Product Availability Announcement
SIP Endpoint SDK v8.1.0
2-September-2011

1. Product Availability

The SDK team is pleased to announce the Product Availability of the new **8.1.0 SIP Endpoint SDK** effective today, 2-September-2011. The SIP Endpoint SDK is written to provide a means to build a SIP Endpoint that can seamlessly connect agent desktop applications with the Genesys SIP Server in order to handle audio calls.

The SIP Endpoint SDK will not ship with Universal SDK by default; it must be requested and Product Management approval is required.

2. Product Information (Features)

The SIP Endpoint SDK is a set of interfaces, with an underlying SIP stack (from CounterPath), which provides the developer with the functionality necessary to build a SIP Endpoint for an agent. The following features are available in this release of SIP Endpoint SDK:

- Support for High Availability (HA) / resilience / disaster recovery with SIP Server in situations that impact the desktop.
  - SIP Endpoint SDK can now provide client-side support for SIP Server HA in a DMZ (demilitarized zone) and resiliency across two DMZs which would require four SIP Server applications for an end-customer (with different subnets per DMZ).
  - To implement this type of architecture, you must use SIP Server release 8.1.0 or later.
- SIP Server 7.6.x compatibility
  - The SIP Endpoint SDK can run on the latest available SIP Server 7.6.x. In this environment, it will not support new features of 8.x, but it shall be free of compatibility conflicts.
- Support for first party call control (1PCC)
  - Customers who want 1PCC for testing purposes or for simple/small contact center use are now able to do so in a custom SIP Endpoint with SIP EndPoint SDK.
- Support for the following operating systems:
  - Windows XP 64-bit
  - Windows Vista 64-bit
- Support for Multi-SIP endpoints
  - You can now register and work with more than one SIP Server using one instance of SIP Endpoint SDK.

- Additional documentation to improve the developer experience available on SDK Documentation Wiki**.** Detailed information about all of the new features of this release can be found here.

3. Supported Platforms

For details on platform support including OS and switches, please refer to the Genesys Supported Media Interfaces Guide.

Please refer to the Release Notes of each SDK SIP Endpoint product as well.

4. Product Compatibility

SIP Endpoint SDK is compatible with 8.x Framework. Please consult the Interoperability Guide for more details.

5. Migration Guidelines

There is no migration documentation for the SIP Endpoint SDK at this time. When available, you will find all migration information in the G8 Migration Guide or SDK Documentation Wiki.

6. Internationalization & Localization

There are no requirements for internationalization.

7. Pricing

Packaging and Pricing are unchanged. Please refer to the latest Genesys Pricing Guide on xChange.

The sellable items for this release are:

3GP08766ACAA	v8.1.0 - Genesys Universal SDK ⓘ (See note on next page)
SIP EP Connector sellable items listed below are the mechanism for obtaining licenses for SIP Endpoint SDK:	
3GP08794ACAA	v8.1.0 - SIP Endpoint Connector
3GP08795ADAA	v8.1.0 - SIP Endpoint Connector - Lab

ⓘImportant Note: **Genesys SIP EP SDK v8.1.0 CD does not ship automatically with the Universal SDK.** This is to maintain contractual compliance with third party vendors who supply underlying libraries and so that Genesys may proactively manage new deployments with this product. The CD will be shipped or made available via FTP ***by request*** to Product Management.

8. Documentation

Developer Documentation is available on the Genesys Technical Support web site and SDK Documentation Wiki. The documentation is also available in other places including the Developer Documentation DVD and the product software CD.

9. Sales Tools

Feel free to provide to customers and partners the following:

- **Introduction to Genesys SDKs,** available on SDK Documentation Wiki
- **SIP Endpoint SDK,** also available on the SDK Documentation Wiki

No new sales tools have been provided in association with this release.

10. If you need further help

Questions (non-production related) can be addressed at:

- SDK Documentation Wiki
- SIP Endpoint SDK Developer Discussion Forum.
- Any production related technical questions should be addressed to Genesys Technical Support.

Contacts**:**

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11. Acknowledgements

Thanks to the SDK team for the dedication that resulted in a timely and quality delivery of the SIP Endpoint SDK.

SIP SDK Team:
Petr Makagon, Valery Polishchuk, Vladislav Baranovsky, Oleksiy Dudkin, Erin Donnelly, Ed Jamer, Andrey Anischenko, Jakob Erstad, Bill James, Barbara Slaughter and Jenny Lee.