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Supported Operating Environment

Interaction Concentrator

5/12/2025

Interaction Concentrator

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

Interaction Concentrator Server Support

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 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. This applies to Interaction Concentrator starting with version 8.1.514.27.

OS Family	Operating System	Release	Conditions
Linux	CentOS Linux 7	8.1.514+	Discontinued as of January 15, 2025 Discontinued, last supported version 8.1.514.57. Support started with 8.1.514.25.
Linux	Red Hat Enterprise Linux 6	8.1.2 - 8.1.5	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.1.5+	Discontinued, last supported version 8.1.514.57. Supported on Red Hat Enterprise

OS Family	Operating System	Release	Conditions
			Linux 64-bit 7 in native mode.
Linux	Red Hat Enterprise Linux 8	8.1.514+	Starting with 8.1.514.46
Linux	Red Hat Enterprise Linux 9	8.1.550+	Starting with 8.1.550.06.
Windows	Windows Server 2012	8.1.4 - 8.1.514	Discontinued as of October 31, 2024 Last supported version: 8.1.514.46
Windows	Windows Server 2016	8.1.514+	Starting with 8.1.514.14
Windows	Windows Server 2019	8.1.514+	Starting with 8.1.514.38
Windows	Windows Server 2022	8.1.550+	Starting with 8.1.550.08

Supported Browsers

No browser information at this time

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.
- This information is for the Interaction Concentrator Database

Database	Release	Conditions/Limitations
MS SQL Server 2012	8.1.5 - 8.1.514	Discontinued as of January 1, 2025. Last supported version: 8.1.514.46
MS SQL Server 2012 Cluster	8.1.5 - 8.1.514	Discontinued as of January 1,

Database	Release	Conditions/Limitations
		2025. Also supports AlwaysOn Cluster with Synchronous Mirroring capability. Last supported version: 8.1.514.46
MS SQL Server 2014	8.1.4 - 8.1.514	Discontinued as of January 1, 2025. Last supported version: 8.1.514.46
MS SQL Server 2014 Cluster	8.1.514	Discontinued as of January 1, 2025. Also supports AlwaysOn Cluster with Synchronous Mirroring capability. Last supported version: 8.1.514.46
MS SQL Server 2016	8.1.514+	Starting with 8.1.514.05
MS SQL Server 2016 Cluster	8.1.514+	Also supports AlwaysOn Cluster with Synchronous Mirroring capability. Starting with 8.1.514.05.
MS SQL Server 2017	8.1.514+	Starting with 8.1.514.30
MS SQL Server 2019	8.1.514+	Starting with 8.1.514.38
MS SQL Server 2019 Cluster	8.1.514+	Starting with 8.1.514.47
MS SQL Server 2022	8.1.550+	Starting with 8.1.550.08.
Oracle 11g	8.1 - 8.1.514	Discontinued as of December 31, 2020.
Oracle 11g RAC	8.1 - 8.1.514	Discontinued as of December 31, 2020.
Oracle 12c R1	8.1.4+	
Oracle 12c R1 RAC	8.1.4+	
Oracle 12c R2 RAC	8.1.514	Discontinued as of March 31, 2022.
Oracle 18c	8.1.514+	Discontinued as of June 30, 2021.
Oracle 18c RAC	8.1.514+	Discontinued as of June 30, 2021.
Oracle 19c	8.1.514+	Starting with 8.1.514.37
Oracle 19c Multitenant	8.1.514+	With pluggable database (PDB). Starting with 8.1.514.37.
Oracle 19c RAC	8.1.514+	Starting with 8.1.514.30
PostgreSQL 10	8.1.514+	Discontinued as of June 30, 2024. Support started with 8.1.514.17.
PostgreSQL 11	8.1.514+	Discontinued as of September 15, 2024. Starting with 8.1.514.39
PostgreSQL 12	8.1.514+	Starting with 8.1.514.44
PostgreSQL 13	8.1.514+	Starting with 8.1.514.56. Requires DB Server 8.5.100.11 or later.

Database	Release	Conditions/Limitations
PostgreSQL 16	8.1.550+	Starting with 8.1.550.08. Requires DB Server 8.5.100.28 or later.
PostgreSQL 9.6	8.1.514+	Discontinued as of November 11, 2021. Starting with 8.1.514.11

Supported Virtualization Platforms

Tip

See the global page that lists all [Virtualization](#)-related information.

IPv6 Support for Common Interfaces

Notes:

- Release numbers refer to Interaction Concentrator.

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

IPv6 Support for Additional Interfaces

No IPv6 information for additional components at this time.

Prerequisites

Notes:

- There are no prerequisites for Interaction Concentrator.

