



SAS CUSTOMER INTELLIGENCE 360 MOBILE SDK

Firestore Cloud Messaging API (V1) Private Key Update Instructions

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360 Notification Details

Title of Notification: Update to the Firebase Cloud Messaging API (V1)

Overview/Explanation:

Starting on June 20, 2024, Google will discontinue support for sending mobile push notifications via the legacy Cloud Messaging APIs. To avoid disruption to the notification service on your Android applications, you need to implement the Firebase Cloud Messaging API (V1) and update your mobile application settings in SAS® Customer Intelligence 360.

Effective Release: June 7, 2024.

Impact and Action Required:

This option will be available in SAS Customer Intelligence 360 starting on June 7, 2024, for all customers. To prepare for this event, complete the following steps:

1. Enable the Firebase Cloud Messaging API (V1) in the Firebase Console and generate a private key, which is downloaded as a JSON file.
2. Once the option is available on June 7, you should then upload the JSON file within the **Firebase Cloud Messaging Credentials** section for the mobile application in SAS Customer Intelligence 360 under General Settings.

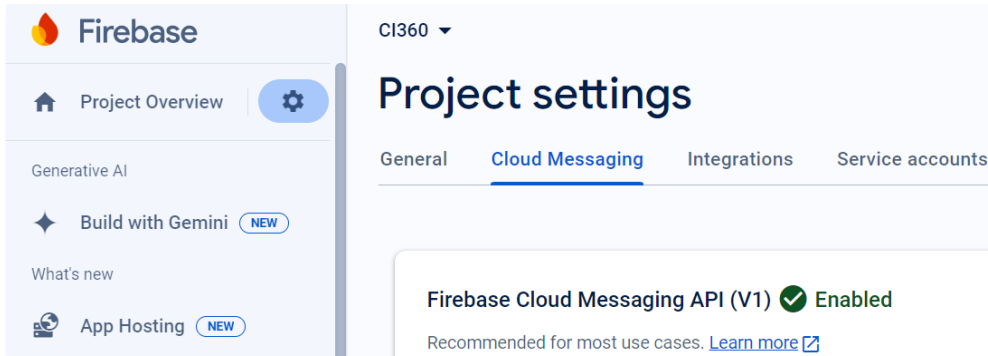
Additional Information:

If you do not make this change by June 20, 2024, you will not be able to send push notifications from SAS Customer Intelligence 360 to your Android applications. The change takes effect immediately once you upload the private key, and your Android application will avoid disruption.

SAS encourages you to prepare for this event by working with your development team or software development vendor.

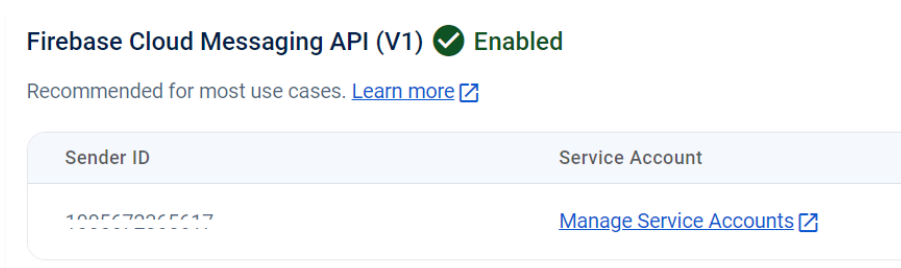
FCM Private Key Download Instructions (Android App Developers)

1. Login to your Project's FCM console and go to Project Settings.
2. Click on the Cloud Messaging tab.
3. Enable Firebase Cloud Messaging API (v1) if not already.

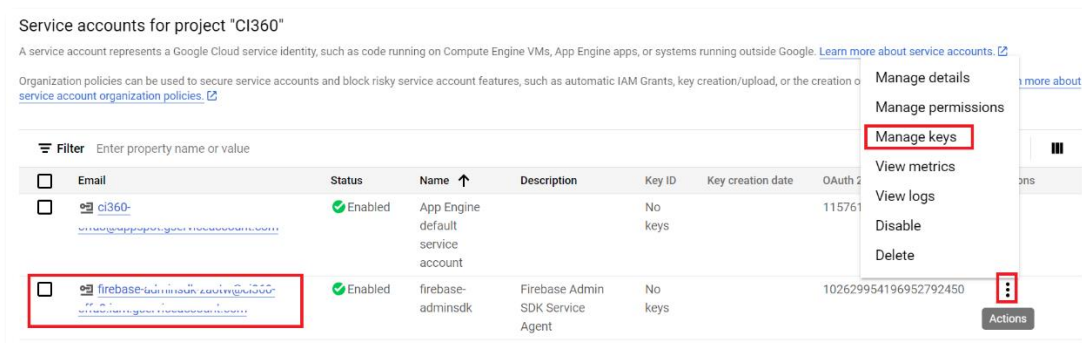


Note: This is enabled by default for all new FCM projects, however, if you have an older project and Firebase Cloud Messaging API (V1) is disabled, you can enable it by clicking on the three dots icon and selecting Manage API in Google Cloud Console then click the Enable button. Navigate back to the Console screen.

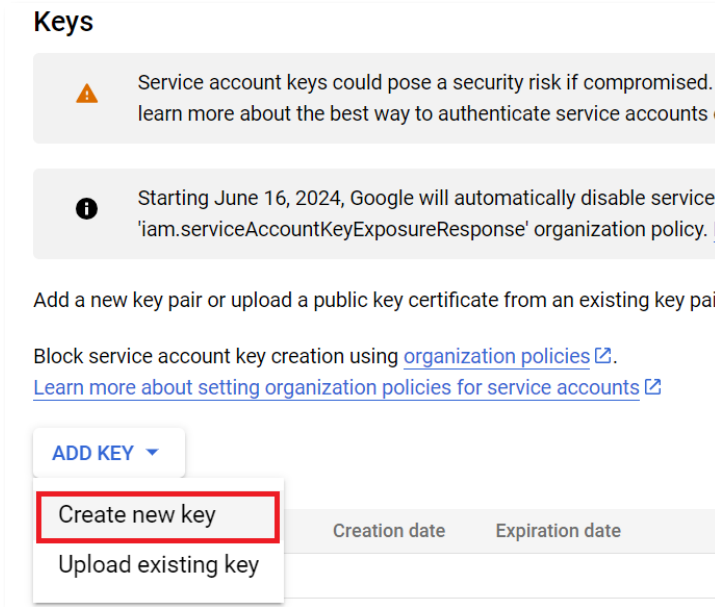
4. Under Firebase Cloud Messaging API (V1), click on 'Manage Service Accounts'.



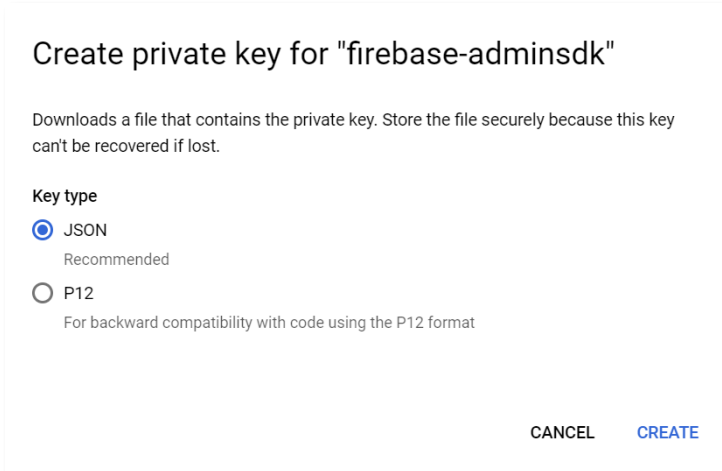
5. Under Service Accounts for your Project, locate the Firebase service account.
6. Then click on the three dots under the Action column.



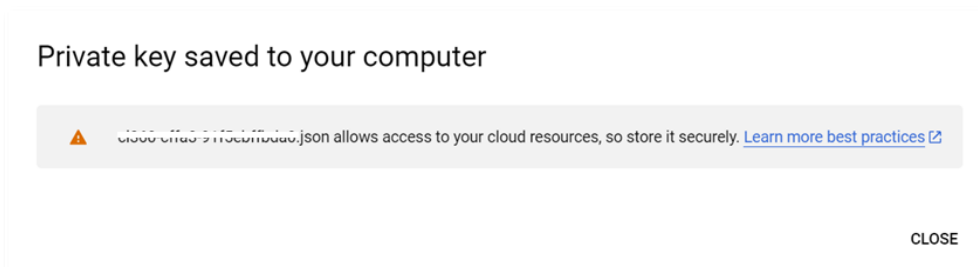
7. Click on Manage Keys in the popup menu.
8. Click on the "Add Key" button and select "Create new key".



9. On the popup, select the key type as "JSON" and click "Create".



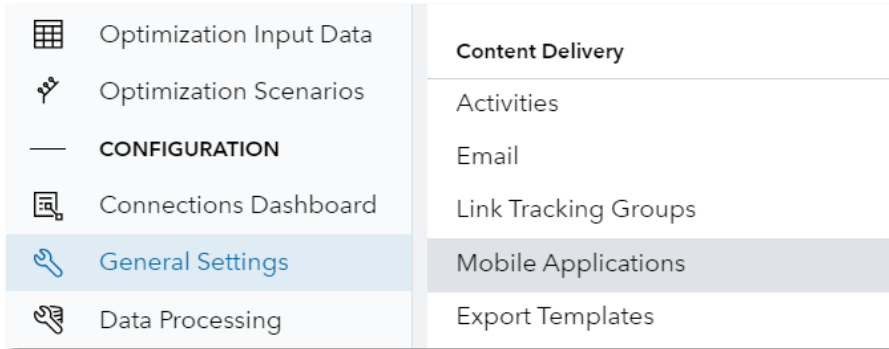
10. A JSON file will be created and you will be prompted to save it locally. After you save the file, you will see this popup instruction.



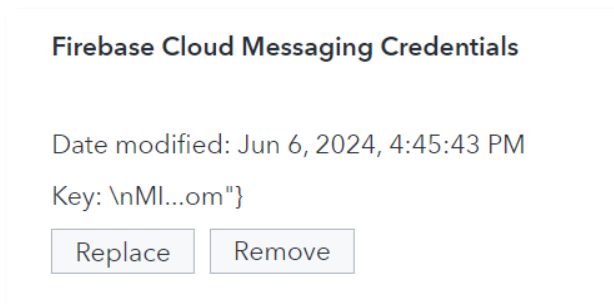
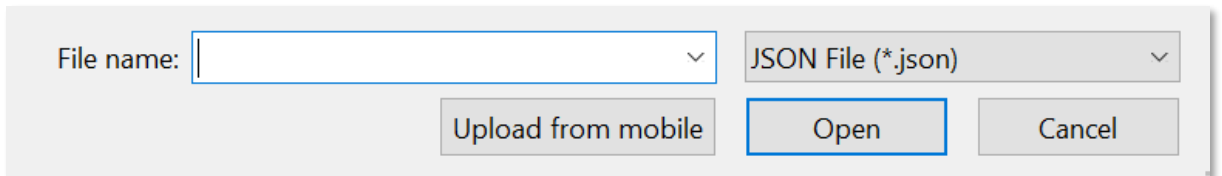
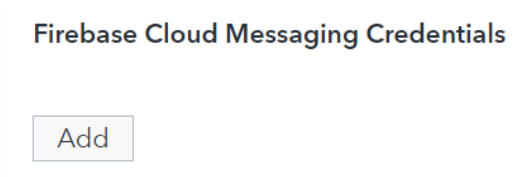
11. This is the file you will need to upload to the 360 Mobile Application.
12. Alternatively, you may also generate a JSON key in the Project Settings page, by selecting the Service Accounts tab and under Firebase Admin SDK, then click on Generate New Private Key. Both ways will enable push notifications.

360 Tenant Update Instructions (For 360 Administrator)

1. Login to the 360 Tenant
2. Navigate to General Settings->Content Delivery->Mobile Applications



3. Click to open the appropriate Mobile Application.
4. Under Firebase Cloud Messaging Server Key click on Token.
5. Click on the Add button and upload the json key file you downloaded from FCM.



6. Click on Done to exit the Mobile Application screen.
7. Test the change by doing a Diagnostic Push from 360 to a test device.

Frequently Asked Questions

Q. Is an outage required to carry out this change?

A. No. An outage is not required. You can do the change any time, however we would recommend doing the change off business hours.

Q. Any effect on existing mobile messaging Tasks? Will the tasks that are currently executing be impacted by this change?

A. No, there should not be any impact on tasks that are currently executing.

Q. Should we test on Test tenant first to ensure there are no issues with the change?

A. Yes, we recommend implementing the change on the Test Tenant and Test Mobile App first before going live. Test with a few devices to make sure you receive push notifications and in-app messages from the Tenant. Also, try a diagnostic push to a few devices right after the change to validate the new credentials.

Q. Is there a rollback mechanism if we run into issues? Like will the older FCM Server key still be useable?

A. Yes, if you run into any issues like push/in-apps not being sent, you can switch back to the old FCM Server Key and immediately report the issue to Tech Support.

Q. Is an SDK update in the App required?

A. No, the SDK has no changes so an update in the App is not required.

Q. Would there be an impact on Hybrid Apps?

A. No, there should not be an impact on Apps that are built on hybrid (360 supported) platforms.

Q. When will the new option to upload a JSON file be available in the 360 Tenant?

A. The option will be available on all 360 Tenants starting Friday, June 7, 2024.

Q. What if this change is not implemented in the 360 Tenant?

A. Google will stop supporting FCM legacy HTTP on Thursday, June 20, 2024. The change should be implemented before then. Failure to do the change will result in disruption of messaging service from 360 to all Android devices.

Q. Whom do I reach out to in case of queries or issues?

A. Please contact [SAS Technical Support](#) for any of your queries or issues.