End of Genesys Support for Apple Push Notification service (APNs) – Legacy binary protocol

End of Platform Support Announcement
March 15th, 2021

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End of Platform Support

Last Updated: March 12th, 2021

Overview

As of March 15th, 2021, Genesys announces the End of Platform Support for the 3rd party service listed below:

Service	Protocol
Apple Push Notification service	Legacy Binary protocol

End of Platform Support Announcement	March 15th, 2021
End of Platform Support	March 31st, 2021

Details

Apple Push Notification server (APNs) is an Apple-hosted service that allows applications to deliver information to iOS, iPadOS and macOS devices. On March 31st, 2021, Apple will be discontinuing support for the legacy binary protocol and has instructed developers to adopt the use of HTTP/2-based APNs provider API. Information about this protocol deprecation, please refer to Apple's documentation.

If your solution uses **Genesys Mobile Services** and send push notifications with the APNs legacy binary protocol in your environment, this is a notice to all customers and partners that Genesys will stop supporting the **Legacy Binary protocol** for **Apple Push Notification service (APNs)** communication protocol for all Genesys products, effective **March 31st, 2021**.

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This means that if an issue arises after this date with any existing Genesys software version that relates to **Legacy Binary protocol** , Genesys will recommend that the customers migrate to a supported communication protocol such as **Google's Firebase Cloud Messaging (FCM)**.

Please note that Genesys does not sell or provide maintenance for these services. Genesys support only refers to interoperability between these third-party products and Genesys products. For details about **Legacy Binary protocol** for **Apple Push Notification service (APNs)** End of Support, please visit Apple Developer Site for details.

For further information on 3rd-party platforms supported by Genesys products, see the Genesys Supported Operating Environment reference manual, as well as the Push Notification Service page in Genesys Engage On-Premises Documentation site.

Major Versions

Genesys components / versions that are affected by this Apple APNs protocol retirement:

Versions of Genesys components affected
CD - v8.1 – Genesys Mobile Services (3GP18174TAAA)
PI – v8.5 – Genesys Mobile Services (3GP20138TAAA)
All future versions

Supplemental Information

Migration path: Genesys strongly recommends that customers migrate to a supported communication protocol such as **Google's Firebase Cloud Messaging (FCM)**.

Frequently Asked Questions

Why is end of support being announced for this version now?

- Answer: **Legacy Binary protocol** for **Apple Push Notification service (APNs)** reaches end of support on March 31st, 2021. This means that the APN service will no longer be accessible for such protocol.

Definitions

End of Platform Support Announcement Date

This is a general announcement for end of support for a third-party platform.

End of Platform Support Date

From this date onward, all Genesys Maintenance and Support obligations will cease interoperability with this operating system on the vendor's platform. It may or may not correspond with the vendor's End of Support Date.

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