GENESYS™

Workforce Management Product Alerts

5/4/2026

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- Administrator

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Related documentation:

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- **Google Chrome version 45 ends support for Java Plug-ins**—WFM Web will no longer work with Chrome v45 and later, due to Chrome's end of support for Java Plug-ins. If you are running WFM Web on Chrome v45 or later, Genesys recommends you use either Internet Explorer or Firefox.

- **Limitation for WFM Web in Google Chrome Stable Channel update version 42**—By default, this browser version blocks the Java plug-in with no pop-up or other indication.
  Workforce Management supports Chrome, which means, in WFM Web, attempts to invoke Java applet subsystems prompts a message (after a long delay) that Java is not detected.

  Resolution:
  Starting with Chrome version 42, an additional configuration step is required to continue using NPAPI plug-ins.

  To enable NPAPI in Chrome Version 42 and later

  1. In your URL bar, enter: `chrome://flags/#enable-npapi`.

  2. Click the **Enable** link for the **Enable NPAPI** configuration option.

  3. Click the **Relaunch** button that appears at the bottom of the **Configuration** page.

     Official source from Oracle: www.java.com