End of Genesys Support for Network SIP Server 7.5.0

End of Component Support Announcement
November 6th, 2018

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End of Component Support

Last Updated: 11-06-2018

Overview

Network SIP Server 7.5.0 is a component which is shipped as part of SIP Server CD 7.x, 8.x, 9.x. As of November 6, 2018, Genesys announces the End of Component Support and plans to provide a migration path for migrating existing **Network SIP Server** to **SIP Server**. For details on the migration, please visit our PureEngage Docs site at the provided **link**.

Component	Release
Network SIP Server	7.5.0

End of Component Support Announcement	November 6th, 2018
End of Component Support	May 6th, 2019

Details

This is a notice to all customers and partners that Genesys will stop supporting the **Network SIP Server** for all Genesys products, effective May 6th, 2018. This means that if an issue arises after this date with any existing Genesys software version that relates to Network SIP Server, Genesys will recommend customers to migrate to **SIP Server** using the following recommended approach:

Migrating from Network SIP Server to SIP Server.

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

Versions of Genesys products affected
Network SIP Server 7.5.0 part of SIP Server CD 7.x
Network SIP Server 7.5.0 part of SIP Server CD 8.x
Network SIP Server 7.5.0 part of SIP Server CD 9.x

Supplemental Information

Migration path: Customers using Network SIP Server 7.x should migrate to SIP Server using the migration guide "How to migrate from Network SIP Server to SIP Server."

Frequently Asked Questions

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

- Answer: **Network SIP Server 7.5.0** has entered the "End of Component Support Phase" of its life cycle.

This announcement provides notice to enable customers have sufficient time to plan ahead for typically long enterprise upgrade cycles.

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3