

# End of Genesys Support for WebAPI Server 7.6 and above

**End of Component Support Announcement**  
**August 5, 2019**

# End of Component Support

Last Updated: [August 5, 2019](#)

## Overview

**WebAPI Server** is a component which is shipped as part of MCR 7.6, Multimedia and eServices 8.x. As of August 5, 2019, Genesys announces the End of Component Support and provides a migration path for migrating existing WebAPI Server deployments to **GMS Chat API** ("Chat API Version 2"). For details on the migration, please visit our GMS Chat API Docs site at the provided [link](#).

Component	Release
<b>WebAPI Server</b>	All Versions: 7.6, 8.0, 8.1, 8.5
<b>End of Component Support Announcement</b>	<a href="#">August 5, 2019</a>
<b>End of Component Support</b>	<a href="#">August 5, 2021</a>

## Details

This is a notice to all customers and partners that Genesys will stop supporting WebAPI Server for all Genesys products, effective August 5, 2021. This means that if an issue arises after this date with any existing Genesys software version that relates to WebAPI Server 7.6, 8.0, 8.1 or 8.5, Genesys will require customers to migrate to GMS Chat API.

Genesys product versions that are affected by this component retirement announcement:

**Version of retiring component:** [WebAPI Server 7.6, 8.0, 8.1, 8.5](#)

**Versions of Genesys products affected:**

v7.6 - 3rd Party Chat	v7.6 - intelligent Workload Distrib. Lab
v7.6 - 3rd Party Chat – Lab	v7.6 - intelligent Workload Distribution
v7.6 - 3rd Party E-mail	v7.6 - iWD - Back Office
v7.6 - 3rd Party E-mail - Lab	v7.6 - iWD - Back Office - Lab
v7.6 - 3rd Party Fax	v7.6 - Proactive Contact - E-mail/SMS
v7.6 - 3rd Party Fax - Lab	v7.6 - Proactive Contact-E-mail/SMS-Lab
v7.6 - 3rd Party Fax to iWD Upgrade	v7.6 - Web Collaboration Option
v7.6 - 3rd Party SMS	v7.6 - Web Collaboration Option - Lab
v7.6 - 3rd Party SMS - Lab	v8.0 - 3rd Party Chat
v7.6 - 3rd Party Work Items	v8.0 - 3rd Party Chat - Lab
v7.6 - 3rd Party Work Items - Lab	v8.0 - 3rd Party E-mail
v7.6 - 3rd Party Work Items to iWD Upgr.	v8.0 - 3rd Party E-mail - Lab
v7.6 - Genesys E-mail	v8.0 - 3rd Party Fax
v7.6 - Genesys E-mail - Lab	v8.0 - 3rd Party Fax - Lab
v7.6 - Genesys Outbd Contact - MS - Lab	v8.0 - 3rd Party Fax to iWD Upgrade
v7.6 - Genesys Outbd Contact - SS - Lab	v8.0 - 3rd Party SMS
v7.6 - Genesys Outbnd Contact-Preview-MS	v8.0 - 3rd Party SMS - Lab
v7.6 - Genesys Outbnd Contct-Preview-Lab	v8.0 - 3rd Party Work Items
v7.6 - Genesys Outbnd Contct-Preview-SS	v8.0 - 3rd Party Work Items - Lab
v7.6 - Genesys Outbound Contact - MS	v8.0 - 3rd Party Work Items to iWD Upgr.
v7.6 - Genesys Outbound Contact - SS	v8.0 - Content Analyzer - Lab
v7.6 - Genesys Outbound Preview	v8.0 - Genesys Chat
v7.6 - Genesys Outbound Preview - Lab	v8.0 - Genesys Chat - Lab
v7.6 - Genesys Outbound Voice	v8.0 - Genesys Chat(Clone)
v7.6 - Genesys Outbound Voice - Lab	v8.0 - Genesys E-mail
v7.6 - Genesys Web Media	v8.0 - Genesys E-mail - Lab
v7.6 - Genesys Web Media - Lab	v8.0 - Genesys Outbound Preview
v7.6 - Gplus MSCRM Email & Activity -Lab	v8.0 - Genesys Outbound Preview - Lab
v7.6 - Gplus MSCRM Email & Activity Rout	v8.0 - Genesys Outbound Voice

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v8.0 - Genesys Outbound Voice - Lab  
v8.0 - Genesys SMS  
v8.0 - Genesys SMS-Lab  
v8.0 - Genesys Social Engagement - App.  
v8.0 - Genesys Web Callback  
v8.0 - Genesys Web Callback-Lab  
v8.0 - Genesys Web Media  
v8.0 - Genesys Web Media - Lab  
v8.0 - Gplus Adapter SAP CRM - Lab  
v8.0 - Gplus Adapter Siebel CRM  
v8.0 - Gplus Adapter Siebel CRM - Lab  
v8.0 - Gplus MSCRM Email & Activity -Lab  
v8.0 - Gplus MSCRM Email & Activity Rout  
v8.0 - Gplus SAP E-mail Option  
v8.0 - Gplus SAP E-mail Option - Lab  
v8.0 - Gplus SAP Work Items Option  
v8.0 - Gplus SAP Work Items Option - Lab  
v8.0 - Gplus Siebel E-mail Option  
v8.0 - Gplus Siebel E-mail Option - Lab  
v8.0 - Gplus Siebel Work Items Opt.- Lab  
v8.0 - Gplus Siebel Work Items Option  
v8.0 - intelligent Workload Distrib. Lab  
v8.0 - intelligent Workload Distribution  
v8.0 - iWD - Back Office  
v8.0 - iWD - Back Office - Lab  
v8.0 - Outbound Voice w/ Genesys CPD/ASM  
v8.0 - Outbound Voice w/Gen. CPD/ASM Lab  
v8.0 - Proactive Contact - E-mail/SMS  
v8.0 - Proactive Contact - E-mail/SMS-La  
v8.0 - Web Collaboration Option  
v8.0 - Web Collaboration Option - Lab  
v8.1 - 3rd Party Chat  
v8.1 - 3rd Party Chat - Lab  
v8.1 - 3rd Party E-mail  
v8.1 - 3rd Party E-mail – Lab  
v8.1 - 3rd Party Fax

v8.1 - 3rd Party Fax - Lab  
v8.1 - 3rd Party Fax to iWD Upgrade  
v8.1 - 3rd Party SMS  
v8.1 - 3rd Party SMS - Lab  
v8.1 - 3rd Party Work Items  
v8.1 - 3rd Party Work Items - Lab  
v8.1 - 3rd Party Work Items to iWD Upgr.  
v8.1 - Content Analyzer - Lab  
v8.1 - Genesys Chat  
v8.1 - Genesys Chat - Lab  
v8.1 - Genesys CPD/ASM  
v8.1 - Genesys CPD/ASM - Lab  
v8.1 - Genesys E-mail  
v8.1 - Genesys E-mail - Lab  
v8.1 - Genesys Outbound Preview  
v8.1 - Genesys Outbound Preview - Lab  
v8.1 - Genesys Outbound Voice  
v8.1 - Genesys Outbound Voice - Lab  
v8.1 - Genesys SMS  
v8.1 - Genesys SMS-Lab  
v8.1 - Genesys Social Engagement - App.  
v8.1 - Genesys Web Callback  
v8.1 - Genesys Web Callback-Lab  
v8.1 - intelligent Workload Distrib. Lab  
v8.1 - intelligent Workload Distribution  
v8.1 - iWD - Back Office  
v8.1 - iWD - Back Office - Lab  
v8.1 - Outbound Voice w/Gen. CPD/ASM Lab  
v8.1 - Outbound Voice w/Genesys CPD/ASM  
v8.1 - Proactive Contact - E-mail/SMS  
v8.1 - Proactive Contact-E-mail/SMS-Lab  
v8.1 - Social Engagement Base - App  
v8.1 - Social Engagement Base - Lab  
v8.1 - Web Collaboration Option  
v8.1 - Web Collaboration Option – Lab  
v8.5 - intelligent Workload Distrib. Lab

v8.5 - intelligent Workload Distribution

v8.5 - intelligent Workload Distribution & JMS Adapter

v8.5 - intelligent Workload Distribution & JMS Adapter – Lab

v8.5 - iWD - Back Office

v8.5 - iWD - Back Office - Lab

v8.5 - iWD - Back Office & JMS Adapter

v8.5 - iWD - Back Office & JMS Adapter - Lab

## Migration Path

Customers using WebAPI Server should move to Genesys Chat 8.5 or later. Customers of Genesys Chat 8.5 and later are entitled to the GMS Chat API. Installation steps are covered in the [Chat](#) and [GMS](#) documentation.

## Frequently Asked Questions

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

WebAPI Server is an older application that has been replaced with GMS Chat API. With the announced EOL of older versions of eServices on May 31, 2019, WebAPI Server can also be retired.

### What is the replacement for this end of support component?

GMS Chat API is the replacement for with WebAPI Server. GMS is a more modern REST API that offers all the functionality of WebAPI Server plus additional capabilities such as being mobile-friendly.

### What about Email forms and 3<sup>rd</sup> Party Media support?

WebAPI Server also provided support for Email Web Forms and 3<sup>rd</sup> Party Media. GMS Support is also available for these capabilities. See [Documentation](#) for more details.