GENESYS™

Supported Operating Environment

Genesys Media Server

5/11/2025

Genesys Media Server

General Information - Genesys Media Server

The Genesys Media Server provides the core media processing and resource management functionality for the following Genesys solutions: Genesys Voice Platform, Genesys Interaction Recording, SIP Qualification and Parking, Genesys Outbound, SIP Interaction (and variants), Active Recording, Proactive Contact, Cisco UCM T-Server.

The Genesys Media Server components which are shared by the solutions listed above are:

- Media Control Platform
- Resource Manager
- Reporting Server
- Reporting Plug-In for GAX
- Management Information Base (required for network management)
- T-Server-CUCM to Media Server Connector.

Each Genesys solution may have additional components and deployment procedures specific to the solution. Please consult the appropriate solution documentation for details.

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:

- 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 CentOS Linux, provided that the CentOS Linux distribution is 100% compatible with a Genesys-supported Red Hat distribution.

- 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
Linux	CentOS Linux 7	8.5.1+	Discontinued as of January 15, 2025 Support for the following components, starting with the version listed: • Media Control Platform 8.5.161.34 • Resource Manager 8.5.160.74 • Reporting Server 8.5.181.77 • Reporting Plug-in for GAX 9.0.031.46
Linux	Red Hat Enterprise Linux 5	8.1.2 - 9.0	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 6	8.1.7+	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.5.1+	Supported for the following components (XFS file system is recommended.) starting with the versions listed: • Media Control Platform 8.5.161.34 • Resource Manager 8.5.160.74 • Reporting Server 8.5.181.77 • Reporting Plug-in for GAX 9.0.031.46 • Management Information Base 9.0.041.80 • T-Server -CUCM to Media Server Connector 9.0.041.02
Linux	Red Hat Enterprise Linux 8	9.0.0+	Supported for the following components: • T-Server-CUCM (9.0.047.05+)
OS Family	**OS**	**Release**	**Conditions**

OS Family	OS	Release	Conditions
			• VP Media Control Platform (9.0.059.13+) • VP Resource Manager (9.0.057.65+) • VP Reporting Server (9.0.054.89+) • VP Reporting Plugin for GAX (9.0.056.19+) • VP Management Information Base (9.0.063.06+)
Linux	Red Hat Enterprise Linux 9	9.0.0+	Supported for the following components: • VP Reporting Server (9.0.078.13+) • VP Media Control Platform (9.0.083.10+) • VP Resource Manager (9.0.082.79+) • VP Reporting Plugin for GAX (9.0.084.58+)
Windows	Windows Server 2008	8.1.2 - 9.0	Discontinued as of June 30, 2020 Last supported on the following components and respective versions: • Media Control Platform 9.0.029.58 • Resource Manager 9.0.028.47 • Reporting Server 9.0.025.55 • Reporting Plug-in for GAX 9.0.031.46 • Management Information Base 9.0.041.80
OS Family	OS	Release	Conditions

OS Family	OS	Release	Conditions
			• T-Server-CUCM to Media Server Connector 8.1.501.07
Windows	Windows Server 2012	8.5.1+	Discontinued as of October 31, 2024 Supported for the following components: • Resource Manager • Reporting Server • Reporting Plug-in for GAX • Management Information Base • T-Server-CUCM to Media Server Connector Last supported: • Media Control Platform 9.0.029.58
Windows	Windows Server 2016	9.0+	The Standard version is supported for the following components: • Media Control Platform • Resource Manager • Reporting Server • Reporting Plug-in for GAX • T-Server-CUCM to Media Server Connector
Windows	Windows Server 2019	9.0+	The Standard version is supported for the following components: • Resource Manager • Reporting Server • Media Control Platform
OS Family	**OS**	**Release**	**Conditions**

OS Family	OS	Release	Conditions
			• T-Server-CUCM to Media Server Connector • Management Information Base • Reporting Plug-in for GAX
Windows	Windows Server 2022	9.0+	Supported for the following components: • Media Control Platform (support starting from 9.0.086.08+) • Reporting Server (support starting from 9.0.086.82+)
OS Family	**OS**	**Release**	**Conditions**

Supported Browsers

Notes:

- For browser support information, see the Supported Browsers table on the Genesys Administrator page in this guide.

Supported Database/DB Clusters

Notes:

- 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
MS SQL Server 2012	8.5.1+	Discontinued as of January 1, 2025. Supported with AlwaysOn Availability Groups; Applicable only to the GVP Reporting Server component
MS SQL Server 2014	8.5.1+	Discontinued as of January 1, 2025. Supported with AlwaysOn Availability Groups; Applicable only to the GVP Reporting Server component
MS SQL Server 2016	8.5.1+	Supported with AlwaysOn Availability Groups; Applicable only to the GVP Reporting Server component starting with 8.5.181.77.
MS SQL Server 2019	9.0+	Supported with AlwaysOn Availability Groups and AlwaysOn Cluster mode; Applicable only to the GVP Reporting Server component.
MS SQL Server 2022	9.0+	Supported with AlwaysOn Availability Groups and AlwaysOn Cluster mode; Applicable only to the GVP Reporting Server component starting with 9.0.086.56.
Oracle 11g	8.1.2+	Discontinued as of December 31, 2020.
Oracle 11g RAC	8.1.2+	Discontinued as of December 31, 2020.
Oracle 12c R1	8.5.1+	Applicable only to the GVP Reporting Server component
Oracle 12c R1 RAC	8.5.1+	Applicable only to the GVP Reporting Server component
Oracle 12c R2	8.5.1+	Discontinued as of March 31, 2022.
Oracle 12c R2 RAC	8.5.1+	Discontinued as of March 31, 2022.
Oracle 19c	9.0+	Starting with 9.0.031.62 and only applicable to the GVP Reporting Server component
Oracle 19c RAC	9.0+	Starting with 9.0.031.62 and only applicable to the GVP Reporting

Database	Release	Conditions/Limitations
		Server component

Supported Virtualization Platforms

> **Tip**
> See the global page that lists all Virtualization-related information.

IPV6 Support for Common Interfaces

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

IPV6 Support for Additional Interfaces

Component	Release	Interface	Conditions
Genesys Media Server	8.1.5	Recording Server (Zoom/Nice/Verint)	
Genesys Media Server	8.1.5	Standalone Database Servers:Oracle/MS SQL for GVP Reporting Server	

Prerequisites

Notes:

- A configuration option (disabled by default) exists within Media Control Platform (MCP) component versions 8.1.5 or higher, that can be enabled, requiring the MCP to pass its own grammars. If the inlinegrammar_by_url option (under the vxmli section on the MCP) is enabled, then IIS would be required.

Genesys Media Server - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
PSTN Connector - IP to TDM Gateway (Optional)			
Dialogic Boards	Yes	No	**Release**: 8.1 Refer to the Genesys Voice Platform 8.1 Deployment Guide.
Dialogic SR 6 Driver Software SU 241	Yes	No	**Release**: 8.1 For GVP 8.1.5 and later, in order to use PSTN Connector, you must order 8.1.4 MCP as well. Dialogic boards are no longer available from Dialogic. Genesys has Media Gateway Partners who offer comparable products that perform the PSTNC function entirely, without using Dialogic.
Third-Party Component Prerequisites			
Microsoft SQL Server	Yes	No	**Release**: All Only required with the GVP Reporting Server component. Refer to the above Supported Database section for versions and limitations.
Oracle	Yes	No	**Release**: All

Genesys Media Server - Prerequisites			
			Only required with the GVP Reporting Server component. Refer to the above Supported Database section for versions and limitations.
SIP Server to Resource Manager HA (active-active mode) (Optional)			
Third-party Load Balancer	Yes	No	**Release**: All Supports F5 and Microsoft Network Load Balancer (NLB).

Voice Platform Reporting Plugin for GAX - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 17	Yes	No	**Release**: 9.0+ Support starting with 9.0.084.58+. **Note:** OpenJDK 8 and 11 are not supported starting with 9.0.084.58.

Voice Platform Reporting Server - Prerequisites

Voice Platform Reporting Server - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	**Release**: 9.0+ Red Hat OpenJDK 11 is supported (starting with 9.0.048.35+). Red Hat OpenJDK 11 is not supported starting with 9.0.086.56.
OpenJDK 11	Yes	No	**Release**: 9.0+ Oracle OpenJDK is supported (starting with 9.0.025.55+). Oracle OpenJDK 11 is not supported starting with 9.0.086.56.
OpenJDK 17	Yes	No	**Release**: 9.0.0+ OpenJDK 17 is supported (starting with 9.0.078.13+)
Oracle Java 7 Runtime (JRE)	Yes	No	**Release**: 8.0 Only required with the Voice Platform Reporting Server component. Refer to the above Supported Database section for versions and limitations. Last supported version: 8.5.130.86. Oracle Java 7 (JRE) is not supported starting with 9.0.086.56. Discontinued as of November 1, 2024.
Oracle Java 7 Runtime (JRE)	Yes	No	**Release**: 8.1 Only required with the Voice Platform Reporting Server component. Refer to the above Supported Database section for versions and limitations. Last supported version: 8.5.130.86. Oracle Java 7 (JRE) is not supported starting with 9.0.086.56.

Voice Platform Reporting Server - Prerequisites			
			Discontinued as of November 1, 2024.
Oracle Java 7 Runtime (JRE)	Yes	No	**Release**: 8.5 Only required with the Voice Platform Reporting Server component. Refer to the above Supported Database section for versions and limitations. Last supported version: 8.5.130.86. Oracle Java 7 (JRE) is not supported starting with 9.0.086.56. Discontinued as of November 1, 2024.
Oracle Java 8 Runtime (JRE)	Yes	No	**Release**: 8.5.181+ Oracle Java 8 (JRE) is not supported starting with 9.0.086.56.