Supported Operating Environment

Genesys Video Gateway

12/14/2025

Genesys Video Gateway

> **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 supports use of products on Oracle Enterprise Linux ("OEL"), provided that the OEL distribution is 100% compatible with a Genesys-supported Red Hat distribution, and that the Oracle custom kernel is not used. Genesys will only support OEL based on testing and reproduction of any issues in the equivalent Red Hat Linux version; no investigation or testing will be performed on OEL itself. Support only applies to OEL versions 5.x and later.

OS Family	OS	Release	Conditions
Linux	Red Hat Enterprise Linux 6	9.0	Discontinued as of November 30, 2020
OS Family	**OS**	**Release**	**Conditions**

Supported Browsers

> **Notes**:
>
> - Genesys tests compatibility for all browsers announcing WebRTC and Flash plug-in technologies support. Thanks to our forthcoming continuous delivery model, we plan to minimize the delay between a browser's compatibility announcement and its support by the Genesys Video Gateway. The same policy is valid for browsers updates. However, Genesys cannot be held responsible for any interface modification from browser vendors, or for any functional modification.
>
> - The Genesys Video Gateway product is based on WebRTC technology from the IETF and W3C and Flash plug-in from Adobe. Browsers support for WebRTC signaling, media and security is still evolving at a fast pace. Browser vendors should maintain backward compatibility with these technologies.

Component	Browser	Release	Conditions/ Limitations
Genesys Video Gateway	Apple Safari	9.0	Version 8; Supported on Desktop only.
Genesys Video Gateway	Firefox ESR	9.0	Support for version 31 ESR; Supported on Desktop only. *Supports the latest mainline version of the browser and one version before it.
Genesys Video Gateway	Google Chrome	9.0	Support for versions 42 and above; Supported on Desktop only; Supports the latest mainline version of the browser and one version before it.
Genesys Video Gateway	Microsoft IE	9.0	Version 11. Supported on Desktop only; Supports the latest mainline version of the

Component	Browser	Release	Conditions/Limitations
			browser and one version before it.
Genesys Video Gateway	Opera	9.0	Support for version 29 and above; Supported on Desktop only. *Supports the latest mainline version of the browser and one version before it.

Supported Database/DB Clusters

No DB information at this time.

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