracle JDK is no longer supported.