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Supported Operating Environment

System Level Guides Current

12/16/2025

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Supported Operating Environment Reference

Link to video

This reference provides system-level information about the operating environments (system, databases, and other support) for Genesys Engage on-premises products.

For information about other deployment methods, refer to Genesys Engage cloud and cloud private edition.

> **Important**
>
> Of particular note:
>
> - Genesys support for below platform versions ends when respective vendors declare End of support. For information, see Discontinued Support.
> - For virtualization support information, see Virtualization Platform Support.
> - For information on Java support, see Java Support.
> - Selective products (9.x version) support Docker and Kubernetes, and the supported supported operating environments may vary from 8.x versions. Refer to the respective Deployment Guides for details. For example, see CX Contact, Web Services and Applications, Customer Experience Insights.

OS

Link to video

Browsers

Link to video

Database

Link to video

IPv6

Link to video

Find a Product

Links to product pages in this guide:

- Billing Data Server
- Composer
- CSTA Connector for BroadSoft BroadWorks
- CX Contact
- Decisions
- eServices
- Management Framework
- Genesys Intelligent Automation (formerly GAAP)
- Genesys Co-browse
- Genesys Customer Experience Insights
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- Gplus Adapter for SAP Data Access Component
- Gplus Adapter for SAP ERP
- Gplus Adapter for SAP ICI Multi-Channel
- Gplus Adapter for Siebel CRM
- Genesys Predictive Routing
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- Interaction SDK
- IVR Interface Option
- intelligent Workload Distribution
- License Reporting Manager
- LivePerson Adapter
- Load Distribution Server
- Messaging Apps/ Social Engagement
- Multimedia
- Connector for Skype for Business
- Network SIP Server
- Network T-Server ATT
- Network T-Server GenSpec
- Network T-Server ISCP
- Network T-Server MCI
- Network T-Server NGSN
- Network T-Server Sprint
- Outbound Contact eXpert
- Orchestration Server
- Outbound Contact
- Platform SDK
- Pulse Advisors (formerly PMA)
- Real-Time Metrics Engine
- SIP Endpoint SDK
- SIP Feature Server
- SIP Proxy
- SIP Server
- Solution Reporting

(CCPulse+ and CC Analyzer)

- SpeechMiner
- Stream Manager
- T-Server Aastra MX-ONE
- T-Server Alcatel A4400/OXE
- T-Server Avaya Communication Manager
- T-Server Avaya TSAPI
- T-Server Cisco Unified Communications Manager
- T-Server CSTA Connector
- T-Server Mitel MiVoice 5000
- T-Server NEC NEAX/APEX
- T-Server Nortel Communication Server 2000/2100
- T-Server Siemens HiPath 4000 CSTA III
- UC Connector
- Universal Contact Server
- Universal Routing
- Voice Treatment Option
- Workforce Management
- Workspace Desktop Edition
- Workspace SIP Endpoint

Product List

> **Important**
>
> Genesys support for below platform versions ends when respective vendors declare end of support. For information, see Discontinued Support.

- Billing Data Server
- Composer
- CSTA Connector for BroadSoft BroadWorks
- CX Contact
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- Genesys Intelligent Automation (formerly GAAP)
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Billing Data Server

> **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

Billing Data Server Support

OS Family	Operating System	Release	Conditions
Linux	CentOS Linux 7	9.0.0	Discontinued as of January 15, 2025
Linux	Red Hat Enterprise Linux 7	9.0.0	Discontinued as of January 31, 2025
Linux	Red Hat Enterprise Linux 8	100.0+	

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

Composer

General Information - Composer

Composer is the new name for Composer Voice starting with Release 8.0.2.

> **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

OS Family	OS	Release	Conditions
Mac	Mac OS X 10.0	8.1.3 - 8.1.300.78	Discontinued as of October 1, 2024.
Windows	Windows 10	8.1.4+	Support starting with version 8.1.420.14.
Windows	Windows 11	8.1.5+	Support starting with version 8.1.561.35.
Windows	Windows 7	8.0.4+	Discontinued as of June 30, 2020.
Windows	Windows 8	8.1.4	Discontinued as of September 30, 2023.
Windows	Windows Server 2008	8.0.4+	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.1.4+	Discontinued as of October 31, 2024. Support starting with version 8.1.400.35.
Windows	Windows Server 2016	8.1.5+	Discontinued as of November 19, 2024. Last supported version: 8.1.561.29. Support starting with version 8.1.500.03.
Windows	Windows Server 2019	8.1.5+	Runtime support starting with version 8.1.561.29. Support for Runtime activities in Composer include exporting and deploying Composer generated WAR files in Windows Server 2019. Design time activities such as installation of Composer and usage of IDE is NOT supported in Window Server 2019.
OS Family	**OS**	**Release**	**Conditions**

OS Family	OS	Release	Conditions
Windows	Windows Server 2022	8.1.6+	Design and runtime support starting with version 8.1.600.08. Runtime support starting with version 8.1.561.29. Support for Runtime activities in Composer include exporting and deploying Composer generated WAR files in Windows Server 2022. Design time activities such as installation of Composer and usage of IDE is NOT supported in Window Server 2022.
OS Family	**OS**	**Release**	**Conditions**

Supported Browsers

Notes:

- Composer uses Eclipse's built-in browser which is set to a native browser by default. Eclipse can be configured to use an external browser like Google Chrome, Mozilla Firefox, or Microsoft Edge.
- Unless otherwise noted, browser plug-ins are not supported for these browsers. Only the browser is supported.

Component	Browser	Release	Conditions/ Limitations
Composer	Firefox ESR	8.0.2+	Discontinued.
Composer	Microsoft IE	8.1.4	Discontinued. IE11 reached EOL as of June 15, 2022.

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.
- 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 2008	8.0.2+	Discontinued as of June 30, 2020.
MS SQL Server 2012	8.1.4+	Discontinued as of January 1,

Database	Release	Conditions/Limitations
		2025. Support starts with 8.1.420+
MS SQL Server 2016	8.1.450.20	
MS SQL Server 2016 Cluster	8.1.450.20	
MS SQL Server 2017 (Windows)	8.1.450+	Support starts with 8.1.450.33
MS SQL Server 2019	8.1.5+	Support starts with 8.1.561.29.
MS SQL Server 2022	8.1.6+	Support starts with 8.1.600.08
Oracle 11g	8.0.2+	Discontinued as of December 31, 2020.
Oracle 12c R1	8.1.5+	Support starts with 8.1.510.12
Oracle 12c R2	8.1.450.20	Discontinued as of March 31, 2022.
Oracle 19c	8.1.4+	Support starts with 8.1.561.24.
Oracle 19c RAC	8.1.4+	Support starts with 8.1.561.24.

Supported Virtualization Platforms

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

IPV6 Support for Common Interfaces

> **Notes**:
>
> - Release Support numbers refer to Composer.

Component	Release	Interface	Conditions
Composer	no support	Interaction Server	
Composer	no support	License Server	
Composer	no support	Management Framework	

Component	Release	Interface	Conditions
		Configuration Server/ Proxy	
Composer	no support	SIP Server/T-Server	

IPV6 Support for Additional Interfaces

No IPV6 information for additional components at this time.

Prerequisites

> **Notes**:
>
> - Starting with Composer 8.0.3, Genesys does not recommend specific Web application servers for use with Composer. For more information, as well as minimum Web application, please refer to the Composer 8.1 Deployment Guide accessible using the Composer page.

Composer - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Web Server			
Apache/Tomcat 10.1.x	Yes	No	**Release**: 8.1.5+ Starting with 8.1.561.35. As of version 8.1.561.35 - Only Tomcat 10.1.x is supported.
Apache/Tomcat 11.0.x	Yes	No	**Release**: 8.1.6+

Composer - Prerequisites			
			Starting with 8.1.600.08. As of version 8.1.600.08 -Tomcat 11.0.x is supported.
Apache/Tomcat 7	Yes	No	**Release**: 8.1.420+ Discontinued as of March 31, 2021.
Apache/Tomcat 8.5	Yes	No	**Release**: 8.1.450+ Starting with 8.1.450.20. As of version 8.1.450.20 - Tomcat 8.5 is supported; Tomcat 9 and 10 are not certified.
Apache/Tomcat 9.0.36	Yes	No	**Release**: 8.1.5+ Starting with 8.1.560.15. As of version 8.1.560.15 - Tomcat 9.0.36 is supported; Tomcat 10 is not certified.
Third-Party Component Prerequisites			
Microsoft .NET Framework 2.0	Yes	No	**Release**: 8.0-8.1.4 Required for design-time compilation. In 8.1.500.03, this is no longer required if .NET Framework 4.7.2 is used.
Microsoft .NET Framework 3.5	Yes	No	**Release**: 8.1+ A prerequisite for run-time execution. However, starting with 8.1.5, .NET Framework 4.7.2 can be used.
Microsoft .NET Framework 4.7.2	Yes	No	**Release**: 8.1.5+
OpenJDK 11	Yes	No	**Release**: 8.1.5 Note the following: • Starting with Composer version 8.1.550.08

Composer - Prerequisites			
			• Supported only for runtime deployment and execution of WAR files
OpenJDK 17.0.2	Yes	No	**Release**: 8.1.6+ Note the following: • Starting with Composer version 8.1.600.07 • Supported in both runtime and design time environments
OpenJDK 21	Yes	No	**Release**: 8.1.6+ Note the following: • Starting with Composer version 8.1.600.08 • Supported in both runtime and design time environments
OpenJDK 8	Yes	No	**Release**: 8.1.5 Note the following: • Starting with Composer version 8.1.550.08 • Supported in both runtime and design time environments
Oracle Java 7 Runtime (JRE)	Yes	No	**Release**: 8.1+ Discontinued as of November 1, 2024.
Oracle Java 8 Runtime (JRE)	Yes	No	**Release**: 8.1.4+ Starting with 8.1.410.14.

CSTA Connector for BroadSoft BroadWorks

> **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 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	Red Hat Enterprise Linux 7	8.1.1+	Discontinued as of January 31, 2025
Linux	Red Hat Enterprise Linux 8	8.1.1+	Starting with 8.1.111.00
Windows	Windows Server 2012	8.1+	Discontinued as of October 31, 2024 Starting with version 8.1.103
Windows	Windows Server 2016	8.1+	Starting with 8.1.109.00
Windows	Windows Server 2019	8.1+	Starting with 8.1.110.04
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

CX Contact

> **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

CX Contact Support

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 8	100.0+	Support starting with the version 100.0.031.0002.
Linux	Red Hat Enterprise Linux 9	100.0+	Support starting with the version 100.0.036.0000.

Supported Browsers

Component	Browser	Release	Conditions/ Limitations
CX Contact	Google Chrome	100.0+	You must use the latest version of Chrome as the UI browser.
CX Contact	Microsoft Edge	100.0+	2020 release.

Supported Database/DB Clusters

Database	Release	Conditions/Limitations
Elasticsearch 7	100.0+	Elasticsearch Cluster 7.x is required.
Elasticsearch 7.17	100.0.034.+	Elasticsearch Cluster 7.17 is required.
Elasticsearch 8	100.0.036.+	Elasticsearch Cluster 8.x is required.
Elasticsearch 9	100.0.037+	Elasticsearch Cluster 9.x is required. Starting with 100.0.037.0002.
PostgreSQL 13	100.0+	Starting with 100.0.027.0004 .
PostgreSQL 16	100.0.036.+	Starting with 100.0.036.0005.
Redis 7.2	100.0.036.+	Redis in Cluster mode only.
Redis 7.4	100.0.037+	Redis in Cluster mode only.

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

CX Contact - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
Docker	Yes	No	**Release**: 100.0+ Docker 17.03.2-ce, with CX Contact Docker images stored in the Docker registry.
Elasticsearch	Yes	No	**Release**: 100.0+ Elasticsearch Cluster 7.5.x is required.
Genesys core components	No	Yes	**Release**: 100.0+ Note the following: • Supports Genesys 8.1 and 8.5 core components. • CX Contact components operate with Genesys core services on the back end. It's expected that all voice-processing components (Voice VM and shared services such as GVP) are deployed and running. In Genesys Engage cloud, Cloud Contact can operate with multiple voice tenants and comprises a shared service.
Genesys Web Services 9.0	No	Yes	**Release**: 100.0+
Kubernetes 1.11.1+	Yes	No	**Release**: 100.0+
NFS shared file system	Yes	No	**Release**: 100.0+
PostgreSQL 13	Yes	No	**Release**: 100.0+

CX Contact - Prerequisites			
			Starting with 100.0.027.0004.
Redis 6.0+ cluster	Yes	No	**Release**: 100.0+ Enterprise Redis with persistence is recommended.
SFTP Server	Yes	No	**Release**: 100.0+ (Optional) Use when automation capabilities are required.
Third-party Load Balancer	Yes	No	**Release**: 100.0+ F5 or functionally comparable hardware or software load balancer.
Virtual Machines	Yes	No	**Release**: 100.0+ Note the following: • Each machine should run Red Hat Enterprise Linux 8.0 or 9.0 64-bit as a guest OS and have at least 8 CPU cores and 16 GB RAM minimum (32 GB RAM recommended), 100 GB HDD minimum. • All VMs running CX Contact components should belong to the same local network segment and be interconnected so that all components can communicate over the network. DNS must be present in the network and allow for names resolution. CX Contact components always use FQDNs (not IP addresses) to establish communication to each other.

Decisions

> **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

Decisions Clients Support

OS Family	Operating System	Release	Conditions
Windows	Windows 10	8.5.100+	
Windows	Windows 11	8.5.100+	
Windows	Windows 7	8.5.100+	
Windows	Windows 8	8.5.100+	

Decisions Servers (DB and DataBus) Support

OS Family	Operating System	Release	Conditions
Windows	Windows Server 2008	8.5.100+	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.5.100+	Discontinued as of October 31, 2024
Windows	Windows Server 2019	8.5.100+	

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

Notes:

- An asterisk (*) indicates the oldest operating systems supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including AIX Power PC, HP-UX, and Solaris SPARC.
- Cluster configuration (for example, Microsoft SQL Cluster, Oracle RAC, etc) are not supported unless specifically listed below.
- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.
- For MS SQL Server, Enterprise Edition is recommended, especially for large deployments; however, Standard Edition is the minimum requirement.
- Genesys supports Genesys products on the database patch levels up to the latest currently available patch sets.

Database	Release	Conditions/Limitations
MS SQL Server 2008	8.5.100+	
MS SQL Server 2012	8.5.100+	
MS SQL Server 2014	8.5.100+	
MS SQL Server 2016	8.5.100+	
MS SQL Server 2019	8.5.100+	

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

Decisions - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Web Server			
Microsoft .NET Framework 4.5	Yes	Yes	

eServices

> **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.
> - Please note the following:
> - Messaging Apps and Social Engagement information was moved to the Messaging Apps/ Social Engagement SOE page.
> - Universal Contact Server information was moved to the Universal Contact Server SOE page.

Supported Operating Systems

Bot Gateway Server Support

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 7	9.0.004.08+	Discontinued as of January 31, 2025.
Linux	Red Hat Enterprise Linux 8	9.0.008.05+	
Linux	Red Hat Enterprise Linux 9	9.0.010.01+	
Windows	Windows Server 2012	9.0 - 9.0.009	Discontinued as of February 27, 2024
Windows	Windows Server 2016	9.0.004.08+	
Windows	Windows Server 2019	9.0.008.05+	
Windows	Windows Server 2022	9.0.010.01+	Starting with 9.0.011.02

Content Analyzer (Plugin for Genesys Administrator Extension) Support

OS Family	Operating System	Release	Conditions
Linux	CentOS Linux 7	8.5.305+	Discontinued as of January 15, 2025
Linux	Red Hat Enterprise Linux 5	8.5.0 - 8.5.2	Discontinued as of June 30, 2018.

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 6	8.5.1 - 8.5.2	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.5.305.03+	Discontinued as of January 31, 2025.
Linux	Red Hat Enterprise Linux 8	9.0.001.04+	
Linux	Red Hat Enterprise Linux 9	9.0.001.14+	
Windows	Windows Server 2008	8.5.0 - 8.5.2	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.5 - 9.0	Discontinued as of October 31, 2024 Support discontinued as of 9.0.001.03.
Windows	Windows Server 2016	8.5.305+	
Windows	Windows Server 2019	9.0.001.03+	
Windows	Windows Server 2022	9.0.001.15+	

E-mail Server Java Support

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 7	8.5.1+	Starting with 8.5.104.13. Discontinued as of January 31, 2025
Linux	Red Hat Enterprise Linux 8	8.5.2+	Starting with 8.5.214.04.
Linux	Red Hat Enterprise Linux 9	8.5.2+	Starting with 8.5.211.09.
Windows	Windows Server 2012	See note:	Discontinued as of March 25, 2024 (last supported version 8.5.210.02)
Windows	Windows Server 2016	8.5.104.13+	
Windows	Windows Server 2019	8.5.200.02+	
Windows	Windows Server 2022	8.5.212.01+	

eServices Manager (Plugin for Genesys Administrator Extension) Support

OS Family	Operating System	Release	Conditions
Linux	CentOS Linux 7	8.5.301.09+	Discontinued as of January 15, 2025

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 5	8.5.0 - 8.5.1	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 6	8.5.1 - 8.5.302	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.5.3+	Discontinued as of January 31, 2025. Supported for use on Kernel Virtual Machine (KVM) starting with 8.5.300.09.
Linux	Red Hat Enterprise Linux 8	9.0.003.07+	
Linux	Red Hat Enterprise Linux 9	9.0.004.13+	
Windows	Windows Server 2008	8.5.0 - 8.5.302	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.5 - 9.0	Discontinued as of October 31, 2024 Support discontinued as of 9.0.003.06.
Windows	Windows Server 2016	8.5.304+	
Windows	Windows Server 2019	9.0.003.03+	
Windows	Windows Server 2022	9.0.004.14+	

eServices Server Components Support

Notes:

- An asterisk (*) indicates the oldest operating systems supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including AIX Power PC, HP-UX, and Solaris SPARC.
- eServices server components include Classification Server, Chat Server, Interaction Server, Interaction Server Proxy, SMS Server, and Training Server. It also includes the following groups of servers: Web API (Web API Server, Web API Server for WebLogic, Web API Server for WebSphere, .NET Web API Server and Samples)
- 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.

- Web Collaboration is not supported on AIX.

OS Family	Operating System	Release	Conditions
AIX	AIX Power PC 64-bit (AIX 5L for POWER) 7.1	8.0.2+	Discontinued December 31, 2020
Linux	CentOS Linux 7	8.5.1+	Discontinued as of January 15, 2025. Supported by Interaction Server 8.5.104.13
Linux	CentOS Linux 7	8.5.201+	Discontinued as of January 15, 2025
Linux	CentOS Linux 7	8.5.3+	Discontinued as of January 15, 2025 Supported by the following: • Chat Server starting with 8.5.301.06 • Classification Server starting with 8.5.300.03 • Training Server starting with 8.5.305.01 No longer supported by the following: • Chat Server as of 8.5.317.02
Linux	Oracle Linux 7	8.5.3+	Discontinued as of January 31, 2025. Note the following: • Classification Server starting with 8.5.300.03, with Oracle Linux 7, coupled with Unbreakable Enterprise Kernel Release 4. • Chat Server, starting

OS Family	Operating System	Release	Conditions
			with 8.5.306.03.
Linux	Red Hat Enterprise Linux 5	8.1+	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 6	8.1.4+	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.5.1+	Discontinued as of January 31, 2025 Supported by the following: • Chat Server starting with 8.5.102.08 • Classification Server starting with 8.5.300.03, including usage on a Kernel Virtualization Machine (KVM) • Interaction Server starting with 8.5.107.06 • Interaction Server Proxy starting with 8.5.107.14 • Training Server starting with 8.5.305.01
Linux	Red Hat Enterprise Linux 8	8.5.3+	Supported by Chat Server starting with 8.5.314.02
Linux	Red Hat Enterprise Linux 8	9.0+	Supported by the following: • Interaction Server starting with 9.0.000.10. • Interaction Server Proxy starting with 9.0.000.03. • Classification Server starting with 9.0.000.07. • Interaction Server Cluster Plug-in for GAX starting with

OS Family	Operating System	Release	Conditions
			version 9.0.000.00. • Training Server starting with 9.0.000.08
Linux	Red Hat Enterprise Linux 9	8.5.3+	Supported by the following: • Chat Server starting with 8.5.317.02
Linux	Red Hat Enterprise Linux 9	9.0+	Supported by the following: • Interaction Server starting with 9.0.015.09 • Interaction Server Proxy starting with 9.0.015.02 • Interaction Server Cluster Plug-in for GAX starting with version 9.0.000.15 • Classification Server starting with 9.0.000.16
Solaris	Solaris SPARC 64-bit 10	7.6 - 8.1	Discontinued as of December 31, 2020.
Solaris	Solaris SPARC 64-bit 10	7.6 - 8.5	Discontinued as of December 31, 2020.
Windows	Windows Server 2008	8.1+	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.5+	Discontinued as of October 31, 2024 Supported by the following: • Classification Server starting with 8.5.000.14 No longer supported by the following: • Chat Server as of 8.5.314.02 • Classification Server

OS Family	Operating System	Release	Conditions
			as of 9.0.000.08 • Training Server as of 9.0.000.08
Windows	Windows Server 2016	8.5+	Supported by the following: • Chat Server starting with 8.5.201.05 • Classification Server starting with 8.5.301.01 • Interaction Server starting with 8.5.201.05 • Interaction Server Proxy starting with 8.5.201.00 • Training Server starting with 8.5.305.01 • Interaction Server Cluster Plug-in for GAX starting with version 9.0.000.00
Windows	Windows Server 2019	8.5.3	Supported by the following: • Chat Sever starting with 8.5.314.02 • Interaction Server starting with 8.5.304.07 • Interaction Server Proxy starting with 8.5.304.02
Windows	Windows Server 2019	9.0.0+	Supported by the following: • Training Server starting with 9.0.000.08 • Classification Server starting with 9.0.000.07

OS Family	Operating System	Release	Conditions
			• Interaction Server Cluster Plug-in for GAX starting with version 9.0.000.00
Windows	Windows Server 2022	8.5.3+	Supported by the following: • Chat Server starting with 8.5.317.02
Windows	Windows Server 2022	9.0.0+	Supported by the following: • Interaction Server starting with 9.0.014.03 • Interaction Server Proxy starting with 9.0.014.07 • Interaction Server Cluster Plug-in for GAX starting with version 9.0.000.14 • Classification Server starting with 9.0.000.16

Knowledge Manager (Legacy) Support

OS Family	Operating System	Release	Conditions
Windows	Windows 7	8.0.1+	Discontinued as of June 30, 2020.
Windows	Windows Server 2008	8.0.1-8.5.1	Discontinued as of June 30, 2020

Privacy Manager (Plugin for Genesys Administrator Extension) Support

OS Family	Operating System	Release	Conditions
Linux	CentOS Linux 7	8.5.305+	Discontinued as of January 15, 2025
Linux	Red Hat Enterprise Linux 5	8.5.0 - 8.5.1	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 6	8.5.1 - 8.5.300	Discontinued as of November 30, 2020

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 7	8.5.3	Discontinued as of January 31, 2025. Support starting with 8.5.300.10, including use on a Kernel Virtualization Machine (KVM).
Linux	Red Hat Enterprise Linux 8	9.0.001.06+	
Linux	Red Hat Enterprise Linux 9	9.0.001.13+	
Windows	Windows Server 2008	8.5.0 - 8.5.300	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.5 - 9.0	Discontinued as of October 31, 2024 Support discontinued as of 9.0.001.05.
Windows	Windows Server 2016	8.5.305+	
Windows	Windows Server 2019	9.0.001.05+	
Windows	Windows Server 2022	9.0.001.14+	

Supported Browsers

Notes:

- For browser support information for Genesys Widgets, see Supported Operating Environment: Genesys Widgets.

Component	Browser	Release	Conditions/ Limitations
Content Analyzer (Plugin for Genesys Administrator Extension)	Firefox ESR	8.5.2+	
Content Analyzer (Plugin for Genesys Administrator Extension)	Google Chrome	8.5.2+	

Component	Browser	Release	Conditions/ Limitations
Content Analyzer (Plugin for Genesys Administrator Extension)	Microsoft Edge Chromium	9.0.0+	Starting with version 9.0.001
Content Analyzer (Plugin for Genesys Administrator Extension)	Microsoft IE11	8.5.2+	
eServices Manager (Plugin for Genesys Administrator Extension)	Firefox ESR	8.5+	Tested with version 46
eServices Manager (Plugin for Genesys Administrator Extension)	Google Chrome	8.5+	
eServices Manager (Plugin for Genesys Administrator Extension)	Microsoft Edge Chromium	9.0.0+	Starting with version 9.0.002
eServices Manager (Plugin for Genesys Administrator Extension)	Microsoft IE11	8.5+	
Interaction Server Cluster (Plugin for Genesys Administrator Extension)	Firefox ESR	8.5.1+	Minimum supported version: 38
Interaction Server Cluster (Plugin for Genesys Administrator Extension)	Google Chrome	8.5.1+	Minumum supported version: 44
Interaction Server Cluster (Plugin for Genesys Administrator Extension)	Microsoft IE11	8.5.1+	
Privacy Manager (Plugin for Genesys Administrator Extension)	Firefox ESR	8.5.1+	
Privacy Manager (Plugin for Genesys Administrator Extension)	Google Chrome	8.5+	
Privacy Manager (Plugin for Genesys Administrator Extension)	Microsoft Edge Chromium	9.0.0+	Starting with version 9.0.001
Privacy Manager (Plugin	Microsoft IE11	8.5+	

Component	Browser	Release	Conditions/ Limitations
for Genesys Administrator Extension)			

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
Cassandra 2	8.5.1 - 8.5.3	Not supported by Chat Server starting with 8.5.314.02.
Cassandra 3.11	8.5.3+	Supported in high availability mode by Chat Server starting with 8.5.307.04.
Cassandra 4.0.x	8.5.3+	Supported in high availability mode by Chat Server starting with 8.5.316.02.
IBM DB2 10	8.1.4+	Discontinued December 31, 2020.
IBM DB2 9.7	8.1+	Discontinued December 31, 2020.
MS SQL Server 2008	8.0.1+	Discontinued as of June 30, 2020.
MS SQL Server 2012	8.5+	Discontinued as of January 1, 2025. Not supported by Interaction Server starting with 8.5.2.
MS SQL Server 2012 Cluster	8.5+	Discontinued as of January 1, 2025. Also supports AlwaysOn Cluster with Synchronous Mirroring capability. Not supported by Interaction Server from 8.5.2.
MS SQL Server 2014	8.5.1+	Discontinued as of January 1,

Database	Release	Conditions/Limitations
		2025. Supported by Interaction Server starting with 8.5.108.05.
MS SQL Server 2014 Cluster	8.5.1+	Discontinued as of January 1, 2025. Supported by Interaction Server starting with 8.5.108.05. Also supports AlwaysOn capability.
MS SQL Server 2016	8.5+	Supported by Interaction Server starting with 8.5.201.05.
MS SQL Server 2016 Cluster	8.5.1+	Supported by Interaction Server starting with 8.5.201 with AlwaysOn capability.
MS SQL Server 2017	8.5.3	Supported by Interaction Server starting with 8.5.300.07.
MS SQL Server 2019	8.5.3+	Supported by Interaction Server starting with 8.5.306.04.
MS SQL Server 2019 Cluster	8.5.3+	Supported by Interaction Server starting with 8.5.306.04 with AlwaysOn capability.
MS SQL Server 2022	9.0.0+	Supported by Interaction Server starting with 9.0.012.05.
MS SQL Server 2022 Cluster	9.0.0+	Supported by Interaction Server starting with 9.0.012.05 with AlwaysOn capability.
Oracle 11g RAC	8.1+	Discontinued as of December 31, 2020.
Oracle 12c R1	8.5+	
Oracle 12c R1 RAC	8.5+	SCAN is not supported.
Oracle 12c R2	8.5.3	Discontinued as of March 31, 2022.
Oracle 12c R2 RAC	8.5.3	Discontinued as of March 31, 2022.
Oracle 18c	8.5.3+	Discontinued as of June 30, 2021.
Oracle 18c RAC	8.5.3+	Discontinued as of June 30, 2021.
Oracle 19c	8.5.3+	Supported by Interaction Server starting with 8.5.307.02.
Oracle 19c RAC	8.5.3+	Supported by Interaction Server starting with 8.5.307.02. Support includes Transparent Application Failover (TAF). SCAN is not supported.
PostgreSQL 10	8.5.2+	Discontinued as of June 30, 2024. Supported by Interaction Server starting with 8.5.2.
PostgreSQL 12	9.0.0+	Supported by Interaction Server starting with 9.0.003.06.

Database	Release	Conditions/Limitations
PostgreSQL 13	9.0.0+	Supported by Interaction Server starting with 9.0.009.03.
PostgreSQL 14	9.0.0+	Supported by Interaction Server starting with 9.0.010.07.
PostgreSQL 16	9.0.0+	Supported by Interaction Server starting with 9.0.013.05
PostgreSQL 9.6	8.5.2+	Discontinued as of November 11, 2021. Interaction Server - Last supported version: 9.0.004.07.

Supported Virtualization Platforms

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

IPV6 Support for Common Interfaces

> **Notes**:
>
> - Release Support numbers refer to eServices.

Component	Release	Interface	Conditions
eServices	8.1	Interaction Server	
eServices	8.1.3+	E-mail Server	
eServices	no direct interface	License Server	
eServices	no direct interface	SIP Server/T-Server	

IPV6 Support for Additional Interfaces

No IPV6 information for additional components at this time.

Prerequisites

Bot Gateway 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+
OpenJDK 17	Yes	No	**Release**: 9.0.009+ Starting with 9.0.009.05
Oracle Java 8 Developer's Kit (JDK), OpenJDK 8	Yes	No	**Release**: 9.0+
Transport Layer Security 1.2	Yes	No	**Release**: 9.0+

Classification 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+ Starting with 9.0.000.02
OpenJDK 17	Yes	No	**Release**: 9.0+ Starting with 9.0.000.14
Oracle Java 7 Developer's Kit (JDK)	Yes	No	**Release**: 8.1.3 - 8.5.3 Discontinued as of December 11, 2018.

Classification Server - Prerequisites			
Oracle Java 8 Developer's Kit (JDK)	Yes	No	**Release**: 8.5.1+ Starting with 8.5.110.03

Content Analyzer (Plugin for Genesys Administrator Extension) - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Genesys Administrator Extension			
8.5.220.25-8.5.260.XX	No	Yes	**Release**: 8.5.2 Tested with GAX 8.5.220.25
8.5.290.09 +	No	Yes	**Release**: 9.0.0 Note the following: • Tested with GAX 8.5.290.09 • Tested with GAX 9.0.001.37 • Tested with GAX 9.0.100.56 • New text
8.5.290.09-9.0.001.XX	No	Yes	**Release**: 8.5.3 Note the following: • Tested with GAX 8.5.290.09 • Tested with GAX 9.0.001.37
Third-Party Component Prerequisites			
OpenJDK 17	Yes	No	**Release**: 9.0.001+ Starting with 9.0.001.14

Content Analyzer (Plugin for Genesys Administrator Extension) - Prerequisites			
Third-Party Library Dependencies			
Spring 6.x Framework	Yes	No	**Release**: 9.0.002+ Supported starting from GAX 9.0.108.01.

Digital Messaging Server - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	**Release**: 9.1+ Support starts with 9.1.002.02.

E-mail Server Java - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	**Release**: 8.5.1+ Support starts with 8.5.106.01.
OpenJDK 17	Yes	No	**Release**: 8.5.209+ Support starts with 8.5.209.05.
Oracle Java 7	Yes	No	**Release**: 8.1.4 - 8.5.1 Discontinued as of June 28, 2019.
Oracle Java 8	Yes	No	**Release**: 8.5.1+

E-mail Server Java - Prerequisites			
			Support starts with 8.5.103.11.

eServices Manager (Plugin for Genesys Administrator Extension) - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Genesys Administrator Extension			
GAX 8.5.210.10 - GAX 8.5.260.xx	No	Yes	**Release**: 8.5.1
GAX 8.5.220.25 - GAX 8.5.260.xx	No	Yes	**Release**: 8.5.2
GAX 8.5.240.19 - GAX 8.5.260.xx	No	Yes	**Release**: 8.5.300.09 - 8.5.301.09
GAX 8.5.270.06	No	Yes	**Release**: 8.5.3 Support starts with 8.5.302.02.
GAX 8.5.290.09 - GAX 9.0.001.xx	No	Yes	**Release**: 9.0.000.09
GAX 8.5.290.09 - GAX 9.0.001.xx	No	Yes	**Release**: 8.5.3 Supports starts with 8.5.304.10.
GAX 8.5.290.09 - GAX 9.0.101.xx	No	Yes	**Release**: 9.0.001.08 - 9.0.003.03
GAX 8.5.290.09+	No	Yes	**Release**: 9.0 Support starts with 9.0.003.05.
Third-Party Component Prerequisites			
OpenJDK 17	Yes	No	**Release**: 9.0.004+ Starting with 9.0.004.13
Third-Party Library Dependencies			
Spring 6.x Framework	Yes	No	**Release**: 9.0.005+ Supported starting from GAX 9.0.108.01.

Interaction Server - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			

OpenJDK 11	Yes	No	**Release**: 8.5.3
			Note the following:
			• Starting with 8.5.302.12
			• Required only for the following optional functionalities
			  • JMS and Kafka Capture Points
			  • XML transformations
			  • JMS and Groovy Event Loggers

OpenJDK 17	Yes	No	**Release**: 9.0
			Note the following:
			• Starting with 9.0.012.05
			• Required only for the following optional functionalities:
			  • JMS and Kafka Capture Points
			  • XML transformations
			  • JMS and Groovy Event Loggers

OpenJDK 8	Yes	No	**Release**: 8.5.3 Note the following: • Starting with

Interaction Server - Prerequisites			

			8.5.302.12
			• Required only for the following optional functionalities
			  • JMS and Kafka Capture Points
			  • XML transformations
			  • JMS and Groovy Event Loggers

Interaction Server Cluster (Plugin for Genesys Administrator Extension) - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Genesys Administrator Extension			
GAX 8.5.240.19+	No	Yes	**Release**: 8.5.1+
GAX 9.0.001.37	No	Yes	**Release**: 9.0.0+
GAX 9.0.101.29	No	Yes	**Release**: 9.0.0+
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	**Release**: 8.5.2+ Starting with version 8.5.200.08
OpenJDK 8	Yes	No	**Release**: 8.5.2+ Starting with version 8.5.200.08
Oracle Java 8 Developer's Kit (JDK)	Yes	No	**Release**: 8.5.1+

Knowledge Manager (Legacy) - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Library Dependencies			
Oracle Java 6 Developer's Kit (JDK)	Yes	No	**Release**: 8.5.0 JDK 6 32-bit only, is used with 8.5.0 of Knowledge Manager. Discontinued as of November 1, 2024.
Oracle Java 7 Developer's Kit (JDK)	Yes	No	**Release**: 8.5.1 JDK 7 is used with 8.5.1 of Knowledge Manager. Discontinued as of November 1, 2024.

Privacy Manager (Plugin for Genesys Administrator Extension) - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Genesys Administrator Extension			
8.5.240.19 - 8.5.260.XX	No	Yes	**Release**: 8.5.3 Note the following: • Support starting with 8.5.300.10 • Tested with GAX 8.5.240.19
8.5.290.09 - 9.0.001.XX	No	Yes	**Release**: 8.5.3 Note the following:

Privacy Manager (Plugin for Genesys Administrator Extension) - Prerequisites			
			• Support starts with 8.5.305.01. • Tested with GAX 8.5.290.09 • Tested with GAX 9.0.001.37
9.0.100 +	No	Yes	**Release**: 9.0.0 Note the following: • Support starts with 9.0.001.04. • Tested with GAX 9.0.100.56
GAX 8.5.210.10 - 8.5.260.xx	No	Yes	**Release**: 8.5.1
Third-Party Component Prerequisites			
OpenJDK 17	Yes	No	**Release**: 9.0.001+ Starting with 9.0.001.13
Third-Party Library Dependencies			
Spring 6.x Framework	Yes	No	**Release**: 9.0.002+ Supported starting from GAX 9.0.108.01.

Training 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+ Supported starting with 9.0.000.07

Training Server - Prerequisites			
Oracle Java 7 Developer's Kit (JDK)	Yes	No	**Release**: 7.6 - 8.5.1 Discontinued as of November 1, 2024.
Oracle Java 8 Developer's Kit (JDK)	Yes	No	**Release**: 8.5.1+ Supported starting with 8.5.110.03.

Web API Server (Legacy) - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Supported Combinations of Web Servers and Servlet Engines			
AIX; DB2; IBM WebSphere & HTTP Server	Yes	No	**Release**: 8.5 Discontinued December 31, 2020
Linux; Apache/Tomcat	Yes	No	**Release**: 8.5 WebAPI 8.5 supports RHEL 6.5, Apache 2.4, Tomcat 6, 7
Solaris; Oracle; Apache/ Tomcat; IBM WebSphere and HTTP Server; BEA WebLogic	Yes	No	**Release**: 8.5 WebAPI 8.5 supports Apache 2.4, Tomcat 6, 7, WebSphere 8.5, WebLogic 12cR3. Solaris support discontinued as of December 31, 2020.
Third-Party Library Dependencies			
Apache HTTP Server	No	Yes	**Release**: 7.2 - 8.0.11 Apache HTTP Server 2.0 (7.2 - 7.5) 2.2.4 (7.6) 2.2.11 (8.0) 2.2.14 (8.0.1+)
Apache Tomcat	No	Yes	**Release**: 7.2+ Tomcat 5.5 with WebAPI 7.2 Tomcat 6.0 with WebAPI 7.6+ Tomcat 7.0 with WebAPI 8.5

Web API Server (Legacy) - Prerequisites			
BEA WebLogic	Yes	No	**Release**: 7.2 - 8.0.11 BEA WebLogic 8.1 with WebAPI 7.2 - 7.6.1 BEA WebLogic 9.2 with WebAPI 8.0+
IBM WebSphere	Yes	No	**Release**: All IBM WebSphere 6.0 (7.2 - 7.6.1); WebSphere 6.1 (8.0+); WebSphere 7.0 (8.1.0); WebSphere 8.5 (8.1.2+)
Jetty	Yes	No	**Release**: 8.5 Jetty 8 and 9 supported by WebAPI 8.5 only
Microsoft IIS	Yes	No	**Release**: 8.0.1+ IIS 6.0 and IIS 7.0 (8.0.1+) IIS is not supported with WebAPI 8.5
Oracle Java Developer's Kit (JDK)	Yes	No	**Release**: All JDK 1.4.2 (7.0.1 - 7.6.1); JDK 1.5 (7.6); JDK 1.6 (8.0+); JDK 1.7 (8.5+) From Release 8.0.1, Web API Server supports the JDK version that is included in the supported configuration Web Server/Application Server.
Oracle WebLogic	Yes	No	**Release**: 8.5 WebLogic 12cR3 supported by WebAPI 8.5 only

Framework

> **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.
  For Red Hat Linux subscription, be sure to download the following libraries. These libraries are required for installation of Genesys components released after April 22, 2024:
  - libnsl.x86_64
  - libxcrypt.x86_64
  - libgcc.x86_64
  - libstdc++.x86_64

  For Genesys components released before April 22, 2024, Genesys installers on Linux were 32-bit and required the following 32-bit compatibility libraries. These libraries must be installed before installing Genesys components, although these libraries are not required for operating 64-bit components themselves:
  - glibc.i686
  - libnsl.i686
  - libcrypt.i686 or libxcrypt.i686
  - libgcc.i686
  - libstdc++.i686

OS Family	OS	Release	Conditions
AIX Power PC	AIX Power PC 64-bit (AIX 5L for POWER) 7.1	8.1+	Not supported by DB Server 8.5+.
Linux	CentOS Linux 7	8.1.3+	Discontinued as of January 15, 2025. Only supported by DB Server starting with 8.1.301.18. Refer to Management Framework Release notes for specific framework server versions.
Linux	CentOS Linux 7	8.5.1+	Discontinued as of January 15, 2025. Support for this operating system includes the following components, starting with the version listed: • Configuration Database Maintenance Scripts 8.5.100.19 • Configuration Server 8.5.101.18 • Genesys Security Pack on UNIX 8.5.100.14 • Local Control Agent 8.5.100.23 • Message Server 8.5.100.14 • Solution Control Server 8.5.100.26
Linux	Red Hat Enterprise Linux 7	8.5.1+	Discontinued as of January 31, 2025. Support for this operating system includes the following components, starting with the version listed: • Message Server 8.5.100.09 • Configuration
OS Family	**OS**	**Release**	**Conditions**

OS Family	OS	Release	Conditions
			Database Maintenance Scripts 8.5.100.06 • Configuration Server 8.5.100.17 • Local Control Agent 8.5.100.15 • Security Pack on UNIX 8.5.100.10 • SNMP Master Agent 8.5.100.07 • Solution Control Server 8.5.100.13
Linux	Red Hat Enterprise Linux 8	8.5.1+	Support for this operating system includes the following components, starting with the version listed: • Configuration Server - 8.5.101.50 • Database Server - 8.5.100.06 • Local Control Agent - 8.5.100.36 • Solution Control Server - 8.5.100.46 • Security Pack on UNIX - 8.5.100.23 • Message Server - 8.5.100.30 • Configuration Database Maintenance Scripts - 8.5.100.24 Refer to the information mentioned about Red Hat in the Notes column above.
Linux	Red Hat Enterprise Linux 9	8.5.1+	Support for this operating system includes the following components, starting with the version listed:
OS Family	**OS**	**Release**	**Conditions**

OS Family	OS	Release	Conditions
			• Configuration Server - 8.5.102.08 • Database Server - 8.5.100.26 • Local Control Agent - 8.5.100.44 • Solution Control Server - 8.5.100.64 • Security Pack on UNIX - 8.5.100.33 • Message Server - 8.5.100.44 • Configuration Database Maintenance Scripts - 8.5.100.26 Refer to the information mentioned about Red Hat in the Notes column above.
Solaris SPARC	Solaris SPARC 64-bit 10	7.2+	Not supported by DB Server 8.5+.
Windows	Windows 10	8.1+	Note the following: • Support starts with 8.1.101. • Internet Explorer 11 is required.
Windows	Windows 10	8.1.3	Starting with 8.0.301.05
Windows	Windows 11	8.1	Support for this operating system includes the following components, starting with the version listed: • Configuration Manager 8.1.101.06
Windows	Windows Server 2012	8.1.100.06+	Discontinued as of October 31, 2024 Starting with 8.0.301.05
Windows	Windows Server 2012	8.1.3	Discontinued as of
OS Family	**OS**	**Release**	**Conditions**

OS Family	OS	Release	Conditions
			October 31, 2024 Starting with 8.0.301.05
Windows	Windows Server 2012	8.1.3+	Discontinued as of October 31, 2024 Starting with 8.0.301.05
Windows	Windows Server 2016	8.1+	Note the following: • Support starts with 8.1.101. • Internet Explorer 11 is required.
Windows	Windows Server 2016	8.1.3	Starting with 8.0.301.05
Windows	Windows Server 2016	8.5.1+	Support for this operating system includes the following components, starting with the version listed: • DB Server 8.1.301.16 • Configuration Server 8.5.101.11 • Message Server 8.5.100.14 • Local Control Agent 8.5.100.22 • Solution Control Server 8.5.100.25
Windows	Windows Server 2019	8.5.1+	Support for this operating system includes the following components, starting with the version listed: • Configuration Database Maintenance Scripts 8.5.100.24 • Configuration Server 8.5.101.33 • DB Server 8.1.302.09 • Local Control Agent
OS Family	**OS**	**Release**	**Conditions**

OS Family	OS	Release	Conditions
			8.5.100.32 • Message Server 8.5.100.25 • Solution Control Server 8.5.100.40
Windows	Windows Server 2022	8.5.1+	Support for this operating system includes the following components, starting with the version listed: • Configuration Database Maintenance Scripts 8.5.100.26 • Configuration Server Language Pack 8.5.100.07 • Configuration Server 8.5.102.04 • DB Server 8.5.100.23 • Local Control Agent 8.5.100.42 • Message Server 8.5.100.41 • Solution Control Server 8.5.100.62
OS Family	**OS**	**Release**	**Conditions**

Supported Browsers

No browser information at this time

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.
- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.
- Genesys Administrator 8.1+ does not require a database to operate. However, certain Genesys Administrator features do have access to databases, such as the Centralized logging and Outbound Contact. For these purposes, Genesys Administrator uses DB Server and, if a solution supports storing data in a particular database, Genesys Administrator can access it through DB Server.
- Genesys supports Genesys products on the database patch levels up to the latest currently available patch sets.
- Starting with release 8.5, all versions of Informix, and Sybase database support have been discontinued.

Database	Release	Conditions/Limitations
MS SQL Server 2012	8.1.3+	Discontinued as of January 1, 2025. Genesys does not support Windows authentication mode of MSSQL database.
MS SQL Server 2012 Cluster	8.5+	Discontinued as of January 1, 2025. AlwaysOn Cluster with sync mirroring capability is supported for Framework Business Continuity. DB Server 8.1.301 is required if accessing latest MSSQL Server/Cluster from applications, configured to use DB Server.
MS SQL Server 2014	8.5.1+	Discontinued as of January 1, 2025. Supported by DB Server starting with 8.1.301.
MS SQL Server 2014 Cluster	8.5.1+	Discontinued as of January 1, 2025. AlwaysOn Cluster with sync mirroring capability is supported for Framework Business Continuity. DB Server 8.1.301 is required if accessing latest MSSQL Server/Cluster from applications, configured to use DB Server.
MS SQL Server 2016	8.5.1+	Note the following support starting with the version indicated: DB Server 8.1.301.14; Configuration Server 8.5.101.07; Message Server 8.5.100.13

Database	Release	Conditions/Limitations
MS SQL Server 2016 Cluster	8.5.1+	AlwaysOn Cluster with sync mirroring capability is supported for Framework Business Continuity. DB Server 8.1.301 is required if accessing latest MSSQL Server/Cluster from applications, configured to use DB Server.
MS SQL Server 2017 (Linux)	8.1.3+	Supported by DB Server starting with 8.1.302.01.
MS SQL Server 2017 (Linux)	8.5.1+	Note the following support starting with the version indicated: Configuration Server 8.5.101.20; Message Server 8.5.100.16
MS SQL Server 2017 (Windows)	8.1.3+	Note the following support starting with the version indicated: Configuration Server 8.5.101.77; Message Server 8.5.100.31; DB Server 8.5.100.07. Note: Supported by PostgreSQL client 10.1
MS SQL Server 2017 (Windows)	8.1.3+	Supported by DB Server starting with 8.1.302.02.
MS SQL Server 2017 (Windows)	8.5.1+	Note the following support starting with the version indicated: Configuration Server 8.5.101.22; Message Server 8.5.100.19
MS SQL Server 2017 Cluster	8.5.1+	AlwaysOn Cluster with sync mirroring capability is supported for Framework Business Continuity. Note the following support starting with the version indicated: Configuration Server 8.5.101.22; Message Server 8.5.100.19; DB Server 8.1.302.02;
MS SQL Server 2019	8.5.1+	Note the following support starting with the version indicated: Configuration Server 8.5.101.50; DB Server 8.5.100.06; Message Server 8.5.100.30
MS SQL Server 2019 (Linux)	8.5.1+	Starting from version Configuration Server 8.5.102.10, DB Server 8.5.100.28, and Message Server 8.5.100.46, the MSSQL dbclient on Linux can load the ODBC driver v18; to connect to MSSQL Server 2019 or later, the ODBC driver v18 must

Database	Release	Conditions/Limitations
		be used, and the dbclient_msql_64 located in the dbclient_next folder must be used.
MS SQL Server 2019 Cluster	8.5.1+	AlwaysOn Cluster with sync mirroring capability is supported for Framework Business Continuity.Note the following support starting with the version indicated: Configuration Server 8.5.101.50; DB Server 8.5.100.06; Message Server 8.5.100.30
MS SQL Server 2022	8.5.1+	Note the following support starting with the version indicated: Configuration Server 8.5.102.11; DB Server 8.5.100.29; Message Server 8.5.100.47. The MSSQL dbclient on windows can load the ODBC driver v18. To connect to MSSQL Server 2022 or later, the ODBC driver v18 must be used, along with the dbclient_msql_64 located in the dbclient_next folder. For deployment instructions, refer to the Microsoft SQL Server Databases article in the Framework Database Connectivity Reference Guide.
MS SQL Server 2022 (Linux)	8.5.1+	Note the following support starting with the version indicated: Configuration Server 8.5.102.11; DB Server 8.5.100.29; Message Server 8.5.100.47. The MSSQL dbclient on windows can load the ODBC driver v18. To connect to MSSQL Server 2022 or later, the ODBC driver v18 must be used, along with the dbclient_msql_64 located in the dbclient_next folder. For deployment instructions, refer to the Microsoft SQL Server Databases article in the Framework Database Connectivity Reference Guide.
MS SQL Server 2022 Cluster	8.5.1+	Note the following support starting with the version indicated: Configuration Server 8.5.102.11; DB Server 8.5.100.29; Message Server

Database	Release	Conditions/Limitations
		8.5.100.47. The MSSQL dbclient on windows can load the ODBC driver v18. To connect to MSSQL Server 2022 or later, the ODBC driver v18 must be used, along with the dbclient_msql_64 located in the dbclient_next folder. For deployment instructions, refer to the Microsoft SQL Server Databases article in the Framework Database Connectivity Reference Guide.
Oracle 12c R1	8.1.3+	Supported by DB Server starting with 8.1.301.
Oracle 12c R1 RAC	8.1.3+	Supported by DB Server starting with 8.1.301.
Oracle 12c R1 RAC	8.5+	
Oracle 12c R2	8.1.3+	Discontinued as of March 31, 2022.
Oracle 12c R2	8.5+	Discontinued as of March 31, 2022.
Oracle 12c R2 RAC	8.1.3+	Discontinued as of March 31, 2022.
Oracle 12c R2 RAC	8.5+	Discontinued as of March 31, 2022.
Oracle 18c	8.1.3+	Discontinued as of June 30, 2021.
Oracle 18c	8.5.1+	Discontinued as of June 30, 2021.
Oracle 19c	8.5.1+	Support of Oracle 19c and RAC server: Configuration Server 8.5.101.50; DB Server 8.5.100.06; Message Server 8.5.100.30. Support of Oracle 19c dbclient: Configuration Server 8.5.101.92, Message Server 8.5.100.36, DB Server 8.5.100.12
Oracle Golden Gate	8.5+	
PostgreSQL 10.1	8.1.3+	Discontinued as of June 30, 2024. Supported by DB Server starting with 8.1.302.01.
PostgreSQL 10.1	8.5.1+	Discontinued as of June 30, 2024. Note the following support starting with the version indicated:Configuration Server 8.5.101.20; Message Server 8.5.100.16.
PostgreSQL 12	8.5.1+	Supports PostgreSQL Server 12 in Configuration Server 8.5.101.77;

Database	Release	Conditions/Limitations
		Message Server 8.5.100.31; DB Server 8.5.100.07. Note: Supported by PostgreSQL client 10.1, PostgreSQL client 11, and PostgreSQL client 12. Supports PostgreSQL 12 in Configuration Server 8.5.102.08, Message Server 8.5.100.44, DB Server 8.5.100.26. Note: Supported by PostgreSQL client 12 and PostgreSQL client 13. Password Authentication: Supports PostgreSQL SCRAM-SHA-256 password authentication with PostgreSQL client 11 and 12 in Configuration Server 8.5.102.06, Message Server 8.5.100.42, DB Server 8.5.100.24.
PostgreSQL 13	8.5.1+	Supports PostgreSQL 13 in Configuration Server 8.5.101.89, Message Server 8.5.100.35, DB Server 8.5.100.11. Note: Supported by PostgreSQL client 11, and PostgreSQL client 12. Supports PostgreSQL Server 13 in Configuration Server 8.5.102.08, Message Server 8.5.100.44, DB Server 8.5.100.26. Note: Supported by PostgreSQL client 12 and PostgreSQL client 13. Password Authentication: Supports PostgreSQL SCRAM-SHA-256 password authentication with PostgreSQL client 11 and 12 in Configuration Server 8.5.102.06, Message Server 8.5.100.42, DB Server 8.5.100.24.
PostgreSQL 16	8.5.1+	Supports PostgreSQL 16 in Configuration Server 8.5.102.12, Message Server 8.5.100.48, DB Server 8.5.100.30. Note: Supported by PostgreSQL client 12, and PostgreSQL client 13.

Supported Virtualization Platforms

> Tip

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

IPV6 Support for Common Interfaces

> **Notes**:
>
> - Release Support numbers refer to Framework.
> - This section provides IPv6 information for Configuration Server, DB Server, Local Control Agent, Message Server, SNMP Master Agent, Solution Control Interface, and Solution Control Server.

Component	Release	Interface	Conditions
Configuration Server	8.1	License Server	
Configuration Server	8.1	Management Framework Configuration Server/ Proxy	
DB Server	8.1	Management Framework Configuration Server/ Proxy	
DB Server	no direct interface	License Server	
Local Control Agent	8.1	Solution Control Server	
Local Control Agent	no direct interface	License Server	
Local Control Agent	no direct interface	Management Framework Configuration Server/ Proxy	
Message Server	8.1	Management Framework Configuration Server/ Proxy	IPv6 is supported at all interfaces to components which use Message Server, for example, T-Server, Universal Routing Server, SIP Server, Outbound Contact Server.
Message Server	no direct interface	License Server	
SNMP Master Agent	8.1	Management	

Component	Release	Interface	Conditions
		Framework Configuration Server/ Proxy	
Solution Control Interface	8.0.3	Management Framework Configuration Server/ Proxy	IPv6 is supported at all interfaces to components which use Message Server, for example, T-Server, Universal Routing Server, SIP Server, Outbound Contact Server.
Solution Control Server	8.1	License Server	
Solution Control Server	8.1	Management Framework Configuration Server/ Proxy	

IPV6 Support for Additional Interfaces

Notes:

- Release Support numbers refer to Framework.
- This section provides IPv6 information for Configuration Server, DB Server, Local Control Agent, Message Server, SNMP Master Agent, Solution Control Interface, and Solution Control Server.
- This section provides IPv6 information for Configuration Server, DB Server, Local Control Agent, Message Server, SNMP Master Agent, Solution Control Interface, Solution Control Server, and Stat Server.

Component	Release	Interface	Conditions
Configuration Server	8.1	Management User Interfaces	Configuration Management Environment (CME) and legacy UIs are excluded from IPv6 support. Use Genesys Administrator or Genesys Administrator Extension for all configuration and management tasks.

Component	Release	Interface	Conditions
DB Server	8.1.1	Database Management Server (DBMS)	
Solution Control Server	8.1	Management User Interfaces	Configuration Management Environment (CME) and legacy UIs are excluded from IPv6 support. Use Genesys Administrator or Genesys Administrator Extension for all configuration and management tasks.
Solution Control Server	no support	Third-party SNMP agent	

Prerequisites

Notes:

- Currently, there are no prerequisites for Framework components.

Genesys Administrator Extension

> **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

Genesys Administrator (GA) Support

OS Family	Operating System	Release	Conditions
Windows	Windows Server 2012	8.1.304+	Discontinued as of October 31, 2024
Windows	Windows Server 2016	8.1.310+	
Windows	Windows Server 2019	8.1.311+	Starting with 8.1.311.07.
Windows	Windows Server 2022	8.1.311+	Starting with 8.1.311.07.

Genesys Administrator Extension (GAX) Support

> **Notes**:
>
> - 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.

OS Family	Operating System	Release	Conditions
Linux	CentOS Linux 7	8.5.2+	Discontinued as of January 15, 2025 Starting with

OS Family	Operating System	Release	Conditions
			8.5.290.20.
Linux	Red Hat Enterprise Linux 7	8.5.2+	Discontinued as of January 31, 2025.
Linux	Red Hat Enterprise Linux 8	9.0.1+	Starting with 9.0.100.72 +
Linux	Red Hat Enterprise Linux 9	9.0.1+	Starting with 9.0.106.12+
Windows	Windows Server 2012	8.1.4+	Discontinued as of October 31, 2024 With 64-bit applications running natively on a 64-bit OS.
Windows	Windows Server 2016	8.5.260+	As per Oracle, this version of Windows requires Java 8 version 1.8.0_111+.
Windows	Windows Server 2019	9.0.1+	Starting with 9.0.100.72+
Windows	Windows Server 2022	9.0.109+	Starting with 9.0.109.04

Supported Browsers

Notes:

- Unless otherwise noted, browser plug-ins are not supported for these browsers. Only the browser is supported.

Component	Browser	Release	Conditions/ Limitations
Genesys Administrator (GA)	Firefox ESR	8.0.2 - 8.1	
Genesys Administrator Extension	Microsoft Edge Chromium	9.0.1+	
Genesys Administrator Extension (GAX)	Apple Safari	8.5.2+	Versions 7 and 8 are supported
Genesys Administrator Extension (GAX)	Firefox ESR	8.5+	

Component	Browser	Release	Conditions/ Limitations
Genesys Administrator Extension (GAX)	Google Chrome	8.1.2+	Starting from 8.5.2+, Chrome is supported on MAC OS X v10.9+.
Genesys Administrator Extension (GAX)	Microsoft Edge	8.5.24+	

Supported Database/DB Clusters

Notes:

- Genesys Administrator does not support the AlwaysOn Availability Groups feature.
- 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	8.1.4+	Discontinued as of January 1, 2025.
MS SQL Server 2014	8.5.24+	Discontinued as of January 1, 2025.
MS SQL Server 2014 Cluster	9.0.103+	Discontinued as of January 1, 2025. Supports AlwaysOn Cluster with Synchronous Mirroring capability. However, JTDS, the third-party JDBC driver that GAX uses, does not officially support the AlwaysOn configuration. Therefore, even though Genesys successfully tested GAX with MS SQL Server 2014 Cluster/ AlwaysOn, Genesys cannot officially recommend anything but a simple failover clustering configuration.
MS SQL Server 2016	8.5.26+	
MS SQL Server 2016 Cluster	8.5.26+	Supports AlwaysOn Cluster with Synchronous Mirroring capability. However, JTDS, the third-party JDBC driver that GAX uses, does not officially support the AlwaysOn configuration. Therefore, even though Genesys

Database	Release	Conditions/Limitations
		successfully tested GAX with MS SQL Server 2016 Cluster/ AlwaysOn, Genesys cannot officially recommend anything but a simple failover clustering configuration.
MS SQL Server 2017	8.5.26+	Starting with 8.5.260.11
MS SQL Server 2019	9.0.1+	Starting with 9.0.103.06
MS SQL Server 2019 Cluster	9.0.1+	Supports AlwaysOn Cluster with Synchronous Mirroring capability. However, JTDS, the third-party JDBC driver that GAX uses, does not officially support the AlwaysOn configuration. Therefore, even though Genesys successfully tested GAX with MS SQL Server 2016 Cluster/ AlwaysOn, Genesys cannot officially recommend anything but a simple failover clustering configuration.
MS SQL Server 2022	9.0.109+	starting with 9.0.109.04
Oracle 12c R1	8.1.4+	
Oracle 12c R1 RAC	8.5.2+	SCAN is supported.
Oracle 12c R2 RAC	8.5.2+	Discontinued as of March 31, 2022.
Oracle 18c	9.0.100+	Discontinued as of June 30, 2021.
Oracle 18c RAC	9.0.100+	Discontinued as of June 30, 2021.
Oracle 19c	9.0.100+	Enterprise Edition 19.0.0.0.0 is supported.
Oracle 19c RAC	9.0.100+	Starting with 9.0.100.56
PostgreSQL 10	8.5.2+	Discontinued as of June 30, 2024. Support started with 8.5.220.47.
PostgreSQL 13	9.0.1+	Starting with 9.0.103.06
PostgreSQL 16	9.0.109+	Starting with 9.0.109.04
PostgreSQL 9.3	8.5.2+	Discontinued as of November 11, 2021.

Supported Virtualization Platforms

> **Tip**

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

IPV6 Support for Common Interfaces

> **Notes**:
>
> - Release numbers refer to Genesys Administrator.

Component	Release	Interface	Conditions
Genesys Administrator (GA)	8.1	Management Framework Configuration Server/ Proxy	
Genesys Administrator (GA)	no direct interface	License Server	
Genesys Administrator Extension (GAX)	no direct interface	License Server	

IPV6 Support for Additional Interfaces

> **Notes**:
>
> - Release numbers refer to Genesys Administrator.

Component	Release	Interface	Conditions
Genesys Administrator (GA)	8.1	Browser to Genesys Administrator Extension backend	

Prerequisites

Genesys Administrator (GA) - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Windows Server 2008 R2			
ASP.NET 2.0	Yes	No	
Microsoft .NET Framework 3.5 SP1	Yes	No	
Microsoft Internet Information Services (IIS) Version 7.5	Yes	No	
Windows Server 2019			
Both Microsoft .NET Framework 4.5 by default (includes ASP.NET 4.5) and Microsoft .NET Framework 3.5 (includes .NET 2.0 and 3.0) installed.	Yes	No	
Microsoft Internet Information Services (IIS) Version 10	Yes	No	
Windows Server 2022			
Both Microsoft .NET Framework 4.5 by default (includes ASP.NET 4.5) and Microsoft .NET Framework 3.5 (includes .NET 2.0 and 3.0) installed.	Yes	No	
Microsoft Internet Information Services	Yes	No	

Genesys Administrator (GA) - Prerequisites			
(IIS) Version 10			
Windows Server 2008 (except for R2)			
ASP.NET 2.0	Yes	No	
Microsoft .NET Framework 3.5 SP1	Yes	No	
Microsoft Internet Information Services (IIS) Version 7	Yes	No	
Windows Server 2012			
Both Microsoft .NET Framework 4.5 by default (includes ASP.NET 4.5) and Microsoft .NET Framework 3.5 (includes .NET 2.0 and 3.0) installed.	Yes	No	
Microsoft Internet Information Services (IIS) Version 8.0	Yes	No	
Windows Server 2012 R2			
Both Microsoft .NET Framework 4.5 by default (includes ASP.NET 4.5) and Microsoft .NET Framework 3.5 (includes .NET 2.0 and 3.0) installed.	Yes	No	
Microsoft Internet Information Services (IIS) Version 8.5	Yes	No	

Genesys Administrator Extension (GAX) - Prerequisites			
Third-Party Component	Acquired by Customer	Provided by Genesys	Conditions/ Limitations

Genesys Administrator Extension (GAX) - Prerequisites			
Prerequisites			
Third-Party Component Prerequisites			
Apache/Tomcat 8	Yes	No	**Release**: 8.5.260+ Support starts with version 8.5.260
Apache/Tomcat 9	Yes	No	**Release**: 9.0.100+ GAX 9.0.100+ supports Tomcat 9.0.36.
Jetty 12	No	Yes	**Release**: 9.0.1+ Starting with 9.0.107.04
OpenJDK 17	Yes	No	**Release**: 9.0.1+ Starting with 9.0.107.04.
OpenJDK 21	Yes	No	**Release**: 9.0.109+ Support starts with version 9.0.109.04
OpenJDK 8	Yes	No	**Release**: 8.5.2+ Starting with 8.5.290.09. JDK/JRE 8 is not supported starting with 9.0.107.04.
Oracle Java 6 Runtime (JRE)	Yes	No	**Release**: 8.1.2 - 8.5.250 JDK/JRE 6 is not supported starting with 8.5.260.11.
Oracle Java 7 Runtime (JRE)	Yes	No	**Release**: 8.1.4 - 8.5.290 JDK/JRE 7 is mandatory to install GAX starting with version 8.5.260.11 to 8.5.290.xx. It is not supported in GAX 9.x.
Oracle Java 8 Runtime (JRE)	Yes	No	**Release**: 8.5.2+ JDK/JRE 8 is not supported starting with 9.0.107.04.
Oracle Java 8 Runtime (JRE)	Yes	No	**Release**: 9.0.1+ Note the following: • Starting with 9.0.100.72

Genesys Administrator Extension (GAX) - Prerequisites			
			• Requires Java version 1.8.0_211 or later • JDK/JRE 8 is not supported starting with 9.0.107.04.
Oracle JDBC (OJDBC) driver 11	No	Yes	**Release**: 9.0.1+ Starting with 9.0.107.04.
Oracle JDK 1.8	Yes	No	**Release**: 9.0+ Not supported starting with 9.0.107.04.
Oracle OpenJDK 11	Yes	No	**Release**: 9.0+ Support is for OpenJDK 11 or later starting with 9.0.001.26. JDK/JRE 11 is not supported starting with 9.0.107.04.
Redhat OpenJDK 11	Yes	No	**Release**: 9.0+ Support is for OpenJDK 11 or later starting with 9.0.001.26. JDK/JRE 11 is not supported starting with 9.0.107.04.

Genesys Agent Scripting

> **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

Genesys Agent Scripting 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.

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 5	8.1	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 6	8.1	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.1	Discontinued as of January 31, 2025.
Windows	Windows 10	8.1	
Windows	Windows 7	8.1	Discontinued as of June 30, 2020.
Windows	Windows 8	8.1	Discontinued as of September 30, 2023.
Windows	Windows Server 2008	8.1	Discontinued as of June 30, 2020

OS Family	Operating System	Release	Conditions
Windows	Windows Server 2012	8.1	Discontinued as of October 31, 2024

Genesys Agent Scripting User Interface Support

OS Family	Operating System	Release	Conditions
Windows	Windows 10	8.1	
Windows	Windows 7	8.1	Discontinued as of June 30, 2020.
Windows	Windows 8	8.1	Discontinued as of September 30, 2023.
Windows	Windows Server 2008	8.1	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.1	Discontinued as of October 31, 2024

Supported Browsers

Notes:

- Unless otherwise noted, browser plug-ins are not supported for these browsers. Only the browser is supported.

Component	Browser	Release	Conditions/ Limitations
Genesys Agent Scripting User Interface	Microsoft IE	8.1	Version 11 is supported.

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 MS SQL and Oracle.
- 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 2008	7.2	Discontinued as of June 30, 2020.
MS SQL Server 2012	8.1	Discontinued as of January 1, 2025.
MS SQL Server 2012 Cluster	8.1+	Discontinued as of January 1, 2025. Also supports AlwaysOn Cluster with Synchronous Mirroring capability.
Oracle 11g	8.1	Discontinued as of December 31, 2020.
Oracle 11g RAC	8.1	Discontinued as of December 31, 2020.
Oracle 12c R1	8.1	

Supported Virtualization Platforms

Tip

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

IPV6 Support for Common Interfaces

Notes:

- Interface with the backend is based on AIL 7.6.3, which does not support IPv6.

- Release numbers refer to Genesys Agent Scripting.

Component	Release	Interface	Conditions
Genesys Agent Scripting	no support	Interaction Server	
Genesys Agent Scripting	no support	License Server	
Genesys Agent Scripting	no support	Management Framework Configuration Server/ Proxy	
Genesys Agent Scripting	no support	SIP Server/T-Server	

IPV6 Support for Additional Interfaces

Notes:

- Release numbers refer to Genesys Agent Scripting.

Component	Release	Interface	Conditions
Genesys Agent Scripting	no support	Chat Server	
Genesys Agent Scripting	no support	Universal Contact Server/Proxy	

Prerequisites

Genesys Agent Scripting - Prerequisites			
Third-Party Component	Acquired by Customer	Provided by Genesys	Conditions/ Limitations

Genesys Agent Scripting - Prerequisites			
Prerequisites			
Web Server			
Apache HTTP 2.x	Yes	No	
Apache Tomcat 5.0/5.5/6.0/7.0	Yes	No	
Java Version-JRE 1.4.2/1.5/1.6/1.7/1.8	Yes	No	
Microsoft IIS versions 6/7/7.5/8.0/8.5	Yes	No	
WebSphere 5.1/6.0	Yes	No	

Genesys Intelligent Automation (formerly GAAP)

General Information - Genesys Intelligent Automation (formerly GAAP)

Previously, Genesys Intelligent Automation was known as Genesys App Automation Platform.

> **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

Intelligent Automation Server Support

> **Notes**:
>
> - This information applies to Intelligent Automation Server (VUI), Intelligent Automation Messaging Server, and Intelligent Automation Server Integration Hub.

OS Family	Operating System	Release	Conditions
Windows	Windows Server 2012	9.0+	Discontinued as of October 31, 2024 R2, 64-bit Standard Edition.
Windows	Windows Server 2016	9.0+	Support starts with 9.0.104
Windows	Windows Server 2019	9.0+	Support starts with 9.0.105
Windows	Windows Server 2022	9.0+	Support starts with

OS Family	Operating System	Release	Conditions
			9.0.127

Intelligent Automation Server User Interface Support

OS Family	Operating System	Release	Conditions
Windows	Windows 10	9.0+	
Windows	Windows Server 2012	9.0+	Discontinued as of October 31, 2024 R2, 64-bit Standard Editions.
Windows	Windows Server 2016	9.0+	Support starts with 9.0.104
Windows	Windows Server 2019	9.0+	Support starts with 9.0.114 Requires Visual C++ 2013 Redistribution packages from Microsoft
Windows	Windows Server 2022	9.0+	Support starts with 9.0.127

Supported Browsers

Component	Browser	Release	Conditions/ Limitations
Genesys Intelligent Automation (formerly GAAP)	Firefox ESR	3.3+	Supported on Windows 7, 8, 10, Windows Server 2012 R2, Mac; Genesys supports Firefox from tested version to latest version unless a bug is introduced in either browser. For example, Firefox introduces a bug in version x that breaks compatibility that is fixed in x+1. Genesys will support x-1 and x+1 but not x.
Genesys Intelligent Automation (formerly GAAP)	Google Chrome	3.3+	Supported on Windows 7, 8, 10, Windows Server 2012 R2, Mac. Genesys supports

Component	Browser	Release	Conditions/ Limitations
			Chrome from the tested version to the latest version unless a bug is introduced in either browser. For example, Chrome introduces a bug in version x that breaks compatibility that is fixed in x+1. Genesys will support x-1 and x+1 but not x.
Genesys Intelligent Automation (formerly GAAP)	Microsoft Edge	3.3+	Supported on Windows 10
Genesys Intelligent Automation (formerly GAAP)	Microsoft IE	3.3+	Internet Explorer 11 is NOT supported on Windows.

Supported Database/DB Clusters

> **Notes**:
>
> - Only the Standard Edition is supported for MS SQL Server.

Database	Release	Conditions/Limitations
Elasticsearch	9.0	Elasticsearch is no longer supported from 9.0.110.xx onwards.
MS SQL Server 2016	9.0.101+	No longer supported from 9.0.113.xx
MS SQL Server 2017 (Windows)	9.0.101+	Microsoft SQL Server 2017 (RTM-CU25) (KB5003830) - 14.0.3401.7 (x64)
MS SQL Server 2019	9.0.1+	Starting from 9.0.114+
MS SQL Server 2022	9.0+	Starting with 9.0.128.06
Oracle 19c	9.0+	Starting with 9.0.109
Oracle 19c RAC	9.0.121+	Starting from 9.0.125+. Transparent data encryption (TDE) is supported for tables only.

Database	Release	Conditions/Limitations
PostgreSQL 10	9.0.101+	Discontinued as of June 30, 2024. PostgreSQL is no longer supported from 9.0.110.xx onwards.

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 Intelligent Automation (formerly GAAP) - Prerequisites

Genesys Intelligent Automation (formerly GAAP) - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
Apache Tomcat 9.0.62	No	Yes	**Release**: 9.0.101+ Supported from 9.0.101+
Apache Tomcat 9.0.72	No	Yes	**Release**: 9.0.119+ Supported Groovy version is 4.0.2
Apache Tomcat 9.0.80	No	Yes	**Release**: 9.0.121+
OpenJDK 21	Yes	No	**Release**: 9.0.0+ After installation, create an environment variable: GIA_JAVA_HOME = "C:\Program Files\Java\jdk-21" or the path where the JDK is installed.
SNMP v2c	Yes	No	**Release**: 9.0.0+ Starting with 9.0.109
Visual C++ Redistributable Packages for Visual Studio 2013	Yes	No	**Release**: All

Genesys Co-browse

General Information - Genesys Co-browse

Genesys Co-browse includes the following components: Genesys Co-browse Server, Genesys Co-browse Sample Reporting Templates, and Genesys Co-browse Plug-in for Workspace Desktop Edition.

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.
- The information below reflects support only where applicable.

Supported Operating Systems

Genesys Co-browse Support

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 5	8.1.3	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 6	8.1.3+	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.5.0+	Discontinued as of January 31, 2025. Starting with 8.5.003.07.
Linux	Red Hat Enterprise Linux 8	9.0+	Starting with 9.0.005.49.
Solaris	Solaris SPARC 64-bit 10	8.1.3 - 8.5.0	Discontinued as of December 31, 2020.
Windows	Windows Server 2008	8.1.3+	Discontinued as of June 30, 2020 This version is not supported as of 9.0.005.49

OS Family	Operating System	Release	Conditions
Windows	Windows Server 2012	8.5.0+	Discontinued as of October 31, 2024
Windows	Windows Server 2016	9.0	
Windows	Windows Server 2019	9.0+	Supported by the following: • Genesys Co-browse Plug-in for Workspace Desktop Edition starting with 9.0.005.48 • Genesys Co-browse Server starting with 9.0.005.49

Supported Browsers

Notes:

- For browsers tested, see Tested Browsers.

Component	Browser	Release	Conditions/ Limitations
Genesys Co-browse	Apple Safari	8.1.3+	Supports versions 9 and 10 for Desktop and iOS from 8.5.1. iOS support starts from 8.5.101.02.
Genesys Co-browse	Firefox ESR	8.1.3+	
Genesys Co-browse	Google Chrome	8.1.3+	Supports Desktop and Android from 8.5.1. Android support starts from 8.5.101.02.
Genesys Co-browse	Microsoft Edge	8.5.1+	Starting with 8.5.102.02.
Genesys Co-browse	Microsoft IE11	8.1.3+	Last supported: 9.0.005.55. As of 9.0.014.xx, Internet Explorer 11 is no longer supported. It means that, Co-browse can

Component	Browser	Release	Conditions/ Limitations
			work in this browser but there will be no fixes or improvements associated with it.

Supported Database/DB Clusters

Database	Release	Conditions/Limitations
Cassandra 1	8.1.3	
Cassandra 2.2	8.5 - 9.0	Note the following: • Only Cassandra 2.2.x is supported, with the exception of Cassandra 2.2.7, which is not supported. • As of 9.0.005.15 (06/25/19), Cassandra 2.2 is no longer supported. For this product, it means that the database still works but there will be no fixes or improvements associated with it. • The support is completely dropped in 9.0.014.07. It means that Co-browse does not work at all with Cassandra 2.2.
Redis 3	9.0.0+	Starting with 9.0.005.15.
Redis 4	9.0.0+	Starting with 9.0.005.15.
Redis 5	9.0.0+	Starting with 9.0.005.15.
Redis 6	9.0.0+	Starting with 9.0.005.43. Redis Sentinel Cluster is supported.

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 Co-browse - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	**Release**: 9.0+ Starting with 9.0.014.12
OpenJDK 8	Yes	No	**Release**: 9.0+ Starting with 9.0.005.15
Oracle Java 7 Developer's Kit (JDK)	Yes	No	**Release**: 8.1.3 - 8.5.1 Java 7 is not supported starting with 8.5.104.01. JRE “only” not supported. Discontinued as of November 1, 2024.
Oracle Java 8 Developer's Kit (JDK)	Yes	No	**Release**: 8.5.0+
Oracle Java 8 Runtime Environment (JRE)	Yes	No	**Release**: 9.0+ Starting with 9.0.000.07

Genesys Customer Experience Insights

General Information - Genesys Customer Experience Insights

Genesys Customer Experience Insights is often referred to as Genesys CX Insights, or simply GCXI. This page also provides supported environment information for Reporting and Analytics Aggregates (RAA), the aggregation engine that is required when GCXI is deployed with Genesys Info Mart. For additional documentation about either product, see:

- Genesys CX Insights documentation
- Reporting and Analytics Aggregates documentation

> **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

OS Family	OS	Release	Conditions
Linux	CentOS Linux 7	9.0+	Discontinued as of January 15, 2025 Note the following: • CentOS Linux 7.5 is supported starting with GCXI 9.0.007.03 • CentOS Linux 7.9 is supported starting with GCXI 9.0.016.02
Linux	CentOS Linux 8	9.0+	Starting with GCXI 9.0.019.01
Linux	Red Hat Enterprise Linux 7	9.0+	Discontinued as of January 31, 2025. Note the following: • RedHat Enterprise Linux 7.5 is supported starting with GCXI 9.0.007.03 • RedHat Enterprise Linux 7.9 is supported starting with GCXI 9.0.016.02
Linux	Red Hat Enterprise Linux 8	9.0+	Starting with GCXI 9.0.019.01
Linux	Red Hat Enterprise Linux 9	9.0.100+	Compatible with RAA 9.0.100.05+ (100.0.100.0500+)
Windows	Windows Server 2016	9.0.004+	Compatible with RAA 9.0.004.01+ (100.0.004.0100+)
Windows	Windows Server 2019	9.0.004+	Compatible with RAA 9.0.004.01+ (100.0.004.0100+)
Windows	Windows Server 2022	9.0.100+	Compatible with RAA 9.0.100.05+ (100.0.100.0500+)
OS Family	**OS**	**Release**	**Conditions**

Supported Browsers

Component	Browser	Release	Conditions/ Limitations
	Apple Safari 7	9.0+	Windows and Mac OS client. The latest version of the browser is supported.
	Firefox	9.0+	Windows client, Linux client, and Mac OS client: version 36.x and 37.x. The latest version of the browser is supported.
	Google Chrome	9.0+	Mac OS client: version 42.x and 43.x. The latest version of the browser is supported.
	Google Chrome	9.0+	Windows client: version 41.x and 42.x. The latest version of the browser is supported.
	Microsoft Edge	9.0+	Windows client: supported on Windows 10. The latest version of the browser is supported.
	Microsoft IE10	9.0+	Windows client: Standard mode only; certification testing is not performed for compatibility view mode. The latest version of the browser is supported.
	Microsoft IE11	9.0+	Windows client: Standard mode only; certification testing is not performed for compatibility view mode. The latest version of the browser is supported.
	Microsoft IE8	9.0+	Windows client: Standard mode only; certification testing is not performed for

Component	Browser	Release	Conditions/ Limitations
			compatibility view mode. The latest version of the browser is supported.
	Microsoft IE9	9.0+	Windows client: Standard mode only; certification testing is not performed for compatibility view mode. The latest version of the browser is supported.

Supported Database/DB Clusters

Database	Release	Conditions/Limitations
MS SQL Server 2012	9.0+	Discontinued as of January 1, 2025. Compatible with Genesys Info Mart 8.1.3+
MS SQL Server 2016	9.0+	Compatible with Genesys Info Mart 8.5.007+
MS SQL Server 2016 Cluster	9.0+	Compatible with Genesys Info Mart 8.5.007+; also supports AlwaysOn Cluster with Synchronous Mirroring capability
MS SQL Server 2017	9.0+	Compatible with Genesys Info Mart 8.5.014.19+
MS SQL Server 2019	9.0+	Compatible with RAA 9.0.011.01+, and GCXI 100.0.028.0000+
MS SQL Server 2019 Cluster	9.0+	Compatible with RAA 9.0.011.01+, and GCXI 100.0.028.0000+
MS SQL Server 2022	9.0.100+	Compatible with RAA 9.0.100.05+ (100.0.100.0500+)
MS SQL Server 2022 Cluster	9.0.100+	Compatible with RAA 9.0.100.05+ (100.0.100.0500+)
Oracle 11g RAC	9.0+	Discontinued as of December 31, 2020.
Oracle 12c R1 RAC	9.0+	Compatible with Genesys Info Mart 8.1+
Oracle 12c R2 RAC	9.0+	Discontinued as of March 31, 2022.

Database	Release	Conditions/Limitations
Oracle 18c RAC	9.0+	Discontinued as of June 30, 2021.
Oracle 19c	8.5+	Compatible with RAA 8.5.011.03+
Oracle 19c	9.0+	Compatible with GCXI 9.0.014.02+
Oracle 19c RAC	9.0+	Compatible with Genesys Info Mart 8.5.015.19+
PostgreSQL 10	9.0+	Discontinued as of June 30, 2024. Compatible with Genesys Info Mart 8.5.011.18+; also GCXI / MicroStrategy Metadata and History List databases are supported
PostgreSQL 11	9.0+	Discontinued as of September 15, 2024. GCXI / MicroStrategy Metadata and History List databases are supported, starting with 9.0.014
PostgreSQL 12	9.0+	Compatible with RAA 9.0.001.03+; also GCXI / MicroStrategy Metadata and History List databases are supported, starting with GCXI 100.0.020
PostgreSQL 13	9.0+	Compatible with RAA 9.0.011.01+; also GCXI / MicroStrategy Metadata and History List databases are supported, starting with GCXI 100.0.033.
PostgreSQL 16	100.0.036.+	Compatible with RAA 9.0.100.05+ (100.0.100.0500+); also GCXI 100.0.036.0000
PostgreSQL 9.6	9.0+	Discontinued as of November 11, 2021. Compatible with Genesys Info Mart 8.5.007+; also GCXI / MicroStrategy Metadata and History List databases are supported.

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

Notes:

- This table lists third-party requirements for the most recent release of Genesys CX Insights (GCXI) and Reporting and Analytics Aggregates (RAA). For information about earlier releases or other requirements, see the Genesys CX Insights Deployment Guide and Reporting and Analytics Aggregates Deployment Guide.

Genesys Customer Experience Insights - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
11.3.0300.11047 (MicroStrategy 2021, Update 3)	No	Yes	**Release**: 100.0+ Supported starting with release 100.0.024.0000. Provided in the Genesys CX Insights Installation Package. However, if

Genesys Customer Experience Insights - Prerequisites			
			you plan to install optional MicroStrategy report editing tools, you must separately download a compatible version of the MicroStrategy software.
Docker 19.03-ce, 20.10-ce	Yes	No	**Release**: 100.0+
Kubernetes v1.24..v1.26	Yes	No	**Release**: 100.0+ Supported starting with release 100.0.024.0000. See the Kubernetes documentation for more information about the latest release of Kubernetes.
Genesys Products			
Genesys Info Mart 8.5.014.34+	No	Yes	**Release**: 9.0+
intelligent Workload Distribution 8.5 / 9.0	No	Yes	**Release**: 9.0+ In scenarios where Genesys CX Insights release 9.0.016.03 or later is deployed with iWD release 9.0.012.07 or later, or with iWD 8.5.108.14 or a later 8.5 release, Genesys CX Insights automatically enables only those prompts, metrics, and attributes in the Genesys CX Insights for iWD project that are supported by the installed release of iWD.
Reporting and Analytics Aggregates (RAA) 9.0.001.10+	No	Yes	**Release**: 9.0+
Java Version			
OpenJDK 11	Yes	No	**Release**: 9.0.100+ Compatible with RAA 9.0.100.05+

Genesys Customer Experience Insights - Prerequisites			
			(100.0.100.0500+)
OpenJDK 17	Yes	No	**Release**: 9.0.100+ Compatible with RAA 9.0.100.05+ (100.0.100.0500+)
OpenJDK 21	Yes	No	**Release**: 9.0.100+ Compatible with RAA 9.0.100.05+ (100.0.100.0500+)

Genesys Desktop

> **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

Genesys Agent Desktop Support

OS Family	Operating System	Release	Conditions
Windows	Windows 10	7.6.4+	
Windows	Windows 7	7.6.3+	Discontinued as of June 30, 2020.
Windows	Windows 8	7.6.4+	Discontinued as of September 30, 2023.

Genesys Desktop Server Support

Notes:

- For AIX Power PC and Solaris SPARC: An asterisk (*) indicates the oldest operating systems supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including AIX Power PC, and Solaris SPARC.
- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.
- For Red Hat Enterprise Linux: 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	Operating System	Release	Conditions
AIX Power PC	AIX Power PC 64-bit (AIX 5L for POWER) 7.1	7.6.4	Discontinued December 31, 2020
Linux	Red Hat Enterprise Linux 5	7.6.3+	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 6	7.6.4	Discontinued as of November 30, 2020
Solaris SPARC	Solaris SPARC 64-bit 10	7.2+	Discontinued as of December 31, 2020.
Windows	Windows Server 2008	7.6.3+	Discontinued as of June 30, 2020

Genesys Supervisor Desktop Support

OS Family	Operating System	Release	Conditions
Windows	Windows 10	7.6.4+	
Windows	Windows 7	7.6.3+	Discontinued as of June 30, 2020.
Windows	Windows 8	7.6.4+	Discontinued as of September 30, 2023.

Supported Browsers

> **Notes**:
>
> - Unless otherwise noted, browser plug-ins are not supported for these browsers. Only the browser is supported.

Component	Browser	Release	Conditions/ Limitations
Genesys Agent Desktop	Microsoft IE	7.6.4+	Version 11
Genesys Supervisor Desktop	Microsoft IE	7.6.4+	Version 11

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

> **Notes**:
> - Release Support numbers refer to Genesys Desktop.

Component	Release	Interface	Conditions
Genesys Desktop	no support	Interaction Server	
Genesys Desktop	no support	License Server	
Genesys Desktop	no support	Management Framework Configuration Server/ Proxy	
Genesys Desktop	no support	SIP Server/T-Server	

IPV6 Support for Additional Interfaces

> **Notes**:
> - Release Support numbers refer to Genesys Desktop.

Component	Release	Interface	Conditions
Genesys Desktop	no support	Chat Server	
Genesys Desktop	no support	Universal Contact Server/Proxy	

Prerequisites

> **Notes**:
>
> - These prerequisites are for Genesys Agent Desktop and Genesys Supervisor Desktop.

Genesys Agent Desktop/Genesys Supervisor Desktop - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Supported Versions			
Apache Web Server 2.2.14	No	Yes	**Release**: 7.6
IIS 5.0/IIS 6.0/IIS 7.0	Yes	No	**Release**: 7.6
JDK 1.4.2	Yes	No	**Release**: 7.6 Not supported by Tomcat 6 Discontinued as of November 1, 2024.
JDK 1.5	Yes	No	**Release**: 7.6 Discontinued as of November 1, 2024.
JDK 1.6	Yes	No	**Release**: 7.6 Discontinued as of November 1, 2024.
Servlet Engine Tomcat 5.5	Yes	No	**Release**: 7.6
Servlet Engine Tomcat	No	Yes	**Release**: 7.6

Genesys Agent Desktop/Genesys Supervisor Desktop - Prerequisites			
6.0			
WebLogic 8.1	Yes	No	**Release**: 7.6
WebSphere and WebSphere Express 6.0/ 6.1/7/8.5	Yes	No	**Release**: 7.6 From Genesys Desktop 7.6.4 and higher.
Supported Combinations of Web Servers and Servlet Engines			
AIX with WebSphere HTTP Server/Servlet Engine			**Release**: 7.6 AIX support discontinued as of December 31, 2020
Solaris with Apache/ Tomcat or WebSphere HTTP Server/Servlet Engine or Apache/BEA WebLogic			**Release**: 7.6 Solaris support discontinued as of December 31, 2020.
Windows with IIS/Tomcat or Apache/Tomcat or WebSphere HTTP Server/Servlet Engine			**Release**: 7.6

Genesys Info Mart

> **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

Genesys Info Mart Server Support

OS Family	Operating System	Release	Conditions
Linux	CentOS Linux 7	8.5.003+	Discontinued as of January 15, 2025 Note the following: • Starting with 8.5.003.16 • Supported for use on Kernel Virtual Machine (KVM) starting with 8.5.014.19. • Genesys Info Mart supports 64-bit native mode and 64-bit compatibility mode starting with 8.1.2.
Linux	Oracle Linux 7	8.5.0+	Discontinued as of January 31, 2025. Starting with 8.5.014.09
Linux	Red Hat Enterprise Linux 6	8.1.2+	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.5.0+	Discontinued as of January 31, 2025. Note the following: • Starting with

OS Family	Operating System	Release	Conditions
			8.5.003.16 • Supported for use on Kernel Virtual Machine (KVM) starting with 8.5.014.19. • Genesys Info Mart supports 64-bit native mode and 64-bit compatibility mode starting with 8.1.2.
Linux	Red Hat Enterprise Linux 8	8.5.0	Starting with 8.5.015.19
Linux	Red Hat Enterprise Linux 9	8.5+	Starting with 8.5.117.07
Windows	Windows Server 2012	8.1.3+	Discontinued as of October 31, 2024 Supported for Genesys Info Mart Administration Console starting with 7.6.000.10 for Release 7.6, and with 8.0.001.01 for Release 8.0.
Windows	Windows Server 2016	8.5.008+	Supported for Genesys Info Mart Administration Console starting with 7.6.000.10 for Release 7.6, and with 8.0.001.01 for Release 8.0.
Windows	Windows Server 2019	8.5.015+	Starting with 8.5.015.07
Windows	Windows Server 2022	8.5+	Starting with 8.5.117.07

Supported Browsers

Notes:

- GIM Manager is a Genesys Administrator Extension (GAX) plug-in, which you install on

the same host as your GAX application. As such, GIM Manager supports the operating systems supported by GAX; see the Supported Operating Systems table on the Genesys Administrator Extension page in this guide.

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.
- 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	8.1.3+	Discontinued as of January 1, 2025.
MS SQL Server 2012 Cluster	8.5+	Discontinued as of January 1, 2025. Also supports AlwaysOn Cluster with Synchronous Mirroring capability
MS SQL Server 2014	8.5.003+	Discontinued as of January 1, 2025.
MS SQL Server 2014 Cluster	8.5.007+	Discontinued as of January 1, 2025. Also supports AlwaysOn Cluster with Synchronous Mirroring capability.
MS SQL Server 2016	8.5.007+	
MS SQL Server 2016 Cluster	8.5.007+	Also supports AlwaysOn Cluster with Synchronous Mirroring capability
MS SQL Server 2017	8.5	Starting with 8.5.014.19
MS SQL Server 2019	8.5.015+	Starting with 8.5.015.07
MS SQL Server 2019 Cluster	8.5.015+	Starting with 8.5.015.23. Also supports AlwaysOn Cluster with

Database	Release	Conditions/Limitations
		Synchronous Mirroring capability.
MS SQL Server 2022	8.5.1+	Starting with 8.5.117.07
Oracle 12c R1	8.1.4+	Discontinued as of March 31, 2022.
Oracle 12c R1 RAC	8.1.4+	Discontinued as of March 31, 2022.
Oracle 12c R2 RAC	8.5.009.09+	Discontinued as of March 31, 2022.
Oracle 18c	8.5.0+	Discontinued as of June 30, 2021.
Oracle 18c RAC	8.5+	Discontinued as of June 30, 2021.
Oracle 19c	8.5.0+	Starting with 8.5.014.34
Oracle 19c RAC	8.5.0	Starting with 8.5.015.19. Includes environments using container databases (CDBs), pluggable databases (PDBs), non-CDBs, or any combination of these database types, with or without Automatic Storage Management (ASM).
PostgreSQL 10	8.5+	Discontinued as of June 30, 2024. Support started with 8.5.011.18.
PostgreSQL 11	8.5.0+	Discontinued as of September 15, 2024. Starting with 8.5.015.19
PostgreSQL 12	8.5.0+	Starting with 8.5.015.19
PostgreSQL 13	8.5.1+	Starting with 8.5.116.29
PostgreSQL 14	8.5.1+	Starting with 8.5.116.53
PostgreSQL 16	8.5.1+	Starting with 8.5.117.07
PostgreSQL 9.2	8.1.3+	Discontinued as of November 11, 2021. Last supported version: 8.5.015.14
PostgreSQL 9.3	8.1.4+	Discontinued as of November 11, 2021. Last supported version: 8.5.015.14
PostgreSQL 9.4	8.5	Discontinued as of November 11, 2021. Last supported version: 8.5.015.14
PostgreSQL 9.6	8.5.007+	Discontinued as of November 11, 2021.

Supported Virtualization Platforms

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

IPV6 Support for Common Interfaces

> **Notes**:
>
> - Release Support numbers refer to Genesys Info Mart.
> - Reporting and Analytics Aggregates is an optional component for Genesys Info Mart. For IPv6 support information for Reporting and Analytics Aggregates, see the Genesys Interactive Insights page in this guide.

Component	Release	Interface	Conditions
Genesys Info Mart	8.1.2+	Local Control Agent	
Genesys Info Mart	8.1.2+	Management Framework Configuration Server/ Proxy	
Genesys Info Mart	8.1.2+	Message Server	
Genesys Info Mart	no direct interface	DB Server	
Genesys Info Mart	no direct interface	License Server	
Genesys Info Mart	no direct interface	Local Control Agent	
Genesys Info Mart Administration Console	no direct interface	DB Server	
Genesys Info Mart Administration Console	no direct interface	License Server	
Genesys Info Mart Administration Console	no direct interface	Management Framework Configuration Server/ Proxy	
Genesys Info Mart Administration Console	no direct interface	Message Server	

IPV6 Support for Additional Interfaces

Notes:

- Reporting and Analytics Aggregates is an optional component for Genesys Info Mart. For IPv6 support information for Reporting and Analytics Aggregates, see the Genesys Interactive Insights page in this guide.

Component	Release	Interface	Conditions
Genesys Info Mart	no direct interface	Genesys Info Mart Administration Console	
Genesys Info Mart	no direct interface	Genesys Info Mart Database	
Genesys Info Mart	no direct interface	Interaction Database	
Genesys Info Mart Administration Console	no direct interface	Genesys Info Mart Database	

Prerequisites

Notes:

- For more information, see the Genesys Info Mart Deployment Guide for your respective version.

Genesys Info Mart - Prerequisites

Genesys Info Mart - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
Java SE 8	Yes	No	**Release**: 8.5 Starting with 8.5.014.19.
Java SE 9	Yes	No	**Release**: 8.5 Starting with 8.5.014.19.
JDBC Driver	Yes	No	**Release**: 8.1.2+
JDBC Driver	Yes	No	**Release**: 8.1
JDK 1.6 or 1.7	Yes	No	**Release**: 8.1 Discontinued as of November 1, 2024.
JDK 1.7 or Server JRE 1.7	Yes	No	**Release**: 8.1.2 - 8.5 Last supported: 8.5.015.14 Discontinued as of November 1, 2024.
JDK 1.8 or Server JRE 1.8	Yes	No	**Release**: 8.5.0+
OpenJDK 11	Yes	No	**Release**: 8.5.014+ • Oracle OpenJDK 11 starting with 8.5.014.09. • Open-source OpenJDK 11 starting with 8.5.014.09. • Red Hat openJDK 11 starting with 8.5.016.04.
OpenJDK 17	Yes	No	**Release**: 8.5.110+ • OpenJDK 17 starting with 8.5.116.52
OpenJDK 21	Yes	No	**Release**: 8.5.110+

Genesys Info Mart - Prerequisites			
			• OpenJDK 21 starting with 8.5.117.07
OpenJDK 8	Yes	No	**Release**: 8.5.003+ • Oracle openJDK 8 starting with 8.5.003.12. • Open-source openJDK 8 starting with 8.5.016.04. • Red Hat openJDK 8 starting with 8.5.016.04.

Genesys Interaction Recording

General Information - Genesys Interaction Recording

Genesys Interaction Recording includes the following components: Recording Processor Script, Recording Crypto Server, Genesys Screen Recording Service (SRS), Recording Muxer Script, Interaction Recording Web Services and Lost Voice Recording (LVR) Recovery Script. The Genesys Interaction Recording Solution also includes the following composite products: Genesys Administrator Extension, Genesys Voice Platform, Genesys Info Mart , Interaction Concentrator, SpeechMiner, SIP Server, and Universal Routing Server. For supported operating environment information of these products, refer to the associated pages in this guide.

> **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

Genesys Screen Recording Service (SRS) Support

OS Family	Operating System	Release	Conditions
Windows	Windows 10	8.5.2+	Supported only for Genesys Screen Recording Service (SRS).
Windows	Windows 11	8.5.5+	Supported only for Genesys Screen Recording Service (SRS).
Windows	Windows 8	8.5.2	Discontinued as of September 30, 2023. Supported only for Genesys Screen Recording Service (SRS).
Windows	Windows Server 2012	8.5.2	Discontinued as of October 31, 2024

OS Family	Operating System	Release	Conditions
			Last supported: 8.5.371.30
Windows	Windows Server 2019	8.5.3+	Note the following: • Also supported for Citrix Workspace with Virtual Delivery Agent installed on Windows Server 2019.
Windows	Windows Server 2022	8.5.5+	Support starting with 8.5.500.20. Note the following: • Also supported for Citrix Workspace with Virtual Delivery Agent installed on Windows Server 2022.

Interaction Recording Web Services Support

Notes:

- For Red Hat Enterprise Linux: 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	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 6	8.5.0+	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.5.2+	Discontinued as of December 20, 2024. Starting with 8.5.202.19. Last Supported: 8.5.205.65
Linux	Red Hat Enterprise Linux 8	8.5.2+	Starting with 8.5.204.14
Linux	Red Hat Enterprise	8.5.2+	Starting with 8.5.205.65

OS Family	Operating System	Release	Conditions
	Linux 9		

Lost Voice Recording (LVR) Recovery Script 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.

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 6	8.5.210.19	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.5.2+	Discontinued as of January 31, 2025. Starting with 8.5.210.19. Last supported: 8.5.222.54
Linux	Red Hat Enterprise Linux 8	8.5.2+	Starting with 8.5.222.54
Linux	Red Hat Enterprise Linux 9	8.5.2+	Starting with 8.5.222.55
Windows	Windows Server 2008	8.5.210.19	Discontinued as of June 30, 2020 R2 is supported
Windows	Windows Server 2012	8.5.2	Discontinued as of October 31, 2024 Starting with 8.5.210.19. Last supported: 8.5.222.54
Windows	Windows Server 2019	8.5.2+	Starting with 8.5.222.54

Recording Cloud Backup Service Support

Notes:

- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.
- For Red Hat Enterprise Linux: 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.
- Recording Cloud Backup Service is for Genesys Engage cloud deployments only.

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 6	8.5.2	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 8	8.5.2	Recording Cloud Backup Service. This is for Genesys Engage cloud deployments only.
Windows	Windows Server 2008	8.5.2	Discontinued as of June 30, 2020 Recording Cloud Backup Service. This is for Genesys Engage cloud deployments only.
Windows	Windows Server 2012	8.5.2	Discontinued as of October 31, 2024 Recording Cloud Backup Service. This is for Genesys Engage cloud deployments only.
Windows	Windows Server 2019	8.5.2	Recording Cloud Backup Service. This is for Genesys Engage cloud deployments only.

Recording Crypto Server Support

Notes:

- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.
- For Red Hat Enterprise Linux: 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	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 5	8.5.0+	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 6	8.5.0+	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.5.0+	Discontinued as of January 31, 2025. Starting with 8.5.075.71. Last supported: 8.5.093.82
Linux	Red Hat Enterprise Linux 8	8.5.0+	Starting with 8.5.093.82
Linux	Red Hat Enterprise Linux 9	8.5.0+	Starting with 8.5.095.17
Windows	Windows Server 2008	8.5.0+	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.5.0+	Discontinued as of October 31, 2024 Starting with 8.5.005.09. Last supported: 8.5.093.82
Windows	Windows Server 2019	8.5.0+	Starting with 8.5.093.82.

Recording Muxer Script Support

Notes:

- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.
- For Red Hat Enterprise Linux: 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	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 5	8.5.0+	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 6	8.5.0+	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.5.2+	Discontinued as of January 31, 2025. Starting with 8.5.275.71. Last supported: 8.5.500.09.
Linux	Red Hat Enterprise Linux 8	8.5.2+	Starting with 8.5.291.93
Linux	Red Hat Enterprise Linux 9	8.5.5+	Starting with 8.5.500.12
Windows	Windows Server 2008	8.5.2	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.5.2	Discontinued as of October 31, 2024 Starting with 8.5.210.70. Last supported: 8.5.292.03
Windows	Windows Server 2019	8.5.2+	Starting with 8.5.291.93

Recording Plug-in for GAX Support

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 7	8.5.0+	Discontinued as of January 31, 2025. Starting with

OS Family	Operating System	Release	Conditions
			8.5.075.72. Last supported: 8.5.097.57
Linux	Red Hat Enterprise Linux 8	8.5.0+	Starting with 8.5.097.57
Linux	Red Hat Enterprise Linux 9	8.5.5+	Starting with 8.5.500.05
Windows	Windows Server 2008	8.5.0+	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.5.0	Discontinued as of October 31, 2024 Starting with 8.5.004.11. Last supported: 8.5.097.57
Windows	Windows Server 2019	8.5.0+	Starting with 8.5.097.57

Recording Processor Script Support

Notes:

- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.
- For Red Hat Enterprise Linux: 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	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 6	8.5.0+	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.5.0+	Discontinued as of January 31, 2025. Starting with 8.5.030.87. Last supported: 8.5.500.11.
Linux	Red Hat Enterprise Linux 8	8.5.0+	Starting with 8.5.091.27
Linux	Red Hat Enterprise Linux 9	8.5.5+	Starting with 8.5.500.15

OS Family	Operating System	Release	Conditions
Windows	Windows Server 2008	8.5.1+	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.5.0+	Discontinued as of October 31, 2024 Starting with 8.5.000.25. Last supported: 8.5.091.27
Windows	Windows Server 2019	8.5.0+	Starting with 8.5.091.27

Voice Processor Support

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 7	9.0.0	Discontinued as of January 31, 2025. Used as Docker host. Last supported 9.0.000.32
Linux	Red Hat Enterprise Linux 8	9.0.0+	Starting with version 9.0.000.32.
Linux	Red Hat Enterprise Linux 9	9.0.0+	Starting with version 9.0.000.40.

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

Database	Release	Conditions/Limitations
Cassandra 1.2	8.5.2	Supported by Interaction Recording Web Services. Last supported 8.5.205.69.
Cassandra 2.2	8.5.2+	Supported by Interaction Recording Web Services, starting from version 8.5.201.75. Last supported 8.5.205.69.

Database	Release	Conditions/Limitations
Cassandra 4.1.x	8.5.5+	Supported by Interaction Recording Web Services, starting from version 8.5.500.17.
Elasticsearch 1.x	All	Genesys supports using the stable 1.x version of Elasticsearch for Interaction Recording Web Services. Last supported: 8.5.204.14.
Elasticsearch 7.16	8.5.204	Genesys recommends using the latest stable version of Elasticsearch 7.16.3 starting from Interaction Recording Web Services 8.5.204.16.
Elasticsearch 7.17	8.5.2+	Genesys recommends using the latest stable version of Elasticsearch 7.17.15 starting from Interaction Recording Web Services 8.5.205.32.
Elasticsearch 8.18	8.5.500	Genesys recommends using the latest stable version of Elasticsearch 8.18.2 starting from Interaction Recording Web Services 8.5.500.24.
PostgreSQL 12.11	8.5.2	Supported only by Voice Processor 9.0. Last Supported: 9.0.000.39
PostgreSQL 16	9.0.0+	Supported by Voice Processor, starting from version 9.0.000.40.

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

Interaction Recording Web Services - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
Elasticsearch 1.x	Yes	No	**Release**: All Genesys supports using the stable 1.x version of Elasticsearch. Last supported: 8.5.204.14.
Elasticsearch 7.16.3	Yes	No	**Release**: 8.5.204 Genesys recommends using the latest stable version of Elasticsearch 7.16.3 starting from Interaction Recording Web Services 8.5.204.16.
Elasticsearch 7.17.15	Yes	No	**Release**: 8.5.2+ Genesys recommends using the latest stable version of Elasticsearch 7.17.15 starting from Interaction Recording Web Services 8.5.205.32.
Elasticsearch 8.18.2	Yes	No	**Release**: 8.5.500 Genesys recommends using the latest stable version of Elasticsearch 8.18.2 starting from

Interaction Recording Web Services - Prerequisites			
			Interaction Recording Web Services 8.5.500.24.
Jetty 12	No	Yes	**Release**: 8.5.2+ Starting with version 8.5.205.69.
Jetty 9.2	No	Yes	**Release**: 8.5.2+ Jetty 9.2 embedded in Interaction Recording Web Services (no need to deploy separately). Last supported 8.5.205.65.
OpenJDK 17	Yes	No	**Release**: 8.5.2+ Starting with version 8.5.205.69, Interaction Recording Web Services requires OpenJDK 17.
Oracle Java 8 or OpenJDK 8	Yes	No	**Release**: 8.5.2+ Interaction Recording Web Services requires either Oracle Java 8 or OpenJDK 8, starting with version 8.5.201.29. Last supported 8.5.205.65.

Lost Voice Recording (LVR) Recovery Script - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 17	Yes	No	**Release**: 8.5.2+ Starting with version 8.5.205.69, Lost Voice Recording (LVR) Recovery Script requires OpenJDK 17.
Oracle Java 8 or OpenJDK 8	Yes	No	**Release**: 8.5.2+ Lost Voice Recording (LVR) Recovery Script 8.5.222.55 (or lower)

Lost Voice Recording (LVR) Recovery Script - Prerequisites			
			requires either Oracle Java 8 or OpenJDK 8.

Recording Cloud Backup Service - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
Oracle Java 8 or OpenJDK 8	Yes	No	**Release**: All Note the following: • For Genesys Engage cloud deployments only. • Recording Cloud Backup Service requires either Oracle Java 8 or OpenJDK 8.

Recording Crypto Server - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 17	Yes	No	**Release**: 8.5.0+ Starting with version 8.5.095.22, Recording Crypto Server requires OpenJDK 17.
Oracle Java 7	Yes	No	**Release**: 8.5

Recording Crypto Server - Prerequisites			
			Note the following: • Support discontinued as of 8.5.093.27 released on October 08, 2019. • Only JRE is required.
Oracle Java 8 or OpenJDK 8	Yes	No	**Release**: 8.5.0+ Starting with version 8.5.060.72, Recording Crypto Server requires either Oracle Java 8 or OpenJDK 8. Last supported 8.5.095.17.

Recording Plug-in for GAX - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 17	Yes	No	**Release**: 8.5.5+ Starting with version 8.5.500.05, Recording Plug-in for GAX requires OpenJDK 17.
Oracle Java 8 or OpenJDK 8	Yes	No	**Release**: 8.5.0+ Recording Plug-in for GAX requires either Oracle Java 8 or OpenJDK 8. Last supported 8.5.097.16.

Voice Processor - Prerequisites			
Third-Party	Acquired by	Provided by Genesys	Conditions/

Voice Processor - Prerequisites			
Component Prerequisites	Customer		Limitations
Third-Party Component Prerequisites			
Ansible	Yes	No	**Release**: 9.0.0 Note the following: • Ansible 2.6 is a minimum requirement. • Use provided Ansible Playbook Scripts.
Docker	Yes	No	**Release**: 9.0.0 Note the following: • Docker 17.12.1-ce is a minimum requirement. • There is no official support for Kubernetes/Helm. • Last supported: 9.0.000.25
Podman	Yes	No	**Release**: 9.0+ Starting with version 9.0.000.39. Note the following: • Podman 4.9 (or higher) is needed • Podman-compose 1.0.6 (or higher) is needed

Genesys Interactive Insights

> **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

Genesys Interactive Insights Server Support

> **Notes**:
>
> - An asterisk (*) indicates the oldest operating systems supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including AIX Power PC, and Solaris SPARC.
> - For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.
> - For Red Hat Enterprise Linux: 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.
> - Genesys Interactive Insights for iWD 8.0 supports all platforms supported by Genesys Interactive Insights 8.0. See the associated iWD page in this guide.

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 5	8.0+	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 6	8.1.4	Discontinued as of November 30, 2020
Solaris SPARC	Solaris SPARC 64-bit 10	7.6+	Discontinued as of December 31, 2020.
Windows	Windows Server 2008	8.0+	Discontinued as of June 30, 2020

OS Family	Operating System	Release	Conditions
Windows	Windows Server 2012	8.1.4	Discontinued as of October 31, 2024
Windows	Windows Server 2016	8.5.001.02	

Genesys Interactive Insights User Interface Support

Notes:

- Genesys Interactive Insights for iWD 8.0 supports all platforms supported by Genesys Interactive Insights 8.0. See the associated iWD page in this guide.

OS Family	Operating System	Release	Conditions
Windows	Windows 10	8.5.001+	For Business Intelligence 4.2 client tools
Windows	Windows 7	8.1	Discontinued as of June 30, 2020.
Windows	Windows 8	8.1	Discontinued as of September 30, 2023.

Supported Browsers

Notes:

- Genesys Interactive Insights for iWD 8.0 supports all platforms supported by Genesys Interactive Insights 8.0. See the associated iWD page in this guide.
- Unless otherwise noted, browser plug-ins are not supported for these browsers. Only the browser is supported.

Component	Browser	Release	Conditions/ Limitations
Genesys Interactive Insights User Interface	Firefox ESR	8.1.3+	Firefox ESR release 17 is supported. Windows Server 2008, SP2 x64, Server 2008 R2 SP1

Component	Browser	Release	Conditions/ Limitations
			x64, Server 2012 X64; BI 4.1 SP02+
Genesys Interactive Insights User Interface	Google Chrome	8.1.3+	The current version of Google Chrome is supported by SAP based on testing with earlier versions of Chrome during development.Although SAP will work to maintain compatibility with Google Chrome, please be aware that issues may be introduced if and when Google makes significant changes to Chrome between rapid-releases.
Genesys Interactive Insights User Interface	Microsoft IE	8.1+	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.
- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.
- Genesys Interactive Insights for iWD 8.0 supports all platforms supported by Genesys Interactive Insights 8.0, and supports MySQL 5.0.41+. See the associated iWD page in this guide.
- Genesys supports Genesys products on the database patch levels up to the latest currently available patch sets.

Database	Release	Conditions/Limitations
MS SQL Server 2008	8.0+	Discontinued as of June 30, 2020.
MS SQL Server 2012	8.1.4	Discontinued as of January 1,

Database	Release	Conditions/Limitations
		2025.
MS SQL Server 2012 Cluster	8.1+	Discontinued as of January 1, 2025. Also supports AlwaysOn Cluster with Synchronous Mirroring capability.
MS SQL Server 2016	8.5.001.02	
Oracle 11g	8.0+	Discontinued as of December 31, 2020.
Oracle 11g RAC	8.1+	Discontinued as of December 31, 2020.
Oracle 12c R1	8.1.4	
PostgreSQL 9.3	8.1+	

Supported Virtualization Platforms

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

IPV6 Support for Common Interfaces

> **Notes**:
> - Release Support numbers refer to Genesys Interactive Insights.

Component	Release	Interface	Conditions
Genesys Interactive Insights	no direct interface	Interaction Server	
Genesys Interactive Insights	no direct interface	License Server	
Genesys Interactive Insights	no direct interface	Management Framework Configuration Server/ Proxy	

Component	Release	Interface	Conditions
Genesys Interactive Insights	no direct interface	SIP Server/T-Server	
Reporting and Analytics Aggregates	no direct interface	Interaction Server	
Reporting and Analytics Aggregates	no direct interface	License Server	
Reporting and Analytics Aggregates	no direct interface	Management Framework Configuration Server/ Proxy	
Reporting and Analytics Aggregates	no direct interface	SIP Server/T-Server	

IPV6 Support for Additional Interfaces

Notes:

- Release Support numbers refer to Genesys Interactive Insights.

Component	Release	Interface	Conditions
Genesys Interactive Insights	8.0	BOE 4.1	
Reporting and Analytics Aggregates	no support	Genesys Info Mart database via JDBC	

Prerequisites

Notes:

- For supported operating environment information on intelligent Workload Distribution, not specific to Genesys Interactive Insights, seethe associated intelligent Workload Distribution page in this guide.

Genesys Interactive Insights - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
Apache Tomcat 5.5	Yes	Yes	**Release**: 8.0
Apache Tomcat 5.5	Yes	Yes	**Release**: 7.6
Apache Tomcat 7	Yes	Yes	**Release**: 8.1 Beginning with Release 8.1.1, Tomcat 7 is supported.
Apache Tomcat 8.5	Yes	Yes	**Release**: 8.5.001+ For Business Intelligence 4.2 server
BusinessObjects Enterprise XI Release 3.1 Service Pack 7 (BOE XI 3.1 SP7)	No	Yes	**Release**: 8.1
BusinessObjects Enterprise XI, Release 3.1 (BOE XI 3.1)	No	Yes	**Release**: 7.6
BusinessObjects Enterprise XI, Release 3.1 Service Pack 3 (BOE XI 3.1 SP3)	No	Yes	**Release**: 8.0

Genesys Interactive Insights for iWD - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
Apache Tomcat 5.5	Yes	Yes	**Release**: 8.0
Apache Tomcat 5.5	Yes	Yes	**Release**: 7.6
Apache Tomcat 7	Yes	Yes	**Release**: 8.1

Genesys Interactive Insights for iWD - Prerequisites			
			Beginning with Release 8.1.1, Tomcat 7 is supported.
BusinessObjects Enterprise XI Release 3.1 Service Pack 7 (BOE XI 3.1 SP7)	No	Yes	**Release**: 8.1
BusinessObjects Enterprise XI, Release 3.1 (BOE XI 3.1)	No	Yes	**Release**: 7.6
BusinessObjects Enterprise XI, Release 3.1 Service Pack 3 (BOE XI 3.1 SP3)	No	Yes	**Release**: 8.0

Genesys IVR SDK

> **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 AIX Power PC: An asterisk (*) indicates the oldest operating systems supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including AIX Power PC, HP-UX, and Solaris SPARC.
- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.
- For Red Hat Enterprise Linux: 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
AIX Power PC	AIX Power PC 64-bit (AIX 5L for POWER) 7.1	8.1	Discontinued December 31, 2020
Linux	Red Hat Enterprise Linux 5	8.0+	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 5	8.1	Discontinued as of June 30, 2018.
Solaris SPARC	Solaris SPARC 64-bit 10	7.5+	Discontinued as of December 31, 2020.
Windows	Windows Server 2008	8.1	Discontinued as of June 30, 2020
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

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: • 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.

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+	Discontinued as of January 31, 2025. 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:
OS Family	**OS**	**Release**	**Conditions**

OS Family	OS	Release	Conditions
			• T-Server-CUCM (9.0.047.05+) • 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
OS Family	**OS**	**Release**	**Conditions**

OS Family	OS	Release	Conditions
			• Management Information Base 9.0.041.80 • 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
OS Family	**OS**	**Release**	**Conditions**

OS Family	OS	Release	Conditions
			• Reporting Server • Media Control Platform • 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+) • Resource Manager (support starting from 9.0.086.56+) • VP Reporting Plugin for GAX (9.0.086.58+)
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.

Database	Release	Conditions/Limitations
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 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

Genesys Media Server - Prerequisites			
			component. Refer to the above Supported Database section for versions and limitations.
Oracle	Yes	No	**Release**: All 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.
OpenJDK 21	Yes	No	**Release**: 9.0+ Support starting with 9.0.086.58+.

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+) OpenJDK 17 is not supported starting with 9.0.087.19.
OpenJDK 21	Yes	No	**Release**: 9.0.0+ OpenJDK 21 is supported (starting with 9.0.087.19+)
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. Discontinued as of November 1, 2024.
Oracle Java 7 Runtime (JRE)	Yes	No	**Release**: 8.5

Voice Platform Reporting Server - Prerequisites			
			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**: 8.0 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 8 Runtime (JRE)	Yes	No	**Release**: 8.5.181+ Oracle Java 8 (JRE) is not supported starting with 9.0.086.56.

Genesys Mobile Services

> **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 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 6.x and later.

OS Family	OS	Release	Conditions
Linux	CentOS Linux 7	8.5.2+	Discontinued as of January 15, 2025 Starting with release 8.5.206.04.
Linux	Oracle Linux 6	8.5.2+	Discontinued as of July 31, 2023 Note the following: • Support starting with 8.5.206.05. • Requires RHEL compatibility packages. • Discontinued with release 8.5.300.02.
Linux	Oracle Linux 7	8.5.2+	Discontinued as of January 31, 2025. • See notes regarding later versions. • Starting with release 8.5.206.06. • Discontinued with release 8.5.300.02.
Linux	Red Hat Enterprise Linux 7	8.5+	Discontinued as of January 31, 2025. • GMS is supported on Red Hat Enterprise Linux 7.7 starting with 8.5.216. • GMS is supported on Red Hat Enterprise Linux 7.9 starting with 8.5.228.02. • Discontinued with release 8.5.300.02.
Linux	Red Hat Enterprise Linux 8	8.5.2+	GMS is supported on Red Hat Enterprise Linux 8 starting with 8.5.228.02.
Linux	Red Hat Enterprise	8.5.3+	Starting with release
OS Family	OS	Release	Conditions

OS Family	OS	Release	Conditions
	Linux 9		8.5.300.02.
Windows	Windows Server 2012	8.5.0	Discontinued as of October 31, 2024 Starting with release 8.5.002.
Windows	Windows Server 2016	8.5.203.03	
Windows	Windows Server 2019	8.5.2+	Starting with release 8.5.213.03.
Windows	Windows Server 2022	8.5.3+	Starting with release 8.5.300.02.
OS Family	**OS**	**Release**	**Conditions**

Supported Browsers

Notes:

- Unless otherwise noted, browser plug-ins are not supported for these browsers. Only the browser is supported.

Component	Browser	Release	Conditions/ Limitations
Service Management User Interface	Firefox ESR	8.1.0+	
Service Management User Interface	Google Chrome	8.1.0+	
Service Management User Interface	Microsoft Edge Chromium	8.5.2	Supports from version 83.0.478.45 starting with 8.5.219.03.

Supported Database/DB Clusters

Database	Release	Conditions/Limitations
Cassandra 2.2	8.5-8.5.1	Tested and verified on Cassandra

Database	Release	Conditions/Limitations
		2.2.9. Cassandra on Windows platform is not supported.
Cassandra 3.x	8.5.200	Tested and verified. Cassandra on Windows platform is not supported.
Cassandra 4.1.x	8.5.303+	Tested and verified on Cassandra 4.1. Cassandra on Windows platform is not supported.
Cassandra 4.x	8.5.230+	Tested and verified on Cassandra 4.0. Cassandra on Windows platform is not supported.

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 Mobile Services - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	**Release**: 8.5.208+ Either OpenJDK 11 or Oracle Java 11 Developer's Kit (JDK) is supported. Discontinued with release 8.5.300.02
OpenJDK 17	Yes	No	**Release**: 8.5.3+ Release: 8.5.300.02
OpenJDK 21	Yes	No	**Release**: 8.5.3+ Starting from release 8.5.303.08
OpenJDK 8	Yes	No	**Release**: 8.5.206.04+ Discontinued with release 8.5.300.02
Oracle Java 11 Developer's Kit (JDK)	Yes	No	**Release**: 8.5.208+ Either OpenJDK 11 or Oracle Java 11 Developer's Kit (JDK) is supported. Discontinued with release 8.5.300.02
Oracle Java 8 Developer's Kit (JDK)	Yes	No	**Release**: 8.5.103+ Discontinued with release 8.5.300.02

Genesys Predictive Routing

General Information - Genesys Predictive Routing

Interoperability requirements for other Genesys components are available here.

> **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

Data Loader Support

OS Family	Operating System	Release	Conditions
Linux	CentOS Linux 7	9.0.0	Discontinued as of January 15, 2025 CentOS 7 (64 bit)
Linux	Red Hat Enterprise Linux 7	9.0.0	RHEL 7 (64 bit)

Supported Browsers

Component	Browser	Release	Conditions/ Limitations
Predictive Routing Core Services	Google Chrome	9.0+	Latest version and the most recent previous version
Predictive Routing Core Services	Microsoft Edge	9.0+	
Predictive Routing Core	Microsoft IE	9.0+	Internet Explorer is no

Component	Browser	Release	Conditions/ Limitations
Services			longer supported.

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

Data Loader - Prerequisites

Data Loader - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Other Prerequisites			
Docker	Yes	No	**Release**: 9.0+ docker-ce version 18.09.2 or higher; OR docker-ee 18.09.2 or higher

Genesys Pulse

General Information - Genesys Pulse

Genesys Pulse includes Genesys Pulse and Genesys Pulse Collector. The following operating environments information is applicable to both Genesys Pulse and Genesys Pulse Collector.

> **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 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	9.0.001+	Discontinued as of January 15, 2025 This OS version is not supported by Genesys Pulse Collector as of 9.0.008.03. However, it remains supported by Genesys Pulse.
Linux	CentOS Linux 8	9.0.004	64-bit compatibility
Linux	CentOS Linux 9	9.0+	Starting with 9.0.010.01.
Linux	Red Hat Enterprise Linux 7	8.5.108+	Discontinued as of January 15, 2025. This OS version is not supported by Genesys Pulse Collector as of 9.0.008.03. However, it remains supported by Genesys Pulse.
Linux	Red Hat Enterprise Linux 8	9.0+	Starting with 9.0.004
Linux	Red Hat Enterprise Linux 9	9.0+	Starting with 9.0.010.01
Windows	Windows Server 2012	8.5+	Discontinued as of October 31, 2024 Starting with 8.5.100.01
Windows	Windows Server 2016	8.5.108	Starting with 8.5.108.01
Windows	Windows Server 2019	9.0.0	Starting with 9.0.003.03
Windows	Windows Server 2022	9.0+	Starting with 9.0.010.01
OS Family	**OS**	**Release**	**Conditions**

Supported Browsers

Component	Browser	Release	Conditions/ Limitations
Genesys Pulse	Apple Safari	8.1.4-8.5.102.03	Version 6 and higher are supported.
Genesys Pulse	Apple Safari	8.5.103.03 - 8.5.105	Version 8 and higher

Component	Browser	Release	Conditions/ Limitations
			supported
Genesys Pulse	Apple Safari	8.5.106 - 8.5.108	Version 9 and higher supported
Genesys Pulse	Apple Safari	9.0.000	Version 10 and higher are supported.
Genesys Pulse	Apple Safari	9.0.001 - 9.0.003	Versions 11 and 12 are supported.
Genesys Pulse	Apple Safari	9.0.001+	Version 11 and higher are supported.
Genesys Pulse	Apple Safari	9.0.004+	Version 12 and higher are supported; Last supported: 9.0.006.03
Genesys Pulse	Apple Safari	9.0.006+	Version 14 and higher are supported.
Genesys Pulse	Firefox	9.0.000	Version 60 and higher are supported.
Genesys Pulse	Firefox	9.0.001 - 9.0.003	Version 61 and higher are supported.
Genesys Pulse	Firefox	9.0.003+	Version 67 and higher are supported.
Genesys Pulse	Firefox	9.0.004	Version 70 and higher are supported.
Genesys Pulse	Firefox ESR	8.1.4-8.5.102.03	Version 24 and higher are supported.
Genesys Pulse	Firefox ESR	8.5.103.03 - 8.5.108	Version 42 and higher supported
Genesys Pulse	Firefox ESR	9.0.000	Version 52 and higher are supported.
Genesys Pulse	Firefox ESR	9.0.001+	Version 60 and higher supported
Genesys Pulse	Firefox ESR	9.0.004+	Version 68 and higher are supported.
Genesys Pulse	Google Chrome	8.1.4-8.5.102.03	Version 22 and higher are supported.
Genesys Pulse	Google Chrome	8.5.103.03 - 8.5.108	Version 46 and higher are supported.
Genesys Pulse	Google Chrome	9.0.000	Version 67 and higher supported
Genesys Pulse	Google Chrome	9.0.001 - 9.0.003	Version 69 and higher are supported.
Genesys Pulse	Google Chrome	9.0.003+	Version 75 and higher are supported.
Genesys Pulse	Google Chrome	9.0.004	Version 77 and higher are supported.

Component	Browser	Release	Conditions/ Limitations
Genesys Pulse	Microsoft Edge	8.5.103.03 - 8.5.108	Version 20 and higher supported
Genesys Pulse	Microsoft Edge	9.0.000	Version 38 and higher supported
Genesys Pulse	Microsoft Edge	9.0.001 - 9.0.003	Versions 42 and 44 are supported.
Genesys Pulse	Microsoft Edge	9.0.001+	Version 42 and higher supported
Genesys Pulse	Microsoft Edge	9.0.004+	Versions 44, 79, and higher are supported.
Genesys Pulse	Microsoft Edge Chromium	9.0.004+	
Genesys Pulse	Microsoft IE	8.1.4+	Support for all versions of Internet Explorer ended after release 9.0.007.08.

Supported Database/DB Clusters

Database	Release	Conditions/Limitations
MS SQL Server 2012	8.5	Discontinued as of January 1, 2025.
MS SQL Server 2012 Cluster	8.5+	Discontinued as of January 1, 2025. Also supports AlwaysOn Cluster with Synchronous Mirroring capability.
MS SQL Server 2016	8.5.108+	
MS SQL Server 2016 Cluster	8.5.108+	Also supports AlwaysOn Cluster with Synchronous Mirroring capability.
MS SQL Server 2017	9.0.003+	
MS SQL Server 2019	9.0.005+	
MS SQL Server 2019 Cluster	9.0.006+	Also supports AlwaysOn Availability Group.
MS SQL Server 2022	9.0.0+	
Oracle 12c R1	8.5	Last Supported: 9.0.006.00
Oracle 12c R1 RAC	8.5	Last Supported: 9.0.006.00
Oracle 18c	9.0.003+	Discontinued as of June 30, 2021.
Oracle 18c RAC	9.0.003+	Discontinued as of June 30, 2021.

Database	Release	Conditions/Limitations
Oracle 19c	9.0.005+	
Oracle 19c RAC	9.0.005+	SCAN is supported.
PostgreSQL 10	9.0.001+	Discontinued as of June 30, 2024.
PostgreSQL 12	9.0.005+	
PostgreSQL 13	9.0.008+	
PostgreSQL 16	9.0.0+	
PostgreSQL 9.6	8.1.4+	Discontinued as of November 11, 2021

Supported Virtualization Platforms

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

IPV6 Support for Common Interfaces

> **Notes**:
>
> - Release Support numbers refer to Solution Reporting.

Component	Release	Interface	Conditions
Genesys Pulse	8.0.1+	Management Framework Configuration Server/ Proxy	

IPV6 Support for Additional Interfaces

Notes:

- Release Support numbers refer to Solution Reporting.

Component	Release	Interface	Conditions
Genesys Pulse	8.0.1+	Stat Server	

Prerequisites

Notes:

- For general Solution Reporting prerequisites, see the Solution Reporting page in this guide.

Genesys Pulse - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	**Release**: 9.0.003+ RedHat's implementation Not supported since Pulse 9.0.010.01.
OpenJDK 17	Yes	No	**Release**: 9.0.0+ Supported starting 9.0.010+
OpenJDK 8	Yes	No	**Release**: 9.0 Not supported since 9.0.009.04.

Genesys Pulse - Prerequisites			
Oracle Java 17 Runtime (JRE) support	Yes	No	**Release**: 9.0.0+ Supported starting 9.0.010+
Oracle Java 8 Runtime (JRE)	Yes	No	**Release**: 9.0 Not supported since 9.0.009.04.
Oracle Java 11 Runtime (JRE)	Yes	No	**Release**: 9.0.003+ Not supported since 9.0.010.01.

Genesys Quality Management (Zoom)

General Information - Genesys Quality Management (Zoom)

This information applies to Genesys Quality Management (Zoom), which includes the products Call Recording, Quality Manager, and Screen Capture. GQM (Zoom) is a separate product from Quality Management associated with SpeechMiner and Genesys Interaction Recording. All GQM (Zoom) versions entered End of Life (EOL) on July 29, 2016. They reach End of Maintenance on January 1, 2018, and reach End of Support on July 1, 2018. If you have questions, contact your account representative.

> **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

Genesys Quality Management (Zoom) Servers Support

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 5	8.0+	Discontinued as of June 30, 2018.

Supported Browsers

> **Notes**:
>
> - Genesys Quality Management Solution includes the products Call Recording, Quality Manager, and Screen Capture. GQM 8.0+ supports Google Chrome 4.0+ and Opera 9+.
> - Unless otherwise noted, browser plug-ins are not supported for these browsers. Only the

browser is supported.

Component	Browser	Release	Conditions/ Limitations
Genesys Quality Management (Zoom) User Interface	Firefox ESR	8.0+	Firefox 3.6.16+ is recommended.

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
Oracle 11g	8.0+	Discontinued as of December 31, 2020.
Oracle 11g RAC	8.0+	Discontinued as of December 31, 2020.

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

> **Notes**:
>
> - Web browser requires media player plug-in for audio review.

Genesys Quality Management (Zoom) - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Screen Capture			
h.264 or MPEG-4 2 codec	Yes	No	**Release**: 8.0+
Windows Media Player 9+	Yes	No	**Release**: 8.0+
Quality Manager			
Live Monitor application	Yes	No	**Release**: 8.0+

Genesys Quality Management (Zoom) - Prerequisites			
requires JRE 1.6+			
Report/Charts - web browsers require Adobe Flash Player plug-in	Yes	No	**Release**: 8.0+
Windows Media Player 9+ or QuickTime Player	Yes	No	**Release**: 8.0+
Call Recording			
Windows Media Player or QuickTime Player	Yes	No	**Release**: 8.0+

Genesys Rules System

> **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

OS Family	OS	Release	Conditions
Linux	CentOS Linux 7	8.5.3+	Discontinued as of January 15, 2025 Supported by GRAT starting with 8.5.304.14 and GRE starting with 8.5.304.08.
Linux	Red Hat Enterprise Linux 8	9.0.0+	Supported by GRAT starting with 9.0.000.30 and GRE starting with 9.0.000.22.
Linux	Red Hat Enterprise Linux 9	9.0.0+	Supported by GRAT starting with 9.0.000.30 and GRE starting with 9.0.000.25.
Windows	Windows Server 2016	8.5.3+	Supported by GRAT starting with 8.5.303.16 and GRE starting with 8.5.303.11.
Windows	Windows Server 2019	9.0.0+	Supported by GRAT starting with 9.0.000.23 and GRE starting with 9.0.000.16.
Windows	Windows Server 2022	9.0.005+	Supported by GRAT starting with 9.0.005.02 and GRE starting with 9.0.005.01.
OS Family	**OS**	**Release**	**Conditions**

Supported Browsers

Component	Browser	Release	Conditions/ Limitations
	Apple Safari	8.5.2+	Release number relates to GRS UI.
	Firefox ESR	8.1.1+	Release number relates to GRS UI.
	Google Chrome	8.1.4+	Release number relates to GRS UI.
	Microsoft Edge	9.0+	Release number relates to GRS UI.

Supported Database/DB Clusters

Database	Release	Conditions/Limitations
MS SQL Server 2016	8.5.3+	Genesys Rules System Rules Engine supports this starting with 8.5.303.11. Genesys Rules System Rules Authoring Tool supports this starting with 8.5.303.16.
MS SQL Server 2016 Cluster	8.5.3+	Support starting with 8.5.303.11
MS SQL Server 2019	9.0.0+	Genesys Rules System Rules Engine supports this starting with 9.0.000.16. Genesys Rules System Rules Authoring Tool supports this starting with 9.0.000.23.
MS SQL Server 2022	9.0.0+	Starting with Release 9.0.000.31, Database connection is SSL enabled.
Oracle 18c	9.0	Discontinued as of June 30, 2021.
Oracle 18c RAC	9.0	Discontinued as of June 30, 2021.
Oracle 19c	9.0.0+	Genesys Rules System Rules Engine supports this starting with 9.0.000.19. Genesys Rules System Rules Authoring Tool supports this starting with 9.0.000.26

Database	Release	Conditions/Limitations
Oracle 19c RAC	9.0.0+	Genesys Rules System Rules Engine supports this starting with 9.0.000.19. Genesys Rules System Rules Authoring Tool supports this starting with 9.0.000.26. Starting with Release 9.0.000.31, Database connection is SSL enabled.
PostgreSQL 12	9.0.0+	Genesys Rules System Rules Authoring Tool supports this starting 9.0.000.31. Starting with Release 9.0.000.31, Database connection is SSL enabled.
PostgreSQL 13	9.0.0+	Genesys Rules System Rules Authoring Tool supports this starting 9.0.000.31. Starting with Release 9.0.000.31, Database connection is SSL enabled.
PostgreSQL 14	9.0.0+	Genesys Rules System Rules Authoring Tool supports this starting 9.0.000.31. Starting with Release 9.0.000.31, Database connection is SSL enabled.
PostgreSQL 15	9.0.0+	Genesys Rules System Rules Authoring Tool supports this starting 9.0.000.31. Starting with Release 9.0.000.31, Database connection is SSL enabled.
PostgreSQL 16	9.0.0+	Genesys Rules System Rules Authoring Tool supports this starting 9.0.005.02.

Supported Virtualization Platforms

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

IPV6 Support for Common Interfaces

Notes:

- Release Support numbers refer to Genesys Rules System.

Component	Release	Interface	Conditions
	no direct interface	Interaction Server	
	no direct interface	SIP Server/T-Server	

IPV6 Support for Additional Interfaces

No IPV6 information for additional components at this time.

Prerequisites

Notes:

- For the Genesys Rules Development Tool component (available only up to release 8.1.4), you must have either Composer 8.1.0+ or Eclipse 3.5.0+.

Genesys Rules System - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Web Server			
Apache Tomcat 10	Yes	No	**Release**: 9.0 Starting with GRE

Genesys Rules System - Prerequisites			
			version 9.0.005.01. Note that Apache Tomcat 9 and its previous versions are not supported.
Apache Tomcat 9.0.41	Yes	No	**Release**: 9.0+ Starting with GRAT version 9.0.000.25 and GRE version 9.0.000.18.
IBM WebSphere Application Server 7	Yes	No	**Release**: 8.5
IBM WebSphere Application Server 7	Yes	No	**Release**: 8.1 - 8.5.3 Discontinued as of August 30, 2019.
IBM WebSphere Application Server 8.5	Yes	No	**Release**: 8.5+
JBOSS 7.1.1	Yes	No	**Release**: 8.1 - 8.5 Note the following: • Supported for GRAT and GRE only. REST APIs are not supported on JBOSS. • Discontinued as of August 30, 2019.
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	**Release**: 9.0
OpenJDK 13	Yes	No	**Release**: 9.0 Supported from: • GRE version 9.0.000.18 • GRAT version 9.0.000.25
OpenJDK 17	Yes	No	**Release**: 9.0 Supported from: • GRAT version 9.0.005.02 • GRE version

Genesys Rules System - Prerequisites			
			9.0.001.00
OpenJDK 8	Yes	No	**Release**: 9.0
Other Prerequisites			
JDK 8 (or Oracle Java 8 Runtime (JRE))	Yes	No	**Release**: 8.5 Must be installed on the application server host.
Oracle Java Development Kit (JDK) 6	Yes	No	**Release**: 8.1 - 8.5.3 Note the following: • Must be installed on the application server host. Support for version 8.1 only. • Discontinued as of August 30, 2019.
Oracle Java Development Kit (JDK) 7	Yes	No	**Release**: 8.1 - 8.5.3 Note the following: • (Alternatively, JRE 7) Must be installed on the application server host. Applicable to versions 8.1.3 and above. • Discontinued as of August 30, 2019.
Oracle Java Development Kit (JDK) 8	Yes	No	**Release**: 8.5 Must be installed on the application server host. Support for version 8.5 only.
Oracle Java Development Kit (JDK) 8	Yes	No	**Release**: 9.0

Genesys Skills Management

> **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

Notification Client Support Support

OS Family	Operating System	Release	Conditions
Windows	Windows 10	8.5.684	Performance DNA only
Windows	Windows 10	9.0	Performance DNA only
Windows	Windows 7	8.5.546	R2 is required.
Windows	Windows 7	8.5.684	
Windows	Windows 7	9.0	

Performance DNA Server Support

> **Notes**:
>
> - For operating systems prior to Windows Server 2012, click the following link to download a required Microsoft Windows Identity Foundation file: http://www.microsoft.com/en-gb/download/details.aspx?id=17331.

OS Family	Operating System	Release	Conditions
Windows	Windows Server 2008	8.5.546	R2 is optional.
Windows	Windows Server 2008	8.5.684	R2 is optional.
Windows	Windows Server 2012	8.5.546	R2 is required.
Windows	Windows Server 2012	8.5.684	R2 is required.
Windows	Windows Server 2012	9.0	R2 is required.
Windows	Windows Server 2016	9.0	

Training Manager Client UI Support Support

OS Family	Operating System	Release	Conditions
Windows	Windows 10	8.5.546	64-bit compatibility
Windows	Windows 10	8.5.684	64-bit compatibility
Windows	Windows 10	9.0	64-bit compatibility
Windows	Windows 7	8.5.546	32-bit compatibility
Windows	Windows 7	8.5.684	32-bit compatibility
Windows	Windows 7	9.0	32-bit compatibility
Windows	Windows 8	8.5.546	64-bit compatibility
Windows	Windows 8	8.5.684	64-bit compatibility
Windows	Windows 8	9.0	64-bit compatibility

Training Manager Server Support

Notes:

- For operating systems prior to Windows Server 2012, click the following link to download a required Microsoft Windows Identity Foundation file: http://www.microsoft.com/en-gb/download/details.aspx?id=17331.

OS Family	Operating System	Release	Conditions
Windows	Windows Server 2008	8.5.546	R2 is required.
Windows	Windows Server 2008	8.5.684	R2 is required.
Windows	Windows Server 2012	8.5.546	R2 is required.
Windows	Windows Server 2012	8.5.684	R2 is required.
Windows	Windows Server 2012	9.0	R2 is required.
Windows	Windows Server 2016	9.0	

Supported Browsers

Notes:

- The minimum supported resolution is 1280x1024.

Component	Browser	Release	Conditions/ Limitations
Web User Interface	Firefox	8.5.546	Training Manager features not supported
Web User Interface	Google Chrome	8.5.546	
Web User Interface	Google Chrome	8.5.684	
Web User Interface	Google Chrome	9.0	
Web User Interface	Microsoft IE11	8.5.546	
Web User Interface	Microsoft IE11	8.5.684	
Web User Interface	Microsoft IE11	9.0	
Web User Interface	Microsoft IE8	8.5.546	
Web User Interface	Microsoft IE9	8.5.546	

Supported Database/DB Clusters

Database	Release	Conditions/Limitations
MS SQL Server 2008	8.5.546	R2
MS SQL Server 2008	8.5.684	R2
MS SQL Server 2012	8.5.546	
MS SQL Server 2012	8.5.684	
MS SQL Server 2012	9.0	
MS SQL Server 2014	8.5.546	Supported by Training Manager only.
MS SQL Server 2014	8.5.684	Supported by Training Manager only.
MS SQL Server 2014	9.0.0	Supported by Training Manager only.
MS SQL Server 2016	9.0.0	

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

> **Notes**:
>
> - Performance DNA and Training Manager require two versions of Microsoft Framework .NET to support the various services created. See the table for details.
> - When using Training Manager Client, both it and Skills Management web services must have network connectivity to Workforce Management (Genesys WFM, Teleopti WFM, or Nice IEX WFM).

Notification Client Support - Prerequisites			
Third-Party	Acquired by	Provided by Genesys	Conditions/

Notification Client Support - Prerequisites			
Component Prerequisites	Customer		Limitations
Third-Party Component Prerequisites			
Microsoft .NET Framework 4.5	Yes	No	**Release**: 8.5.546 - 9.0.100 Microsoft .NET Framework version 4.5.2 is required.
Microsoft .NET Framework 4.7.2	Yes	No	**Release**: 9.0.101

Performance DNA Server - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
ASP.NET 4.5	Yes	No	**Release**: 9.0
Crystal Reports Runtime	Yes	No	**Release**: 9.0 Click the following link to download Crystal Reports Runtime: http://downloads.businessobjects.com/akdlm/cr4vs2010/CRforVS_redist_install_32bit_13_0_20.zi Be aware that the file automatically downloads when you click the link.
Microsoft .NET Framework 3.5 and Microsoft .NET Framework 4.5	Yes	No	**Release**: 8.5.546 - 9.0.100 For Microsoft .NET Framework 4.5, version 4.5.2 is required.
Microsoft .NET Framework 3.5 and	Yes	No	**Release**: 9.0.101 For Microsoft .NET

Performance DNA Server - Prerequisites			
Microsoft .NET Framework 4.7			Framework 4.7, version 4.7.2 is required.

Training Manager Client UI Support - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
Microsoft .NET Framework 3.5	Yes	No	**Release**: 8.5.546 32-bit compatibility required
Microsoft .NET Framework 3.5	Yes	No	**Release**: 8.5.684 32-bit compatibility required
Microsoft .NET Framework 3.5	Yes	No	**Release**: 9.0 32-bit compatibility required

Training Manager Server - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
ASP.NET 3.5	Yes	No	**Release**: 9.0
Crystal Reports Runtime	Yes	No	**Release**: 9.0 Click the following link to download Crystal Reports Runtime: http://downloads.businessobjects.com/akdlm/cr4vs2010/CRforVS_redist_install_32bit_13_0_20.zi Be aware that the file

Training Manager Server - Prerequisites			
			automatically downloads when you click the link.
Microsoft .NET Framework 3.5 and Microsoft .NET Framework 4.5	Yes	No	**Release**: 8.5.546 - 9.0.100 For Microsoft .NET Framework 4.5, version 4.5.2 is required.
Microsoft .NET Framework 3.5 and Microsoft .NET Framework 4.7	Yes	No	**Release**: 9.0.101 For Microsoft .NET Framework 4.7, version 4.7.2 is required.

Genesys Softphone

> **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

Genesys Softphone Support

OS Family	Operating System	Release	Conditions
Mac	Mac OS X 10.0	9.0.0+	Discontinued as of October 1, 2024. Supports Mac OS version 10.15 starting with 9.0.014.12.
Mac	Mac OS X 11.0	9.0.0+	Discontinued as of October 1, 2024. Supports macOS 11.2 (Big Sur). Apple M1 processor is supported natively.
Mac	macOS 13	9.0.0+	Discontinued December 1, 2025. Supports macOS 13 (Ventura) starting with 9.0.022.02.
Mac	macOS 14	9.0.1+	Supports macOS 14 (Sonoma) starting with 9.0.100.06.
Mac	macOS 15	9.0.1+	Supports macOS 15 (Sequoia) starting with 9.0.103.00. Apple has introduced privacy/ security features in macOS 15 Sequoia, which may cause Genesys Softphone to

OS Family	Operating System	Release	Conditions
			get “broken pipe” signal from Apple Firewall (which would terminate the application). The solution is to provision a policy in an IT-controlled Profile that allows Genesys Softphone, identified by its Bundle Id ’com.genesys.ngsp’, to accept incoming connections
Mac	macOS 26	9.0.1+	Supports macOS 26 (Tahoe) starting with 9.0.104.01.
Windows	Windows 10	8.5 - 9.0	Application running in 32-bit compatibility mode on 64-bit OS.
Windows	Windows 11	9.0+	Application running in 32-bit compatibility mode on 64-bit OS.
Windows	Windows 8	8.5 - 9.0	Discontinued as of September 30, 2023. Note the following: • Application running in 32-bit compatibility mode on 64-bit OS. • Discontinued as of 9.0.020.10 • Last supported version: 9.0.019.06
Windows	Windows Server 2012	9.0+	Discontinued as of October 31, 2024 Note the following: • Genesys Softphone is supported on Windows Server 2012 only if Citrix Server is also deployed on Windows Server 2012. • Application running in 32-bit compatibility mode

OS Family	Operating System	Release	Conditions
			on 64-bit OS. • Discontinued as of 9.0.020.10 • Last supported version: 9.0.019.06
Windows	Windows Server 2016	9.0+	Note the following: • Starting with 9.0.006.02 • Genesys Softphone is supported on Windows Server 2016 only if Citrix Server is also deployed on Windows Server 2016. • Application running in 32-bit compatibility mode on 64-bit OS. • Discontinued as of 9.0.020.10 • Last supported version: 9.0.019.06
Windows	Windows Server 2019	9.0+	Note the following: • Starting with 9.0.009.03 • Genesys Softphone is supported on Windows Server 2019 only if Citrix Server is also deployed on Windows Server 2019. • Application running in 32-bit compatibility mode on 64-bit OS.
Windows	Windows Server 2022	9.0.1+	Note the following: Starting with 9.0.101.xx Genesys Softphone is

OS Family	Operating System	Release	Conditions
			supported on Windows Server 2022 only if Citrix Server is also deployed on Windows Server 2022.

Genesys Softphone VDI Adapter Support

OS Family	Operating System	Release	Conditions
Linux	eLux RP5	9.0	9.0.007.09 - 9.0.009.05, 32-bit.
Linux	eLux RP6	9.0+	64-bit, starting with 9.0.010.08.
Linux	HP ThinOS 7	9.0+	for VMWare Horizon, starting from 9.0.020.10 for Citrix, starting from 9.0.100.06
Linux	HP ThinOS 8	9.0+	for VMWare Horizon, starting from 9.0.024.06 for Citrix, starting from 9.0.100.06
Windows	Windows 10	9.0+	Application running in 32-bit compatibility mode on 64-bit OS.
Windows	Windows 11	9.0+	Application running in 32-bit compatibility mode on 64-bit OS.

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

Component	Release	Interface	Conditions
Genesys Softphone	8.5 - 9.0	SIP/RTP/HTTP	

IPV6 Support for Additional Interfaces

No IPV6 information for additional components at this time.

Prerequisites

> **Notes**:
>
> - All prerequisites are installed with the application.

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

Genesys Voice Platform

General Information - Genesys Voice Platform

This page covers the following components that fall under this GVP SOE page:

- Call Control Platform
- CTI Connector
- MRCP Proxy
- Policy Server
- Supplementary Services Gateway
- Third-Party Squid

See the Genesys Media Server SOE page if you're looking for SOE information for the following:

- Genesys Media Control Platform
- Resource Manager
- Reporting Server
- Reporting Plug-In for GAX
- Management Information Base (MIB)
- T-Server-CUCM to Media Server Connector

> **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	Red Hat Enterprise Linux 5	8.1.2 - 8.5.1	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	9.0.0+	Discontinued as of January 31, 2025. Supported for the following components: • VP Supplementary Services Gateway (9.0.031.10) • VP MRCP Proxy (9.0.035.04) • VP CTI Connector (9.0.041.07)
Linux	Red Hat Enterprise Linux 8	9.0.0+	Supported for the following components: • VP Supplementary Services Gateway (9.0.031.88+) • VP MRCP Proxy (9.0.049.38+) • VP CTI Connector (9.0.065.11+)
Linux	Red Hat Enterprise Linux 9	9.0+	Supported for the following components: • VP MRCP Proxy (9.0.078.81+) • VP Supplementary Services Gateway (9.0.078.86 +)
Windows	Windows Server 2008	8.1.2 - 9.0	Discontinued as of June 30, 2020 Last supported on the following components and respective versions: • VP CTI Connector 8.5.160.80
OS Family	**OS**	**Release**	**Conditions**

OS Family	OS	Release	Conditions
			• VP Supplementary Services Gateway 9.0.031.10 • VP MRCP Proxy 9.0.019.27 • VP Third Party Squid 8.5.100.06 • VP Policy Server 8.5.010.10 • VP Call Control Platform 9.0.013.03
Windows	Windows Server 2012	8.5.1+	Discontinued as of October 31, 2024 Supported for the following components: • CTI Connector • MRCP Proxy Last supported on the following components and respective versions: • Supplementary Services Gateway 9.0.031.10 • Third Party Squid 8.5.100.06
Windows	Windows Server 2016	9.0+	The Standard version is supported for the following components: • Call Control Platform • CTI Connector • Supplementary Services Gateway • MRCP Proxy
Windows	Windows Server 2019	9.0+	The Standard version is supported for the following components:
OS Family	**OS**	**Release**	**Conditions**

OS Family	OS	Release	Conditions
			• CTI Connector • Supplementary Services Gateway • MRCP Proxy
Windows	Windows Server 2022	9.0+	The Standard version is supported for the following components: • MRCP Proxy (9.0.079.32 +)
OS Family	**OS**	**Release**	**Conditions**

Supported Browsers

Notes:

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

Supported Database/DB Clusters

Notes:

- For database support information, see the Supported Database/DB Cluster table on the Genesys Media Server page in this document.

Supported Virtualization Platforms

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

IPV6 Support for Common Interfaces

> **Notes**:
> - For IPV6 support information, see the Genesys Media Server page in this guide.

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	

IPV6 Support for Additional Interfaces

> **Notes**:
> - Release Support numbers refer to Genesys Voice Platform.

Component	Release	Interface	Conditions
Genesys Voice Platform	8.1.5	F5 or NLB/Radware for load-balancing	
Genesys Voice Platform	8.1.5	IVR Server 7.5 or 8.0	

Component	Release	Interface	Conditions
Genesys Voice Platform	8.1.5	SIP Phones	
Genesys Voice Platform	8.1.5	Web Interface-HTTP	

Prerequisites

Notes:

- For additional prerequisites, see the Prerequisite table in the Genesys Media Server page in this document.

Genesys Voice Platform - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
If using ASR			
Any validated MRCP compliant speech-recognition software	Yes	Resell	**Release**: All Reference the Supported Media Interfaces reference manual for compatibility of GVP with Nuance and any GValidated speech integration. It is your responsibility to order the appropriate number of speech licenses. Contact Genesys Sales for additional guidance.
If using TTS			
Any validated MRCP compliant text-to-speech software	Yes	Resell	**Release**: All Reference the Supported Media

Genesys Voice Platform - Prerequisites			
			Interfaces reference manual for compatibility of GVP with Nuance and any GValidated speech integration. It is your responsibility to order the appropriate number of speech licenses. Contact Genesys Sales for additional guidance.
Cisco Queue Adapter (for GVP 7.6) or CTI-Connector (Cisco)			
Cisco ICM	Yes	No	**Release**: 7.6 Depending on the GVP release that is deployed, there are different supported versions of Cisco ICM.
Cisco ICM AIM (CTIC support)			
Cisco ICM 7.5 or later	Yes	No	**Release**: 8.1.5+
Microsoft IIS for GVP 8.1.1 or earlier or GVPi applications on GVP 8.1.1–8.1.4.			
Common Files	Yes	No	**Release**: 8.1.5 Not needed for GVP 8.1.5 or later.
Internet Information Server Snap-In	Yes	No	**Release**: 8.1.5 Not needed for GVP 8.1.5 or later.
Microsoft Internet Information Server (IIS) 6.0 components	Yes	No	**Release**: 8.1.5 Not needed for GVP 8.1.5 or later.
World Wide Web Server	Yes	No	**Release**: 8.1.5 Not needed for GVP 8.1.5 or later.
SIP Server to Resource Manager HA (active-active mode) (Optional)			
Third-party Load Balancer	Yes	No	**Release**: All F5, Microsoft Network Load Balancer (NLB) are supported.

Voice Platform Policy Server - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Policy Server			
Java 7 (JRE)	Yes	No	**Release**: 8.5 Last supported version: 8.5.010.10 Discontinued as of November 1, 2024.

Genesys Voice Platform Studio

> **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

Genesys Voice Platform Studio Server Support

> **Notes**:
> - For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.

OS Family	Operating System	Release	Conditions
Windows	Windows 7	7.6+	Discontinued as of June 30, 2020.

Genesys Voice Platform Studio User Interface Support

> **Notes**:
> - For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.

OS Family	Operating System	Release	Conditions
Windows	Windows 7	7.6+	Discontinued as of June 30, 2020.

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

Genesys Voice Platform Voice Application Reporter

> **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

OS Family	OS	Release	Conditions
Solaris SPARC	Solaris SPARC 64-bit 10	7.5	Discontinued as of December 31, 2020.
Solaris SPARC	Solaris SPARC 64-bit 10	7.6	Discontinued as of December 31, 2020.
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

Genesys Web Engagement

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.
- Genesys Data Processing Server falls under Universal Contact Server, starting with the 9.0 release. See the

Universal Contact Server SOE page for support information.

Supported Operating Systems

Genesys Web Engagement Support

OS Family	Operating System	Release	Conditions
Linux	CentOS Linux 7	8.5.1	Discontinued as of January 15, 2025
Linux	Red Hat Enterprise Linux 5	8.1.1	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 6	8.5	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.5	Discontinued as of January 31, 2025.
Windows	Windows Server 2008	8.1.1	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.5	Discontinued as of October 31, 2024
Windows	Windows Server 2016	8.5.2	

Genesys Web Engagement Plug-in for Workspace Desktop Edition Support

OS Family	Operating System	Release	Conditions
Windows	Windows 10	8.5	Supports Windows 10 in 8.5.000.42.
Windows	Windows 7	8.1.2	Discontinued as of June 30, 2020.

OS Family	Operating System	Release	Conditions
Windows	Windows 7	8.5	Discontinued as of June 30, 2020.
Windows	Windows Server 2008	8.1.2	Discontinued as of June 30, 2020
Windows	Windows Server 2008	8.5	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.5	Discontinued as of October 31, 2024 Supports Windows Server 2012 in 8.5.000.42.
Windows	Windows Server 2016	8.5.2	

Supported Browsers

Notes:

- Unless otherwise noted, browser plug-ins are not supported for these browsers. Only the browser is supported.

Component	Browser	Release	Conditions/ Limitations
Genesys Web Engagement	Apple Safari	8.1	Version 6+
Genesys Web Engagement	Apple Safari	8.5	Version 6+
Genesys Web Engagement	Firefox	8.1	Firefox 9.0+ is supported; ESR is not supported
Genesys Web Engagement	Firefox	8.5	Firefox 9.0+ is supported; ESR is not supported
Genesys Web Engagement	Google Chrome	8.1	
Genesys Web Engagement	Google Chrome	8.5	

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.
- 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
Cassandra 1.2	8.1	
Cassandra 2.2	8.5	Database version 2.2.9 is supported.

Supported Virtualization Platforms

Tip

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

IPV6 Support for Common Interfaces

Notes:

- Release Support numbers refer to Genesys Web Engagement.

Component	Release	Interface	Conditions
Genesys Web Engagement Backend	8.1	Chat Server	
Genesys Web Engagement Backend	8.1	Interaction Server	
Genesys Web Engagement Backend	8.1	Management Framework Configuration Server/ Proxy	
Genesys Web Engagement Backend	8.1	Message Server	
Genesys Web Engagement Backend	8.1	Solution Control Server	
Genesys Web Engagement Backend	8.1	Stat Server	
Genesys Web Engagement Frontend	8.1	Management Framework Configuration Server/ Proxy	
Genesys Web Engagement Frontend	8.1	Message Server	
Genesys Web Engagement Server	8.5	Chat Server	
Genesys Web Engagement Server	8.5	Interaction Server	
Genesys Web Engagement Server	8.5	Management Framework Configuration Server/ Proxy	
Genesys Web Engagement Server	8.5	Message Server	
Genesys Web Engagement Server	8.5	Solution Control Server	
Genesys Web Engagement Server	8.5	Stat Server	

IPV6 Support for Additional Interfaces

No IPV6 information for additional components at this time.

Prerequisites

Genesys Web Engagement - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Supported Versions			
Java 7	Yes	No	**Release**: 8.1 Note the following: • Java 7 (starting with 1.7.79) is supported in all versions prior to 8.5. • You can use either JRE or JDK. However, if you use JRE, you may receive warning messages that do not affect the functionality of your Web Engagement application. Discontinued as of November 1, 2024.
Java 8	Yes	No	**Release**: 8.5+ Note the following: • Java 8 is supported by Genesys version 8.5 and all subsequent versions. • You can use either JRE or JDK. However, if you use JRE, you may receive warning messages that do not affect the functionality of your

Genesys Web Engagement - Prerequisites			
			Web Engagement application.
OpenJDK 8	Yes	No	**Release**: 8.5+ Supported by Genesys Web Engagement Server starting with 8.5.000.43.

Genesys WebRTC Service

> **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 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	Red Hat Enterprise Linux 6	8.5	Discontinued as of November 30, 2020
OS Family	**OS**	**Release**	**Conditions**

Supported Browsers

Notes:

- Genesys tests and seeks compatibility for all browsers announcing WebRTC technology support. Thanks to our continuous delivery model, we aim at reducing to a minimum the delay between a browser's compatibility announcement and its support. The same policy is valid for browsers evolutions.
- The Genesys WebRTC Service product is based on WebRTC technology drafted at IETF and W3C. This technology is still in a draft stage, and therefore the browsers implementation is still evolving at a fast pace on signaling, media and security parts.
- Unless otherwise noted, browser plug-ins are not supported for these browsers. Only the browser is supported.

Component	Browser	Release	Conditions/ Limitations
Genesys WebRTC Service JavaScript API	Firefox ESR	8.5	Supported on Desktop and Android; Supports the latest mainline version of the browser and two versions before it.
Genesys WebRTC Service JavaScript API	Google Chrome	8.5	Supported on Desktop and Android; Supports the latest mainline version of the browser and two versions before it.
Genesys WebRTC Service JavaScript API	Opera	8.5	Supported on Desktop and Android; Supports the latest mainline version of the browser and two versions 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

Genesys Widgets

> **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

No OS information at this time.

Supported Browsers

Component	Browser	Release	Conditions/ Limitations
Genesys Widgets	Apple Safari	8.5.0	Tested with version 8+.
Genesys Widgets	Apple Safari	9.0	Safari 9.1 and above; MacOS El Captain, Sierra, High Sierra, Mojave; Widgets version 9.0.009.04+
Genesys Widgets	Firefox	9.0	Mozilla Firefox 66 and above; Windows 7, 8.1, 10; MacOS El Captain, Sierra, High Sierra, Mojave; Widgets version 9.0.009.04+
Genesys Widgets	Firefox ESR	8.5.0	Version 43+ (Tested with Firefox version 43; ESR is not tested.)
Genesys Widgets	Google Chrome	8.5.0	Tested with version 47+.
Genesys Widgets	Google Chrome	9.0	Chrome 73 or above; Windows 7, 8.1, 10; MacOS El Captain, Sierra, High Sierra, Mojave; Widgets version 9.0.009.04+
Genesys Widgets	Microsoft Edge	8.5.0	Version 14 starting with

Component	Browser	Release	Conditions/ Limitations
			Genesys Widgets 8.5.008.
Genesys Widgets	Microsoft Edge	9.0	Microsoft Edge 18 or above; Windows 7, 8.1, 10; Widgets version 9.0.009.04+
Genesys Widgets	Microsoft IE	9.0	Support for all versions of Internet Explorer ended after release 9.0.017.33.

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 Microsoft CRM

General Information - Gplus Adapter for Microsoft CRM

Please contact Genesys Technical Support for further information on Gplus Adapters.

> **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

No OS information at this time.

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

No prerequisites at this time.

Gplus Adapter for SAP Analytics

General Information - Gplus Adapter for SAP Analytics

Please contact Genesys Technical Support for further information on Gplus Adapters.

> **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
Windows	Windows Server 2008	7.5	Discontinued as of June 30, 2020
OS Family	**OS**	**Release**	**Conditions**

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

Notes:

- Gplus Adapter for SAP Analytics does not require a database of its own. However it uses all databases supported by Interaction Concentrator, as indicated in this Supported Operating Environment Guide.

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

> **Notes**:
>
> - Please contact Genesys Technical Support for further information on Gplus Adapters.

Gplus Adapter for SAP CRM

General Information - Gplus Adapter for SAP CRM

Please contact Genesys Customer Care for further information on Gplus Adapters.

> **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

OS Family	OS	Release	Conditions
Windows	Windows Server 2019	7.5+	Supported by Autodialing Gateway Server for SAP starting with 7.5.100.003, as of 09/03/21.
OS Family	**OS**	**Release**	**Conditions**

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

Notes:

- Gplus for SAP CRM does not require a database of its own. However, Campaign Synchronization Server uses the Outbound Contact database, see the Outbound Contact page in this guide for support information.

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

Notes:

- Please contact Genesys Customer Care for further information on Gplus Adapters.

Gplus Adapter for SAP Data Access Component

> **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
Windows	Windows Server 2008	7.1	Discontinued as of June 30, 2020
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

No prerequisites at this time.

Gplus Adapter for SAP ERP

General Information - Gplus Adapter for SAP ERP

Please contact Genesys Technical Support for further information on Gplus Adapters.

> **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
Windows	Windows Server 2008	7.5	Discontinued as of June 30, 2020
OS Family	**OS**	**Release**	**Conditions**

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

Notes:

- Gplus for SAP ERP does not require a database of its own. However, Campaign Synchronization Server uses the Outbound Contact database. See the Outbound Contact page in this Supported Operating Environment Guide.

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

> **Notes**:
>
> - Please contact Genesys Customer Care for further information on Gplus Adapters.

Gplus Adapter for SAP ICI Multi-Channel

> **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+	Discontinued as of January 31, 2025.
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.

Gplus Adapter for Siebel CRM

> **Important**
>
> Starting from January 1, 2024, Gplus Siebel CRM adapter does not support **High Interactivity Mode** across all the Siebel CRM versions. The **High Interactivity Mode** support for Gplus Siebel CRM Adapter ends by December 31, 2023. However, you can continue to use the Gplus Siebel CRM adapter within the Siebel CRM version that uses **Standard Interactivity Mode**.

General Information - Gplus Adapter for Siebel CRM

Please contact Genesys Technical Support for further information on Gplus Adapters.

> **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 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	Red Hat Enterprise Linux 7	8.0.2+	Discontinued as of January 31, 2025. 64-bit is supported in 32-bit compatibility mode only.
Linux	Red Hat Enterprise Linux 8	8.5+	64-bit is supported in 32-bit compatibility mode only.
Windows	Windows Server 2012	7.5+	64-bit is supported in 32-bit compatibility mode only.
Windows	Windows Server 2016	8.0.3+	Please note the following: • Support starting with 8.0.310 versions. • 64-bit is supported in 32-bit compatibility mode only.
Windows	Windows Server 2019	8.5+	64-bit is supported in 32-bit compatibility mode only.
OS Family	**OS**	**Release**	**Conditions**

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

> **Notes**:
>
> • Database support applies to Gplus Adapter for Siebel CRM Configuration Synchronization Component.

Database	Release	Conditions/Limitations
MS SQL Server 2012	8.0.2+	Discontinued as of January 1, 2025.
Oracle 12c R1	8.0.2+	
Oracle 12c R1 RAC	8.0.2+	
Oracle 12c R2	8.0.2+	Discontinued as of March 31, 2022.
Oracle 12c R2 RAC	8.0.2+	Discontinued as of March 31, 2022.

Supported Virtualization Platforms

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

IPV6 Support for Common Interfaces

> **Notes**:
>
> - Release Support numbers refer to Gplus Adapters for Siebel CRM.

Component	Release	Interface	Conditions
Gplus Adapter for Siebel CRM Campaign Synchronization Component	8.0	Management Framework Configuration Server/ Proxy	
Gplus Adapter for Siebel CRM Campaign Synchronization Component	8.0	Outbound Server	
Gplus Adapter for Siebel CRM Configuration Synchronization Component	8.0	Management Framework Configuration Server/ Proxy	
Gplus Adapter for Siebel	8.0	Interaction Server	

Component	Release	Interface	Conditions
CRM Multimedia Component			
Gplus Adapter for Siebel CRM Multimedia Component	8.0	Management Framework Configuration Server/ Proxy	
Gplus Adapter for Siebel CRM Voice Component	8.0	Management Framework Configuration Server/ Proxy	
Gplus Adapter for Siebel CRM Voice Component	8.0	SIP Server/T-Server	
Gplus Communication Server for Siebel CRM (+Unicomm)	8.0	Management Framework Configuration Server/ Proxy	
Siebel/OpenMedia Server	8.0	Interaction Server	
Siebel/OpenMedia Server	8.0	Management Framework Configuration Server/ Proxy	

IPV6 Support for Additional Interfaces

Notes:

- Release Support numbers refer to Gplus Adapter for Siebel CRM.

Component	Release	Interface	Conditions
Gplus Adapter for Siebel CRM Campaign Synchronization Component	7.x	Siebel EAI (XML via HTTP)	
Gplus Adapter for Siebel CRM Configuration Synchronization Component	7.x	Siebel EAI (XML via HTTP)	
Gplus Communication Server for Siebel CRM	8.0	Genesys Communication Driver	

Component	Release	Interface	Conditions
Gplus Communication Server for Siebel CRM (+Unicomm)	8.0	Genesys Communication Driver	
Gplus UCS Gateway Server for Siebel CRM	7.x	Siebel Web Services (SOAP via HTTP)	
Siebel/OpenMedia Server	7.x	Siebel Web Services (SOAP via HTTP)	

Prerequisites

Notes:

- Please contact Genesys Customer Care for further information about pre-requisites for Gplus Adapters.

Gplus UCS Gateway Server for Siebel CRM - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 8	Yes	No	**Release**: 8.0.3+ Starting with 8.0.310.05.
Oracle Java 8 Developer's Kit (JDK)	Yes	No	**Release**: 8.0.3+ Starting with 8.0.310.05.

intelligent Workload Distribution

General Information - intelligent Workload Distribution

For supported operating environment information on Genesys Interactive Insights for iWD, see the Genesys Interactive Insights page in this Supported Operating Environment Reference Guide.

> **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

intelligent Workload Distribution Servers 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.

OS Family	Operating System	Release	Conditions
Linux	CentOS Linux 7	9.0+	Discontinued as of January 15, 2025 Support starts with version 9.0.011.
Linux	Oracle Linux 7	9.0+	Discontinued as of

OS Family	Operating System	Release	Conditions
			January 31, 2025. Coupled with Unbreakable Enterprise Kernel Release 4.1, this operating system is supported by the following component starting with the version specified: intelligent Workload Distribution Servers 9.0.
Linux	Red Hat Enterprise Linux 6	8.5 - 9.0	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.5.1+	Discontinued as of January 31, 2025. Supported for use on Kernel Virtual Machine (KVM).
Linux	Red Hat Enterprise Linux 8	9.0+	Support starts with version 9.0.011.
Linux	Red Hat Enterprise Linux 9	9.0+	Support starts with version 9.0.019.30
Windows	Windows Server 2012	8.5+	
Windows	Windows Server 2016	9.0	Windows Server 2016 is supported starting with 9.0.003.
Windows	Windows Server 2019	9.0+	Support starts with version 9.0.011.
Windows	Windows Server 2022	9.0+	Support starts with version 9.0.020.13.

Supported Browsers

Notes:

- Unless otherwise noted, browser plug-ins are not supported for these browsers. Only the browser is supported.

Component	Browser	Release	Conditions/ Limitations
intelligent Workload	Apple Safari	8.5.103+	Version 9 and 10 are

Component	Browser	Release	Conditions/ Limitations
Distribution User Interface			supported.
intelligent Workload Distribution User Interface	Apple Safari	9.0+	Two latest versions are supported.
intelligent Workload Distribution User Interface	Firefox ESR	8.5.1+	Extended Support Release
intelligent Workload Distribution User Interface	Google Chrome	8.5.1+	Latest and two last versions are supported.
intelligent Workload Distribution User Interface	Microsoft Edge	9.0.0+	Support starts with version 9.0.019.19

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+	Discontinued as of January 1, 2025.
MS SQL Server 2012 Cluster	8.5+	Discontinued as of January 1, 2025.
MS SQL Server 2014	9.0+	Discontinued as of January 1, 2025.
MS SQL Server 2014 Cluster	9.0+	Discontinued as of January 1, 2025. Supported with AlwaysOn Cluster
MS SQL Server 2016	9.0.003+	
MS SQL Server 2016 Cluster	9.0.003+	Supported with AlwaysOn Cluster with Synchronous Mirroring capability.

Database	Release	Conditions/Limitations
MS SQL Server 2017	9.0+	Support starts with version 9.0.010.
MS SQL Server 2017 Cluster	9.0+	Supported with AlwaysOn Cluster. Support starts with version 9.0.010.
MS SQL Server 2019	9.0+	Support starts with version 9.0.011.
MS SQL Server 2019 Cluster	9.0+	Supported with AlwaysOn Cluster. Support starts with version 9.0.011.
MS SQL Server 2022	9.0+	Support starts with version 9.0.019.30.
MS SQL Server 2022 Cluster	9.0+	Supported with AlwaysOn Cluster. Support starts with version 9.0.019.30.
Oracle 12c R1	8.5.1+	
Oracle 12c R1 RAC	8.5.1+	
Oracle 19c	9.0.0+	Support starts with version 9.0.012.06.
Oracle 19c RAC	9.0.0+	Support starts with version 9.0.012.06.
PostgreSQL 9	8.5.1+	Discontinued as of November 11, 2021. Support starts with version 8.5.104.03.
PostgreSQL 12	9.0+	Support starts with version 9.0.012.xx.
PostgreSQL 13	9.0+	Support starts with version 9.0.012.xx.
PostgreSQL 14	9.0+	Support starts with version 9.0.012.xx.
PostgreSQL 16	9.0+	Support starts with version 9.0.022.xx.

Supported Virtualization Platforms

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

IPV6 Support for Common Interfaces

Notes:

- This section provides IPv6 information for: intelligent Workload Distribution, intelligent Workload Distribution Runtime Node, intelligent Workload Distribution Runtime Node / Database Capture Point service, intelligent Workload Distribution Runtime Node / Web Service Capture Point service, intelligent Workload Distribution Runtime Node / WebSphere MQ Capture Point service

Component	Release	Interface	Conditions
intelligent Workload Distribution	no direct interface	License Server	
intelligent Workload Distribution	no direct interface	SIP Server/T-Server	
intelligent Workload Distribution	no support	Interaction Server	
intelligent Workload Distribution	no support	Management Framework Configuration Server/ Proxy	
iWD Runtime Node	no direct interface	License Server	
iWD Runtime Node	no direct interface	SIP Server/T-Server	
iWD Runtime Node	no support	Interaction Server	
iWD Runtime Node	no support	Management Framework Configuration Server/ Proxy	

IPV6 Support for Additional Interfaces

Notes:

- Release Support numbers refer to intelligent Workload Distribution.

Component	Release	Interface	Conditions
intelligent Workload Distribution	no support	Genesys Rules System Authoring Tool	
intelligent Workload Distribution	no support	Interaction Server Database	
intelligent Workload Distribution	no support	Interaction Server Event Log Database	
intelligent Workload Distribution	no support	iWD Configuration Database	
intelligent Workload Distribution	no support	iWD Runtime Node	
iWD Runtime Node	no direct interface	iWD Business Context Management Service	
iWD Runtime Node	no direct interface	iWD Data Mart ETL service	
iWD Runtime Node	no support	Interaction Server Database	
iWD Runtime Node	no support	Interaction Server Event Log Database	
iWD Runtime Node	no support	iWD Data Mart Database service	
iWD Runtime Node	no support	Stat Server	
iWD Runtime Node/ Database Capture Point Service	no support	Customer-supplied Source System Database	
iWD Runtime Node/Web Service Capture Point Service	no support	Customer-supplied Source System invoking iWD Web Service Capture Point	
iWD Runtime Node/ WebSphere MQ Capture Point Service	no support	Customer-supplied WebSphere MQ Server	

Prerequisites

Notes:

- For Java Message Service (JMS), only use JMS implementations compliant with JMS version 1.1

intelligent Workload Distribution - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Java Message Service (JMS)			
ActiveMQ 5.14.4+	Yes	No	**Release**: 9.0+
IBM MQ 9.0+	Yes	No	**Release**: 9.0+ Starting with iWD History Node 9.0.009
TIBCO 8.5.0+	Yes	No	**Release**: 9.0+ Starting with iWD History Node 9.0.010
Java Version			
OpenJDK 11	Yes	No	**Release**: 9.0.009+ Not supported by iWD Web from version 9.0.020.12, iWD Manager from version 9.0.021.02, iWD History node from version 9.0.021.01, iWD Plug-in for GAX from version 9.0.022.03
OpenJDK 17	Yes	No	**Release**: 9.0.019.30+ Supported by standalone iWD components. For iWD Stat Extension and iWD Plug-in for GAX, it is mandatory that StatServer and GAX support OpenJDK 17 correspondingly.
OpenJDK 8	Yes	No	**Release**: 9.0+ Starting with the following: • iWD Web 9.0.008.05 • iWD Stat Server Extensions 9.0.0008.07

intelligent Workload Distribution - Prerequisites			
			• iWD Runtime Node 9.0.008.07 • iWD Manager 9.0.008.05 • iWD History Node 9.0.008.05 • iWD GAX Plug-In 9.0.008.06 Supported until version 9.0.019.xx only. Not supported from version 9.0.020.xx.
Oracle Java 8 Developer's Kit (JDK)	Yes	No	**Release**: 9.0+ Supported until version 9.0.019.xx only. Not supported from version 9.0.020.xx.
Red Hat OpenJDK 11	Yes	No	**Release**: 9.0.009+ Not supported by iWD Web from version 9.0.020.12, iWD Manager from version 9.0.021.02, iWD History node from version 9.0.021.01, iWD Plug-in for GAX from version 9.0.022.03
Servlet Engines			
Embedded Servlet Engine	No	Yes	**Release**: 9.0+
IBM WebSphere 8.5	Yes	No	**Release**: 8.5 WebSphere 8.5 with IBM JDK 7
Tomcat 7.0	Yes	No	**Release**: 8.5 Tomcat 7.0 (with JRE 7). For Linux, OpenJDK7 is supported.

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 as of January 31, 2025. Last supported version 8.1.514.57. Supported

OS Family	Operating System	Release	Conditions
			on Red Hat Enterprise 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

Database	Release	Conditions/Limitations
MS SQL Server 2012 Cluster	8.1.5 - 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 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.

Interaction SDK

General Information - Interaction SDK

From 7.2 and higher, Genesys Integration Server (GIS) is no longer a standalone product; it is part of Interaction SDK.

> **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:

- An asterisk (*) indicates the oldest operating systems supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including AIX Power PC, HP-UX, and Solaris SPARC.
- 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.
- The GIS proxies for .NET are only supported on the Microsoft .NET Framework, so they are only supported on Windows.
- When running on Windows, the GIS is only supported on Windows Server operating systems, not on Windows Client operating systems.

OS Family	OS	Release	Conditions
AIX Power PC	AIX Power PC 64-bit (AIX 5L for POWER) 7.1	7.6.5+	Discontinued December 31, 2020
Linux	Red Hat Enterprise Linux 5	7.6.3+	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 6	7.6.5+	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	7.6.6+	Discontinued as of January 31, 2025. Supported by Genesys Integration Server starting with 7.6.601.39.
Solaris SPARC	Solaris SPARC 64-bit 10	7.2+	
Windows	Windows 10	7.6.6+	Only valid for Agent Interaction Layer (AIL) clients and Genesys Integration Server (GIS) Proxies. Note: This operating system is only supported for user interface implementations not server implementations.
Windows	Windows 7	7.6.3+	Discontinued as of June 30, 2020.
Windows	Windows 8	7.6.6+	Discontinued as of September 30, 2023. Only valid for Agent Interaction Layer (AIL) clients and Genesys Integration Server (GIS) Proxies. Note: This operating system is only supported for user interface implementations not server implementations.
Windows	Windows Server 2008	7.6.3+	Discontinued as of June 30, 2020
Windows	Windows Server 2012	7.6.6+	Discontinued as of October 31, 2024 Supported starting with 7.6.600.10.
Windows	Windows Server 2016	7.6.6+	Supported by Genesys Integration Server starting with version 7.6.601.36.
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

> **Notes**:

- AIL third party dependencies The AIL installs with all needed external libraries. Client applications must make sure that those dependencies exist and are not overridden by other classpath libraries. AIL 7.6.4 third party-libraries: Apache log4j. File: log4j.jar JavaMail 1.3.1 (spec 1.3): File: mail.jar FlexLM Java 7.2: flexlm.jar
- Needed only when not using JDK 6 or higher: JavaBeans Activation Framework 1.0.2 (spec 1.0). Used by JavaMail. File: activation.jar Java Architecture for XML binding (ref impl 2.1.1, spec 2.1): jaxb-api.jar, jaxb-impl.jar

Interaction SDK - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
AIL and GIS			
1.6	Yes	No	**Release**: 7.6.3 Discontinued as of November 1, 2024.
Java SE 7	Yes	No	**Release**: 7.6.4+ Interaction SDK 7.6.5+ Discontinued as of November 1, 2024.
Java SE 8	Yes	No	**Release**: 7.6.4+ Interaction SDK 7.6.6+
JDK 1.4.2	Yes	No	**Release**: 7.5 Discontinued as of November 1, 2024.
JDK 1.4.2	Yes	No	**Release**: 7.6.3 Discontinued as of November 1, 2024.
JDK 1.4.2	Yes	No	**Release**: 7.2 Discontinued as of November 1, 2024.
JDK 1.5	Yes	No	**Release**: 7.5 Discontinued as of November 1, 2024.
JDK 1.5	Yes	No	**Release**: 7.6.3 Discontinued as of November 1, 2024.

Interaction SDK - Prerequisites			
JDK 1.5	Yes	No	**Release**: 7.2 Discontinued as of November 1, 2024.
JDK 1.5	Yes	No	**Release**: 7.6.4+ Discontinued as of November 1, 2024.
JDK 1.6	Yes	No	**Release**: 7.6.4+ Discontinued as of November 1, 2024.
GIS proxy libraries			
Apache Axis Toolkit 1.1 and 1.3	Yes	No	**Release**: 7.2
Apache Axis Toolkit 1.1, 1.3, and 1.4 (1.4 is recommended)	Yes	No	**Release**: 7.5
Apache Axis Toolkit 1.4	Yes	No	**Release**: 7.6.4+
Apache Axis Toolkit 1.4	Yes	No	**Release**: 7.6.3
Microsoft .NET Framework SDK 1.1 and 2.0	Yes	No	**Release**: 7.5
Microsoft .NET Framework SDK 1.1 and 2.0	Yes	No	**Release**: 7.2
Microsoft .NET Framework SDK 1.1, 2.0, 3.0, 3.5	Yes	No	**Release**: 7.6.4+
Microsoft .NET Framework SDK 1.1, 2.0, 3.0, 3.5	Yes	No	**Release**: 7.6.3
GIS			
Apache 2.0 with Tomcat 4.1 or 5.5 on Windows, Solaris, and Linux only	Yes	No	**Release**: 7.2
Apache 2.0 with Tomcat 5.5 on Windows, Solaris, and Linux only	Yes	No	**Release**: 7.5
Apache 2.0 with Tomcat 5.5 or 6.0 on Windows, Solaris, and Linux only	Yes	No	**Release**: 7.6.3
Apache 2.0 with Tomcat 5.5 or 6.0 on Windows,	Yes	No	**Release**: 7.6.4+

Interaction SDK - Prerequisites			
Solaris, and Linux only			
IIS 5.0/6.0 with Tomcat 4.1 or 5.5 on Windows only	Yes	No	**Release**: 7.2
IIS 5.0/6.0 with Tomcat 5.5 on Windows only	Yes	No	**Release**: 7.5
IIS 5.0/6.0 with Tomcat 5.5 or 6.0 on Windows only	Yes	No	**Release**: 7.6.3
IIS 5.0/6.0 with Tomcat 5.5 or 6.0 on Windows only	Yes	No	**Release**: 7.6.4+
WebLogic 8.1 on Solaris only	Yes	No	**Release**: 7.5
WebLogic 8.1 on Solaris only	Yes	No	**Release**: 7.2
WebLogic 9/10 on Solaris only	Yes	No	**Release**: 7.6.4+
WebLogic 9/10 on Solaris only	Yes	No	**Release**: 7.6.3
WebSphere and WebSphere Express 5.1/ 6.0	Yes	No	**Release**: 7.5
WebSphere and WebSphere Express 5.1/ 6.0	Yes	No	**Release**: 7.2
WebSphere and WebSphere Express 6.0/ 6.1	Yes	No	**Release**: 7.6.3
WebSphere and WebSphere Express 6.1/ 7.0	Yes	No	**Release**: 7.6.4+

IVR Interface Option

General Information - IVR Interface Option

Starting with 8.0, IVR Server supports native 64-bit for the 64-bit versions of the operating systems that are noted as supported. Prior to Release 8.0, all 64-bit operating systems were supported in 32-bit compatibility mode.

> **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

IVR Server Support

> **Notes**:
>
> - An asterisk (*) indicates the oldest operating systems supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including AIX Power PC, HP-UX, and Solaris SPARC.
> - 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.
> - Starting with 8.0, IVR Server supports native 64-bit for the 64-bit versions of the operating systems that are noted as supported. Prior to Release 8.0, all 64-bit operating systems were supported in 32-bit compatibility mode.

OS Family	Operating System	Release	Conditions
AIX Power PC	AIX Power PC 64-bit (AIX 5L for POWER) 7.1	8.1	Discontinued December 31, 2020

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 5	8.0+	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 5	8.1	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 6	8.1.000.08+	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.5	Discontinued as of January 31, 2025. 64-bit compatibility mode only
Linux	Red Hat Enterprise Linux 8	8.5.001	Supported from 8.5.001.09
Linux	Red Hat Enterprise Linux 9	8.5+	Starting with 8.5.001.09
Solaris SPARC	Solaris SPARC 64-bit 10	7.2+	Discontinued as of December 31, 2020.
Windows	Windows Server 2008	8.0+	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.5	Discontinued as of October 31, 2024 64-bit compatibility mode only
Windows	Windows Server 2022	8.5+	Starting with 8.5.001.09

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

> **Notes**:
>
> - Release Support numbers refer to IVR Interface Option.

Component	Release	Interface	Conditions
IVR Driver / SDK	8.1+	Management Framework Configuration Server/ Proxy	
IVR Driver / SDK	no direct interface	Interaction Server	
IVR Driver / SDK	no direct interface	SIP Server/T-Server	
IVR Driver / SDK	no support	License Server	
IVR Server	8.1+	Management Framework Configuration Server/ Proxy	
IVR Server	8.1+	SIP Server/T-Server	
IVR Server	no direct interface	Interaction Server	
IVR Server	no direct interface	License Server	

IPV6 Support for Additional Interfaces

Notes:

- Release Support numbers refer to IVR Interface Option.

Component	Release	Interface	Conditions
IVR Driver / SDK	8.1+	IVR Server GLI IPv6	
IVR Server	8.1+	GLI interface	
IVR Server	8.1+	Stat Server IPv6	

Prerequisites

License Reporting Manager

> **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:

- An asterisk (*) indicates the oldest operating systems supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including AIX Power PC, HP-UX, and Solaris SPARC.
- 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.

OS Family	OS	Release	Conditions
AIX Power PC	AIX Power PC 64-bit (AIX 5L for POWER) 7.1	8.5.0	Discontinued December 31, 2020
Linux	Red Hat Enterprise Linux 5	8.0+	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 6	8.1.1+	Discontinued as of November 30, 2020
Solaris SPARC	Solaris SPARC 64-bit 10	8.5.0	Discontinued as of December 31, 2020.
Windows	Windows Server 2008	8.1.1+	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.5.0	Discontinued as of October 31, 2024
OS Family	**OS**	**Release**	**Conditions**

Supported Browsers

No browser information at this time

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.
- 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
IBM DB2 9.7	8.5.0	Discontinued December 31, 2020.
MS SQL Server 2008	8.1.1+	Discontinued as of June 30, 2020.

Database	Release	Conditions/Limitations
MS SQL Server 2012	8.5.0	
MS SQL Server 2012 Cluster	8.5+	Also supports AlwaysOn Cluster with Synchronous Mirroring capability.
Oracle 11g	8.0+	Discontinued as of December 31, 2020.
Oracle 11g RAC	8.0+	Discontinued as of December 31, 2020.
Oracle 12c R1	8.5.0	
Oracle 12c R1 RAC	8.5.0	

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

License Reporting Manager - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
Oracle Java 7 Runtime (JRE)	Yes	No	**Release**: 8.1.2+ Discontinued as of November 1, 2024.
Oracle Java 8 Runtime (JRE)	Yes	No	**Release**: 8.1.2+

LivePerson Adapter

> **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 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	Red Hat Enterprise Linux 5	8.0.1	Discontinued as of June 30, 2018.
Solaris SPARC	Solaris SPARC 64-bit 10	8.0.1	Discontinued as of December 31, 2020.
Windows	Windows Server 2008	8.0.1	Discontinued as of June 30, 2020
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

Load Distribution Server

> **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:

- An asterisk (*) indicates the oldest operating systems supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including AIX Power PC, HP-UX, and Solaris SPARC.
- 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.

OS Family	OS	Release	Conditions
Linux	Red Hat Enterprise Linux 7	8.1+	Discontinued as of January 31, 2025.
Linux	Red Hat Enterprise Linux 8	8.1+	
Linux	Red Hat Enterprise Linux 9	8.1+	Starting with 8.1.010.01
Windows	Windows Server 2012	8.1.000.17+	Discontinued as of October 31, 2024
Windows	Windows Server 2016	8.1.003+	
Windows	Windows Server 2022	8.1+	Starting with 8.1.010.01
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

Messaging Apps/Social Engagement

General Information - Messaging Apps/Social Engagement

Messaging Apps is part of the eServices product line. For supported operating environment information for eServices, see the eServices page.

> **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

Apple Business Chat Plug-in for Workspace Desktop Edition Support

> **Notes**:
>
> - This plugin is replaced by Genesys Hub Plug-in for Workspace Desktop Edition. It is recommended to uninstall Apple Business Chat Plug-in for Workspace Desktop Edition and install the Genesys Hub Plug-in for Workspace Desktop Edition. This plug-in is now deprecated.

OS Family	Operating System	Release	Conditions
Windows	Windows 10	9.0+	
Windows	Windows 8	9.0+	Discontinued as of September 30, 2023
Windows	Windows Server 2012	9.0+	Discontinued as of October 31, 2024
Windows	Windows Server 2016	9.0+	Supported starting with 9.0.002.04

Digital Messaging Server Support

Notes:

- Social Messaging Server has reached End of Support (EOS) and it is no longer supported. Digital Messaging Server (DMS) is the successor to Social Messaging Server. For information on the latest version of DMS, refer to the Digital Messaging Server Guide.

OS Family	Operating System	Release	Conditions
Linux	CentOS Linux 7	9.0+	Discontinued as of January 15, 2025 Starting with 9.0.002.06
Linux	Red Hat Enterprise Linux 7	9.0+	Discontinued as of January 31, 2025.
Linux	Red Hat Enterprise Linux 8	9.1+	Starting with 9.1.006.09
Linux	Red Hat Enterprise Linux 9	9.1+	Starting with 9.1.016.05
Windows	Windows Server 2012	9.0+	Discontinued as of October 31, 2024 Last supported version: 9.1.006.15
Windows	Windows Server 2016	9.0+	
Windows	Windows Server 2019	9.1+	Starting with 9.1.006.09
Windows	Windows Server 2022	9.1+	Starting with 9.1.018.01

Genesys Cloud API Driver for Facebook (DMS Driver for Facebook) Support

OS Family	Operating System	Release	Conditions
Linux	CentOS Linux 7	9.0+	Discontinued as of January 15, 2025 Starting with 9.0.007.08
Linux	Red Hat Enterprise Linux 7	9.0+	Discontinued as of January 31, 2025.
Linux	Red Hat Enterprise Linux 8	9.0+	Starting with 9.0.012.35
Linux	Red Hat Enterprise	9.0+	Starting with 9.0.016.07

OS Family	Operating System	Release	Conditions
	Linux 9		
Windows	Windows Server 2012	9.0+	Discontinued as of October 31, 2024 Last supported version: 9.0.012.12
Windows	Windows Server 2016	9.0+	Starting with 9.0.005.01
Windows	Windows Server 2019	9.0+	Starting with 9.0.011.51
Windows	Windows Server 2022	9.0+	Starting with 9.0.018.01

Genesys Cloud API Driver for Twitter (DMS Driver for Twitter) Support

OS Family	Operating System	Release	Conditions
Linux	CentOS Linux 7	9.0+	Discontinued as of January 15, 2025 Starting with 9.0.007.07
Linux	Red Hat Enterprise Linux 7	9.0+	Discontinued as of January 31, 2025.
Linux	Red Hat Enterprise Linux 8	9.0+	Starting with 9.0.012.35
Linux	Red Hat Enterprise Linux 9	9.0+	Starting with 9.0.016.07
Windows	Windows Server 2012	9.0+	Discontinued as of October 31, 2024 Last supported version: 9.0.012.12
Windows	Windows Server 2016	9.0+	Starting with 9.0.005.01
Windows	Windows Server 2019	9.0+	Starting with 9.0.011.51
Windows	Windows Server 2022	9.0+	Starting with 9.0.018.01

Genesys DMS Driver for SMS and MMS Support

OS Family	Operating System	Release	Conditions
Linux	CentOS Linux 7	9.0+	Discontinued as of January 15, 2025
Linux	Red Hat Enterprise Linux 7	9.0+	Discontinued as of January 31, 2025.
Linux	Red Hat Enterprise Linux 8	9.0+	Supported starting with 9.0.003.02

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 9	9.0+	Supported starting with 9.0.016.02.
Windows	Windows Server 2012	9.0+	Discontinued as of October 31, 2024 This OS version is not supported as of 9.0.003.02.
Windows	Windows Server 2016	9.0+	
Windows	Windows Server 2019	9.0+	Supported starting with 9.0.003.02
Windows	Windows Server 2022	9.0+	Starting with 9.0.018.00

Genesys Driver for use with Apple Business Chat via Hub (DMS Driver for Apple Messages for Business) Support

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 7	9.0+	Discontinued as of January 31, 2025.
Linux	Red Hat Enterprise Linux 8	9.1+	Starting with 9.1.009.01
Linux	Red Hat Enterprise Linux 9	9.1+	Starting with 9.1.016.01
Windows	Windows Server 2012	9.0+	Discontinued as of October 31, 2024 Last supported version: 9.0.002.05
Windows	Windows Server 2016	9.0+	Supported starting with 9.0.002.05
Windows	Windows Server 2019	9.1+	Supported starting with 9.1.000.03
Windows	Windows Server 2022	9.1+	Starting with 9.1.018.01

Genesys Driver for use with Genesys Hub (DMS Driver for WhatsApp) Support

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 7	9.1+	Discontinued as of January 31, 2025.
Linux	Red Hat Enterprise Linux 8	9.1+	Starting with 9.1.006.08
Linux	Red Hat Enterprise	9.1+	Starting with 9.1.016.01

OS Family	Operating System	Release	Conditions
	Linux 9		
Windows	Windows Server 2012	9.1+	Discontinued as of October 31, 2024 This OS version is not supported as of 9.1.007.06
Windows	Windows Server 2016	9.1+	
Windows	Windows Server 2019	9.1+	Starting with 9.1.006.08
Windows	Windows Server 2022	9.1+	Starting with 9.1.018.01

Genesys Hub Plug-in for Workspace Desktop Edition (WDE Plug-in for WhatsApp and Apple Messages for Business) Support

OS Family	Operating System	Release	Conditions
Windows	Windows 10	9.1+	
Windows	Windows 11	9.1+	Starting with 9.1.014.03
Windows	Windows 8	9.1+	Discontinued as of September 30, 2023. This OS version is not supported as of 9.1.007.07
Windows	Windows Server 2012	9.1+	Discontinued as of October 31, 2024 This OS version is not supported as of 9.1.007.07
Windows	Windows Server 2016	9.1+	
Windows	Windows Server 2019	9.1+	Starting with 9.1.006.17
Windows	Windows Server 2022	9.1+	Starting with 9.1.018.04

Social Media Plug-in for Workspace Desktop Edition (WDE Plug-in for Twitter and Facebook) Support

OS Family	Operating System	Release	Conditions
Windows	Windows 10	9.0+	
Windows	Windows 11	9.0+	Starting with 9.0.012.51
Windows	Windows 8	9.0+	Discontinued as of September 30, 2023. This OS version is not

OS Family	Operating System	Release	Conditions
			supported as of 9.0.012.51
Windows	Windows Server 2012	9.0+	Discontinued as of October 31, 2024 This OS version is not supported as of 9.0.012.51
Windows	Windows Server 2016	9.0+	Starting with 9.0.005.10
Windows	Windows Server 2019	9.0+	Starting with 9.0.012.07
Windows	Windows Server 2022	9.0+	Starting with 9.0.018.05

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

> **Notes**:
>
> - For Digital Messaging Server, one of the JDK versions listed in the **Digital Messaging Server – Prerequisites** table is required.

Digital Messaging Server - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	**Release**: 9.1+ Supported starting with 9.1.002.02
OpenJDK 17	Yes	No	**Release**: 9.1+ Supported starting with 9.1.008.31
OpenJDK 8	Yes	No	**Release**: 9.0+ Supported starting with 9.0.002.06
Oracle Java 8 Developer's Kit (JDK)	Yes	No	**Release**: 9.0+ Supported starting with 9.0.002.06

Genesys Cloud API Driver for Facebook (DMS Driver for Facebook) - Prerequisites

Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	**Release**: 9.0+ Supported starting with 9.0.008.04
OpenJDK 17	Yes	No	**Release**: 9.0+ Supported starting with 9.0.015.09

Genesys Cloud API Driver for Twitter (DMS Driver for Twitter) - Prerequisites

Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	**Release**: 9.0+ Supported starting with 9.0.008.04
OpenJDK 17	Yes	No	**Release**: 9.0+ Supported starting with 9.0.015.09

Genesys DMS Driver for SMS and MMS - Prerequisites

Genesys DMS Driver for SMS and MMS - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	**Release**: 9.0+ Supported starting with 9.0.003.03
OpenJDK 17	Yes	No	**Release**: 9.0+ Supported starting with 9.0.003.05
OpenJDK 8	Yes	No	**Release**: 9.0+

Genesys Driver for use with Apple Business Chat via Hub (DMS Driver for Apple Messages for Business) - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	**Release**: 9.1+ Supported starting with 9.1.000.03
OpenJDK 17	Yes	No	**Release**: 9.1+ Supported starting with 9.1.009.02

Genesys Driver for use with Genesys Hub (DMS Driver for WhatsApp) - Prerequisites			
Third-Party	Acquired by	Provided by Genesys	Conditions/

Genesys Driver for use with Genesys Hub (DMS Driver for WhatsApp) - Prerequisites			
Component Prerequisites	Customer		Limitations
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	**Release**: 9.1+ Supported starting with 9.1.002.04
OpenJDK 17	Yes	No	**Release**: 9.1+ Supported starting with 9.1.008.19.

Multimedia Connector for Skype for Business

General Information - Multimedia Connector for Skype for Business

The Multimedia Connector for Skype for Business integrated Microsoft Lync 2013 and Skype for Business with the Genesys platform, using a native API. The Multimedia Connector for Skype for Business is made up of the following components: T-Server for Skype for Business, UCMA Connector for Skype for Business, to use with Microsoft Skype for Business and UCMA 5, UCMA Connector for MS Lync, to use with Microsoft Lync 2013 and UCMA 4, and Workspace Plugin for Skype for Business

> **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

T-Server for Skype for Business Support

> **Notes**:
>
> - For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.

OS Family	Operating System	Release	Conditions
Windows	Windows Server 2008	8.5.0	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.5.0	Discontinued as of October 31, 2024
Windows	Windows Server 2016	8.5.001.65+	

UCMA Connector for MS Lync Support

Notes:

- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.

OS Family	Operating System	Release	Conditions
Windows	Windows Server 2008	8.5.0	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.5.0	Discontinued as of October 31, 2024
Windows	Windows Server 2016	8.5.001.65+	

UCMA Connector for Skype for Business Support

Notes:

- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.

OS Family	Operating System	Release	Conditions
Windows	Windows Server 2008	8.5.0	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.5.0	Discontinued as of October 31, 2024
Windows	Windows Server 2016	8.5.001.65+	

Workspace Plugin for Skype for Business Support

Notes:

- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.

OS Family	Operating System	Release	Conditions
Windows	Windows 10	8.5.0	Supported as of release 8.5.000.68
Windows	Windows 7	8.5.0	Discontinued as of June 30, 2020.
Windows	Windows 8	8.5.0	Discontinued as of September 30, 2023.
Windows	Windows Server 2008	8.5.0	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.5.0	Discontinued as of October 31, 2024
Windows	Windows Server 2016	8.5.001+	

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

Workspace Plugin for Skype for Business - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Workspace Plugin for Skype for Business			
Workspace Desktop Edition	No	Yes	**Release**: See note: Determine the supported Workspace Desktop Edition version for the Plugin by referring to the associated Plugin version page in the Workspace Plugin for Skype for Business Release Note.

Network SIP Server

> **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:

- An asterisk (*) indicates the oldest operating systems supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including AIX Power PC, HP-UX, and Solaris SPARC.
- 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.

OS Family	OS	Release	Conditions
Linux	Red Hat Enterprise Linux 5	7.5	Discontinued as of June 30, 2018.
Solaris SPARC	Solaris SPARC 64-bit 10	7.2+	Discontinued as of December 31, 2020.
Windows	Windows Server 2008	7.5	Discontinued as of June 30, 2020
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

Network T-Server ATT

> **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:

- An asterisk (*) indicates the oldest operating systems supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including AIX Power PC, HP-UX, and Solaris SPARC.
- 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.

OS Family	OS	Release	Conditions
Linux	Red Hat Enterprise Linux 5	8.0+	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 6	8.1+	Discontinued as of November 30, 2020
Windows	Windows Server 2008	8.0+	Discontinued as of June 30, 2020
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

Network T-Server GenSpec

> **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:

- An asterisk (*) indicates the oldest operating systems supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including AIX Power PC, HP-UX, and Solaris SPARC.
- 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.

OS Family	OS	Release	Conditions
Linux	Red Hat Enterprise Linux 5	8.1	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 6	8.1+	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.1+	Discontinued as of January 31, 2025. T-Server support beginning with version 8.1.000.20.
Linux	Red Hat Enterprise Linux 8	8.1+	
Linux	Red Hat Enterprise Linux 9	8.1+	
Windows	Windows Server 2008	8.0+	Discontinued as of June 30, 2020
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

Network T-Server ISCP

> **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:

- An asterisk (*) indicates the oldest operating systems supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including AIX Power PC, HP-UX, and Solaris SPARC.

OS Family	OS	Release	Conditions
Solaris SPARC	Solaris SPARC 64-bit 10	8.0+	Discontinued as of December 31, 2020.
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

Network T-Server MCI

> **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:

- An asterisk (*) indicates the oldest operating systems supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including AIX Power PC, HP-UX, and Solaris SPARC.
- 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.

OS Family	OS	Release	Conditions
Linux	Red Hat Enterprise Linux 5	8.1+	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 6	8.1+	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.1+	Discontinued as of January 31, 2025.
Linux	Red Hat Enterprise Linux 8	8.1+	
Windows	Windows Server 2008	8.0+	Discontinued as of June 30, 2020
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

Network T-Server NGSN

> **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:

- An asterisk (*) indicates the oldest operating systems supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including AIX Power PC, HP-UX, and Solaris SPARC.
- 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.

OS Family	OS	Release	Conditions
Linux	Red Hat Enterprise Linux 5	8.0+	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 7	8.1+	Starting with 8.1.000.12.
Windows	Windows Server 2008	8.0+	Discontinued as of June 30, 2020
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

Network T-Server Sprint

General Information - Network T-Server Sprint

Supports TCP and X.25 for Solaris; X.25 only for Windows.

> **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:

- An asterisk (*) indicates the oldest operating systems supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including AIX Power PC, HP-UX, and Solaris SPARC.
- 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
Solaris SPARC	Solaris SPARC 64-bit 10	8.0+	Discontinued as of December 31, 2020.
Windows	Windows Server 2008	8.0+	Discontinued as of June 30, 2020
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

Orchestration Server

> **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 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 7.x and later. This applies to Orchestration Server starting with version 8.1.400.86.

OS Family	OS	Release	Conditions
Linux	CentOS Linux 7	8.1.4+	Discontinued as of January 15, 2025 Starting with 8.1.400.74
Linux	Red Hat Enterprise Linux 5	8.0.1 - 8.1.4	Discontinued as of March 15, 2019.
Linux	Red Hat Enterprise Linux 6	8.1.4 - 8.1.400.98	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.1.4+	Discontinued as of January 31, 2025. Note the following: • Support for RHEL 7 starting with 8.1.400.47 • Support for RHEL 7.5 starting with 8.1.400.86 • Support for RHEL 7.6 starting with 8.1.400.86 • Support for RHEL 7.7 starting with 8.1.400.90
Linux	Red Hat Enterprise Linux 8	8.1.4+	Support for RHEL 8 starting with 8.1.400.94
Linux	Red Hat Enterprise Linux 9	8.1.4+	Support for RHEL 9 starting with 8.1.401.12
Windows	Windows Server 2008	8.0.1 - 8.1.4	Discontinued as of July 15, 2020.
Windows	Windows Server 2008	8.1.2	Discontinued as of June 30, 2020 Starting with 8.1.200.20
Windows	Windows Server 2012	8.1.4+	Discontinued as of October 31, 2024
Windows	Windows Server 2016	8.1.4+	
Windows	Windows Server 2019	8.1.4+	Starting with 8.1.400.89.
Windows	Windows Server 2022	8.1.4+	Starting with 8.1.401.11.
OS Family	**OS**	**Release**	**Conditions**

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

> **Notes**:
>
> - ORS supports Cassandra 2.25 through 3.x.

Database	Release	Conditions/Limitations
Cassandra 2.2	8.1.4+	Cassandra 2.25 supported starting with 8.1.400.40.
Cassandra 3	8.1.4+	Cassandra 3.9 supported starting with 8.1.400.51.
Elasticsearch 5.x	8.1.4+	Starting with 8.1.400.64. 5.x is the last supported version of the Elasticsearch.
Redis 3	8.1.4+	Starting with 8.1.401.10. Only Redis Cluster is supported.
Redis 4	8.1.4+	Starting with 8.1.401.10. Only Redis Cluster is supported.
Redis 5	8.1.4+	Starting with 8.1.401.10. Only Redis Cluster is supported.
Redis 6	8.1.4+	Starting with 8.1.401.10. Only Redis Cluster is supported.
Redis 7	8.1.4+	Starting with 8.1.401.10. Only Redis Cluster is supported.

Supported Virtualization Platforms

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

IPV6 Support for Common Interfaces

Notes:

- Release Support numbers refer to Orchestration Server.

Component	Release	Interface	Conditions
Orchestration Server	8.1.1	Management Framework Configuration Server/ Proxy	

IPV6 Support for Additional Interfaces

Notes:

- Release Support numbers refer to Orchestration Server.

Component	Release	Interface	Conditions
Orchestration Server	8.1.1	Cassandra 2	Cassandra 2.1 is supported in 8.1.1. Cassandra 2.2.5 is supported in release 8.1.400.40+.
Orchestration Server	8.1.1	Universal Routing Server Core	
Orchestration Server	8.1.1	Web Interface	

Prerequisites

Notes:

- For Composer-generated applications that use .NET resources, you can use any version of Microsoft IIS that is compatible with the Windows versions on which Composer is supported or any web server that supports Java Runtime Environment 1.7.0_0 or higher. For more information, see Deploying Composer Applications.
- For Orchestration Server, Genesys no longer requires any specific web application servers, and instead, you can use any web application server that conforms to the Composer requirements described at Application Server Requirement.

Outbound Contact

> **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

CPD Server Support

> **Notes**:
>
> - For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.

OS Family	Operating System	Release	Conditions
Windows	Windows Server 2008	8.0+	Discontinued as of June 30, 2020

Outbound Contact Server Support

> **Notes**:
>
> - An asterisk (*) indicates the oldest operating systems supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including AIX Power PC, HP-UX, and Solaris SPARC.
> - 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.

- Outbound Contact Server Lite supports the same operating systems as Outbound Contact Server.

OS Family	Operating System	Release	Conditions
Linux	CentOS Linux 7	8.1+	Discontinued as of January 15, 2025 Starting with 8.1.524.04.
Linux	Red Hat Enterprise Linux 7	8.1.5+	Discontinued as of January 31, 2025. Note the following: • 8.1.519.01 is the last version that supports 32-bit for this operating system. • Supports Red Hat Enterprise Linux 64-bit 7 in compatibility mode.
Linux	Red Hat Enterprise Linux 8	8.1.5+	Starting with 8.1.530.03.
Linux	Red Hat Enterprise Linux 9	8.1.5+	Starting with 8.1.532.00.
Windows	Windows Server 2016	8.1.509+	Discontinued as of January 31, 2022.
Windows	Windows Server 2019	8.1.5+	Starting with 8.1.527.07.
Windows	Windows Server 2022	8.1.5+	Starting with 8.1.532.00.

Outbound Contact User Interface Support

OS Family	Operating System	Release	Conditions
Windows	Windows 7	8.0	Discontinued as of June 30, 2020.

Supported Browsers

No browser information at this time

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
- 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.
- Outbound Contact Server Lite supports the same databases and Outbound Contact Server.

Database	Release	Conditions/Limitations
MS SQL Server 2016	8.1.508+	Discontinued as of July 31, 2021.
MS SQL Server 2016 Cluster	8.1.508+	Discontinued as of July 31, 2021.
MS SQL Server 2019	8.1.5+	Starting with 8.1.527.07.
MS SQL Server 2019 Cluster	8.1.5+	Starting with 8.1.527.07.
MS SQL Server 2022	8.1.5+	Starting with 8.1.532.01.
Oracle 18c	8.1.5+	Discontinued as of June 30, 2021.
Oracle 18c RAC	8.1.5+	Discontinued as of June 30, 2021.
Oracle 19c	8.1.5+	Starting with 8.1.528.05.
Oracle 19c RAC	8.1.5+	Starting with 8.1.528.05.
PostgreSQL 10.10	8.1.5+	Discontinued as of June 30, 2024. Support started from 8.1.524.04.
PostgreSQL 11	8.1.5+	Discontinued as of September 15, 2024. Starting with 8.1.529.06.
PostgreSQL 12	8.1.5+	Starting with 8.1.530.03.
PostgreSQL 13	8.1.5+	Starting with 8.1.530.03.
PostgreSQL 16	8.1.5+	Starting with 8.1.532.00.

Supported Virtualization Platforms

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

IPV6 Support for Common Interfaces

> **Notes**:
>
> - Release Support numbers refer to Outbound Contact.

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

IPV6 Support for Additional Interfaces

No IPV6 information for additional components at this time.

Prerequisites

CPD Server - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
CPD Server			
Dialogic Boards	Yes	No	Support information is published in Genesys Supported Media Interfaces Reference Manual

Outbound Contact eXpert

> **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

OS Family	OS	Release	Conditions
Linux	CentOS Linux 8	8.6+	
Linux	CentOS Linux 9	8.6+	
Linux	Red Hat Enterprise Linux 8	8.6+	
Linux	Red Hat Enterprise Linux 9	8.6+	
OS Family	**OS**	**Release**	**Conditions**

Supported Browsers

Component	Browser	Release	Conditions/ Limitations
Outbound Contact eXpert	Google Chrome	8.6+	
Outbound Contact eXpert	Microsoft Edge	8.6+	

Supported Database/DB Clusters

Database	Release	Conditions/Limitations
MS SQL Server 2019	8.6+	
MS SQL Server 2022	8.6+	Starting with 8.6.003.15.
Oracle 18c	8.6+	
Oracle 19c	8.6+	
PostgreSQL 12	8.6+	
PostgreSQL 13	8.6+	
PostgreSQL 16	8.6+	Starting with 8.6.003.08.

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

Pulse Advisors (formerly Performance Management Advisors)

General Information - Pulse Advisors (formerly PMA)

Pulse Advisors (formerly called Performance Management Advisors) includes Contact Center Advisor, Workforce Advisor, Frontline Advisor, Agent Advisor, Advisors Genesys Adapter, Advisors Cisco Adapter, and Contact Center Advisor-Mobile Edition.

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.
- Starting with 8.5.2, Advisors Cisco Adapter and Contact Center Advisor - Mobile Edition (both the Android and iOS Clients) are discontinued.

Supported Operating Systems

Pulse Advisors Servers Support

OS Family	Operating System	Release	Conditions
Linux	CentOS Linux 7	9.0.003+	Discontinued as of January 15, 2025
Linux	Red Hat Enterprise Linux 6	8.5+	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.5.2+	
Windows	Windows Server 2012	8.5+	Support is 8.0+ for Contact Center Advisor, Workforce Advisor, Frontline Advisor, Agent Advisor, Advisors Cisco Adapter. Support from 3.3+ for Advisors Genesys Adapter.
Windows	Windows Server 2016	9.0+	

OS Family	Operating System	Release	Conditions
Windows	Windows Server 2019	9.0+	

Pulse Advisors User Interface Support

OS Family	Operating System	Release	Conditions
Mobile	Android 7 (Nougat)	9.0+	
Mobile	iOS 11	9.0+	iOS 11.3 and 11.4 supported by iPhone only
Windows	Windows 10	8.5.2+	
Windows	Windows 7	8.1+	Discontinued as of June 30, 2020.
Windows	Windows 8	8.1+	Discontinued as of September 30, 2023.
Windows	Windows Server 2008	8.0+	Discontinued as of June 30, 2020 Be aware of the following: • Google Chrome 49 is the last version that supports Windows Server 2008. As a result, Pulse Advisors User's Interface 9.0.002.03 is not supported on this OS with Google Chrome, because it requires Google Chromes 66+. All other supported browsers are still supported on this OS. • Support is 8.0+ for Contact Center Advisor, Workforce Advisor, Frontline Advisor, Agent Advisor, Advisors Cisco Adapter. • Support from 3.3+ for Advisors Genesys Adapter.

Supported Browsers

Notes:

- Unless otherwise noted, browser plug-ins are not supported for these browsers. Only the browser is supported.

Component	Browser	Release	Conditions/ Limitations
Pulse Advisors	Apple Safari	9.0+	For mobile devices only
Pulse Advisors	Firefox	9.0+	Firefox version 12.1+ for mobile devices only
Pulse Advisors	Firefox ESR	8.5.1+	Version 42+ for desktop only
Pulse Advisors	Google Chrome	8.5.1 - 9.0.001	Version 46+ for desktop only
Pulse Advisors	Google Chrome	9.0.002+	Version 66.0 and higher
Pulse Advisors	Microsoft Edge	8.5.2+	Microsoft Edge version 41.16299.551.0 (on Windows 10 build 1709) for desktop only

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.
- 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.
- Starting with release 8.5.2, a separate Contact Center Advisor-Mobile Edition is no longer being developed. If you have questions. contact your Genesys representative.

Database	Release	Conditions/Limitations
MS SQL Server 2008	8.1.1	Discontinued as of June 30, 2020.
MS SQL Server 2008	8.1.1+	Discontinued as of June 30, 2020.
MS SQL Server 2012	8.5.1+	Discontinued as of January 1, 2025. Support is for Pulse Advisors
MS SQL Server 2012 Cluster	8.5.1+	Discontinued as of January 1, 2025. Support is for Pulse Advisors
MS SQL Server 2014	8.5.1+	Discontinued as of January 1, 2025.
MS SQL Server 2014 Cluster	8.5.1+	Discontinued as of January 1, 2025.
MS SQL Server 2016	8.5.2+	
MS SQL Server 2016 Cluster	8.5.2+	
MS SQL Server 2017	9.0.003+	
Oracle 11g	8.1 - 8.5.1	Discontinued as of December 31, 2020.
Oracle 12c R1	8.5.1+	Note the following for 8.5.2+ releases: One of the following is needed: Oracle JServer or the "execute" privilege on the SYS.DBMS_LOCK package. SCAN is supported.
Oracle 12c R1 RAC	8.5.1+	Note the following for 8.5.2+ releases: One of the following is needed: Oracle JServer or the "execute" privilege on the SYS.DBMS_LOCK package. SCAN is supported
Oracle 12c R2	8.5.2+	Discontinued as of March 31, 2022.
Oracle 12c R2 RAC	8.5.2+	Discontinued as of March 31, 2022.
Oracle 18c	9.0.003+	Discontinued as of June 30, 2021.
Oracle 18c RAC	9.0.003+	Discontinued as of June 30, 2021.
Oracle 19c	9.0.003+	SCAN is supported.
Oracle 19c RAC	9.0.003+	SCAN is supported.

Supported Virtualization Platforms

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

IPV6 Support for Common Interfaces

> **Notes**:
>
> - Release numbers refer to Pulse Advisors.
> - When using numerical IPv6 addresses, enclose the literal in brackets.

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

IPV6 Support for Additional Interfaces

No IPV6 information for additional components at this time.

Prerequisites

Pulse Advisors - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
Apache HTTP Server secure and non-secure mode - 2.4.x supported starting with 2.4.5	Yes	No	**Release**: 8.5.2+
Apache HTTP Server secure and non-secure mode - up to 2.4.x supported	Yes	No	**Release**: 3.3 - 8.5.1
Apache Tomcat 8	No	Yes	**Release**: 8.5.2 - 9.0.001
Apache Tomcat 9	No	Yes	**Release**: 9.0.002+
OpenJDK 8	Yes	No	**Release**: 9.0.002+ Either OpenJDK 8 or Oracle Java 8 Developer's Kit (JDK) is supported.
Oracle 11g Release 2 JDBC Driver	Yes	No	**Release**: All
Oracle Database 12c Release 1 (12.1.0.2) JDBC Driver	Yes	No	**Release**: 8.5.1+ Supported using ojdbc7.jar as follows: Advisors Platform release 8.5.101.17+; Advisors Genesys Adapter release 8.5.101.17+; Advisors Contact Center Advisor/ Workforce Advisor release 8.5.101.15+; Advisors Frontline Advisor release 8.5.101.17+
Oracle Database 12c Release 2 (12.2.0.1) JDBC Driver	Yes	No	**Release**: 8.5.2+ Supported using ojdbc8.jar starting with release 8.5.2.
Oracle Database 18c (18.3) JDBC Driver	Yes	No	**Release**: 9.0.003+ Supported using ojdbc8.jar. Supported

Pulse Advisors - Prerequisites			
			only with Java 11.
Oracle Java 11 Developer's Kit (JDK) and OpenJDK 11	Yes	No	**Release**: 9.0.003+
Oracle Java 7 Developer's Kit (JDK)	Yes	No	**Release**: 3.3 - 8.5.1 Supported up to, and including, release 8.5.1. Open JDK is not supported. Discontinued as of November 1, 2024.
Oracle Java 8 Developer's Kit (JDK)	Yes	No	**Release**: 8.5.2+ Starting with 9.0.002, either Oracle Java 8 Developer's Kit (JDK) or OpenJDK 8 are supported.

Real-Time Metrics Engine

General Information - Real-Time Metrics Engine

Real-Time Metrics Engine includes Stat Server, Multi-Channel Routing Extensions, Orchestration Server Extension, and Outbound Contact Center Extensions.

> **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

Stat Server Support

OS Family	Operating System	Release	Conditions
Linux	CentOS Linux 7	8.5.1+	Discontinued as of January 15, 2025 Starting with 8.5.110.14
Linux	Oracle Linux 7	8.5.1+	Discontinued as of January 31, 2025. Starting with 8.5.112.04
Linux	Red Hat Enterprise Linux 7	8.5.1+	Discontinued as of January 31, 2025. Note the following: • RHEL 7 is supported starting with version 8.5.107.15. • RHEL 7.5 and higher is supported starting with version 8.5.110.20.
Linux	Red Hat Enterprise Linux 8	8.5.1+	Starting with 8.5.112.19

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 9	8.5.1+	Starting with 8.5.112.30.
Windows	Windows Server 2012	8.1.2+	Discontinued as of October 31, 2024 In compatibility mode
Windows	Windows Server 2012	8.5.0+	Discontinued as of October 31, 2024 Starting with 8.5.000.24. Native.
Windows	Windows Server 2016	8.5.1+	Starting with 8.5.108
Windows	Windows Server 2019	8.5.1+	Starting with 8.5.112.05
Windows	Windows Server 2022	8.5.1+	Starting with 8.5.112.32.

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

Database	Release	Conditions/Limitations
MS SQL Server 2012	8.5.0+	Discontinued as of January 1, 2025.
MS SQL Server 2012 Cluster	8.5+	Discontinued as of January 1, 2025.
MS SQL Server 2016	8.5.1+	Starting with 8.5.112.10
MS SQL Server 2016 Cluster	8.5.1+	Starting with 8.5.112.10. AlwaysOn Cluster with synchronous mirroring capability is supported. DB Server 8.1.301 is required if accessing MSSQL Server/Cluster configured to use DB Server.
MS SQL Server 2017	8.5+	Starting with 8.5.112.07
MS SQL Server 2019	8.5.1+	Starting with 8.5.112.14

Database	Release	Conditions/Limitations
MS SQL Server 2019 Cluster	8.5.1+	Starting with 8.5.112.16. AlwaysOn Cluster with synchronous mirroring capability is supported. DB Server 8.1.301 is required if accessing MSSQL Server/Cluster configured to use DB Server.
Oracle 18c	8.5+	Discontinued as of June 30, 2021.
Oracle 18c RAC	8.5+	Discontinued as of June 30, 2021.
Oracle 19c	8.5.1+	Starting with 8.5.112.17. Supports on Linux and Windows.
Oracle 19c RAC	8.5.1+	Starting with 8.5.112.17. Supports on Linux and Windows.

Supported Virtualization Platforms

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

IPV6 Support for Common Interfaces

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

IPV6 Support for Additional Interfaces

Component	Release	Interface	Conditions
Stat Server	8.1	CCPulse+	
Stat Server	8.1	Genesys Agent Desktop	
Stat Server	8.1	Interaction Workspace	
Stat Server	8.1	Outbound Contact Server	
Stat Server	8.1	Platform SDK Client	
Stat Server	8.1	Pulse Advisors	
Stat Server	8.1	Universal Routing Server / Orchestration Server	
Stat Server	8.1	Web API Server	

Prerequisites

Multi-Channel Routing Extensions - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	**Release**: 8.1 Supported as of May 15, 2019. Red Hat OpenJDK11 as of April 16, 2021.
OpenJDK 17	Yes	No	**Release**: 8.5.1+ Starting from 8.5.112.30
OpenJDK 8	Yes	No	**Release**: 8.1 Supported as of February 28, 2019.
Oracle Java 8	Yes	No	**Release**: 8.5.1+ Starting with 8.5.101.07.

Orchestration Server Extension - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	**Release**: 8.1 Supported as of May 15, 2019. Red Hat OpenJDK11 as of April 16, 2021.
OpenJDK 17	Yes	No	**Release**: 8.5.1+ Starting from 8.5.112.30
OpenJDK 8	Yes	No	**Release**: 8.1 Supported as of February 28, 2019.
Oracle Java 8	Yes	No	**Release**: 8.5.1+ Starting with 8.5.101.07.

Outbound Contact Center Extensions - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	**Release**: 8.1 Supported as of May 15, 2019. Red Hat OpenJDK11 as of April 16, 2021.
OpenJDK 17	Yes	No	**Release**: 8.5.1+ Starting from 8.5.112.30
OpenJDK 8	Yes	No	**Release**: 8.1 Supported as of February 28, 2019.

Outbound Contact Center Extensions - Prerequisites			
Oracle Java 8	Yes	No	**Release**: 8.5.1+ Starting with 8.5.101.07.

Stat Server - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 8	Yes	No	**Release**: 8.5.1+ Starting with 8.5.110.18.
OpenJDK 11	Yes	No	**Release**: 8.5.1+ Starting with 8.5.112.04. Red Hat OpenJDK11 starting with 8.5.112.21.
OpenJDK 17	Yes	No	**Release**: 8.5.1+ Starting from 8.5.112.30
Oracle Java 8	Yes	No	**Release**: 8.5.1+ Starting with 8.5.101.07.

Platform SDK

General Information - Platform SDK

For details about compatibility between Platform SDK protocols and specific Genesys Framework servers for each major Platform SDK release, refer to the Platform SDK Compatibility with Genesys Framework Components section of Platform SDK Deployment Guide.

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.
- Platform SDK does not explicitly state support for web browsers, Server Virtualization or Desktop Virtualization platforms. If you are planning to use such a platform, please check that the operating system on which your Platform SDK application runs is supported, and that Platform SDK prerequisites are met. In case of any doubts, please contact your Genesys account team or e-mail the virtualization support team.

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 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	Red Hat Enterprise Linux 5	8.1 - 8.5.3	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 6	8.1.2+	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.5.1+	Discontinued as of January 31, 2025.
Linux	Red Hat Enterprise Linux 8	9.0.009+	
Linux	Red Hat Enterprise Linux 9	9.0.0+	Support starting with the version 9.0.010.28.
Windows	Windows 10	8.5.201.04+	This operating system is only supported for user interface implementations not server implementations.
Windows	Windows 11	9.0.009+	This operating system is only supported for user interface implementations, not server implementations.
Windows	Windows 7	8.0.2+	Discontinued as of June 30, 2020.
Windows	Windows 8	8.1.3+	Discontinued as of September 30, 2023. This operating system is only supported for user interface implementations not server implementations.
Windows	Windows Server 2008	8.0+	Discontinued as of June 30, 2020
Windows	Windows Server 2008	8.1+	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.1.2+	Discontinued as of October 31, 2024
Windows	Windows Server 2016	9.0+	
Windows	Windows Server 2019	9.0+	Windows Server 2019 support is required starting from: • Platform SDK for Java 9.0.007.05 • Platform SDK for .Net 9.0.006.05
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

> **Notes**:

- Be aware that Java SE 5, 6, and 9 are no longer supported by Platform SDK.
- Customers using Platform SDK 8.0 and 8.1.0 must upgrade to version 8.1.1 or higher using a Genesys-supported Java version.
- For details about compatibility between Platform SDK protocols and specific Genesys servers for each major Platform SDK release, refer to Platform SDK Compatibility with Genesys Framework Components.
- Platform SDK for .NET has no dependency on third-party libraries.
- Starting with release 9.0.005.02, Platform SDK for Java supports Netty 4 instead of Netty 3.

Platform SDK - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Supported Versions			
Java SE 7	Yes	No	**Release**: 8.1.1 - 8.5.2 Discontinued as of November 1, 2024.
Java SE 8	Yes	No	**Release**: 8.5+
Microsoft .NET Framework 3.5	Yes	No	**Release**: 8.0 - 8.5.2
Microsoft .NET Framework 4.5.2	Yes	No	**Release**: 8.1.2+
Microsoft .NET Framework 4.6	Yes	No	**Release**: 9.0+
Microsoft .NET Framework 4.7	Yes	No	**Release**: 9.0+
Microsoft .NET Framework 4.8	Yes	No	**Release**: 9.0.007+
Open JDK 11	Yes	No	**Release**: 9.0.004+
OpenJDK 17	Yes	No	**Release**: 9.0.0+ Starting with 9.0.010.06.

Platform SDK - Prerequisites			
Third-Party Library Dependencies			
Netty	No	Yes	**Release**: 8.1.3 Platform SDK Java 8.1.3 requires netty-3.6.5.Final.jar
Netty	No	Yes	**Release**: 8.5.1 Platform SDK Java 8.5.1: netty-3.9.4.Final.jar
Netty	No	Yes	**Release**: 9.0 Platform SDK Java 9.0 requires netty-3.10.6.Final.jar
Netty	No	Yes	**Release**: 8.1.2 Platform SDK Java 8.1.2 requires netty-3.5.11.Final.jar
Netty	No	Yes	**Release**: 9.0.009+ Netty version updated from 4.1.73.Final to 4.1.79.Final

SIP Endpoint SDK

> **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

SIP Endpoint SDK for .NET Support

OS Family	Operating System	Release	Conditions
Windows	Windows 10	8.5 - 9.0	This operating system is only supported for user interface implementations, not server implementations.64-bit native support starts with version 9.0.015.03.
Windows	Windows 11	9.0+	This operating system is only supported for user interface implementations, not server implementations.
Windows	Windows 7	8.1.2 - 9.0	Discontinued as of June 30, 2020.
Windows	Windows 8	8.1.2 - 9.0	Discontinued as of September 30, 2023. This operating system is only supported for user interface implementations, not server implementations.
Windows	Windows Server 2008	8.0 - 9.0	Discontinued as of June 30, 2020

SIP Endpoint SDK for Mac OS Support

OS Family	Operating System	Release	Conditions
Mac	Mac OS X 10.0	8.1	Discontinued as of October 1, 2024. Supports macOS version 10.7.
Mac	Mac OS X 10.0	9.0	Discontinued as of October 1, 2024. Supports macOS versions 10.11, 10.12, 10.14, and 10.15.
Mac	Mac OS X 11.0	9.0+	Discontinued as of October 1, 2024. Supports macOS 11.2 (Big Sur). Apple M1 processor is supported natively.
Mac	macOS 12	9.0+	macOS 12 (Monterey) support starting 9.0.025.03
Mac	macOS 13	9.0+	macOS 13 (Ventura) support starting 9.0.030.01
Mac	macOS 14	9.0+	macOS 14 (Sonoma) support starting 9.0.034.03
Mac	macOS 15	9.0+	macOS 15 (Sequoia) support starting 9.0.104.01
Mac	macOS 26	9.0.1+	Supports macOS 26 (Tahoe) starting with 9.0.105.01.

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

SIP Endpoint SDK - Prerequisites

SIP Endpoint SDK - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
Microsoft .NET Framework 4.0+	Yes	No	.NET Framework 4.0+ supported by SIP Endpoint SDK 8.5 and 9.0

SIP Feature Server

General Information - SIP Feature Server

Starting with release 8.1.2, SIP Voicemail Server has been renamed to SIP Feature Server; All SIP Feature Server instances in a deployment must run exclusively on Linux or exclusively on Windows. A mixed environment is not supported.

> **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

SIP Feature 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.

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 5	8.1.1+	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 6	8.1.2	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.1.202.03+	Discontinued as of January 31, 2025.

OS Family	Operating System	Release	Conditions
Linux	Red Hat Enterprise Linux 8	8.1.2+	Starting with 8.1.202.41
Linux	Red Hat Enterprise Linux 9	8.1.2+	Starting with 8.1.203.06.
Windows	Windows Server 2012	8.1.2	Discontinued as of October 31, 2024 Feature Server release 8.1.201.18 or later
Windows	Windows Server 2016	8.1.202.03	
Windows	Windows Server 2019	8.1.2+	Starting with 8.1.202.38
Windows	Windows Server 2022	8.1.2+	Starting with 8.1.203.15.

Supported Browsers

Component	Browser	Release	Conditions/ Limitations
SIP Feature Server	Microsoft Edge	8.1.2+	Supported browser version: 96.0.1054.53

Supported Database/DB Clusters

Database	Release	Conditions/Limitations
Cassandra 1	All	Supported by any version. Supports Embedded Cassandra deployment.
Cassandra 2.2.x	8.1.2+	Support starting with 8.1.201.92+ Supports Co-located/External Cassandra deployment.
Cassandra 3.x	8.1.2+	Support starting with 8.1.202.00+ Supports Co-located/External Cassandra deployment.
Cassandra 4.x	8.1.2+	Support starting with 8.1.203.15+ Supports Co-located/External Cassandra

Database	Release	Conditions/Limitations
		deployment.

Supported Virtualization Platforms

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

IPV6 Support for Common Interfaces

Component	Release	Interface	Conditions
SIP Feature Server	8.1.1	SIP Proxy	
SIP Feature Server	8.1.1	SIP Server	
SIP Feature Server	no support	SIP Feature Server	There is no IPv6 support for Feature Server.

IPV6 Support for Additional Interfaces

No IPV6 information for additional components at this time.

Prerequisites

SIP Feature Server - Prerequisites			
Third-Party Component	Acquired by Customer	Provided by Genesys	Conditions/ Limitations

SIP Feature Server - Prerequisites			
Prerequisites			
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	**Release**: 8.1+ Starting with 8.1.202.43.
OpenJDK 17	Yes	No	**Release**: 8.1+ Starting with 8.1.204.03. **Note:** Starting with the version 8.1.204.03, only OpenJDK 17 is supported.
OpenJDK 8	Yes	No	**Release**: 8.1+ Starting with 8.1.202.26.
Oracle Java 7 Runtime (JRE)	Yes	No	**Release**: All Discontinued as of November 1, 2024.
Oracle Java 8 Runtime (JRE)	Yes	No	**Release**: 8.1+ Starting with 8.1.202.00.

SIP Server

General Information - SIP Server

SIP Server was formerly known as SIP Communication Server.

> **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:

- An asterisk (*) indicates the oldest operating systems supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including AIX Power PC, HP-UX, and Solaris SPARC.
- 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.

OS Family	OS	Release	Conditions
Linux	CentOS Linux 7	8.1.103.08	Discontinued as of January 15, 2025
Linux	Red Hat Enterprise Linux 7	8.1.102	Discontinued as of January 31, 2025.
Linux	Red Hat Enterprise Linux 8	8.1.1+	Starting with 8.1.104.29.
Linux	Red Hat Enterprise Linux 9	8.1.1+	Starting with 8.1.104.76.
Windows	Windows Server 2012	8.1.1+	Discontinued as of October 31, 2024 Starting with 8.1.101.34
Windows	Windows Server 2016	8.1.1+	Starting with 8.1.102.95
Windows	Windows Server 2019	8.1.1	Starting with 8.1.103.98
Windows	Windows Server 2022	8.1.1+	Starting with 8.1.104.79
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

Component	Release	Interface	Conditions
SIP Server	8.1.1	SIP Proxy	
SIP Server	8.1.1	SIP Server	
SIP Server	no support	SIP Feature Server	There is no IPv6 support for Feature Server.

IPV6 Support for Additional Interfaces

No IPV6 information for additional components at this time.

Prerequisites

SIP Server - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
net-tools	Yes	No	**Release**: 8.1.1+ The net-tools package is required on Red Hat Enterprise Linux 9 before installing SIP Server.

SIP Proxy

> **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.
- For Red Hat: 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	8.1.1+	Discontinued as of January 15, 2025 Starting with 8.1.100.74
Linux	Red Hat Enterprise Linux 7	8.1.1+	Discontinued as of January 31, 2025. Starting with 8.1.100.59
Linux	Red Hat Enterprise Linux 8	8.1.1+	Starting with 8.1.100.88
Linux	Red Hat Enterprise Linux 9	8.1.1+	Starting with 8.1.100.97.
Windows	Windows Server 2012	8.1.1+	Discontinued as of October 31, 2024 Starting with 8.1.100.46
Windows	Windows Server 2016	8.1.1+	Starting with 8.1.100.72
Windows	Windows Server 2019	8.1.1+	Starting with 8.1.100.85
Windows	Windows Server 2022	8.1.1+	Starting with 8.1.100.98
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

Component	Release	Interface	Conditions
SIP Proxy	8.1.1	SIP Proxy	
SIP Proxy	8.1.1	SIP Server	
SIP Proxy	no support	SIP Feature Server	There is no IPv6 support for Feature Server.

IPV6 Support for Additional Interfaces

No IPV6 information for additional components at this time.

Prerequisites

Solution Reporting (CCPulse+ and Contact Center Analyzer)

General Information - Solution Reporting (CCPulse+ and CC Analyzer)

Solution Reporting includes CCPulse+ and Contact Center Analyzer. The following operating environments information is applicable to both except as otherwise specified.

> **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

Reporting Servers Support

> **Notes**:
>
> - An asterisk (*) indicates the oldest operating systems supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including AIX Power PC, HP-UX, and Solaris SPARC.
> - 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.
> - Reporting Servers include Data Sourcer and ETL Runtime.

OS Family	Operating System	Release	Conditions
AIX Power PC	AIX Power PC 64-bit (AIX 5L for POWER) 7.1	8.0.1	Discontinued December 31, 2020
Linux	Red Hat Enterprise Linux 5	7.6+	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 6	8.0.1	Discontinued as of November 30, 2020
Solaris SPARC	Solaris SPARC 64-bit 10	7.2+	Discontinued as of December 31, 2020.
Windows	Windows Server 2008	7.6+	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.1+	Discontinued as of October 31, 2024

Solution Reporting CCPulse+ User Interface Support

OS Family	Operating System	Release	Conditions
Windows	Windows 10	8.1.100.21+	
Windows	Windows 7	8.0+	Discontinued as of June 30, 2020.
Windows	Windows 8	8.0.200.14	Discontinued as of September 30, 2023.
Windows	Windows Server 2008	8.0+	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.1.0+	Discontinued as of October 31, 2024
Windows	Windows Server 2016	8.1.100.53+	
Windows	Windows Server 2019	8.1.1	Note the following: • 64-bit native • Starting with 8.1.100.72

Solution Reporting Data Modeling Assistant/ETL Assistant User Interface Support

OS Family	Operating System	Release	Conditions
Windows	Windows 10	8.1.1+	Data Modeling Assistant only; ETL Assistant should be run from Data Mart server.
Windows	Windows 7	8.1+	Discontinued as of June 30, 2020.
Windows	Windows 8	8.1.1+	Discontinued as of September 30, 2023.

OS Family	Operating System	Release	Conditions
			Data Modeling Assistant only; ETL Assistant should be run from Data Mart server.
Windows	Windows Server 2008	7.6+	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.1+	Discontinued as of October 31, 2024

Supported Browsers

No browser information at this time

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.
- 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
IBM DB2 9.7	7.6+	Discontinued December 31, 2020.
MS SQL Server 2008	7.6+	Discontinued as of June 30, 2020.
MS SQL Server 2012	8.1+	Discontinued as of January 1, 2025.
MS SQL Server 2016	8.1	Tested/supported by CCPulse+ starting with 8.1.100.53; supported by CC Analyzer per

Database	Release	Conditions/Limitations
		testing on ETL Runtime 8.1.001.04, DMA 8.1.000.12, and Data Sourcer 8.1.001.09
Oracle 11g	7.6+	Discontinued as of December 31, 2020.
Oracle 11g RAC	7.6+	Discontinued as of December 31, 2020.
Oracle 12c R1	8.1	
Oracle 12c R1 RAC	8.1	
Oracle 12c R2 RAC	8.1	Discontinued as of March 31, 2022.

Supported Virtualization Platforms

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

IPV6 Support for Common Interfaces

> **Notes**:
>
> - Release numbers refer to Solution Reporting.

Component	Release	Interface	Conditions
CCPulse+	8.0.1+	Management Framework Configuration Server/ Proxy	

IPV6 Support for Additional Interfaces

Notes:

- Release numbers refer to Solution Reporting.

Component	Release	Interface	Conditions
CCPulse+	8.0.1+	Stat Server	

Prerequisites

Solution Reporting (CCPulse+ and CC Analyzer) - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
7.6.2 Genesys Interactive Insights BOE Server Windows English (United States)	No	Yes	Crystal Reports uses the same Business Objects Enterprise as Genesys Interactive Insights.
Oracle Java 7 Runtime (JRE)	Yes	No	Discontinued as of November 1, 2024.
Oracle Java 8 Runtime (JRE)	Yes	No	
SAP Crystal Reports 2011	No	Yes	Crystal Reports uses the same Business Objects Enterprise as Genesys Interactive Insights.

SpeechMiner

> **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

SpeechMiner Servers Support

> **Notes**:
>
> - SpeechMiner includes four server types: database, platform, indexer, and web. All server types support the same operating systems as listed in this table.

OS Family	Operating System	Release	Conditions
Windows	Windows Server 2008	8.0 - 8.5.5	Discontinued as of June 30, 2020 Note the following: • Discontinued support as of 8.5.512.07 • For 8.5 - 8.5.512.06, R2 SP1; 64-bit native • For 8.1, R2 SP1; 64-bit native • For 8.0, R2 SP1, 64-bit native; x86, 32-bit
Windows	Windows Server 2012	8.1.0	Discontinued as of October 31, 2024 64-bit native

OS Family	Operating System	Release	Conditions
Windows	Windows Server 2012	8.5.0 - 8.5.2	Discontinued as of October 31, 2024 64-bit native
Windows	Windows Server 2012	8.5.3+	Discontinued as of October 31, 2024 R2 is required; 64-bit native
Windows	Windows Server 2016	8.5.5+	Supported starting with 8.5.512.07. Requires Microsoft .NET Framework 4.6.2 or higher.
Windows	Windows Server 2019	8.5.512+	Supported starting with 8.5.512.28(or higher). Requires you to upgrade to Elasticsearch 7.16.3(or higher).
Windows	Windows Server 2022	8.5.512+	Supported starting with 8.5.512.35(or higher). Requires an upgrade to Elasticsearch 7.17.6(or higher).

SpeechMiner SMART clients Support

OS Family	Operating System	Release	Conditions
Windows	Windows 10	8.5.5+	Support starting with 8.5.512.
Windows	Windows Server 2008	8.0 - 8.5.5	Discontinued as of June 30, 2020 Note the following: • Discontinued supports as of 8.5.512.07 • For 8.5 - 8.5.512.06, R2 SP1; 64-bit native • For 8.1 and 8.0, R2 SP1; 64-bit native
Windows	Windows Server 2012	8.1.0	Discontinued as of October 31, 2024

OS Family	Operating System	Release	Conditions
			64-bit native
Windows	Windows Server 2012	8.5.0 - 8.5.2	Discontinued as of October 31, 2024 64-bit native
Windows	Windows Server 2016	8.5.5+	Supported starting with 8.5.512.07.
Windows	Windows Server 2019	8.5.512+	Supported starting with 8.5.512.28.
Windows	Windows Server 2022	8.5.512+	Supported starting with 8.5.512.35.

SpeechMiner Users (web access) Support

OS Family	Operating System	Release	Conditions
Windows	Windows 10	8.5.5+	Starting with 8.5.510; Professional; 64-bit Compatibility
Windows	Windows Server 2008	8.0 - 8.5.5	Discontinued as of June 30, 2020 Note the following: • Discontinued as of 8.5.512.07 • For 8.5 - 8.5.512.06, R2 SP1; 64-bit native • For 8.1 and 8.0, R2 SP1; 64-bit native
Windows	Windows Server 2012	8.1.0	Discontinued as of October 31, 2024 64-bit native
Windows	Windows Server 2012	8.5.0 - 8.5.2	Discontinued as of October 31, 2024 64-bit native
Windows	Windows Server 2016	8.5.5+	Supported starting with 8.5.512.07. Requires Microsoft .NET Framework 4.6.2 or

OS Family	Operating System	Release	Conditions
			higher.
Windows	Windows Server 2019	8.5.512+	Supported starting with 8.5.512.28.
Windows	Windows Server 2022	8.5.512+	Supported starting with 8.5.512.35.

Supported Browsers

Component	Browser	Release	Conditions/ Limitations
SpeechMiner	Google Chrome	8.5.0+	On Windows only. See the SpeechMiner Users (web access) section under Supported Operating Systems for the Windows versions that are supported for Chrome.
SpeechMiner	Microsoft Edge Chromium	8.5.512+	Starting with version 8.5.512.28
SpeechMiner	Microsoft IE10	8.1.0	Support discontinued as of June 15, 2022.
SpeechMiner	Microsoft IE10	8.5.0	Support discontinued as of June 15, 2022.
SpeechMiner	Microsoft IE11	8.5.2+	Support discontinued as of June 15, 2022.
SpeechMiner	Microsoft IE9	8.0.0	Support discontinued as of June 15, 2022.
SpeechMiner	Microsoft IE9	8.1.0	Support discontinued as of June 15, 2022.
SpeechMiner	Microsoft IE9	8.5.001	Support discontinued as of June 15, 2022.

Supported Database/DB Clusters

> **Notes**:

- An asterisk (*) indicates the oldest operating systems supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including AIX Power PC, HP-UX, and Solaris SPARC.
- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.
- For MS SQL Server, Enterprise Edition is required for large deployments; Standard Edition is the minimum requirement for other deployments.
- SpeechMiner does not have official and documented support for the various High Availability (HA) modes provided by MS SQL Server (for example DB Cluster, SQL Always on Availability Groups (AAG), and Traditional Shared Disk Clustering (FCI)).

Database	Release	Conditions/Limitations
Elasticsearch 5.5	8.5.5+	Note the following: Supports Elasticsearch 5.5.0 from 8.5.511 - 8.5.512.06; The files can be found here: elasticsearch-5.5.0.zip: https://www.elastic.co/downloads/past-releases/elasticsearch-5-5-0; for SpeechMiner, ES is supported only on Windows.
Elasticsearch 5.6	8.5.5+	Note the following: Elasticsearch 5.6.16 is required; Supported starting with 8.5.512.07; Customers who upgrade to 8.5.512.07 must upgrade to Elasticsearch 5.6.16; The files can be found here: https://www.elastic.co/downloads/past-releases/elasticsearch-5-6-16; for SpeechMiner, ES is supported only on Windows.
Elasticsearch 7.16	8.5.512+	Note the following: Elasticsearch 7.16.3 is required; Supported starting with 8.5.512.28; Customers who upgrade to 8.5.512.28 must upgrade to Elasticsearch 7.16.3; The files can be found here: https://www.elastic.co/downloads/past-releases/elasticsearch-7-16-3; for SpeechMiner, Elasticsearch is supported only on Windows.
Elasticsearch 7.17	8.5.512+	Note the following: Elasticsearch 7.17.6 is required; Supported

Database	Release	Conditions/Limitations
		starting with 8.5.512.35; Customers who upgrade to 8.5.512.35 must upgrade to Elasticsearch 7.17.6; The files can be found here: https://www.elastic.co/downloads/past-releases/elasticsearch-7-17-6; for SpeechMiner, Elasticsearch is supported only on Windows.
Elasticsearch 8.18	8.5.512+	Note the following: Elasticsearch 8.18.0 is required; Supported starting with 8.5.512.49; The files can be found here: https://www.elastic.co/downloads/past-releases/elasticsearch-8-18-0; for SpeechMiner, Elasticsearch is supported only on Windows.
MS SQL Server 2008	8.0 - 8.5.5	Discontinued as of June 30, 2020.
MS SQL Server 2012	8.1.0+	Discontinued as of January 1, 2025. With Reporting Services (Enterprise edition required for large installations) (Supported with SP4)
MS SQL Server 2014	8.5.5+	Discontinued as of January 1, 2025. Supported starting with 8.5.510 on SP3 with Reporting Services (Enterprise edition required for large installations)
MS SQL Server 2014	8.5.503 - 8.5.509	Discontinued as of January 1, 2025. Supported on SP2 with Reporting Services (Enterprise edition required for large installations)
MS SQL Server 2016	8.5.5+	Supported, starting with 8.5.512.07, on SP2 with Reporting Services (Enterprise edition required for large installations)
MS SQL Server 2019	8.5.512+	Note the following: Supported starting with 8.5.512.28; Customers who upgrade to 8.5.512.28(or higher) must upgrade to Elasticsearch 7.16.3(or higher).

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

SpeechMiner - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
.NET Core 2.0	Yes	No	**Release**: 8.5.511.00 - 8.5.512.07
.NET Core 3.1.3	Yes	No	**Release**: 8.5.512+ Starting with 8.5.512.10
.NET Core 6.0	Yes	No	**Release**: 8.5.512+

SpeechMiner - Prerequisites			
			Starting with 8.5.512.36.
.NET Core 8.0	Yes	No	**Release**: 8.5.512+ Starting with 8.5.512.46.
Elasticsearch 5.5	Yes	No	**Release**: 8.5.5+ Note the following: • Supports Elasticsearch 5.5.0 from 8.5.511 - 8.5.512.06. • The files can be found here: elasticsearch-5.5.0.zip, https://www.elastic.co/downloads/past-releases/elasticsearch-5-5-0 • For SpeechMiner, Elasticsearch is supported only on Windows.
Elasticsearch 5.6	Yes	Yes	**Release**: 8.5.5+ Note the following: • Elasticsearch 5.6.16 is supported starting with 8.5.512.07. • The files can be found here: https://www.elastic.co/downloads/past-releases/elasticsearch-5-6-16; for SpeechMiner, Elasticsearch is supported only on Windows.
Elasticsearch 7.16	Yes	No	**Release**: 8.5.512+ Note the following: • Elasticsearch 7.16.3 is required.

SpeechMiner - Prerequisites			
			• The files can be found here: https://www.elastic.co/downloads/past-releases/elasticsearch-7-16-3 • For SpeechMiner, Elasticsearch is supported only on Windows.
Elasticsearch 7.17	Yes	No	**Release**: 8.5.512+ • Elasticsearch 7.17.6 is required. • The files can be found here: https://www.elastic.co/downloads/past-releases/elasticsearch-7-17-6. • For SpeechMiner, Elasticsearch is supported only on Windows.
Elasticsearch 8.18	Yes	No	**Release**: 8.5.512+ • Starting with 8.5.512.49, Elasticsearch 8.18.0 is supported. • The files can be found here: https://www.elastic.co/downloads/past-releases/elasticsearch-8-18-2. • For SpeechMiner, Elasticsearch is supported only on Windows.
Microsoft .NET Framework 3.5 SP1	Yes	No	**Release**: 8.1.0
Microsoft .NET Framework 4.5.1	Yes	No	**Release**: 8.5.2+ The files can be found

SpeechMiner - Prerequisites			
			here: NDP451-KB2858728-x86-x64-AllOS-ENU.exe https://www.microsoft.com/en-in/download/details.aspx?id=40779
Microsoft .NET Framework 4.6.2	Yes	No	**Release**: 8.5.5+ Supported starting with 8.5.505 and required for Windows Server 2016. The files can be found here: NDP462-KB3151800-x86-x64-AllOS-ENU.exe https://www.microsoft.com/en-us/download/details.aspx?id=53344 .NET 4.6.2 is required only for systems with web server, .NET 4.5.1 can be used with all the other servers.
Microsoft .NET Framework 4.7.2	Yes	No	**Release**: 8.5.5+ Microsoft.NET Framework 4.7.2 is required for 8.5.510.xx Hot Fix releases starting with 8.5.510.30, and for 8.5.512.xx Hot Fix releases starting with 8.5.512.10.
Microsoft .NET Framework 4.8	Yes	No	**Release**: 8.5.512+ Starting with 8.5.512.50.
Microsoft Visual C++ 2013 Redistributable Package	Yes	No	**Release**: All The files can be found here: http://www.microsoft.com/en-us/download/details.aspx?id=40784
Microsoft Visual C++ 2015 Redistributable Package	Yes	No	**Release**: 8.5.512+ Note the following: • Starting with 8.5.512.10 • Required on hosts where indexer is installed.

SpeechMiner - Prerequisites			
			• The files can be found here: https://www.microsoft.com/en-us/download/details.aspx?id=53840
SMTP server	Yes	No	**Release**: All With permissions to send emails (used for emailing reports to SpeechMiner users).

Stream Manager

> **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:

- An asterisk (*) indicates the oldest operating systems supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including AIX Power PC, HP-UX, and Solaris SPARC.
- 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.

OS Family	OS	Release	Conditions
Red Hat	Red Hat Enterprise Linux 5	7.6	Discontinued as of June 30, 2018.
Solaris	Solaris SPARC 64-bit 10	7.2+	Discontinued as of December 31, 2020.
Windows	Windows Server 2008	7.6	Discontinued as of June 30, 2020
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

T-Server Aastra MX-ONE

> **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:

- An asterisk (*) indicates the oldest operating systems supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including AIX Power PC, HP-UX, and Solaris SPARC.
- 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.

OS Family	OS	Release	Conditions
Linux	Red Hat Enterprise Linux 5	8.1+	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 6	8.1+	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.1+	Discontinued as of January 31, 2025. Support starts with version 8.1.003.02.
Windows	Windows Server 2008	8.0+	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.1	Discontinued as of October 31, 2024 Support starts with version 8.1.003.00.
Windows	Windows Server 2016	8.1+	Support starts with 8.1.004.01.
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

T-Server Alcatel A4400/OXE

> **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:

- An asterisk (*) indicates the oldest operating systems supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including AIX Power PC, HP-UX, and Solaris SPARC.
- 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.

OS Family	OS	Release	Conditions
Linux	Red Hat Enterprise Linux 7	8.1+	Discontinued as of January 31, 2025. Starting with 8.1.006.01
Linux	Red Hat Enterprise Linux 8	8.1+	Starting with 8.1.009.00
Linux	Red Hat Enterprise Linux 9	8.1+	Starting with 8.1.009.01
Windows	Windows Server 2012	8.1+	Discontinued as of October 31, 2024 Starting with 8.1.005.00
Windows	Windows Server 2016	8.1+	Starting with 8.1.007.00
Windows	Windows Server 2019	8.1+	Starting with 8.1.008.03
Windows	Windows Server 2022	8.1+	Starting with 8.1.009.01
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

T-Server Avaya Communication Manager

> **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:

- An asterisk (*) indicates the oldest operating systems supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including AIX Power PC, HP-UX, and Solaris SPARC.
- 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.

OS Family	OS	Release	Conditions
Linux	Red Hat Enterprise Linux 7	8.1	Discontinued as of January 31, 2025. Starting with 8.1.010.30
Linux	Red Hat Enterprise Linux 8	8.1+	Starting with 8.1.502.03
Linux	Red Hat Enterprise Linux 9	8.1+	Starting with 8.1.502.12
Windows	Windows Server 2012	8.1+	Discontinued as of October 31, 2024 Starts with 8.1.001.50
Windows	Windows Server 2016	8.1	Starts with 8.1.010.40
Windows	Windows Server 2019	8.1+	Starts with 8.1.500.14
Windows	Windows Server 2022	8.1+	Starting with 8.1.502.12
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

T-Server Avaya TSAPI

> **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 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.
- Starting with 8.1.502.04 T-Server:
  - Has only 64-bit executables (no longer 32-bit)
  - No longer supports Windows Server 2012

OS Family	OS	Release	Conditions
Linux	Red Hat Enterprise Linux 7	8.1+	Discontinued as of January 31, 2025. Starting with 8.1.502.04 (64-bit)
Linux	Red Hat Enterprise Linux 8	8.1+	Starting with 8.1.502.04 (64-bit)
Linux	Red Hat Enterprise Linux 9	8.1+	Starting with 8.1.502.15
Windows	Windows Server 2012	8.1+	Discontinued as of October 31, 2024 Note the following: • Starting with 8.1.001.16. Requires TSAPI SDK version 6.3.3. • Last supported version: 8.1.01x.xx
Windows	Windows Server 2016	8.1+	Starting with 8.1.010.14 (32-bit) and 8.1.502.04 (64-bit)
Windows	Windows Server 2019	8.1+	Starting with 8.1.502.04 (64-bit)
Windows	Windows Server 2022	8.1+	Starting with 8.1.502.15
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

T-Server Cisco Unified Communications Manager

General Information - T-Server Cisco Unified Communications Manager

T-Server Cisco Unified Communications Manager was previously known as T-Server Cisco CallManager.

> **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 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	Red Hat Enterprise Linux 7	8.1.2+	Discontinued as of January 31, 2025. Starting with 8.1.202.34
Linux	Red Hat Enterprise Linux 8	8.1+	Starting with 8.1.501.50
Linux	Red Hat Enterprise Linux 9	8.1+	Starting with 8.1.502.24
Windows	Windows Server 2012	8.1+	Discontinued as of October 31, 2024 Starting with 8.1.201
Windows	Windows Server 2016	8.1+	Starting with 8.1.202
Windows	Windows Server 2019	8.1+	Starting with 8.1.501.33
Windows	Windows Server 2022	8.1+	Starting with 8.1.502.24
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

Notes:

- Release Support numbers refer to T-Server for Cisco Unified Communications Manager.

Component	Release	Interface	Conditions
T-Server Cisco Unified Communications Manager	8.1.0	License Server	
T-Server Cisco Unified Communications Manager	8.1.0	Management Framework Configuration Server/ Proxy	
T-Server Cisco Unified Communications Manager	8.1.0	SIP Server/T-Server	

IPV6 Support for Additional Interfaces

Notes:

- Release Support numbers refer to T-Server for Cisco Unified Communications Manager.

Component	Release	Interface	Conditions
T-Server Cisco Unified Communications Manager	8.1.0	T-Lib Clients	
T-Server Cisco Unified Communications Manager	no support	CP4SM to Stream Manager/MS	
T-Server Cisco Unified Communications Manager	no support	JTAPI to Cisco Unified Communications Manager	

Prerequisites

T-Server Cisco Unified Communications Manager - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
Cisco Unified Communications Manager 10.5.1.10000-7 with JTAPI version 10.5(1.10000)-1	Yes	No	**Release**: All
Cisco Unified Communications Manager 11.5.1.10000-6 with JTAPI version 11.5(1.10000)-1	Yes	No	**Release**: All
Cisco Unified Communications Manager 12.0.1.21900-7 with JTAPI version 12.0(0.98000)-3	Yes	No	**Release**: 8.1.5+ Starting with 8.1.501.33
Cisco Unified Communications Manager 12.5.1.11900-146 with JTAPI version 12.5(1.11900)-3	Yes	No	**Release**: 8.1.5+ Starting with 8.1.501.33
Cisco Unified Communications Manager 15.0.1.11901-2 with JTAPI version 15.0(1.11900)-1	Yes	No	**Release**: All
Cisco Unified Communications Manager 7.1.2.22011-1 with JTAPI 7.1(2.10000)-8	Yes	No	**Release**: All
Cisco Unified Communications Manager 8.0.3.10000-8	Yes	No	**Release**: All

T-Server Cisco Unified Communications Manager - Prerequisites			
with JTAPI 8.0(3.10000)-2			
Cisco Unified Communications Manager 8.5.1.10000-26 with JTAPI 8.5(1.10000)-1	Yes	No	**Release**: All
Cisco Unified Communications Manager 8.6.1.20000-1 with JTAPI 8.6(1.10000)-1	Yes	No	**Release**: All
Cisco Unified Communications Manager 9.0.1.10000-37 with JTAPI 9.0(1.10000)-1	Yes	No	**Release**: All
Cisco Unified Communications Manager 9.1.1.20000-5 with JTAPI 9.1(1.10000)-2	Yes	No	**Release**: All
Cisco Unified Communications Manager ES 10.0(1.12008-3) with JTAPI version 10.0(1.10000)-2	Yes	No	**Release**: All
Cisco Unified Communications Manager ES 9.1(2.12041-1) with JTAPI 9.1(2.12041)-1	Yes	No	**Release**: All
OpenJDK 11	Yes	No	**Release**: 8.1.5+ Starting with 8.1.501.50
Oracle Java 5 Runtime (JRE)	Yes	No	**Release**: 8.0 - 8.1.1 You can also use Oracle Java 5 SDK. Discontinued as of November 1, 2024.
Oracle Java 7 Runtime (JRE)	Yes	No	**Release**: 8.1.2+ You can also use Oracle Java 7 SDK. Discontinued as of November 1, 2024.
Oracle Java 8 Runtime	Yes	No	**Release**: 8.1.2+

T-Server Cisco Unified Communications Manager - Prerequisites			
(JRE)			You can also use Oracle Java 8 SDK.

T-Server CSTA Connector

> **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 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	Red Hat Enterprise Linux 7	8.1.1+	Discontinued as of January 31, 2025.
Linux	Red Hat Enterprise Linux 8	8.1.1+	Starting with 8.1.111.00
Linux	Red Hat Enterprise Linux 9	8.1.1+	Starting with 8.1.112.01
Windows	Windows Server 2012	8.1+	Discontinued as of October 31, 2024 Starting with 8.1.103.00
Windows	Windows Server 2016	8.1+	Starting with 8.1.109.00
Windows	Windows Server 2019	8.1.1+	Starting with 8.1.110.04
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

T-Server for Mitel MiVoice 5000

> **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

OS Family	OS	Release	Conditions
Linux	Red Hat Enterprise Linux 7	8.1+	Discontinued as of January 31, 2025.
Windows	Windows Server 2012	8.1+	Discontinued as of October 31, 2024
Windows	Windows Server 2016	8.1+	Support starts with 8.1.001.01.
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

T-Server for NEC NEAC/APEX

> **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:

- An asterisk (*) indicates the oldest operating systems supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including AIX Power PC, HP-UX, and Solaris SPARC.
- 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.

OS Family	OS	Release	Conditions
Linux	Red Hat Enterprise Linux 7	8.1+	Discontinued as of January 31, 2025. Starting with 8.1.010.02
Linux	Red Hat Enterprise Linux 8	8.1+	Starting with 8.1.500.02
Linux	Red Hat Enterprise Linux 9	8.1+	Starting with 8.1.500.03
Windows	Windows Server 2012	8.1+	Discontinued as of October 31, 2024 Starting with 8.1.001.08
Windows	Windows Server 2016	8.1+	Starting with 8.1.010.02
Windows	Windows Server 2019	8.1+	Starting with 8.1.010.05
Windows	Windows Server 2022	8.1+	Starting with 8.1.500.03
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

T-Server for Nortel Communication Server 2000/2100

> **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:

- An asterisk (*) indicates the oldest operating systems supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including AIX Power PC, HP-UX, and Solaris SPARC. TCP Communication flavor only.
- 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. TCP Communication flavor only.

OS Family	OS	Release	Conditions
Linux	Red Hat Enterprise Linux 7	8.1+	Discontinued as of January 31, 2025. Support beginning with version 8.1.002.08 (TCP/IP flavor only).
Windows	Windows Server 2012	8.1+	Discontinued as of October 31, 2024 Support beginning with version 8.1.002.04.
Windows	Windows Server 2016	8.1+	Support starts with 8.1.002.08. TCP/IP only.
Windows	Windows Server 2019	8.1+	Support starts with 8.1.002.08 TCP/IP only.
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

T-Server for Siemens HiPath 4000 CSTA III

> **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:

- An asterisk (*) indicates the oldest operating systems supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including AIX Power PC, and Solaris SPARC
- An asterisk (*) indicates the oldest operating systems supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including AIX Power PC, HP-UX, and Solaris SPARC.
- For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.

  Windows Server bit support is described as follows:

  - "64-bit native" refers to a 64-bit Operating System running the application in a 64-bit mode.
  - "64-bit Compatibility" refers to a x64-bit Operating System running the application in a 32-bit mode.
  - "x86 32-bit" refers to the application running in pure 32-bit mode.
  - 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	Red Hat Enterprise Linux 7	8.1+	Discontinued as of January 31, 2025. Starting with 8.1.001.02.
Linux	Red Hat Enterprise Linux 8	8.1+	Starting with 8.1.002.00.
Windows	Windows Server 2012	8.1.001+	Discontinued as of October 31, 2024
Windows	Windows Server 2016	8.1+	Starting with 8.1.001.02.
Windows	Windows Server 2019	8.1+	Starting with 8.1.001.02.
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

UC Connector

General Information - UC Connector

UC Connector is the Genesys server component that provides all functionality of Genesys Smart Link.

> **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

Genesys Lync Agent User Interface Support

OS Family	Operating System	Release	Conditions
Windows	Windows 10	8.0.3	
Windows	Windows 7	8.0.3	Discontinued as of June 30, 2020.

UC Connector Support

> **Notes**:
>
> - For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.

OS Family	Operating System	Release	Conditions
Windows	Windows Server 2008	8.0	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.0.3	Discontinued as of October 31, 2024

UC Connector User Interface Support

Notes:

- User Interface support information applies to Interaction Workspace Plug-in for Lync and Genesys Lync Agent.

OS Family	Operating System	Release	Conditions
Windows	Windows 10	8.0.3	
Windows	Windows 7	8.0	Discontinued as of June 30, 2020.
Windows	Windows 8	8.0.3	Discontinued as of September 30, 2023.
Windows	Windows Server 2008	8.0	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.0	Discontinued as of October 31, 2024

Supported Browsers

Notes:

- Unless otherwise noted, browser plug-ins are not supported for these browsers. Only the browser is supported.

Component	Browser	Release	Conditions/ Limitations
UC Connector User Interface	Firefox ESR	8.0	

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

UC Connector - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
UC Connector			
JDK 1.8.0.91+	Yes	No	

Universal Contact Server

General Information - Universal Contact Server

Universal Contact Server is part of the eServices product line. For supported operating environment information for eServices, see the eServices page page.

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.
- Please note the following:
- Unless stated otherwise in the table(s) below, Universal Contact Server is synonymous with Universal Contact Server and Universal Contact Server Proxy.
- Universal Contact Server v8.5.4 introduces support for Jetty 12 and Spring 6.1, which require Java 17 +. Customers who wish to use the latest version of UCS are instructed to use UCS 8.5.4. UCS 8.5.3 will be updated only the case of critical security vulnerabilities as determined by Genesys.

Supported Operating Systems

Universal Contact Server (SQL version) Support

OS Family	Operating System	Release	Conditions
AIX	AIX Power PC 64-bit (AIX 5L for POWER) 7.1	8.1 - 8.5.3	Discontinued December 31, 2020
AIX	AIX Power PC 64-bit 6.1	8.0.1 - 8.5.2	Discontinued December 31, 2020
Linux	CentOS Linux 7	8.5.3+	Discontinued as of January 15, 2025 Supports by the following with the starting version as indicated: • Universal Contact Server 8.5.300.16

OS Family	Operating System	Release	Conditions
			• Universal Contact Server Proxy 8.5.300.01
Linux	Red Hat Enterprise Linux 5	8.1 - 8.5.2	Discontinued as of June 30, 2018.
Linux	Red Hat Enterprise Linux 6	8.1.4+	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.5.3+	Discontinued as of January 31, 2025 Supported by the following: • Universal Contact Server 8.5.300.05 • Universal Contact Server Proxy 8.5.300.01
Linux	Red Hat Enterprise Linux 8	8.5.3 - 8.5.x	Supported by the following: • Universal Contact Server starting from 8.5.300.52 • Universal Contact Server Proxy starting from 8.5.303.04 • Universal Contact Server starting from 8.5.400.02
Linux	Red Hat Enterprise Linux 9	8.5.3 - 8.5.x	Supported by the following: • Universal Contact Server starting from 8.5.300.52 • Universal Contact Server Proxy 8.5.303.04 • Universal Contact Server starting from 8.5.400.02
Solaris	Solaris SPARC 64-bit 10	7.6 - 8.5	Discontinued as of December 31, 2020.
Windows	Windows Server 2008	8.1 - 8.5.2	Discontinued as of June 30, 2020

OS Family	Operating System	Release	Conditions
			Supports 64-bit native.
Windows	Windows Server 2012	8.5+	Discontinued as of October 31, 2024
Windows	Windows Server 2016	8.5.3+	Supports 64-bit native.
Windows	Windows Server 2019	8.5.3+	Starting with 8.5.300.39.
Windows	Windows Server 2022	8.5.3 - 8.5.x	Supported by the following: • Universal Contact Server starting from 8.5.300.52, build 3 • Universal Contact Server Proxy 8.5.303.02 • Universal Contact Server starting from 8.5.400.02

Supported Browsers

No browser information at this time

Supported Database/DB Clusters

Database	Release	Conditions/Limitations
IBM DB2 10	8.1.4 - 8.5.3	Discontinued December 31, 2020
IBM DB2 9.7	8.1.4 - 8.5.2	Discontinued December 31, 2020
MS SQL Server 2008	8.0.1 - 8.5.2	Discontinued as of June 30, 2020.
MS SQL Server 2012	8.5	Discontinued as of January 1, 2025.
MS SQL Server 2014	8.5.3 - 8.5.x	Discontinued as of January 1, 2025.
MS SQL Server 2014 Cluster	8.5.2 - 8.5.x	Discontinued as of January 1, 2025. Starting with 8.5.200.19. Supports AlwaysOn functionality.

Database	Release	Conditions/Limitations
MS SQL Server 2016	8.5.3 - 8.5.x	
MS SQL Server 2016 Cluster	8.5.3 - 8.5.x	Supports AlwaysOn functionality.
MS SQL Server 2019	8.5.3	Starting with 8.5.300.41. Supports AlwaysOn functionality.
MS SQL Server 2019 Cluster	8.5.3	Starting with 8.5.300.41. Supports AlwaysOn functionality.
Oracle 11g	8.1 - 8.5	Discontinued as of December 31, 2020.
Oracle 11g R2 RAC	8.1.4 - 8.5	Discontinued as of December 31, 2020.
Oracle 11g RAC	8.0.3 - 8.5	Discontinued as of December 31, 2020.
Oracle 12c R1	8.5	
Oracle 12c R2 RAC	8.5	Discontinued as of March 31, 2022.
Oracle 18c	8.5.3+	Discontinued as of June 30, 2021.
Oracle 18c RAC	8.5.3+	Discontinued as of June 30, 2021.
Oracle 19c	8.5.3+	Starting with 8.5.300.43
Oracle 19c RAC	8.5.3+	Starting with 8.5.300.43. Support includes Transparent Application Failover (TAF). SCAN is not supported.
PostgreSQL 10	8.5.3+	Discontinued as of June 30, 2024. PostgreSQL 10.16 support started from 8.5.300.43.
PostgreSQL 11	8.5.3+	Discontinued as of September 15, 2024. PostgreSQL 11.11 supported from 8.5.300.43
PostgreSQL 12	8.5.3+	PostgreSQL 12.6 supported from 8.5.300.43
PostgreSQL 13	8.5.3+	PostgreSQL 13.11 supported from 8.5.300.48
PostgreSQL 9.3	8.5.1 - 8.5.x	Discontinued as of November 11, 2021.
PostgreSQL 9.4	8.5.1 - 8.5.x	Discontinued as of November 11, 2021. Clustering is not supported.
PostgreSQL 9.6	8.5.3	Discontinued as of November 11, 2021.

Supported Virtualization Platforms

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

IPV6 Support for Common Interfaces

> **Notes**:
> - This table applies to UCS 8.x and 9.x releases.

Component	Release	Interface	Conditions
	8.1.3+	Universal Contact Server	

IPV6 Support for Additional Interfaces

No IPV6 information for additional components at this time.

Prerequisites

Universal Contact Server - Prerequisites			
Third-Party Component	Acquired by Customer	Provided by Genesys	Conditions/ Limitations

Universal Contact Server - Prerequisites			
Prerequisites			
Third-Party Component Prerequisites			
OpenJDK 11	Yes	No	**Release**: 8.5.3+ Supported starting with 8.5.300.39 for all UCS 8.5-supported versions of Windows, Red Hat Enterprise Linux, and CentOS Linux.
OpenJDK 17	Yes	No	**Release**: 8.5.3 - 8.5.x Supported starting from 8.5.300.52 Supported starting from 8.5.400.02 for all UCS 8.5-supported versions of Windows and Red Hat Enterprise Linux
Oracle Java 7 Developer's Kit (JDK)	Yes	No	**Release**: 8.1.3 - 8.5.2 Discontinued as of November 1, 2024.
Oracle Java 8 Developer's Kit (JDK)	Yes	No	**Release**: 8.5.3+

Universal Routing

General Information - Universal Routing

Universal Routing Server, Interaction Routing Designer, and Custom Server

> **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

Custom Server Support

OS Family	Operating System	Release	Conditions
AIX	AIX Power PC 64-bit (AIX 5L for POWER) 7.1	8.0.0+	Discontinued December 31, 2020
Linux	Red Hat Enterprise Linux 8	8.1.4+	Starting with 8.1.400.04.
Solaris	Solaris SPARC 64-bit 10	8.0.0+	Discontinued as of December 31, 2020.

Interaction Routing Designer User Interface Support

OS Family	Operating System	Release	Conditions
Windows	Windows 10	8.1.4	
Windows	Windows 11	8.1.4+	Starting with IRD version 8.1.400.51.
Windows	Windows 7	7.6.2+	Discontinued as of June 30, 2020.
Windows	Windows 8	8.1.400.10+	Discontinued as of September 30, 2023.
Windows	Windows Server 2008	7.6.2	Discontinued as of June 30, 2020
Windows	Windows Server 2008	8.0.1	Discontinued as of June

OS Family	Operating System	Release	Conditions
			30, 2020
Windows	Windows Server 2012	8.1.400.18+	Discontinued as of October 31, 2024 Running in compatibility mode.
Windows	Windows Server 2019	8.1.4+	Starting with IRD version 8.1.400.45.

Universal Routing Server Support

OS Family	Operating System	Release	Conditions
Linux	CentOS Linux 7	8.1.4+	Discontinued as of January 15, 2025 Starting with 8.1.400.45.

Universal Routing Server and Custom Server Support

Notes:

- An asterisk (*) indicates the oldest operating systems supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including AIX Power PC, HP-UX, and Solaris SPARC.
- 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 7.x and later. This applies to Universal Routing Server starting with version 8.1.400.59 and Custom Server starting with version 8.1.400.04.

OS Family	Operating System	Release	Conditions
AIX Power PC	AIX Power PC 64-bit (AIX 5L for POWER) 7.1	8.1.1 - 8.1.400.75	Discontinued December 31, 2020
Linux	Red Hat Enterprise Linux 6	8.1.3 - 8.1.400.75	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise	8.1.400.32+	Note the following:

OS Family	Operating System	Release	Conditions
	Linux 7		• URS supports RHEL 7.7 and 7.9 starting with 8.1.400.63. • URS supports RHEL 7.6 starting with 8.1.400.58. • URS supports RHEL 7.5 starting with 8.1.400.56. • Custom Server supports RHEL 7.5, 7.6, and 7.7 starting with 8.1.400.04. • Both URS and Custom Server support Red Hat Enterprise Linux 7 natively.
Linux	Red Hat Enterprise Linux 8	8.1.4	Starting with 8.1.400.76
Linux	Red Hat Enterprise Linux 9	8.1.4+	Starting with 8.1.400.96
Solaris SPARC	Solaris SPARC 64-bit 10	7.2 - 8.1.400.75	Discontinued as of February 18, 2021.
Windows	Windows Server 2008	7.6.2 - 8.1.4	Note the following: • Only Universal Routing Server supports Windows 2008 beginning with Release 7.6.2. Custom Server supports Windows 2008 beginning with Release 8.0. • Discontinued as of July, 27, 2020.
Windows	Windows Server 2008	7.6.2+	Discontinued as of June 30, 2020 Only Universal Routing Server supports Windows 2008 beginning with Release 7.6.2. Custom Server supports Windows 2008

OS Family	Operating System	Release	Conditions
			beginning with Release 8.0.
Windows	Windows Server 2008	8.1 - 8.1.4	Discontinued as of July, 27, 2020.
Windows	Windows Server 2012	8.1.4	Discontinued as of October 31, 2024
Windows	Windows Server 2016	8.1.400.36	
Windows	Windows Server 2019	8.1.4+	Note the following support: • URS: Starting with 8.1.400.64. • Custom Server: Starting with 8.1.400.04.
Windows	Windows Server 2022	8.1.4+	Starting with 8.1.400.96

Supported Browsers

No browser information at this time

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. For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.
- Only Interaction Routing Designer relies directly on a database. Universal Routing Server relies on DB Server. For DB Server support, see the Framework page.

Database	Release	Conditions/Limitations
IBM DB2 9.7	8.1.1 - 8.1.400.44	Discontinued as of February 25,

Database	Release	Conditions/Limitations
		2021.
MS SQL Server 2008	8.0 - 8.1.400.44	Discontinued as of February 25, 2021.
MS SQL Server 2012	8.1.4	Discontinued as of January 1, 2025.
MS SQL Server 2014	8.1.4+	Discontinued as of January 1, 2025. Starting with IRD 8.1.400.25.
MS SQL Server 2014 Cluster	8.1.4+	Discontinued as of January 1, 2025. Starting with IRD 8.1.400.25; also supports AlwaysOn Cluster with Synchronous Mirroring capability.
MS SQL Server 2016	8.1.4+	Starting with IRD 8.1.400.25.
MS SQL Server 2016 Cluster	8.1.4+	Starting with IRD 8.1.400.25; also supports AlwaysOn Cluster with Synchronous Mirroring capability.
MS SQL Server 2017	8.1.4+	Starting with IRD 8.1.400.30
MS SQL Server 2019	8.1.4+	Starting with IRD 8.1.400.39.
MS SQL Server 2019 Cluster	8.1.4+	Starting with IRD 8.1.400.49; also supports AlwaysOn Cluster with Synchronous Mirroring capability.
MS SQL Server 2022	8.1.4+	Starting with IRD 8.1.400.53
MS SQL Server 2022 Cluster	8.1.4+	Starting with IRD 8.1.400.53
Oracle 11g	8.0 - 8.1.400.44	Discontinued as of February 25, 2021.
Oracle 11g RAC	8.1.1 - 8.1.400.44	Discontinued as of February 25, 2021.
Oracle 12c R1	8.1.400.25	
Oracle 12c R1 RAC	8.1.400.23	
Oracle 12c R2	8.1.4+	Discontinued as of March 31, 2022.
Oracle 12c R2 RAC	8.1.4+	Discontinued as of March 31, 2022.
Oracle 18c	8.1.4+	Discontinued as of June 30, 2021.
Oracle 18c RAC	8.1.4+	Discontinued as of June 30, 2021.
Oracle 19c	8.1.4+	Starting with IRD 8.1.400.39.
Oracle 19c RAC	8.1.4+	Starting with IRD 8.1.400.39.
PostgreSQL 10	8.1.4+	Discontinued as of June 30, 2024. Support started with IRD 8.1.400.30.
PostgreSQL 14	8.1.4+	Starting with IRD 8.1.400.49.
PostgreSQL 16	8.1.4+	Starting with IRD 8.1.400.53

Supported Virtualization Platforms

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

IPV6 Support for Common Interfaces

> **Notes**:
>
> - Release Support numbers refer to Universal Routing.

Component	Release	Interface	Conditions
Custom Server	8.1	Management Framework Configuration Server/ Proxy	
Interaction Routing Designer	8.0.1	Management Framework Configuration Server/ Proxy	
Universal Routing Server	8.1	Interaction Server	
Universal Routing Server	8.1	License Server	
Universal Routing Server	8.1	Management Framework Configuration Server/ Proxy	
Universal Routing Server	8.1	SIP Server/T-Server	

IPV6 Support for Additional Interfaces

Notes:

- Release Support numbers refer to Universal Routing.

Component	Release	Interface	Conditions
Custom Server	8.1	Universal Routing Server Core	
Universal Routing Server	8.1	Custom Server	
Universal Routing Server	8.1	Load Distribution Server	
Universal Routing Server	8.1	Orchestration Server	
Universal Routing Server	8.1	Stat Server	
Universal Routing Server	8.1	Web Interface	

Prerequisites

Notes:

- There are no prerequisites identified for Universal Routing.

Voice Treatment Option

General Information - Voice Treatment Option

Please contact Genesys Customer Care for information about this product.

> **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

No OS information at this time.

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

Web Services and Applications

> **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 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	8.5.2	Discontinued as of January 15, 2025 Supported starting with 8.5.202.63.
Linux	Red Hat Enterprise Linux 6	8.5.2	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.5.2	Discontinued as of January 31, 2025. Supported starting with 8.5.201.61.
Linux	Red Hat Enterprise Linux 8	8.5.2	Supported starting with 8.5.203.03.
Linux	Red Hat Enterprise Linux 8	8.6+	Supported starting with 8.6.000.03.
Linux	Red Hat Enterprise Linux 9	8.6+	Supported starting with 8.6.000.03.
OS Family	**OS**	**Release**	**Conditions**

Supported Browsers

Notes:

- Genesys recommends to use the latest release of each browser. However, Genesys will review and address the issues reported in the N-1 versions of the browsers.
- This table combines OS/Browser support for these Applications: Workspace Web Edition and Gplus Adapter for Salesforce.

Browser	Related Operating System	Genesys Release	Conditions/ Limitations
Firefox	, All OSes	8.5.2, 8.6+	
Google Chrome	, All OSes	8.5.2, 8.6+	
Microsoft Edge	Windows 10, Windows 11	8.5.2	

Browser	Related Operating System	Genesys Release	Conditions/ Limitations
Microsoft Edge Chromium	All OSes	8.6+	

Supported Database/DB Clusters

Database	Release	Conditions/Limitations
Cassandra 1	8.5.2	Discontinued support.
Cassandra 2	8.5.201.41	
Elasticsearch 1.x	8.5.2	
Elasticsearch 8	8.6+	
Elasticsearch 9	8.6+	
MS SQL Server 2019	8.6+	
Oracle 19c	8.6+	
PostgreSQL 13	8.6+	
PostgreSQL 14	8.6+	
PostgreSQL 16	8.6+	
Redis 7.2	8.6+	

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 Web Services and Applications - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
OpenJDK 17	Yes	No	**Release**: 8.6+ Starting with 8.6.000.03+
OpenJDK 21	Yes	No	**Release**: 8.6+ Support starting with 8.6.000.13+ **Note:** OpenJDK 17 is not supported starting with 8.6.000.13
OpenJDK 8	Yes	No	**Release**: 8.5 Starting with 8.5.202.69.
Supported Versions			
Elasticsearch	Yes	No	**Release**: All Genesys recommends using the latest stable 8.x and 9.x version of Elasticsearch
Java 8	Yes	No	**Release**: 8.5.201.29
Jetty 11	No	Yes	**Release**: 8.6+ Jetty 11 is embedded in Web Services (no need

Genesys Web Services and Applications - Prerequisites			
			to deploy separately).
Jetty 12	Yes	No	**Release**: 8.6+ Jetty 12 is embedded in Web Services (no need to deploy separately).
Jetty 9.2	No	Yes	**Release**: All Jetty 9.2 embedded in Web Services (no need to deploy separately)
Redis	Yes	No	**Release**: 8.6+ Starting with 8.6.000.03 Redis 6 is supported.

Workforce Management

> **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

WFM Back-end Components Support

> **Notes**:
>
> - For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.

OS Family	Operating System	Release	Conditions
Windows	Windows Server 2008	8.0 - 8.5.1	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.5+	Discontinued as of October 31, 2024
Windows	Windows Server 2016	8.5.2+	Starting with 8.5.210.01.
Windows	Windows Server 2019	8.5.2+	Starting with the following: • WFM Server 8.5.217.01 b1 • WFM Builder 8.5.217.00 b2 • WFM Daemon 8.5.218.00 b1 • WFM Data Aggregator 8.5.217.01 b2

OS Family	Operating System	Release	Conditions
Windows	Windows Server 2022	8.5.2+	Starting with the following: • WFM Server 8.5.219.38 b1 • WFM Builder 8.5.219.16 • WFM Daemon 8.5.219.18 b2 • WFM Data Aggregator 8.5.219.22 b1

WFM GUI/Configuration & Database Utilities I User Interface Support

Notes:

- 8.1+: 32-bit and 64-bit. Supported in all versions. Database Utility will also run on both x32- and x64-bit versions.
- 8.5.1: WFM Configuration Utility was removed from the product. WFM Database Utility will only run on x64-bit versions.

OS Family	Operating System	Release	Conditions
Windows	Windows 10	8.5.203	WFM Database Utility Only
Windows	Windows 8	8.5.100 - 8.5.101	Discontinued as of September 30, 2023. Compatible, native mode on WFM Web and WFM Database Utility only.
Windows	Windows Server 2008	8.0 - 8.5.1	Discontinued as of June 30, 2020
Windows	Windows Server 2012	8.5.1+	Discontinued as of October 31, 2024 WFM Database Utility Only
Windows	Windows Server 2016	8.5.2+	WFM Database Utility

OS Family	Operating System	Release	Conditions
			only, starting with 8.5.210.
Windows	Windows Server 2019	8.5.2+	Starting with WFM DB Utility 8.5.218.07 b4
Windows	Windows Server 2022	8.5.2+	WFM Database Utility 8.5.219.01 b3

WFM Web Agent User Interface Support

OS Family	Operating System	Release	Conditions
Windows	Windows 10	8.5.2+	Starting with 8.5.203.
Windows	Windows 11	8.5.220	Starting with 8.5.220.15
Windows	Windows 7	8.1 - 8.5.0	Discontinued as of June 30, 2020.
Windows	Windows 8	8.5.1 - 8.5.202	Discontinued as of September 30, 2023.

WFM Web Server Components Support

Notes:

- An asterisk (*) indicates the oldest operating systems supported for the Genesys 7.x and Genesys 8.x Maintenance Interoperable Components, including AIX Power PC, HP-UX, and Solaris SPARC.
- 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.

OS Family	Operating System	Release	Conditions
AIX	AIX Power PC 64-bit (AIX 5L for POWER) 7.1	8.1 - 8.5.1	Discontinued December 31, 2020
Linux	Red Hat Enterprise Linux 6	8.1.1	Discontinued as of November 30, 2020
Linux	Red Hat Enterprise Linux 7	8.1.1+	Discontinued as of January 31, 2025.
Linux	Red Hat Enterprise	8.5.2+	WFM Web, starting with

OS Family	Operating System	Release	Conditions
	Linux 8		8.5.219.49
Linux	Red Hat Enterprise Linux 9	8.5.2+	WFM Web, starting with 8.5.220.28.
Solaris	Solaris SPARC 64-bit 10	7.2 - 8.5.212	Discontinued as of December 31, 2020.
Windows	Windows 7	8.1 - 8.1.2	Discontinued as of June 30, 2020.
Windows	Windows Server 2008	8.0 - 8.5.1	Discontinued as of June 30, 2020 Latest supported version 8.5.101
Windows	Windows Server 2012	8.5+	Discontinued as of October 31, 2024
Windows	Windows Server 2016	8.5.2+	Starting with 8.5.210.02.
Windows	Windows Server 2019	8.5.2+	WFM Web, starting with 8.5.218.39
Windows	Windows Server 2022	8.5.2+	WFM Web, starting with 8.5.219.72 b1

WFM Web Supervisor User Interface Support

OS Family	Operating System	Release	Conditions
Windows	Windows 10	8.5.2+	Starting with 8.5.203.
Windows	Windows 11	8.5.220	Starting with 8.5.220.15
Windows	Windows 7	8.1 - 8.5.0	Discontinued as of June 30, 2020.
Windows	Windows 8	8.5.1 - 8.5.202	Discontinued as of September 30, 2023.

Supported Browsers

Component	Browser	Release	Conditions/ Limitations
WFM Web Agent User Interface	Firefox ESR	8.5.1	Version 31
WFM Web Agent User Interface	Firefox ESR	8.5.2+	Note the following:

Component	Browser	Release	Conditions/ Limitations
			• Version 38 is supported • Version 60.4 is supported, starting with 8.5.214
WFM Web Agent User Interface	Google Chrome	8.1.3+	Version 35+
WFM Web Agent User Interface	Microsoft Edge	8.5.2+	Starting with 8.5.217.13, version 84.0.552.40+ is supported. Note: Agent UI (Classic) is not supported.
WFM Web Agent User Interface	Microsoft IE	8.5.0+	Version 11. Note: There is a known issue with the new (ARK) WFM Web Agent interface when using IE 11.0.40 and WFM Web 8.5.205.09. Please use a different version of IE, use a different browser altogether (e.g., Chrome or Firefox), use the "classic" view of WFM Web Agent or upgrade to WFM Web 8.5.206.09 (the issue is fixed in that release). Supported up to version 8.5.220.31.
WFM Web Supervisor User Interface (Classic UI)	Firefox ESR	8.5.1	Version 31
WFM Web Supervisor User Interface (Classic UI)	Firefox ESR	8.5.2	Version 60.4
WFM Web Supervisor User Interface (Classic UI)	Google Chrome	8.1.3 - 8.5.0	WFM Web Supervisor will no longer work with Chrome 44 and above as those versions no longer support Java plug-ins. Customers running WFM Web Supervisor on Chrome 44 or above will need to change their browser to IE or Firefox.
WFM Web Supervisor User Interface (Classic	Microsoft Edge	8.5.2+	Note the following:

Component	Browser	Release	Conditions/ Limitations
UI)			• WFM Web for Supervisors also supports and runs in Edge IE mode up to version 8.5.220.31. See the following Microsoft Edge functionality: https://docs.microsoft.com/en-us/deployedge/edge-ie-mode • Starting with 8.5.217.13, version 84.0.552.40+ is supported.
WFM Web Supervisor User Interface (Classic UI)	Microsoft IE	8.5.0 - 8.5.2	Version 11. Note: Supported up to version 8.5.219.33.
WFM Web Supervisor User Interface (New UI)	Firefox ESR	8.5.2+	Note the following: • New Forecast module: starting with 8.5.214 • Firefox version 60.5+ is supported.
WFM Web Supervisor User Interface (New UI)	Google Chrome	8.5.2+	Starting with 8.5.214, version 73+ is supported
WFM Web Supervisor User Interface (New UI)	Microsoft Edge	8.5.2+	Note the following: • New Forecast module: starting with 8.5.217.13, Edge version 84.0.552.40+ is supported • New Performance module: starting with 8.5.220.15, Edge version 120.0.2210.91+ is supported.

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
IBM DB2 10	8.1.3 - 8.5.1	Discontinued December 31, 2020.
IBM DB2 9.7	8.1.0 - 8.1.2	Discontinued December 31, 2020.
MS SQL Server 2008	8.0 - 8.5.216	Discontinued as of June 30, 2020.
MS SQL Server 2012	8.1.3+	Discontinued as of January 1, 2025.
MS SQL Server 2012 Cluster	8.5.1+	Discontinued as of January 1, 2025. Also supports AlwaysOn Cluster with Synchronous Mirroring capability in 8.5.1 and later versions
MS SQL Server 2014	8.5.1 - 8.5.214	Discontinued as of January 1, 2025. Latest supported versions of these WFM components: *WFM Database Utility 8.5.214.01 *WFM Server 8.5.214.10 *WFM Data Aggregator 8.5.214.06
MS SQL Server 2014 Cluster		Discontinued as of January 1, 2025. Note the following: *Starting with 8.5.207; also supports AlwaysOn Cluster with Synchronous Mirroring capability.*Latest supported versions of these WFM components: **WFM Database Utility 8.5.214.01 **WFM Server 8.5.214.10 **WFM Data Aggregator 8.5.214.06
MS SQL Server 2016	8.5.210 - 8.5.218	Note the following: *Starting with 8.5.210, this MS SQL server supported up to and including the following versions of WFM components: **WFM Database Utility 8.5.218.07 **WFM Server

Database	Release	Conditions/Limitations
		8.5.218.18 **WFM Data Aggregator 8.5.217.01
MS SQL Server 2016 Cluster	8.5.210 - 8.5.218	Note the following: *Starting with 8.5.210; also supports AlwaysOn Cluster with Synchronous Mirroring capability. This MS SQL server supported up to and including the following versions of WFM components: **WFM Database Utility 8.5.218.07 **WFM Server 8.5.218.18 **WFM Data Aggregator 8.5.217.01
MS SQL Server 2019	8.5.2+	Starting with following versions: *WFM Data Aggregator 8.5.217.01 *WFM Database Utility 8.5.218.07 b4 *WFM Server 8.5.217.01 b1
MS SQL Server 2019 Cluster	8.5.2+	Starting with following versions: *WFM Data Aggregator 8.5.220.10 *WFM Database Utility 8.5.220.01 *WFM Server 8.5.220.34. NOTE: You must deploy the latest MSOLEDBSQL driver v.19 and provision OLEDB options as explained in the WFM Administrator's Guide under Preparing to install WFM chapter in the Installing and configuring the latest Microsoft OLE DB Driver (MSOLEDBSQL) in WFM Server and Data Aggregator procedure.
MS SQL Server 2022 Cluster	8.5.2+	Starting with following versions: *WFM Data Aggregator 8.5.220.10, *WFM Database Utility 8.5.220.01, *WFM Server 8.5.220.34. The above components also support MS SQL Server 2022 Preview. NOTE: You must deploy the latest MSOLEDBSQL driver v.19 and provision OLEDB options as explained in WFM Administrator's Guide under Preparing to install WFM chapter in the Installing and configuring the latest Microsoft OLE DB Driver procedure.
Oracle 11g	8.0 - 8.5.218	Discontinued as of December 31, 2020.
Oracle 11g RAC	8.0 - 8.5.218	Discontinued as of December 31, 2020.
Oracle 12c R1	8.5.1 - 8.5.218	Latest versions of these WFM

Database	Release	Conditions/Limitations
		components:* WFM Database Utility 8.5.218.01* WFM Server 8.5.218.00* WFM Data Aggregator 8.5.217.01
Oracle 12c R1 RAC	8.5.204 - 8.5.218	Note the following: *Latest supported versions for these WFM components: **WFM Database Utility 8.5.218.01 **WFM Server 8.5.218.00 **WFM Data Aggregator 8.5.217.01 *Oracle 12c RAC with Data Guard is supported
Oracle 12c R2	8.5.214 - 8.5.218	Discontinued as of March 31, 2022.
Oracle 12c R2 RAC	8.5.214 - 8.5.218	Discontinued as of March 31, 2022.
Oracle 18c	8.5.2+	Discontinued as of June 30, 2021.
Oracle 18c RAC	8.5.2+	Discontinued as of June 30, 2021.
Oracle 19c	8.5.2+	Starting with 8.5.214
Oracle 19c RAC	8.5.2+	Starting with 8.5.214

Supported Virtualization Platforms

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

IPV6 Support for Common Interfaces

> **Notes**:
>
> - Release Support numbers refer to Workforce Management.

Component	Release	Interface	Conditions
Workforce Management	8.1+	Management	

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

IPV6 Support for Additional Interfaces

Notes:

- In the Interface column: (C) stands for Client and (S) stands for Server
- Release Support numbers refer to Workforce Management.

Component	Release	Interface	Conditions
Workforce Management	8.1+	WFM Builder (C) – Configuration Server/ Proxy (S)	
Workforce Management	8.1+	WFM Builder (C) – WFM Server (S)	
Workforce Management	8.1+	WFM Configuration Utility (C) – WFM Server (S)	
Workforce Management	8.1+	WFM Daemon (C) – Configuration Server/ Proxy (S)	
Workforce Management	8.1+	WFM Daemon (C) – WFM Server (S)	
Workforce Management	8.1+	WFM Data Aggregator (C) – Configuration Server/Proxy (S)	
Workforce Management	8.1+	WFM Data Aggregator (C) – Stat Server (S)	
Workforce Management	8.1+	WFM Data Aggregator (C) – WFM Server (S)	
Workforce Management	8.1+	WFM Server (C) – Configuration Server/ Proxy (S)	

Component	Release	Interface	Conditions
Workforce Management	8.1+	WFM Server (C) – Message Server (S)	
Workforce Management	8.1+	WFM Server (C) – WFM Builder (S)	
Workforce Management	8.1+	WFM Server (C) – WFM Server (S)	
Workforce Management	8.1+	WFM Web (C) – Configuration Server/ Proxy (S)	
Workforce Management	8.1+	WFM Web (C) – WFM Builder (S)	
Workforce Management	8.1+	WFM Web (C) – WFM Data Aggregator (S)	
Workforce Management	8.1+	WFM Web (C) – WFM Server (S)	
Workforce Management	no support	WFM Builder (C) – Message Server (S)	
Workforce Management	no support	WFM Daemon (C) – Message Server (S)	
Workforce Management	no support	WFM Data Aggregator (C) – Message Server (S)	
Workforce Management	no support	WFM Web (C) – Message Server (S)	

Prerequisites

Notes:

- If one of supported OpenJDK versions is the preferred choice for your environment, take note that the Genesys WFM solution was tested by the quality assurance team with Oracle OpenJDK only. Other vendor's builds of OpenJDK potentially might not work properly. Therefore, Genesys recommends Oracle OpenJDK builds to ensure the product functions properly.

Workforce Management - Prerequisites

Workforce Management - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Third-Party Component Prerequisites			
Certified Oracle Client versions: 12.1.0.2 and 19.22	Yes	No	**Release**: 8.5.0 - 8.5.2 This is installation requirements for Oracle database. Also, 64-bit WFM servers require the 64-bit Oracle Client NOTE: Only approved and certified Oracle Client versions may be used. All other versions unsupported.
WFM Daemon: Open JDK 17	Yes	No	**Release**: 8.5.2+ Starting with version 8.5.219.20 Starting with version 8.5.220.05 validation is done with Eclipse Temurin OpenJDK
WFM Database Utility: .NET Framework 2.0+	Yes	No	**Release**: 8.1.0
WFM Database Utility: .NET Framework 2.0+	Yes	No	**Release**: 8.1.3
WFM Database Utility: .NET Framework 2.0+	Yes	No	**Release**: 8.1.1
WFM Database Utility: .NET Framework 2.0+	Yes	No	**Release**: 8.5.0
WFM Database Utility: .NET Framework 2.0+	Yes	No	**Release**: 8.5.1
WFM Database Utility: .NET Framework 2.0+	Yes	No	**Release**: 8.1.2
WFM Web Server: Apache Tomcat 5.5 / 6.0 / 7.0 (with Sun Java JDK 5 starting with update 1 or Java JDK 6) or IBM WebSphere 6.1 / 7.0	Yes	No	**Release**: 8.1.0 Discontinued as of November 1, 2024.

Workforce Management - Prerequisites			
WFM Web Server: Apache Tomcat 6.0 / 7.0 (with Sun's Java JDK 6 or 7) or IBM WebSphere 7.0 / 8.0	Yes	No	**Release**: 8.1.3 Discontinued as of November 1, 2024.
WFM Web Server: Apache Tomcat 6.0 / 7.0 (with Sun's Java JDK 6 or 7) or IBM WebSphere 7.0 / 8.0	Yes	No	**Release**: 8.1.2 Discontinued as of November 1, 2024.
WFM Web Server: Apache Tomcat 6.0 / 7.0 (with Sun's Java JDK 6 or 7) or IBM WebSphere 7.0 / 8.0	Yes	No	**Release**: 8.1.1 Discontinued as of November 1, 2024.
WFM Web Server: Apache Tomcat 6.0, 7.0 (with Sun's Java JDK 6 or 7)	Yes	No	**Release**: 8.5.0 Discontinued as of November 1, 2024.
WFM Web Server: Apache Tomcat 7.0/8.0 (with Oracle JDK 7 or 8)	Yes	No	**Release**: 8.5.2 Discontinued as of November 1, 2024.
WFM Web Server: Apache Tomcat 7.0/8.0 (with Oracle JDK 7 or 8)	Yes	No	**Release**: 8.5.1 Discontinued as of November 1, 2024.
WFM Web Server: Apache Tomcat 7.0/8.0/ 8.5/9.0 (with Oracle JDK 7, JDK 8, or JDK 10)	Yes	No	**Release**: 8.5.211 To deploy WFM Web Server with Java 10, minimum versions required for Tomcat 8 are 8.5 and 8.0. NOTE: Tomcat 8.0 is supported up to WFM Web version 8.5.211.02. Discontinued as of November 1, 2024.
WFM Web Server: Apache Tomcat 8.5/9.0 (with Oracle JDK 8 or JDK 10)	Yes	No	**Release**: 8.5.212 To deploy WFM Web Server with Java 10 minimum versions required for Tomcat 8 are 8.5.
WFM Web Server: Apache Tomcat 8.5/9.0 (with Oracle Java 8 Developer's Kit (JDK), Oracle Java 11 Developer's Kit (JDK), or OpenJDK 11)	Yes	No	**Release**: 8.5.214 To deploy WFM Web Server with Java 11, the minimum versions required for Tomcat 8 are 8.5.
WFM Web Server:	Yes	No	**Release**: 8.5.215

Workforce Management - Prerequisites			
Apache Tomcat 8.5/9.0 (with Oracle Java 8 Developer's Kit (JDK), Oracle Java 11 Developer's Kit (JDK), or OpenJDK 11)			To deploy WFM Web Server with Java 11, the minimum versions required for Tomcat are 8.5.50 and 9.0.30.
WFM Web Server: Apache Tomcat 9.0.75 (with OpenJDK 17)	Yes	No	**Release**: 8.5.220 Starting with WFM Web version 8.5.220.07 NOTE: Following Java 9 options should be set in Tomcat `--add-opens=java.base/java.util=ALL-UNNAMED --add-opens=java.base/java.util.concurrent=ALL-UNNAMED` Starting with version 8.5.220.22 validation is done with Eclipse Temurin OpenJDK
WFM Web Server: IBM WebSphere 7.0 / 8.0	Yes	No	**Release**: 8.5.0
WFM Web Supervisors: OpenJDK 17	Yes	No	**Release**: 8.5.220 Starting with WFM Web version 8.5.220.07 Starting with version 8.5.220.22 validation is done with Eclipse Temurin OpenJDK and only for UI Launcher
WFM Web Supervisors: Oracle JRE 7 or JRE 8	Yes	No	**Release**: 8.5.2 Discontinued as of November 1, 2024.
WFM Web Supervisors: Oracle JRE 7 or JRE 8	Yes	No	**Release**: 8.5.1 Discontinued as of November 1, 2024.
WFM Web Supervisors: Oracle JRE 7, JRE 8, JRE 9, or JRE 10	Yes	No	**Release**: 8.5.211.00 Discontinued as of November 1, 2024.
WFM Web Supervisors: Oracle JRE 8, JRE 11, or OpenJDKJRE 11	Yes	No	**Release**: 8.5.214+
WFM Web Supervisors: Sun Java JRE 6 starting with update 12	Yes	No	**Release**: 8.1.0 Discontinued as of November 1, 2024.

Workforce Management - Prerequisites			
WFM Web Supervisors: Sun Java JRE 6 starting with update 12 or JRE 7	Yes	No	**Release**: 8.1.1 Discontinued as of November 1, 2024.
WFM Web Supervisors: Sun Java JRE 6 starting with update 12 or JRE 7	Yes	No	**Release**: 8.5.0 Discontinued as of November 1, 2024.
WFM Web Supervisors: Sun Java JRE 6 starting with update 12 or JRE 7	Yes	No	**Release**: 8.1.2 Discontinued as of November 1, 2024.
WFM Web Supervisors: Sun Java JRE 6 starting with update 12 or JRE 7	Yes	No	**Release**: 8.1.3 Discontinued as of November 1, 2024.

Workspace Desktop Edition

General Information - Workspace Desktop Edition

This product was called Interaction Workspace prior to release 8.5.0

> **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

OS Family	OS	Release	Conditions
Windows	Windows 10	8.1+	Application running in 32-bit compatibility mode on 64-bit OS. Note the following: • For Workspace Desktop Edition 8.5, support starts with 8.5.112.08. Windows 10 is not supported from 8.5.100.05 through 8.5.111.21. • For Interaction Workspace 8.1, support starts with 8.1.401.69.
Windows	Windows 11	8.5+	Application running in 32-bit compatibility mode on 64-bit OS. Support starts with 8.5.153.05.
Windows	Windows 8	8.1+	Discontinued as of September 30 2023. Application running in 32-bit compatibility mode on 64-bit OS. Supported in Release 8.1.401.
Windows	Windows Server 2012	8.5	Discontinued as of October 31 2024. Application running in 32-bit compatibility mode on 64-bit OS.
Windows	Windows Server 2016	8.5	Application running in 32-bit compatibility mode on 64-bit OS.
Windows	Windows Server 2019	8.5	Application running in 32-bit compatibility mode on 64-bit OS. Support starts with 8.5.137.06.
Windows	Windows Server 2022	8.5	Application running in 32-bit compatibility mode on 64-bit OS.
OS Family	**OS**	**Release**	**Conditions**

OS Family	OS	Release	Conditions
			Support starts with 8.5.161.03.
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

Component	Release	Interface	Conditions
Workspace Desktop Edition	8.5	Interaction Server	
Workspace Desktop Edition	8.5	Management Framework Configuration Server/ Proxy	
Workspace Desktop Edition	8.5	SIP Server/T-Server	
Workspace Desktop Edition	8.5	Stat Server	

IPV6 Support for Additional Interfaces

Component	Release	Interface	Conditions
Workspace Desktop Edition	8.5	Chat Server	
Workspace Desktop Edition	8.5	Universal Contact Server/Proxy	

Prerequisites

Workspace Desktop Edition - Prerequisites			
Third-Party Component Prerequisites	Acquired by Customer	Provided by Genesys	Conditions/ Limitations
Centralized Deployment Server (ClickOnce)			
Microsoft .NET Framework 2.0+	Yes	No	**Release**: 8.0-8.1.4 Requires an HTTP Server like MS IIS or Apache HTTP Server that is prepared for ClickOnce support. Refer to the Workspace Deployment Guide for more information.
Microsoft .NET Framework 4 (4.5+)	Yes	No	**Release**: 8.5+ Requires an HTTP Server like MS IIS or Apache HTTP Server that is prepared for ClickOnce support. Refer to the Workspace Deployment Guide for more information.

Workspace Desktop Edition - Prerequisites			
Agent Workstation Runtime Prerequisites			
Microsoft .NET Framework 3.5 SP1	Yes	No	**Release**: 8.0-8.1.4
Microsoft .NET Framework 4 (4.5+)	Yes	No	**Release**: 8.5+
Development Workstation Prerequisites			
Microsoft .NET Framework 3.5 SP1	Yes	No	**Release**: 8.0-8.1.4 Requires Visual Studio 2008 as customization development tool (Visual C# 2008 Express Edition free version is sufficient)
Microsoft .NET Framework 4 (4.5+)	Yes	No	**Release**: 8.5+ Requires Visual Studio 2012 as customization development tool (Visual C# 2012 Express Edition free version is sufficient)
Agent Workstation–Centralized Deployment Prerequisites			
Microsoft Internet Explorer (IE11+) or Firefox ESR or Google Chrome	Yes	No	**Release**: 8.0-8.1.4 Google Chrome and Firefox require an extension like Meta4 ClickOnce Launcher or FxClickOnce for improved user experience.
Microsoft Internet Explorer (IE11+) or Firefox ESR or Google Chrome or Microsoft Edge	Yes	No	**Release**: 8.5+ Google Chrome and Firefox require an extension like Meta4 ClickOnce Launcher or FxClickOnce for improved user experience.

Workspace SIP Endpoint

General Information - Workspace SIP Endpoint

Starting with release 8.5, Interaction Workspace SIP Endpoint has been renamed to Workspace SIP Endpoint.

> **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

OS Family	OS	Release	Conditions
Windows	Windows 10	8.5	Application running in 32-bit compatibility mode on 64-bit OS.
Windows	Windows 11	8.5.1+	Starting with release 8.5.115.45. Application running in 32-bit compatibility mode on 64-bit OS.
Windows	Windows 8	8.5	Discontinued as of September 30, 2023. Application running in 32-bit compatibility mode on 64-bit OS.
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

> **Notes**:
>
> - Release Support numbers refer to Workspace SIP Endpoint / Interaction Workspace SIP Endpoint.

Component	Release	Interface	Conditions
Workspace SIP Endpoint	8.5	SIP/RTP/HTTP	

IPV6 Support for Additional Interfaces

No IPV6 information for additional components at this time.

Prerequisites

> **Notes**:
>
> - All prerequisites are installed with the application.

Major Upgrade

Link to video

Java Support

Find information about supported versions of Java across all products.

Important

- As there are many builds of Java, validation is done with selected OpenJDK builds (typically Eclipse Temurin™). Support extends to any TCK validated build, relying on this compatibility unless otherwise noted on the product specific page.
- For products delivered as Linux containers, RedHat builds are alternately used.
- This page is auto-generated based on Java information contained on the respective SOE product pages.

Product	Component	Version	Supported Java
Composer	Composer	8.1+	Oracle Java 7 Runtime (JRE)
Composer	Composer	8.1.4+	Oracle Java 8 Runtime (JRE)
Composer	Composer	8.1.5	OpenJDK 11
Composer	Composer	8.1.5	OpenJDK 8
Composer	Composer	8.1.6+	OpenJDK 17.0.2
Composer	Composer	8.1.6+	OpenJDK 21
eServices	Bot Gateway Server	9.0+	OpenJDK 11
eServices	Bot Gateway Server	9.0+	Oracle Java 8 Developer's Kit (JDK), OpenJDK 8
eServices	Bot Gateway Server	9.0.009+	OpenJDK 17
eServices	Classification Server	8.1.3 - 8.5.3	Oracle Java 7 Developer's Kit (JDK)
eServices	Classification Server	8.5.1+	Oracle Java 8 Developer's Kit (JDK)
eServices	Classification Server	9.0+	OpenJDK 11
eServices	Classification Server	9.0+	OpenJDK 17
eServices	Content Analyzer (Plugin for Genesys Administrator Extension)	9.0.001+	OpenJDK 17
eServices	Digital Messaging	9.1+	OpenJDK 11
Product	**Component**	**Version**	**Supported Java**

Product	Component	Version	Supported Java
	Server		
eServices	E-mail Server Java	8.1.4 - 8.5.1	Oracle Java 7
eServices	E-mail Server Java	8.5.1+	OpenJDK 11
eServices	E-mail Server Java	8.5.1+	Oracle Java 8
eServices	E-mail Server Java	8.5.209+	OpenJDK 17
eServices	eServices Manager (Plugin for Genesys Administrator Extension)	9.0.004+	OpenJDK 17
eServices	Interaction Server	8.5.3	OpenJDK 11
eServices	Interaction Server	8.5.3	OpenJDK 8
eServices	Interaction Server	9.0	OpenJDK 17
eServices	Interaction Server Cluster (Plugin for Genesys Administrator Extension)	8.5.1+	Oracle Java 8 Developer's Kit (JDK)
eServices	Interaction Server Cluster (Plugin for Genesys Administrator Extension)	8.5.2+	OpenJDK 11
eServices	Interaction Server Cluster (Plugin for Genesys Administrator Extension)	8.5.2+	OpenJDK 8
eServices	Knowledge Manager (Legacy)	8.5.0	Oracle Java 6 Developer's Kit (JDK)
eServices	Knowledge Manager (Legacy)	8.5.1	Oracle Java 7 Developer's Kit (JDK)
eServices	Privacy Manager (Plugin for Genesys Administrator Extension)	9.0.001+	OpenJDK 17
eServices	Training Server	7.6 - 8.5.1	Oracle Java 7 Developer's Kit (JDK)
eServices	Training Server	8.5.1+	Oracle Java 8 Developer's Kit (JDK)
eServices	Training Server	9.0+	OpenJDK 11
eServices	Web API Server (Legacy)	All	Oracle Java Developer's Kit (JDK)
Genesys Intelligent Automation (formerly GAAP)	Genesys Intelligent Automation (formerly GAAP)	9.0.0+	OpenJDK 21
Genesys Co-browse	Genesys Co-browse	8.1.3 - 8.5.1	Oracle Java 7 Developer's Kit (JDK)
Product	**Component**	**Version**	**Supported Java**

Product	Component	Version	Supported Java
Genesys Co-browse	Genesys Co-browse	8.5.0+	Oracle Java 8 Developer's Kit (JDK)
Genesys Co-browse	Genesys Co-browse	9.0+	OpenJDK 11
Genesys Co-browse	Genesys Co-browse	9.0+	OpenJDK 8
Genesys Co-browse	Genesys Co-browse	9.0+	Oracle Java 8 Runtime Environment (JRE)
Genesys Customer Experience Insights	Genesys Customer Experience Insights	9.0.100+	OpenJDK 11
Genesys Customer Experience Insights	Genesys Customer Experience Insights	9.0.100+	OpenJDK 17
Genesys Customer Experience Insights	Genesys Customer Experience Insights	9.0.100+	OpenJDK 21
Genesys Administrator Extension	Genesys Administrator Extension (GAX)	8.1.2 - 8.5.250	Oracle Java 6 Runtime (JRE)
Genesys Administrator Extension	Genesys Administrator Extension (GAX)	8.1.4 - 8.5.290	Oracle Java 7 Runtime (JRE)
Genesys Administrator Extension	Genesys Administrator Extension (GAX)	8.5.2+	OpenJDK 8
Genesys Administrator Extension	Genesys Administrator Extension (GAX)	8.5.2+	Oracle Java 8 Runtime (JRE)
Genesys Administrator Extension	Genesys Administrator Extension (GAX)	9.0+	Oracle JDK 1.8
Genesys Administrator Extension	Genesys Administrator Extension (GAX)	9.0+	Oracle OpenJDK 11
Genesys Administrator Extension	Genesys Administrator Extension (GAX)	9.0+	Redhat OpenJDK 11
Genesys Administrator Extension	Genesys Administrator Extension (GAX)	9.0.1+	OpenJDK 17
Genesys Administrator Extension	Genesys Administrator Extension (GAX)	9.0.1+	Oracle Java 8 Runtime (JRE)
Genesys Administrator Extension	Genesys Administrator Extension (GAX)	9.0.1+	Oracle JDBC (OJDBC) driver 11
Genesys Administrator Extension	Genesys Administrator Extension (GAX)	9.0.109+	OpenJDK 21
Genesys Agent Scripting	Genesys Agent Scripting		Java Version-JRE 1.4.2/ 1.5/1.6/1.7/1.8
Genesys Desktop	Genesys Agent Desktop/ Genesys Supervisor Desktop	7.6	JDK 1.4.2
Genesys Desktop	Genesys Agent Desktop/ Genesys Supervisor Desktop	7.6	JDK 1.5
Genesys Desktop	Genesys Agent Desktop/ Genesys Supervisor	7.6	JDK 1.6
Product	**Component**	**Version**	**Supported Java**

Product	Component	Version	Supported Java
	Desktop		
Genesys Info Mart	Genesys Info Mart	8.1	JDBC Driver
Genesys Info Mart	Genesys Info Mart	8.1	JDK 1.6 or 1.7
Genesys Info Mart	Genesys Info Mart	8.1.2 - 8.5	JDK 1.7 or Server JRE 1.7
Genesys Info Mart	Genesys Info Mart	8.1.2+	JDBC Driver
Genesys Info Mart	Genesys Info Mart	8.5	Java SE 8
Genesys Info Mart	Genesys Info Mart	8.5	Java SE 9
Genesys Info Mart	Genesys Info Mart	8.5.0+	JDK 1.8 or Server JRE 1.8
Genesys Info Mart	Genesys Info Mart	8.5.003+	OpenJDK 8
Genesys Info Mart	Genesys Info Mart	8.5.014+	OpenJDK 11
Genesys Info Mart	Genesys Info Mart	8.5.110+	OpenJDK 17
Genesys Info Mart	Genesys Info Mart	8.5.110+	OpenJDK 21
Genesys Interaction Recording	Interaction Recording Web Services	8.5.2+	OpenJDK 17
Genesys Interaction Recording	Interaction Recording Web Services	8.5.2+	Oracle Java 8 or OpenJDK 8
Genesys Interaction Recording	Lost Voice Recording (LVR) Recovery Script	8.5.2+	OpenJDK 17
Genesys Interaction Recording	Lost Voice Recording (LVR) Recovery Script	8.5.2+	Oracle Java 8 or OpenJDK 8
Genesys Interaction Recording	Recording Cloud Backup Service	All	Oracle Java 8 or OpenJDK 8
Genesys Interaction Recording	Recording Crypto Server	8.5	Oracle Java 7
Genesys Interaction Recording	Recording Crypto Server	8.5.0+	OpenJDK 17
Genesys Interaction Recording	Recording Crypto Server	8.5.0+	Oracle Java 8 or OpenJDK 8
Genesys Interaction Recording	Recording Plug-in for GAX	8.5.0+	Oracle Java 8 or OpenJDK 8
Genesys Interaction Recording	Recording Plug-in for GAX	8.5.5+	OpenJDK 17
Genesys Knowledge Center	Genesys Knowledge Center		Oracle Java 8 Developer's Kit (JDK)
Genesys Knowledge Center	Genesys Knowledge Center	8.5.3+	OpenJDK 8
Genesys Knowledge Center	Genesys Knowledge Center	9.0.0	OpenJDK 9
Genesys Media Server	Voice Platform Reporting Plugin for GAX	9.0+	OpenJDK 17
Product	**Component**	**Version**	**Supported Java**

Product	Component	Version	Supported Java
Genesys Media Server	Voice Platform Reporting Plugin for GAX	9.0+	OpenJDK 21
Genesys Media Server	Voice Platform Reporting Server	8.0	Oracle Java 7 Runtime (JRE)
Genesys Media Server	Voice Platform Reporting Server	8.1	Oracle Java 7 Runtime (JRE)
Genesys Media Server	Voice Platform Reporting Server	8.5	Oracle Java 7 Runtime (JRE)
Genesys Media Server	Voice Platform Reporting Server	8.5.181+	Oracle Java 8 Runtime (JRE)
Genesys Media Server	Voice Platform Reporting Server	9.0+	OpenJDK 11
Genesys Media Server	Voice Platform Reporting Server	9.0+	OpenJDK 11
Genesys Media Server	Voice Platform Reporting Server	9.0.0+	OpenJDK 17
Genesys Media Server	Voice Platform Reporting Server	9.0.0+	OpenJDK 21
Genesys Mobile Services	Genesys Mobile Services	8.5.103+	Oracle Java 8 Developer's Kit (JDK)
Genesys Mobile Services	Genesys Mobile Services	8.5.206.04+	OpenJDK 8
Genesys Mobile Services	Genesys Mobile Services	8.5.208+	OpenJDK 11
Genesys Mobile Services	Genesys Mobile Services	8.5.208+	Oracle Java 11 Developer's Kit (JDK)
Genesys Mobile Services	Genesys Mobile Services	8.5.3+	OpenJDK 17
Genesys Mobile Services	Genesys Mobile Services	8.5.3+	OpenJDK 21
Genesys Pulse	Genesys Pulse	9.0	OpenJDK 8
Genesys Pulse	Genesys Pulse	9.0	Oracle Java 8 Runtime (JRE)
Genesys Pulse	Genesys Pulse	9.0.0+	OpenJDK 17
Genesys Pulse	Genesys Pulse	9.0.0+	Oracle Java 17 Runtime (JRE) support
Genesys Pulse	Genesys Pulse	9.0.003+	OpenJDK 11
Genesys Pulse	Genesys Pulse	9.0.003+	Oracle Java 11 Runtime (JRE)
Genesys Quality Management (Zoom)	Genesys Quality Management (Zoom)	8.0+	Live Monitor application requires JRE 1.6+
Genesys Rules System	Genesys Rules System	8.1 - 8.5.3	Oracle Java Development Kit (JDK) 6
Product	**Component**	**Version**	**Supported Java**

Product	Component	Version	Supported Java
Genesys Rules System	Genesys Rules System	8.1 - 8.5.3	Oracle Java Development Kit (JDK) 7
Genesys Rules System	Genesys Rules System	8.5	JDK 8 (or Oracle Java 8 Runtime (JRE))
Genesys Rules System	Genesys Rules System	8.5	Oracle Java Development Kit (JDK) 8
Genesys Rules System	Genesys Rules System	9.0	OpenJDK 11
Genesys Rules System	Genesys Rules System	9.0	OpenJDK 13
Genesys Rules System	Genesys Rules System	9.0	OpenJDK 17
Genesys Rules System	Genesys Rules System	9.0	OpenJDK 8
Genesys Rules System	Genesys Rules System	9.0	Oracle Java Development Kit (JDK) 8
Genesys Voice Platform	Voice Platform Policy Server	8.5	Java 7 (JRE)
Genesys Web Engagement	Genesys Web Engagement	8.1	Java 7
Genesys Web Engagement	Genesys Web Engagement	8.5+	Java 8
Genesys Web Engagement	Genesys Web Engagement	8.5+	OpenJDK 8
Genesys Web Services and Applications	Genesys Web Services and Applications	8.5	OpenJDK 8
Genesys Web Services and Applications	Genesys Web Services and Applications	8.5.201.29	Java 8
Genesys Web Services and Applications	Genesys Web Services and Applications	8.6+	OpenJDK 17
Genesys Web Services and Applications	Genesys Web Services and Applications	8.6+	OpenJDK 21
Gplus Adapter for SAP ICI Multi-Channel	Gplus Adapter for SAP ICI Multi-Channel	8.0.2+	OpenJDK 8
Gplus Adapter for SAP ICI Multi-Channel	Gplus Adapter for SAP ICI Multi-Channel	8.0.2+	Oracle Java 8 Developer's Kit (JDK)
Gplus Adapter for Siebel CRM	Gplus UCS Gateway Server for Siebel CRM	8.0.3+	OpenJDK 8
Gplus Adapter for Siebel CRM	Gplus UCS Gateway Server for Siebel CRM	8.0.3+	Oracle Java 8 Developer's Kit (JDK)
Interaction SDK	Interaction SDK	7.2	JDK 1.4.2
Interaction SDK	Interaction SDK	7.2	JDK 1.5
Interaction SDK	Interaction SDK	7.5	JDK 1.4.2
Interaction SDK	Interaction SDK	7.5	JDK 1.5
Interaction SDK	Interaction SDK	7.6.3	JDK 1.4.2
Interaction SDK	Interaction SDK	7.6.3	JDK 1.5
Product	**Component**	**Version**	**Supported Java**

Product	Component	Version	Supported Java
Interaction SDK	Interaction SDK	7.6.4+	Java SE 7
Interaction SDK	Interaction SDK	7.6.4+	Java SE 8
Interaction SDK	Interaction SDK	7.6.4+	JDK 1.5
Interaction SDK	Interaction SDK	7.6.4+	JDK 1.6
intelligent Workload Distribution	intelligent Workload Distribution	9.0+	OpenJDK 8
intelligent Workload Distribution	intelligent Workload Distribution	9.0+	Oracle Java 8 Developer's Kit (JDK)
intelligent Workload Distribution	intelligent Workload Distribution	9.0.009+	OpenJDK 11
intelligent Workload Distribution	intelligent Workload Distribution	9.0.009+	Red Hat OpenJDK 11
intelligent Workload Distribution	intelligent Workload Distribution	9.0.019.30+	OpenJDK 17
License Reporting Manager	License Reporting Manager	8.1.2+	Oracle Java 7 Runtime (JRE)
License Reporting Manager	License Reporting Manager	8.1.2+	Oracle Java 8 Runtime (JRE)
Messaging Apps/Social Engagement	Digital Messaging Server	9.0+	OpenJDK 8
Messaging Apps/Social Engagement	Digital Messaging Server	9.0+	Oracle Java 8 Developer's Kit (JDK)
Messaging Apps/Social Engagement	Digital Messaging Server	9.1+	OpenJDK 11
Messaging Apps/Social Engagement	Digital Messaging Server	9.1+	OpenJDK 17
Messaging Apps/Social Engagement	Genesys Cloud API Driver for Facebook (DMS Driver for Facebook)	9.0+	OpenJDK 11
Messaging Apps/Social Engagement	Genesys Cloud API Driver for Facebook (DMS Driver for Facebook)	9.0+	OpenJDK 17
Messaging Apps/Social Engagement	Genesys Cloud API Driver for Twitter (DMS Driver for Twitter)	9.0+	OpenJDK 11
Messaging Apps/Social Engagement	Genesys Cloud API Driver for Twitter (DMS Driver for Twitter)	9.0+	OpenJDK 17
Messaging Apps/Social Engagement	Genesys DMS Driver for SMS and MMS	9.0+	OpenJDK 11
Messaging Apps/Social Engagement	Genesys DMS Driver for SMS and MMS	9.0+	OpenJDK 17
Product	**Component**	**Version**	**Supported Java**

Product	Component	Version	Supported Java
Messaging Apps/Social Engagement	Genesys DMS Driver for SMS and MMS	9.0+	OpenJDK 8
Messaging Apps/Social Engagement	Genesys Driver for use with Apple Business Chat via Hub (DMS Driver for Apple Messages for Business)	9.1+	OpenJDK 11
Messaging Apps/Social Engagement	Genesys Driver for use with Apple Business Chat via Hub (DMS Driver for Apple Messages for Business)	9.1+	OpenJDK 17
Messaging Apps/Social Engagement	Genesys Driver for use with Genesys Hub (DMS Driver for WhatsApp)	9.1+	OpenJDK 11
Messaging Apps/Social Engagement	Genesys Driver for use with Genesys Hub (DMS Driver for WhatsApp)	9.1+	OpenJDK 17
Platform SDK	Platform SDK	8.1.1 - 8.5.2	Java SE 7
Platform SDK	Platform SDK	8.5+	Java SE 8
Platform SDK	Platform SDK	9.0.0+	OpenJDK 17
Platform SDK	Platform SDK	9.0.004+	Open JDK 11
Pulse Advisors (formerly PMA)	Pulse Advisors	3.3 - 8.5.1	Oracle Java 7 Developer's Kit (JDK)
Pulse Advisors (formerly PMA)	Pulse Advisors	8.5.1+	Oracle Database 12c Release 1 (12.1.0.2) JDBC Driver
Pulse Advisors (formerly PMA)	Pulse Advisors	8.5.2+	Oracle Database 12c Release 2 (12.2.0.1) JDBC Driver
Pulse Advisors (formerly PMA)	Pulse Advisors	8.5.2+	Oracle Java 8 Developer's Kit (JDK)
Pulse Advisors (formerly PMA)	Pulse Advisors	9.0.002+	OpenJDK 8
Pulse Advisors (formerly PMA)	Pulse Advisors	9.0.003+	Oracle Database 18c (18.3) JDBC Driver
Pulse Advisors (formerly PMA)	Pulse Advisors	9.0.003+	Oracle Java 11 Developer's Kit (JDK) and OpenJDK 11
Pulse Advisors (formerly PMA)	Pulse Advisors	All	Oracle 11g Release 2 JDBC Driver
Real-Time Metrics Engine	Multi-Channel Routing Extensions	8.1	OpenJDK 11
Real-Time Metrics Engine	Multi-Channel Routing Extensions	8.1	OpenJDK 8
Product	**Component**	**Version**	**Supported Java**

Product	Component	Version	Supported Java
Real-Time Metrics Engine	Multi-Channel Routing Extensions	8.5.1+	OpenJDK 17
Real-Time Metrics Engine	Multi-Channel Routing Extensions	8.5.1+	Oracle Java 8
Real-Time Metrics Engine	Orchestration Server Extension	8.1	OpenJDK 11
Real-Time Metrics Engine	Orchestration Server Extension	8.1	OpenJDK 8
Real-Time Metrics Engine	Orchestration Server Extension	8.5.1+	OpenJDK 17
Real-Time Metrics Engine	Orchestration Server Extension	8.5.1+	Oracle Java 8
Real-Time Metrics Engine	Outbound Contact Center Extensions	8.1	OpenJDK 11
Real-Time Metrics Engine	Outbound Contact Center Extensions	8.1	OpenJDK 8
Real-Time Metrics Engine	Outbound Contact Center Extensions	8.5.1+	OpenJDK 17
Real-Time Metrics Engine	Outbound Contact Center Extensions	8.5.1+	Oracle Java 8
Real-Time Metrics Engine	Stat Server	8.5.1+	OpenJDK 8
Real-Time Metrics Engine	Stat Server	8.5.1+	OpenJDK 11
Real-Time Metrics Engine	Stat Server	8.5.1+	OpenJDK 17
Real-Time Metrics Engine	Stat Server	8.5.1+	Oracle Java 8
SIP Feature Server	SIP Feature Server	8.1+	OpenJDK 11
SIP Feature Server	SIP Feature Server	8.1+	OpenJDK 17
SIP Feature Server	SIP Feature Server	8.1+	OpenJDK 8
SIP Feature Server	SIP Feature Server	8.1+	Oracle Java 8 Runtime (JRE)
SIP Feature Server	SIP Feature Server	All	Oracle Java 7 Runtime (JRE)
Solution Reporting (CCPulse+ and CC Analyzer)	Solution Reporting (CCPulse+ and CC Analyzer)		Oracle Java 7 Runtime (JRE)
Solution Reporting (CCPulse+ and CC Analyzer)	Solution Reporting (CCPulse+ and CC Analyzer)		Oracle Java 8 Runtime (JRE)
T-Server Cisco Unified Communications Manager	T-Server Cisco Unified Communications Manager	8.0 - 8.1.1	Oracle Java 5 Runtime (JRE)
Product	**Component**	**Version**	**Supported Java**

Product	Component	Version	Supported Java
T-Server Cisco Unified Communications Manager	T-Server Cisco Unified Communications Manager	8.1.2+	Oracle Java 7 Runtime (JRE)
T-Server Cisco Unified Communications Manager	T-Server Cisco Unified Communications Manager	8.1.2+	Oracle Java 8 Runtime (JRE)
T-Server Cisco Unified Communications Manager	T-Server Cisco Unified Communications Manager	8.1.5+	OpenJDK 11
UC Connector	UC Connector		JDK 1.8.0.91+
Universal Contact Server	Universal Contact Server	8.1.3 - 8.5.2	Oracle Java 7 Developer's Kit (JDK)
Universal Contact Server	Universal Contact Server	8.5.3 - 8.5.x	OpenJDK 17
Universal Contact Server	Universal Contact Server	8.5.3+	OpenJDK 11
Universal Contact Server	Universal Contact Server	8.5.3+	Oracle Java 8 Developer's Kit (JDK)
Workforce Management	Workforce Management	8.1.0	WFM Web Server: Apache Tomcat 5.5 / 6.0 / 7.0 (with Sun Java JDK 5 starting with update 1 or Java JDK 6) or IBM WebSphere 6.1 / 7.0
Workforce Management	Workforce Management	8.1.0	WFM Web Supervisors: Sun Java JRE 6 starting with update 12
Workforce Management	Workforce Management	8.1.1	WFM Web Server: Apache Tomcat 6.0 / 7.0 (with Sun's Java JDK 6 or 7) or IBM WebSphere 7.0 / 8.0
Workforce Management	Workforce Management	8.1.1	WFM Web Supervisors: Sun Java JRE 6 starting with update 12 or JRE 7
Workforce Management	Workforce Management	8.1.2	WFM Web Server: Apache Tomcat 6.0 / 7.0 (with Sun's Java JDK 6 or 7) or IBM WebSphere 7.0 / 8.0
Workforce Management	Workforce Management	8.1.2	WFM Web Supervisors: Sun Java JRE 6 starting with update 12 or JRE 7
Workforce Management	Workforce Management	8.1.3	WFM Web Server: Apache Tomcat 6.0 / 7.0 (with Sun's Java JDK 6 or 7) or IBM WebSphere
Product	**Component**	**Version**	**Supported Java**

Product	Component	Version	Supported Java
			7.0 / 8.0
Workforce Management	Workforce Management	8.1.3	WFM Web Supervisors: Sun Java JRE 6 starting with update 12 or JRE 7
Workforce Management	Workforce Management	8.5.0	WFM Web Server: Apache Tomcat 6.0, 7.0 (with Sun's Java JDK 6 or 7)
Workforce Management	Workforce Management	8.5.0	WFM Web Supervisors: Sun Java JRE 6 starting with update 12 or JRE 7
Workforce Management	Workforce Management	8.5.1	WFM Web Server: Apache Tomcat 7.0/8.0 (with Oracle JDK 7 or 8)
Workforce Management	Workforce Management	8.5.1	WFM Web Supervisors: Oracle JRE 7 or JRE 8
Workforce Management	Workforce Management	8.5.2	WFM Web Server: Apache Tomcat 7.0/8.0 (with Oracle JDK 7 or 8)
Workforce Management	Workforce Management	8.5.2	WFM Web Supervisors: Oracle JRE 7 or JRE 8
Workforce Management	Workforce Management	8.5.2+	WFM Daemon: Open JDK 17
Workforce Management	Workforce Management	8.5.211	WFM Web Server: Apache Tomcat 7.0/8.0/ 8.5/9.0 (with Oracle JDK 7, JDK 8, or JDK 10)
Workforce Management	Workforce Management	8.5.211.00	WFM Web Supervisors: Oracle JRE 7, JRE 8, JRE 9, or JRE 10
Workforce Management	Workforce Management	8.5.212	WFM Web Server: Apache Tomcat 8.5/9.0 (with Oracle JDK 8 or JDK 10)
Workforce Management	Workforce Management	8.5.214	WFM Web Server: Apache Tomcat 8.5/9.0 (with Oracle Java 8 Developer's Kit (JDK), Oracle Java 11 Developer's Kit (JDK), or OpenJDK 11)
Workforce Management	Workforce Management	8.5.214+	WFM Web Supervisors: Oracle JRE 8, JRE 11, or OpenJDKJRE 11
Workforce Management	Workforce Management	8.5.215	WFM Web Server: Apache Tomcat 8.5/9.0 (with Oracle Java 8
Product	Component	Version	Supported Java

Product	Component	Version	Supported Java
			Developer's Kit (JDK), Oracle Java 11 Developer's Kit (JDK), or OpenJDK 11)
Workforce Management	Workforce Management	8.5.220	WFM Web Server: Apache Tomcat 9.0.75 (with OpenJDK 17)
Workforce Management	Workforce Management	8.5.220	WFM Web Supervisors: OpenJDK 17
Product	**Component**	**Version**	**Supported Java**

Discontinued Support

The table below lists Genesys announced global end of support dates for various operating platforms or versions that have both reached end of support or will reach end of support soon. End of Support dates are based on Genesys product lifecycle needs and may be earlier than the platform vendor's end of support dates. In addition to the below list, Genesys support for third party platform versions ends when respective vendors declare End of support. To learn more, refer to Red Hat, Microsoft, Oracle, Open JDK, Oracle Java, Jetty, Tomcat, Netty, CentOS, PostgreSQL, Redis, elasticsearch, Cassandra, Citrix, VMWare, IE11 information.

> **Important**
>
> Genesys Engage is revamping its support policy for web browsers. Starting January 1, 2024, the compatibility of Genesys Engage applications with supported web browsers will be limited to releases no older than one (1) year.

Operating Environment	Global End of Suppo (for all Genesys products
Operating Systems	
IBM AIX (all versions)	All versions: December 31, 2020
	IBM AIX 6.1: April 16, 2016
HP-UX (all versions)	December 31, 2014
Microsoft Windows Server 2003	July 31, 2015
Microsoft Windows Vista	April 1, 2016
Microsoft Windows Server 2008	June 30, 2020
Microsoft Windows 7	June 30, 2020
Microsoft Windows 8	September 30, 2023
Microsoft Windows Server 2012	October 31, 2024
Microsoft Windows Server 2016	Support for Microsoft Windows Server 2016 applications on January 31, 2026
MacOS 10.x	October 1, 2024
MacOS 11.x	October 1, 2024
MacOS 13.x	December 1, 2025.
Red Hat Enterprise Linux 5.x	June 30, 2018
Red Hat Enterprise Linux 6.x	November 30, 2020
Red Hat Enterprise Linux 7.x	Support for Red Hat Enterprise Linux 7.x wil applications on January 31, 2025.
CentOS 7.x	January 15, 2025
Solaris (all versions)	December 31, 2020

Operating Environment	Global End of Supp (for all Genesys products
	Solaris 9: October 1, 2014
Oracle Linux 6	July 31, 2023
Browsers	
Internet Explorer 11	June 15, 2022
Databases	
Sybase (all versions)	January 1, 2013
IBM DB (all versions)	All versions: December 31, 2020
	IBM DB2 9.5: April 1, 2015
Microsoft SQL Server 2005	April 1, 2016
Microsoft SQL Server 2008	June 30, 2020
Microsoft SQL Server 2012	January 1, 2025
Microsoft SQL Server 2014	January 1, 2025
Microsoft SQL Server 2016	Support for Microsoft SQL Server 2016 will b applications on March 31, 2025.
Oracle 10g	February 1, 2014
Oracle 18c	June 30, 2021
PostgreSQL 9	November 11, 2021
PostgreSQL 10	June 30, 2024
PostgreSQL 11	September 15, 2024
Cassandra 2.0	June 30, 2020
Redis 3.0	June 30, 2020
Oracle 11.x	December 31, 2020
Oracle 12.2	March 31, 2022
Interpreters	
Java 7 and earlier	November 1, 2024
Virtualization	
Citrix XenApp 5	January 31, 2015
IBM PowerVM LPAR (AIX 6)	April 16, 2016
Microsoft Terminal Server (Windows 2003, XP)	July 1, 2015
VMWare (6.x and earlier)	6.x - December 1, 2024
	5.x - June 30, 2020
	Note: VMWare ESXi 4 and 3.5 were no longe 2014.
Hyper-V Server 2008	June 30, 2020
IBM AIX LPAR Virtualization (all versions)	December 31, 2020
Solaris Containers Virtualization (all versions)	December 31, 2020

Operating Environment	Global End of Supp (for all Genesys products
Citrix XenApp 6	June 30, 2023

Last Supported Versions

The table below lists the last versions of Operating platforms Genesys is committed to maintain throughout the Engage lifecycle. A key part of this maintenance is ensuring Engage interoperates with vendor supported operating environment elements.

The following list represents such elements which will are projected to maintain vendor support through the remaining duration of the lifecycle.

> **Important**
>
> As such, these will be the last versions supported on the Engage platform and Genesys will not validate any newer versions that may be released by the third party vendors in future.

Operating Systems

- Microsoft Windows Server 2022
- Windows 11
- Red Hat Enterprise Linux 9

Databases

- Microsoft SQL Server 2022
- Oracle Database 19c
- PostgreSQL 16

Virtualization

- Citrix Virtual Apps and Desktops 2203 LTSR
- VMWare ESXi 8

Virtualization Platform Support

This page describes the virtualization platforms that have been tested and verified to interoperate with each listed Genesys product. The following tables provide references for Genesys products that were tested by Genesys.

- Virtualization may increase the processing load compared to native deployment on a given node. You should follow the recommendations and best practices discussed in the virtualization platform vendor's documentation.
- You should be aware of potential impact to performance and voice quality when deploying components that interface with RTP media streams, including Stream Manager, Genesys Voice Platform (GVP) Media Control Processor, and CPD Server. Although these components operate in a virtual environment, in some cases it may be necessary to limit call rates to achieve acceptable voice quality.
- It is strongly recommended that you test the proposed configuration under simulated production conditions, to ensure acceptable sizing and performance.

For ESXi, note the following:

> ## Important
>
> - **Support discontinued from December 1, 2024**. ESXi 6.x covers all 6.x releases, including ESXi 6.0, 6.5, 6.7 and so on.
> - For ESXi 6.x support with Windows Server 2016, refer to the respective product SOE (Supported Operating Environment Reference) page in this document to determine the versions that support Windows Server 2016. If the versions in that page are higher than the versions identified in this table, use one of those versions. Otherwise, use one of the versions specified in this table for that product.

For other questions, contact Customer Care using their Care portal.

> ## Important
>
> The Citrix Workspace product names are changed as follows:
>
> - XenServer to Citrix Hypervisor
> - XenApp to Citrix Virtual Apps
> - Xen Desktop to Citrix Virtual Desktops

Citrix			
Virtualization Platforms	**Genesys Supported Products**	**Genesys Releases**	**Conditions/ Limitations**
Citrix Virtual Apps 6 (formerly XenApp)	Configuration Manager User Interface	8.1.1+	Discontinued as of June 30, 2023.
	GIR Screen Recording Service	8.5.302+	Discontinued as of June 30, 2023.
	Solution Control Interface	8.0.3	Discontinued as of June 30, 2023.
	Solution Reporting CCPulse+ User Interface	8.0.1	Discontinued as of June 30, 2023.
	WFM GUI/Configuration & Database Utilities I User Interface	8.1.1	Versions 6.0 and 6.5 are supported. Discontinued as of June 30, 2023.
	WFM Web Agent User Interface	8.1.1	Discontinued as of June 30, 2023.
	WFM Web Supervisor User Interface	8.1.1	Discontinued as of June 30, 2023.
	Workspace Desktop Edition (Interaction Workspace User Interface)	8.1+	Versions 6.0 and 6.5 are supported. Discontinued as of June 30, 2023.
Citrix Virtual Apps 7 (formerly XenApp)	Genesys Softphone	9.0	LTSR 1912 supported from 9.0.014.12 LSTR 2203 supported from 9.0.026.02 Refer Genesys Softphone VDI Adapter Support for more information.
	Genesys Web Services and Applications (Workspace Web Edition)	8.5.2	
	Solution Reporting CCPulse+ User Interface	8.1+	
	Workspace Desktop Edition (Interaction Workspace User Interface)	8.5	LTSR 1912 supported from 8.5.143.08 LSTR 2203 supported from 8.5.159.03
Citrix Virtual Desktops 7 (formerly XenDesktop)	Genesys Softphone	9.0	LTSR 1912 supported from 9.0.014.12 LSTR 2203 supported from 9.0.026.02

			Refer Genesys Softphone VDI Adapter Support for more information.
	GIR Screen Recording Service	8.5.302+	
	Genesys Web Services and Applications (Workspace Web Edition)	8.5.2	
	Solution Reporting CCPulse+ User Interface	8.1+	
	WFM GUI/Configuration & Database Utilities I User Interface	8.5.1	
	WFM Web Agent User Interface	8.5.1	
	WFM Web Supervisor User Interface	8.5.1	
	Workspace Desktop Edition (Interaction Workspace User Interface)	8.5+	LTSR 1912 supported from 8.5.143.08 LSTR 2203 supported from 8.5.159.03
Citrix Hypervisor 7 (formerly XenServer)	Genesys Info Mart	8.5.007+	Supported with Hardware Virtual Machine

Microsoft

Virtualization Platforms	Operating Systems	Genesys Supported Products	Genesys Releases	Conditions/ Limitations
Hyper-V	Red Hat Enterprise Linux 7.x/CentOS Linux 7.x	Genesys Pulse	9.0.003.03	Support starting with Red Hat Enterprise Linux 7.6 and/CentOS Linux 7.6
Hyper-V	Windows Server 2019	Chat Server	8.5.314.02+	
		Genesys Co-browse	9.0.005.49+	
		Classification Server	9.0.000.07+	
		Framework	8.5.1+	Refer to Management Framework release notes for supported version number. DB Server support beginning with 8.1.302.09+.

		Genesys Pulse	9.0.003.03	
		Genesys Info Mart	8.5.015.07+	
		Interaction Concentrator	8.1.514.38+	
		Interaction Server	8.5.304.07	
		Outbound Contact	8.1.527.07	
		Interaction Server Proxy	8.5.304.02	
		Stat Server	8.5.112.07+	
		Universal Contact Server	8.5.3+	Supported starting with 8.5.300.39
		Universal Routing	8.1.400.62+	
		Orchestration Server	8.1.400.89	
		Genesys Softphone	9.0.009.03	Refer Genesys Softphone VDI Adapter Support for more information.
		Workspace Desktop Edition	8.5.137.06	Supports Remote Desktop Protocol (RDP).
		Composer	8.1.5+	Supported starting with 8.1.561.29.
		Workforce Management	8.5.220+	
Hyper-V	Windows Server 2016	Framework	8.5.1+	Refer to Management Framework release notes for supported version number. DB Server support beginning with 8.1.301.16+.
		Genesys Info Mart	8.5.007+	
		Workspace Desktop Edition	8.5	
		Outbound Contact	8.1.510.05	
		Genesys Co-browse	9.0	
		Chat Server	8.5.105.05+	
		Composer	8.1.430+	
		E-mail Server	8.5.104.13+	
		Interaction Concentrator	8.1.511+	
		Interaction Server	8.5.201+	

		Interaction Server Proxy	8.5.201+	
		Genesys Administrator	8.1.308+	
		Genesys Administrator Extension	8.5.230+	
		Genesys Interactive Insights	8.5+	
		Genesys Mobile Services	8.5.106.14+	
		Genesys Pulse	8.5.108+	
		Genesys Rules System	8.5.303.14+	
		Orchestration Server	8.1.400+	
		SIP Server	8.1.102.95+	For SIP Server and SIP Proxy, please consult with product management, as GVP/Media Server & GIR do not support Hyper-V.
		SIP Proxy	8.1.100.72+	For SIP Server and SIP Proxy, please consult with product management, as GVP/Media Server & GIR do not support Hyper-V.
		Stat Server	8.5.108+	
		Universal Contact Server	8.5.300+	
		Universal Routing	8.1.400.28+	
		Workforce Management	8.5.202+	
Hyper-V	Windows Server 2012	eServices	8.5+	Recommend external Cassandra on Linux
		Genesys Info Mart	8.1.3	
		Genesys Knowledge Center	8.5	
		Genesys Video Gateway	9.0	
		Genesys Web	8.5	

		Engagement		
		Gplus Adapter for Siebel CRM	8.0	
		intelligent Workload Distribution	8.5	
		IVR Interface Option	8.5	
		Management Framework	8.5	
		Outbound Contact Server	8.1.5+	
		Genesys Pulse	8.5	
		SIP Proxy	8.1.1	For SIP Server and SIP Proxy, please consult with product management, as GVP/Media Server & GIR do not support Hyper-V.
		SIP Server	8.1.1	For SIP Server and SIP Proxy, please consult with product management, as GVP/Media Server & GIR do not support Hyper-V.
		Social Engagement	8.5	
		Stat Server	8.5.000.24+	
		Workspace Desktop Edition	8.5	

VMware

Notes:

- For ESXi, note the following:
  - ESXi 6.x covers all 6.x releases, including ESXi 6.0, 6.5, 6.7 and so on.
  - For ESXi 6.x support with Windows Server 2016, refer to the respective product SOE (Supported Operating Environment Reference) page in this document to determine the versions that support Windows Server 2016. If the versions in that page are higher than the versions identified in this table, use one of those versions. Otherwise, use the one of the versions specified in this table for that product.
  - Operating systems listed are for VMware support. Specific product support of the OS may be different. Please check the product operating system tables for OS supported by a specific

product.

- Genesys does not recommend VMotion for RTP (Real-Time Protocol) based products as its over subscription might impact service quality. If your organization require using VMotion, contact your Genesys Representative.

Virtualization Platforms	Server Operating Systems	Genesys Supported Products	Virtual Desktop Operating Systems	Genesys Releases	Conditions/ Limitations
ESXi 6.x hypervisor, VMotion, DRS & HA	• Red Hat Enterprise Linux 7 • Windows Server 2012 • Windows Server 2016	eServices		8.5.1+	Discontinued as of December 1, 2024.
		Genesys Administrator		8.1.3+	Discontinued as of December 1, 2024.
		Genesys Administrator Extension		8.5.2+	Discontinued as of December 1, 2024.
		Genesys Co-browse	Discontinued as of December 1, 2024.	8.5+	Discontinued as of December 1, 2024.
		Genesys Info Mart		8.5+	Discontinued as of December 1, 2024.
		Genesys Mobile Services		8.5.106.14+	Discontinued as of December 1, 2024.
		Genesys Pulse		8.5+	Discontinued as of December 1, 2024.
		Genesys Voice Platform		9.x	Discontinued as of December 1, 2024. Genesys Voice Platform does not support VMotion, DRS & HA.
		Interaction Concentrator		8.1.5+	Discontinued as of December 1, 2024.

		Management Framework		8.5.1+	Discontinued as of December 1, 2024.
		Orchestration Server		8.1.4+	Discontinued as of December 1, 2024.
		Outbound Contact		8.1.5+	Discontinued as of December 1, 2024.
		SIP Server		8.1.1+	Discontinued as of December 1, 2024. SIP Server does not recommend VMotion. Refer VMware notes in the beginning of this table for more information.
		Stat Server		8.5.104+	Discontinued as of December 1, 2024.
		T-Servers		8.1+	Discontinued as of December 1, 2024.
		Universal Routing	Discontinued as of December 1, 2024.	8.1.4+	Discontinued as of December 1, 2024. Universal Routing does not recommend VMotion. Refer VMware notes in the beginning of this table for more information.
		Workforce Management		8.5.205+	Discontinued as of December 1, 2024.

ESXi 6.x hypervisor	• Red Hat Linux 7 • Red Hat Linux 6 • Windows Server 2012 • Windows Server 2016	intelligent Workload Distribution		9.0	Discontinued as of December 1, 2024.
		Genesys CX Insights (GCXI)		9.0	Discontinued as of December 1, 2024.
ESXi 7.x hypervisor, VMotion, DRS & HA	• Red Hat Enterprise Linux 8 • Red Hat Enterprise Linux 9 • Windows Server 2016 • Windows Server 2019	intelligent Workload Distribution		9.0	
	• Red Hat Enterprise Linux 7 • Red Hat Enterprise Linux 8 • Windows Server 2012 • Windows Server 2016 • Windows Server 2019	Management Framework		8.5.1+	
		Stat Server		8.5.107.15+	For specific information about Supported Operating Systems releases, see General Information about Real-Time Metrics Engine
	• Red Hat Enterprise Linux 8 • Windows	Genesys Pulse		9.0+	

	Server 2019				
ESXi 7.x hypervisor	• Red Hat Enterprise Linux 7 • Red Hat Enterprise Linux 8 • Windows Server 2019 • Windows Server 2016 • Windows Server 2012	Load Distribution Server		8.1.x	
		Stat Server		8.5.107.15+	For specific information about Supported Operating Systems releases, see General Information about Real-Time Metrics Engine
	• Red Hat Enterprise Linux 7 • Red Hat Enterprise Linux 8	Genesys Web Services and Applications		8.5.2	Genesys Web Services and Applications does not support VMotion, DRS & HA
	• Red Hat Enterprise Linux 8 • Red Hat Enterprise Linux 9	Genesys Web Services and Applications		8.6+	Genesys Web Services and Applications does not support VMotion, DRS & HA
	• Red Hat Enterprise Linux 8 • Windows Server 2019	Genesys Pulse		9.0+	
		Workforce Management		8.5.219+	
	Red Hat Enterprise Linux 8	Genesys CX Insights (GCXI)		9.0	
	Windows Server	Outbound Contact Server		8.1.531.24+	

	2019				
	• Red Hat Enterprise Linux 7 • Windows Server 2019	Genesys Info Mart		8.5.016.01+	Genesys does not test all platforms and operating systems. Except for VMware known issues between ESXi 6.x and ESXi 7.x, Genesys Info Mart expects no issues with ESXi 7.x hypervisor on the other operating systems on which ESXi 6.x hypervisor was supported -- namely, Red Hat Enterprise Linux 7, Windows Server 2012, and Windows Server 2016. The expectation is based on the following facts: • Genesys Info Mart support for the ESXi virtualization platform was previously verified on these operating systems. • Recent testing verified support for ESXi 7.x, if only on a single operating

					system. • Because Genesys Info Mart is a Java-based application, there are unlikely to be operating system dependencies.
	• Red Hat Linux 7 • Windows Server 2012 • Windows Server 2016	Genesys Mobile Services		8.5.106.14+	
		Genesys Voice Platform		9.x	Genesys Voice Platform does not support VMotion, DRS & HA
	• Red Hat Linux 7 • Red Hat Linux 8 • Windows Server 2016 • Windows Server 2019	Interaction Concentrator		8.1.514.47+	
		E-mail Server		8.5.202.02+	
		eServices		8.5.2+	
	• Red Hat Linux 8 • Windows Server 2016 • Windows Server 2019	Genesys Administrator Extension		9.0.1+	
	• Red Hat Linux 7	SIP Feature Server		8.1.202.41+	
		SIP Proxy		8.1.1+	

	• Red Hat Linux 8 • Windows Server 2012 • Windows Server 2016 • Windows Server 2019	SIP Server		8.1.1+	
		T Server		8.1.x	
	• Red Hat Enterprise Linux 7 • Windows Server 2016	Outbound Contact Server		8.1.531.10+	
	Red Hat Enterprise Linux 7	Network T-Server		8.1.x	
	• Red Hat Enterprise Linux 7 • Windows Server 2012 • Windows Server 2016 • Windows Server 2019	Universal Routing		8.1.400.84+	
		Orchestration Server		8.1.401.02+	
ESXi 8.x hypervisor	• Red Hat Linux 8 • Red Hat Linux 9 • Windows Server 2016 • Windows Server	intelligent Workload Distribution		9.0	
		Genesys Voice Platform		9.x	Genesys Voice Platform does not support VMotion, DRS & HA Support starting with:

	2019				• VP Media Control Platform 9.0.086.02+ • VP Resource Manager 9.0.086.13+
	• Red Hat Linux 8 • Red Hat Linux 9 • Windows Server 2019 • Windows Server 2022	Genesys Mobile Services		8.5.300+	
	• Red Hat Linux 8 • Windows Server 2019 • Windows Server 2022	Workforce Management		8.5.220+	Workforce Management does not support VMotion, DRS & HA
	• Red Hat Linux 8 • Windows Server 2016 • Windows Server 2019	Genesys Administrator Extension		9.0.1+	
	• Red Hat Linux 7 • Red Hat Linux 8 • Red Hat Linux 9	SIP Feature Server		8.1.203.04+	

	• Windows Server 2012 • Windows Server 2016 • Windows Server 2019				
	• Red Hat Linux 8 • Red Hat Linux 9	Genesys Web Services and Applications		8.6+	Genesys Web Services and Applications does not support VMotion, DRS & HA
	• Red Hat Enterprise Linux 8 • Windows Server 2022 • Windows Server 2019 • Windows Server 2016	Management Framework		8.5.1+	
	• Windows Server 2019 • Windows Server 2022	Genesys Administrator		8.1.311+	
	• Red Hat Enterprise Linux 8 • Red Hat Enterprise Linux 9 • Windows Server 2019	SIP Server		8.1.104.79+	SIP Server does not support VMotion, DRS & HA

	• Windows Server 2022				
	• Red Hat Enterprise Linux 8 • Red Hat Enterprise Linux 9 • Windows Server 2019 • Windows Server 2022	SIP Proxy		8.1.100.98+	SIP Proxy does not support VMotion, DRS & HA
	• Red Hat Enterprise Linux 8 • Windows Server 2019	Genesys Rules Engine		9.0.002.01+	Genesys Rules Engine does not support VMotion, DRS & HA
		Universal Routing Server		8.1.400.95+	Universal Routing Server does not support VMotion, DRS & HA
		Outbound Contact Server		8.1.531.28+	Outbound Contact Server does not support VMotion, DRS & HA
		eServices		8.5.316.02+ (Chat Server) 9.0.000.11+ (Classification Server) 9.0.000.10+ (Training Server) 8.5.210.02+ (E-mail Server) 9.0.013.05+ (Interaction Server) 9.0.013.01+ (Interaction Server Proxy)	eServices does not support VMotion, DRS & HA

				9.0.000.11+ (Interaction Server Cluster Plugin for GAX) 9.0.001.09+ (Content Analyzer Plugin for GAX) 9.0.004.07+ (eServices Manager Plugin for GAX) 9.0.001.10+ (Privacy Manager Plugin for GAX) 8.5.300.51+ (Universal Contact Server) 8.5.303.04+ (Universal Contact Server Proxy) 9.1.016.05+ Digital Messaging Server 9.0.016.07+ Genesys Cloud API Driver for Twitter 9.0.016.07+ - Genesys Cloud API Driver for Facebook 9.1.016.01+ - Genesys Driver for use with Genesys Hub 9.1.016.01+ - Genesys Driver for use with Apple Business Chat via Hub 9.0.016.02+ - Genesys Driver for SMS and MMS	
		Stats Server (Real-Time Metrics Engine)		8.5.112.30+	Stats Server does not support VMotion, DRS & HA
		Pulse		9.0.008.02+ (Pulse) 9.0.008.03+ (Collector)	Pulse does not support VMotion, DRS & HA
		Infomart		8.5.116.53+	Genesys InfoMart does not support VMotion, DRS

					& HA
	Red Hat Enterprise Linux 8	Customer Experience Insights		100.0.035.00+	GCXI does not support VMotion, DRS & HA
	• Red Hat Linux 7 • Red Hat Linux 8 • Red Hat Linux 9 • Windows Server 2012 • Windows Server 2016 • Windows Server 2019 • Windows Server 2022	Load Distribution Server		8.1+	Load Distribution Server does not support VMotion, DRS & HA
		T Server		8.1+	
	• Red Hat Linux 8 • Red Hat Linux 9 • Windows Server 2019 • Windows Server 2022	Orchestration Server		8.1.400.94+	
VMware Horizon 7	• Windows Server 2019 • Windows Server 2022	GIR Screen Recording Service	• Windows 10 (64-bit) • Windows 11 • Windows 10	8.5.500.20	RDP support only

	Windows Server 2012	Genesys Mobile Services	• Windows 7 • Windows 8 • Windows 10	8.5.106.14+	
		Workspace Desktop Edition (Interaction Workspace User Interface)		8.5	Workspace does not support the Windows Media Multimedia Redirection technology (MMR). Administrators should ensure that MMR is not active for Workspace Desktop Edition. Contact your VMWare support to obtain information about the procedure specific to your environment.
		Workspace Web Edition (packaged with Genesys Web Services and Applications)		8.5.2	
VMware Horizon 8		Genesys Softphone	• Windows 10 • Windows 11	9.0.019.05+	VMware Horizon 8 ESB 2312.1 is supported starting from 9.0.101.03. Refer Genesys Softphone VDI Adapter Support for more information.
		Workspace Desktop Edition	• Windows 10 • Windows 11	8.5.162.05+	VMware Horizon 8 ESB 2312.1

VMware Support Notes:

- For products that require specialized cards (for example, Dialogic), you should rely on the card vendors and VMware for support and optimization.
- Genesys does not support VMware's Virtual Infrastructure or Application and Infrastructure

management products except as indicated in this table.

- Best practices that have been defined by VMware and Genesys should be followed when implementing VMware virtualization. Refer to the Genesys Deployment on VMWare - Best Practices.
- If license control is performed in a virtualized environment, either by running a FlexNet Publisher license server on virtual platforms or by using node-locked application license files, the host-id value returned by the virtual platform is used.
- When using MAC addresses, it may be necessary to override the default and force the virtual platform to use a static (fixed) MAC address to avoid problems when virtual images are moved between physical machines. See FlexNet Publisher documentation on virtualization deployment for further details: http://support.flexerasoftware.com/main/Default.aspx.
- For other questions on deployment using virtualization, contact Customer Care using their Care portal.

About This Guide

Use these pages to dynamically access system-level information about the operating environments (operating systems, databases, and other support) required to run Genesys applications for releases 7.2 and higher.

> **Important**
>
> - If you're looking for system-level information for Genesys releases 7.1 and earlier, contact us and we'll contact the appropriate person to provide you with an answer.
> - These Supported Operating Environment (SOE) Reference Guide pages are best viewed using the Firefox browser. Google Chrome and Safari are also supported.

Related Information

- Reading the SOE tables: Provides instructions on how to read the data in the associated tables.
- Using the SOE interface: Provides instructions on how to use the Table Display feature.
- Discontinued support: Lists the discontinued operating environments, databases, browsers, and virtualization products.
- Genesys EOL Life Cycle Table: Contains information on End of Life/End of Support plans for Genesys products.

Genesys Products

Support of a product and version indicates that the software can run on the indicated third-party platform (operating system, database, browser, and so on). Questions/problems can be submitted to Customer Care, assuming the appropriate Maintenance agreement is in effect. Third-party vendor platforms may support a large number of features, far beyond what can be tested, or may have no impact on use with Genesys products. Support does NOT indicate a commitment to support any particular features of that operating system or database.

Notes:

- Only those applications specifically mentioned in this document are supported. For other applications or solutions not mentioned, please send your question to the appropriate Product Manager, or if not known, post your question in the Feedback section at the bottom of each SOE page.
- The tables in this document are based on the vendors' compatibility statements. Genesys may require customers to upgrade to a particular version level, operating system, or database. Unless specified, all versions between the minimum version and the latest version are supported.

Databases, Operating Systems, and Browsers

- **Databases:** Databases identified in the database tables are supported on the operating systems identified in the operating system tables. Databases that are not shown in the database tables are not supported.
- **Operating Systems:** Operating systems that are not shown in the operating systems tables are not supported.
- **Browsers:** Unless otherwise noted, browser plug-ins are not supported for the browsers identified in the browser tables. Only the browser is supported.

Maintenance and Interoperable Components

These components are backward-compatible between releases. The latest release of these interoperable components can be used as a maintenance release for previous releases. These components are known as maintenance interoperable components.

Patch Support Guidelines

Genesys products are not supported below the operating system and patch level specified in their installation package (IP) ReadMe file.

Unless otherwise specified in the IP release note or this document, Genesys products are supported as follows:

- Genesys software works with the latest patches for supported third–party software (Operating System, Databases, Virtualization Systems, Application/Web Servers). In the event of an issue, Genesys will work with the customer to address and resolve the problem.
- For a given Windows operating system: on all combinations of service packs and patches above the minimum level documented in the IP ReadMe file.
- For a given version of a UNIX or Linux operating system as supported in this document:
  - If this version is the same as the one specified in the IP ReadMe file; all patch configurations that include the minimum set of patches specified in this file are supported.
  - If this version is higher; all patch configurations are supported.
- For a given version of Java as supported in this document:
  - If this version is the same as the one specified in the IP ReadMe file; all patch configurations that include the minimum set of patches specified in this file are supported.
  - If this version is higher; all patch configurations are supported.

Notes:

- Genesys supports all Microsoft patches to Windows Servers as a matter of policy, unless noted otherwise in the operation systems table for the product/component.
- Genesys reserves the right to announce that some specific patch above the minimum level is not to be used for a given product. The information is available in the product’s release note.

For further information, please refer to the Genesys Supported Media Interfaces Reference Manual.

End of Support

Genesys will formally announce end of support for major third-party vendor platforms listed in this SOE Guide. This is typically done 12-24 months in advance, via the Genesys customer newsletter. For a given vendor platform/version, the end of support notice will state the last Genesys X.Y release that will support it suite-wide, and the date when all support in all releases (last and prior) will end. When the end of all support date is reached, all entries for that platform/version will be removed from the SOE Guide. For a listing of global end of support dates, see Discontinued Support.

Definitions

- **Server Components:** The Server component tables include Genesys components that run as backend processes. Typically these are installed on an MS Windows or UNIX machine running a server type operating system. Those processes or components that perform the server function of a client-server relationship, but are built to run on workstation operating systems, are included in the user interfaces tables.
- **User-Interfaces:** The user interfaces tables apply to agent-facing and supervisor/administrator facing components.
  - Agent-facing components include Genesys components that run on a workstation operating system or GUI environment. These provide functionality typically used by agents, such as interaction handling and real-time statistics.
  - Supervisor/Administrator-facing components include Genesys components that run on a workstation operating system or GUI environment and provide functionality typically used by supervisors or administrators. Supervisors typically have real-time monitoring statistics, but may also have interaction handling capabilities. When an application contains both agent and supervisor capabilities, it is expected that all capabilities are supported on the same operating systems or GUI environments. Administrator capabilities include interaction with the configuration or management systems, routing design applications, and campaign setup applications.

How to Read the Tables in the Supported Operating Environment

This page describes how to read the tables in this document.

> **Important**
>
> **Third-party vendor Patches:** Genesys software works with the latest patches for supported third–party software (Operating System, Databases, Virtualization Systems, Application/Web Servers). In the event of an issue, Genesys will work with the customer to address and resolve the problem.

OS Support for..., Browser Support for..., and DB/DB Cluster Support for... Tables

Name	Definition

Version support for platforms (OS, DBMS, browsers)	Vendor product versions are identified as X.Y, or X.Y.Z. Although vendors often produce "dot releases," this document usually identifies only major release numbers. Genesys supports the minor releases, based on the vendors' compatibility policy.
	Notes:
	• Operating Systems
	  • Red Hat Enterprise Linux (RHEL) versions: For RHEL, 5, 6, and 7, version X means all X.Y versions are supported. For example, support for Red Hat Enterprise 7 means that the component supports all RHEL 7.x versions.
	  • CentOS Linux versions: For CentOS Linux 7, version 7 means all 7.x versions are supported.
	  • Oracle Linux versions: For Oracle Linux 7, version 7 means all 7.x versions are supported.
	• Browsers
	  • Unless otherwise noted, browser plug-ins are not supported for the identified browsers. Only the browser is supported.
	  • Google Chrome: The latest version of Google Chrome and two prior versions are

	supported.
Release Support	• **X.X** (for example, 8.1): Indicates that only that specific release X.X version is supported. • **X.X+** (for example, 7.6+): Indicates that all releases from X.X onward are supported. • **X.X, X.Y**: Indicates that only those specific releases are supported. • **X.X–X.Y**: Indicates that all releases between the two releases are supported, inclusive. • **Controlled:** Indicates that Genesys provides controlled support for eligible customer configurations. Genesys Professional Services can perform on site assessment, testing, and validation of your configuration to determine eligibility. For more information, please contact your Genesys Account Manager. **Notes:** • In some cases, the Genesys version may be three digits, X.Y.Z. • For Microsoft products with sub-versions such as R1/R2, all versions are supported except as noted for the specific product.”
Conditions/Limitations	Provides conditions or limitations specific to the row.

IPv6 Support for: Support for... Tables	
Name	**Definition**
Interface	• Common Interfaces: Refers to common Genesys components that might be used. • Additional Interfaces: Refers to other components that might be used.
Release Support	Refers to the release number of the Genesys product.
Conditions/Limitations	Provides conditions or limitations specific to the row.

Prerequisites Tables

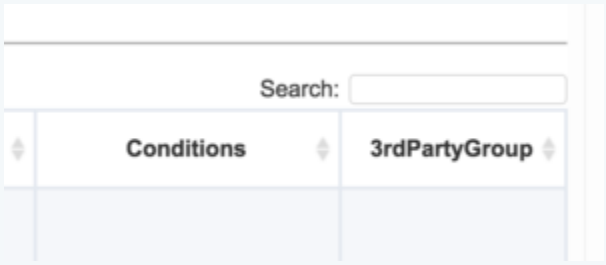
Name	Definition
Third-Party Component Component Prerequisite	Identifies the name of the third-party component required by this product.
Acquired by Customer	Identifies whether the customer must acquire the component. A Yes value indicates that the customer obtain it.
Provided by Genesys	Identifies whether Genesys provides the customer with this component. A Yes value indicates that the Genesys does provide it.
Conditions/Limitations	Provides conditions or limitations specific to the row.

Virtualization Platform Support Tables	
Name	**Definition**
Virtualization Platforms	Identifies the names of the support virtualization platforms.
Operating Systems	Identifies the Operating System versions that are supported both by the Genesys product and the virtualization platform.
Genesys Supported Products	Provides information or links to the associated products that are supported by the virtualization platform.
Genesys Releases	Provides information on what User Interfaces are supported on this platform.
Conditions/Limitations	Provides conditions or limitations specific to the row.

Drilling Down in the SOE

This guide offers different ways to drill down into the information.

- Front page drilldown
- Major Upgrade drilldown
- Java Support
- Product Pages
- Virtualization Support

> **Tip**
> Many of the tables in this guide includes in-table search functionality. It is fast. Use the search box above the table to filter results to only those rows containing a match. Look for the search box above the tables:
>
> 
>

Front Page Drilldown

The front page gives you a few tabs to drilldown by operating system, browser, database, as well as a quick access list of links to all the product pages.

Operating System Drilldown

On the **OS** tab, you can either view all supported operating systems from across all products in a given family of operating system (for example, all Windows or Mac versions). Or you can select a particular OS version and filter on that.

Viewing all versions in a family

To view all results for an OS family, select your OS family in the first dropdown and **leave the *filter by version* dropdown unselected**. Then click **Update**.

Filtering by specific OS version

To filter by a specific version, select your OS family first, then select the specific version in the **filter by version** dropdown, and click **update**.

Browser Drilldrown