Supported Operating Environment

Gplus Adapter for SAP ICI Multi-Channel

5/13/2025

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> **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.

OS Family	OS	Release	Conditions
Linux	Red Hat Enterprise Linux 6	8.0.1+	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.0.2+	
Windows	Windows Server 2008	7.5+	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.0+	Discontinued as of October 31, 2024
Windows	Windows Server 2016	8.0.210+	
OS Family	**OS**	**Release**	**Conditions**

Supported Browsers

No browser information at this time

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

Gplus Adapter for SAP ICI Multi-Channel - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 8	Yes	No	**Release**: 8.0.2+ Starting with 8.0.210.01.
Oracle Java 8 Developer's Kit (JDK)	Yes	No	**Release**: 8.0.2+ Starting with 8.0.210.01.