GENESYS™

Supported Operating Environment

Workspace Desktop Edition

12/14/2025

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.