Chrome NPAPI Deprecation Bulletin

Innovative Systems APmax Bulletin

Chrome NPAPI Deprecation Impacts ACD and Web Portal Users

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Google Chrome has been deprecating support for plugins using the older NSAPI plugin interface. This includes Microsoft's Silverlight plugin used in the Innovative Systems ACD and Web Portal services. The process announced by Google (http://www.chromium.org/developers/npapi-deprecation) for phase out of these plugins started with warnings in Chrome version 32 (January 2014), progresses to requiring explicit permission in Chrome 41 (January 2014) to complete blocking in Chrome 43 (April 2015). Customers using Google Chrome will, depending upon which version they are running, encounter difficulty or a complete inability to connect with any web site using the Microsoft Silverlight plugin including the previously mentioned Innovative Systems services.

Microsoft has not indicated if they intend to support Silverlight in the Chrome browser at some point in the future and is recommending users needing Silverlight support use Microsoft Internet Explorer or the Mozilla Firefox browsers instead. As a result Innovative Systems is recommending customers using the Google Chrome browser for accessing the APmax ACD or Web Portal services switch to either Microsoft Internet Explorer or Mozilla Firefox.