Release Notes

SwyxWare 13

Product Version: 13.32

Status: "General Availability"

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1 Content of Product

1.1 Swyx Product

Component	Filename	Version/Build
Server	Setup.msi Setup.cab Unattended.xml	**13.32.55558.0**
Administration	Admin32.msi Admin64.msi	**13.32.55558.0**
SwyxIt!	SwyxIt!32.msi SwyxIt!64.msi	**13.32.55558.0**
Push Notification Service	PushNotification.msi	**Installer: 2.2.55088** **Executable: 2.1.0.2**
Swyx Control Center	SwyxControlCenter.msi	**3.32.5277.0**

1.2 Microsoft.Net compatibility

Component	Filename	Version/Build
Microsoft NET Frame-work	NDP472-KB4054530-x86-x64-AllOS-ENU.exe	v4.7.2 or newer

2   Document History

Version	Date	Remarks	Editor
1.0	12.8.2021	Product release SwyxWare 13 as General Availability	Product Owner
1.1	27.09.2021	Product Release SwyxWare 13.05 as General Availability	Product Owner
1.2	28.01.2022	Product Release SwyxWare 13.10 as General Availability	Product Owner
1.3	24.06.2022	Product Release SwyxWare 13.15 as General Availability	Product Owner
1.4	19.09.2022	Product Release SwyxWare 13.20 as General Availability	Product Owner
1.5	14.12.2022	Product Release SwyxWare 13.25 as General Availability	Product Owner
1.6	10.03.2023	Product Release SwyxWare 13.26 as General Availability	Product Owner
1.7	27.06.2023	Product Release SwyxWare 13.27 as General Availability	Product Owner
1.8	30.06.2023	Product Release SwyxWare 13.27.1 as General Availability	Product Owner
1.9	05.09.2023	Product Release SwyxWare 13.28 as General Availability	Product Owner
1.10	10.11.2023	Product Release SwyxWare 13.29 as General Availability	Product Owner
1.11	29.02.2024	Product Release SwyxWare 13.31 as General Availability	Product Owner
1.12	17.06.2024	Product Release SwyxWare 13.32 as General Availability	Product Owner

3   Product Version History

Version	Date	Remarks	Editor
SwyxWare 13	12.8.2021	Release Version 13.00.0.0	Product Owner
SwyxWare 13	27.09.2021	Release Version 13.05.0.0	Product Owner
SwyxWare 13	28.01.2022	Release Version 13.10.0.0	Product Owner
SwyxWare 13	27.06.2022	Release Version 13.15.0.0	Product Owner
SwyxWare 13	19.09.2022	Release Version 13.20.0.0	Product Owner
SwyxWare 13	14.12.2022	Release Version 13.25.0.0	Product Owner
SwyxWare 13	10.03.2023	Release Version 13.26.0.0	Product Owner
SwyxWare 13	27.06.2023	Release Version 13.27.0.0	Product Owner
SwyxWare 13	30.06.2023	Release Version 13.27.1.0	Product Owner
SwyxWare 13	05.09.2023	Release Version 13.28.0.0	Product Owner
SwyxWare 13	10.11.2023	Release Version 13.29.0.0	Product Owner
SwyxWare 13	29.02.2024	Release Version 13.31.0.0	Product Owner
SwyxWare 13	**17.06.2024**	**Release Version 13.31.0.0**	**Product Owner**

4 Changes

4.1 New Features

4.1.1 New Features SwyxWare 13.00

Feature	Summary
Swyx Connector for MS Teams	The Swyx Connector for MS Teams allows direct access to the Swyx call journal, the phone book and the speed dials from within MS Teams. Furthermore, it allows to initiate and receive calls via SwyxWare without having to leave MS Teams
Feature Pack for SwyxDECT 800 systems	The feature pack for SwyxDECT 800 systems allows: • One-touch provisioning • Firmware upgrade "over the air" • Favourites in handset • Swyx Phonebook via LDAP • Server based call journal • Call notification / pickup
Swyx Control Center	Newly added features: • Federation status visibility • Expert mode visibility • Password obscurity for MS Teams Azure Passwords • Speed-Dial configuration on device level • List of logged in devices per user • Activate / Deactivate MS Teams Sync Service via SCC • Security and performance improvements

4.1.2 New Features SwyxWare 13.05

Feature	Summary
Yealink	Provisioning of the Yealink Acoustic Shield Feature

4.1.3   New Features SwyxWare 13.10

Feature	Summary
Swyx Connector for MS Teams	• Sub feature added to configure the use of the MS Teams specific SwyxIt! Skin • Added name resolution to Call Journal • Incoming call back request indicator • Notification for incoming new call back requests • Notification for missed calls • State column for outgoing call back requests • New Settings button • New Audio Mode buttons • Voicemail menu button with new voicemail indicator • Select line for outgoing calls • Added Support for key navigation • Minimize SwyxIt! to tray bar when MS Teams App is focused
Call Routing Scripts	• Additional support for LUA as scripting language. This an Alpha Preview Release for early adopters and not intended for productive use
Remote Audio	• Remote Audio Support in Terminal Server environments

4.1.4   New Features SwyxWare 13.15

Feature	Summary
Support for Identity Provider and federated login	Starting with SwyxWare Version 13.15.0.0 it is possible for Administrators to configure Identity Provider via Swyx Control Center to make it possible for SwyxWare user to process using Federated Login on SwyxIt! Clients. Following Identity Provider are currently supported: - Auth0 - Microsoft Azure (Beta) ! Attention!: Correct user-matching is done by using the E-Mail Address stored in the SwyxWare user properties
New Installation Path	Consolidation of Installation paths across all components New Installation Path: C:\Program Files (x86)**Swyx**\SwyxWare

4.1.5   New Features SwyxWare 13.20

Feature	Summary
Swyx Connectivity Setup Toolkit (SCST)	With this tool Administrators have now the possibility to setup and deploy a secure certificate infrastructure, utilizing their own (non-self-signed) certificates or being provided with Let's Encrypt certificates with the help of SwyxON DNS services
Visual Contacts and DATEV communication integrated into the MS Teams Connector	MS Teams Connector users can now search for contacts in connected meta directories and transfer call data to DATEV straight from the connector

4.1.6   New Features SwyxWare 13.25

Feature	Summary
MS Teams Presence Sync from Swyx to MS Teams	When a user is in a call in Swyx the corresponding MS Teams presence status is set to "In-a-call"
MS Teams Connector in Terminal Server Environments	MS Teams Connector App now supports Terminal Server Environments
SwyxIt!	Improvements for different skins
Swyx Messenger	Reduced system load when reconnecting (e.g. after network problems)

4.1.7   New Features SwyxWare 13.26

Feature	Summary
SwyxIt!	New light and dark HD skins for the SwyxIt! in MS Teams Connector mode

4.1.8 New Features SwyxWare 13.27

Feature	Summary
SwyxWare	Redesign of Voicemail with storage in the server for faster and more reliable access of Voice Messages Added possibility to record and playback group related Voice Messages Added possibility to create call routing scripts in the context of a group. Enablement of Trunk Recording in SwyxON with persistence in the S3 Object storage Harmonized app ringing behaviour when user is in DND => No ringing at any device Welcome Mail can only contain an initial password. Unify: provision SwyxPhone user PIN to protect local user setting on the phones
Devices	Yealink Added support for T31G, Conference Phone CP925 and CP965 Unify Added support for L74 and L77
SwyxIt!	New light and dark UHD skins for the SwyxIt! in MS Teams Connector mode Display of user and group related Voice Messages in the Call Journal Playback of Voice Messages from the Call Journal
MS Teams Connector	New navigation section Voice Box where Voice Messages can be viewed and played back. Filter for Voice Messages to select between personal and different group related Voice Messages Usability Improvements for selecting and deleting Call Journal entries
Swyx Control Center	New Data and Storage section to define and administer storge settings. Support for S3 Object Storage Support for Trunk Recording in SwyxON Show LDAP Reader password to allow 3rd party devices to integrate with SwyxWare phonebook.

4.1.9 New Features SwyxWare 13.28

Feature	Summary
SwyxWare	Swyx Password Recovery: Self Service and Reset - Password Reset triggered by Administrator - Self-Service Password Reset via SwyxIt! and Swyx Control Centre (SCC) - Improved security Increased start up robustness.
Swyx Control Centre (SCC)	Support CTI+ with mobile devices configurable via Expert Settings
MS Teams Connector	Support for the redesigned MS Teams
PowerShell	Phone license bulk assignments

4.1.10 New Features SwyxWare 13.29

Feature	Summary
Yealink Flexible Provisioning	Yealink phones allow many settings which can be done on the phone itself or via provisioning. Provisioning is a tool of SwyxWare to connect a telephone with SwyxWare in a suitable way. With this function it is possible for technically trained personnel to distribute additional properties or functions on the telephone to the telephones via provisioning. This distribution of parameters can also be restricted or individualized to types of devices or even individual devices.
Licensing	Perpetual Operator licensing runs without continuous online connection
Phones	Improved Key module Config for L7x phones
SwyxIt!	WebView 2 Support for Web Extension as Beta

4.1.11 New Features SwyxWare 13.31

Feature	Summary
Remote Connector for Yealink	It is possible to connect Yealink devices to SwyxOn Tenant without a Site 2 Site VPN connection (without a VPN or SBC Gateway on the Customer site) for example in small- or Home Office scenarios. Limitations: - Only Yealink devices with SHA-256 encryption are supported Details: https://service.swyx.net/hc/de/articles/12113156639644 - It is only possible to assign a DCF Device to a user if appropriate licenses are also assigned to the target user

Enhanced Emergency Call functionality	Specific handling for the dialling of emergency numbers (110 / 112 in Germany)
	- Number Detection (Valid without leading '0')
	- Caller ID is signalled **<u>regardless</u>** of number suppression configuration
	- Channel limitations omitted for emergency calls
	- **<u>IMPORTANT:</u>** Internal Number "110" and "112" are not valid anymore

Dialing behavior: (Example for Public Line Access Prefix = 0)

Dialled number	Internal number range			
	0-9	00-99	000-999	0000-9999
1	Internal call to 1 For Overlap dialling: 5 sec. delay	Invalid number	Invalid number	Invalid number
11	Internal call to 1 For block dialling: immediate call For overlap dialling: 5 sec. delay	Internal call to 11 For block dialling: immediate call For Overlap dialling: 5 sec. delay	Invalid number	Invalid number
110	Emergency Call	Emergency Call	Emergency Call	Emergency Call
112	Emergency Call	Emergency Call	Emergency Call	Emergency Call
0110	Emergency Call	Emergency Call	Emergency Call	Emergency Call
0112	Emergency Call	Emergency Call	Emergency Call	Emergency Call
1100-9	Internal call to 1	Internal call to 11	Internal call to 110	Internal call to 110x
1120-9	Internal call to 1	Internal call to 11	Internal call to 112	Internal call to 112x

Remote Connector Port Configuration	Port-Forwarding configuration for Remote Connector Service can be done by changing a configuration file instead of registry keys
	- IMPORTANT: Registry keys configured for RemoteConnector port-forwarding in former versions will be ignored after update to 13.31 and must be configured again using the "CPE_ippbx_cpe.rcconfig" file. Please follow the instructions in the administrator - manual
SwyxIt!	Instant Messaging – Client updated with the latest Security patches. WebView 2 Support for Web Extension as Beta

4.1.12 New Features SwyxWare 13.32

Feature	Summary
Microsoft relevant changes	Important changes for interaction with Microsoft services
	• MS Teams Presence Sync configuration
	• Microsoft Entra ID (Fed. Authentication) changes
Updated PNS	New push notification service
	IMPORTANT: Mandatory for serving of Swyx Mobile for Android applications after 30.06.2024

4.2 Technical Improvements

4.2.1 Technical Improvements SwyxWare 13.00

Internal ID (Ticket ID)	Summary
204398	Yealink: 'Presence (==112)' key type may cause invalid SIP subscribe message
204640	Yealink: DHCP not renewed as required -> IP address conflict might occur
200186	MS Teams: SCC - GDPR - Password field 'MsTeamsPassword' shows password in plaintext
202858	Racing condition between REFER from MediaBridge and reINVITE from provider with gateway connections
203064	DTAG: Racing conditions with Gateway connection on forwarded calls leads to call termination
199505	Unify CP600: Menu disappear and Missing Menu Options in Active Call Mode
205503	IpPbxSrv: PBXConfigUser state does NOT always reflect MS Teams presence sync state
204898	MS Teams Sync: A large number of synced users may cause the sync service to CDS communication to fail
202795	CTI+: No transfer to contacts in canonical format possible
190099	Unify change: new firmware file header requires adaptions mmc admin
201187	Outlook add-in: Outlook security warnings on terminal server

4.2.2 Technical Improvements SwyxWare 13.05

Internal ID (Ticket ID)	Summary
206223	IpPbxSrv: Possible Dump if the sole group member calls to this group
205644	IpPbxSrv: Broken/Delayed SIP communication between SwyxWare services and IpPbxSrv
205507	SMTP authentication fails since SwyxWare version 12.40
206315	IpPbxFax: Since SwyxWare 12.40 faxes may be printed and shown shrinked
205605	LinkMgr: SIP REGISTER fails when primary DNS-server is absent and trunk uses STUN
199505	Mail templates: Year in copyright is outdated (2019/2020)
206273	SCC: It is not possible to delete a key module for Yealink phones
207143	SMTP: Transport error causes mail item to be moved to 'undeliverable' immediately

207003	DECT 800: SARI ending with a '*' cannot be entered in SCC
205926	SCC: Versions - null (default) is displayed as local version
205694	SCC: Versions Page - Wrong "Default" Version Flag behaviour
205912	SCC: Versions - It is not possible to disable the distribution for a default version via the button in the overview page
206299	SCC: Wrong Message on speed-dial removal
206495	SCC: corrupted user single feature assignment
186717	CTI+: Call on hold can't be retrieved and is terminated when a second call is ended before it reaches the connected state

4.2.3   Technical Improvements SwyxWare 13.10

Internal ID (Ticket ID)	Summary
173569	PhoneMgr: L6x (OpenScape) in CTI mode fail secondary call while first call is in state 'Ringing'
186717	CTI+: Call on hold cannot be retrieved and is terminated when a second call is ended before it reaches the connected state
205899	SwyxWare does not consider Record-Route or Path header on determination of SIP transport type
206217	Call Journal: original caller is not put to calling/URI column for attendant transfer destination
20940	Fax: PDF files are shown resized if the number of receipt scan lines is reduced
204758	Yealink: Audio codecs provisioned in WRONG order
206155	Scripting gets corrupted on saving of any GSE script if System Actions are called
144940	Call Routing Manager: First sequence action is removed if a GSE rule is added or modified
208075	PowerShell: SwyxInternalServiceUser is not recognized as buildin user
208136	PowerShell: Export-IpPbxFile command let throws exceptions if all user files are exported
208137	PowerShell: Get-IpPbxUser command let cannot always handle user names with + symbol
208587	SwyxIt cannot handle OEM default skin setting
208794	MS Teams Presence Sync does not work if local site id is not 1
208343	Licensing: Flex - User specific features, such as CertifiedPhones/SCFMT/DATEV/Visual Contacts, are still usable when unassigning them

155870	Openscape: Speed Dials cannot be used to send DTMF tones during call
207448	Callback: Callback on Busy - No notification/tray icon when user becomes free
201147	Call Journal: Duration after an attended transfer includes also the talking time before the transfer was made
201299	Call Journal: Ad-hoc conference call is listed twice
208307	Skin: Mouse over does not work on every speed dial
203274	SwyxIt! Analytics reports wrong product version and language
209269	Provider Profiles: ReuseSipConnection option missing in "Telekom Trunk TLS (DE)" profile
209337	Provider Profiles: Telekom Call&Surf and Voice Data trunks do not register using TLS
203199	DATEV: Manual transfer to DATEV - Remark for multiple matches is missing
208496	DATEV: Manual transfer to DATEV - Remark for multiple matches is missing
205284	SwyxIt! - Dialling special chars causes an error message in IpPbxSrv
199504	Unify CP600: Missing Menu Options in Idle Mode
199506	Unify CP600: Different behaviour with Back Option in Favourites Menu
199278	Unify CP400 and CP600: Scrolling Failed by Caller list, Phonebook, Redial list
208175	Missing "user=phone" in SIP P-Asserted-Identity header field may cause call disconnect
208505	LinkMgr: No SIP trunk registration due to missing DNS fallback in case of STUN server outage
199161	SwSIP: Race condition upon call disconnect may cause BYE message not being acknowledged by 200OK (causing SIP session timeout on remote entity)
205901	UserImportTool: While importing from CSV/Excel invalid public numbers are generated
208813	Remote Admin Connector: It's not possible to log in via username and password because of error in PIN prompt

4.2.4   Technical Improvements SwyxWare 13.15

Internal ID (Ticket ID)	Summary
209680	IpPbxSrv: Script based web request must treat JSON response as UTF-8 encoded
210446	IpPbxSrv: VM recording temp name must be unique in any case
211181	IpPbxSrv: call recording is stopped after transfer for special call situation
211430	TraceTool: Since rework for 13.10 the time span to cleanup old trace files is no longer set to 7 days (as formally done)

210897	IpPbxSrv: Codec mismatch on server based media with SMFA 3.1.4 and potential other 3rd party devices if codec transparency is activated
211235	IpPbxSrv: Redial caller list entry contains garbage after overlap dialing via certain SIP trunks
101430	Trunk recording can't be triggered by group extension
208806	LinkMgr: Recording files may not be copied to the destination folder
208562	PBXConfig object returns wrong user status for external calls with suppressed number
210449	SwyxIt: The web extension "%OwnName%" is not updated upon switching user
150154	UPN login does not work for SwyxIt! for username/password
210702	uaCSTA: If TCP connection to uaCSTA service is interrupted it never get's restored until restart of the phone
210779	PNS: Record-Route Header may contain wrong host address
210830	Admin MMC: File Upload may fail due to insufficient rights
210449	SwyxIt: The web extension "%OwnName%" is not updated upon switching user

4.2.5   Technical Improvements SwyxWare 13.20

Internal ID (Ticket ID)	Summary
211397	IpPbxSrv: Web Request ignores the Static Proxy Bypass list
210412	uaCSTA: Yealink doesn't signal group calls via CTI after removing/re-adding user to group
210949	DCF: ASCOM base station reboot loop due to changed AWS root certificate
211265	Swyx Meeting: Basic version does work only once! S! must be re-started to re-enable function again
208781	MS Teams Presence Sync: Visual Groups does not get the correct user state
60668	PhoneMgr: Memory Dump could be caused by the ReasonForContact type 'inventory-changes'
181836	Yealink: Call pickup NOT possible via CTI master (uaCSTA mode)
211054	IpPbxSrv: A user license is allocated for dcfPool-User
211182	SwyxIt: SwyxMeeting is not opened automatically at remote party
211658	Auth0: Error Message on SwyxIt! login
113179	Supp: Delayed call establishment through LinkMgr
211386	Swyx Meeting: Basic/Freemium - No e-mail draft is created
212124	Using Phonebook in GSE with windows admin account is not working
208301	Yealink: DND out of sync once it has been set via Yealink
212306	Admin: Cloning of Call routings does not work anymore
211761	LinkMgr: Using wrong Record-Route Header on incoming INVITE
209631	LinkMgr: spoils G.711 fax reception on packet loss

210329	IpPbxSrv: After Update to 13.10 encrypted VBS files are no longer loaded
210278	IpPbxSrv: Crash and service restart after trunk reconfiguration
159674	LinkMgr: Media renegotiation by provider should be handled locally
208880	LinkMgr: Missing encryption settings in the answer to a provider UP-DATE message
205290	PowerShell: Disconnect-IpPbx PowerShell cmdlet creates unnecessary output
212509	SwyxIt: The web extension "%OwnName%" returns plain login name instead of user name
211051	SIP trunk: Wrong error code 504 on inbound calls which are not ac-cepted (timeout)
201493	IpPbxSrv: User license may allocated twice (or more) for single user if registration process is delayed by e.g. CDS timeout exception
211569	ConfigurationPlanner API: OutBoundProxy für CompanyFlex will not be taken over

4.2.6   Technical Improvements SwyxWare 13.25

Internal ID (Ticket ID)	Summary
210771	GK-Testcenter: SIP GW Line with CFU and Hold by C Party fails
205711	3pcc/ClMGR: CTI+ pairing lost after switching CTI master SwyxIt! from LAN to Wi-Fi and back
213277	IpPbxSrv: No media trough media bridge in special call scenario
202195	Yealink: Voice message notification won't be reset by remote inquiry
212901	LinkMgr: Deletion of a double configured number range leads to a 404 Not Found
212503	DATEV: CTI: Call status is sometimes still "calling" when outgoing call was already accepted
213594	PowerShell: Command let Set-IpPbxUserLogin does not work anymore
211691	IpPbxSrv: No media after external call is transferred to other external call by Yealink phone
213326	CDS: Auth0 app subprocess must be started in a robust fashion
213190	CDS: LicenceManager did not recover from temporal loss of connec-tivity to SwyxON license endpoint

4.2.7   Technical Improvements SwyxWare 13.26

Internal ID (Ticket ID)	Summary
201717	Config Wizard: The PNS service is not started after completing the wizard

214108	SwyxIt!: Echo if ringing sound cannot be played via DirectSound
214120	MS Teams Sync: Insufficient error detection and missing service dependency
214142	uaCSTA: If TCP connection to uaCSTA service is interrupted the Switching Function Devices are not updated on new registration
214272	SwyxWare: It is no longer possible to change own SwyxWare password if Windows AD authentication is used by SwyxIt!
214407	Link Manager: Possible dump during startup
214419	Link Manager: It is possible that there are no more SIP actions after a configuration change
214488	Phone Manager: Firmware update of L74 and L77 does not work

4.2.8   Technical Improvements SwyxWare 13.27

Internal ID (Ticket ID)	Summary
215088	CDS API: Parallel Call does not work sporadically after API call from 3IMedia Call Queue
212900	IpPbxConfig: MEM inbound rules reference wrong executable
203905	IpPbxSrv: Private name resolution for one user if shown by call notification to other users (DCF like call notification via SIP Subscribe)
213837	SwyxIT: Forwarding a call to number from phonebook fails in CTI mode (uacsta)
215387	TAP: Unconditional forwarding to external party is not working through SIP GW line
213150	Admin/SCC: Different handling of trunk number configurations
187068	CDS: Change management incomplete - new editable phone book entry from client not pushed to LDAP
211496	Number suppression with activated PPI
202811	SIP Provider: Anonymized From Header with RFC3325
214767	SwyxIt: Trigger root CA cert activation on newly Win10/11 install to allow successful connect to SwyxON
205547	SwyxON LinkMgr: Problems with DNS resolution
215083	TAP: LinkMgr rejects encrypted call if unencrypted M-Line is included
214923	TAP: LinkMgr sends wrong M-Lines in 200 OK when INVITE includes AVP and SAVP M-lines

4.2.9   Technical Improvements 13.27.1

Internal ID (Ticket ID)	Summary
216022	SwyxWare 13.27 rejects to play non-standard wave files
215515	IpPbxSrv: Connect to user with 'proceed with destination script' is NOT possible from group script
216047	IpPbxSrv: service may dump or restart after failed hold request

4.2.10 Technical Improvements 13.28

Internal ID (Ticket ID)	Summary
214106	SwyxIt!: Delayed enabling of Microphone leads to no media streaming
216255	SwyxON: SwyxWare Services not starting during reboot endurance test
216472	IpPbxSrv: 13.27 scripting COM interfaces are not compatible to previous versions
216087	IpPbxSrv: Unable to sent voice mail by group script
216740	VisualGroups: queue timeout follow-up script may fail by previous hold condition
215746	Number Replacement: special replacement for number starting with '18*' must be modified to a length dependent rule
216471	SwyxWare: A very long Calling Name leads to a malformed voice message
215910	Admin MMC: Can not get Firmware info behind a firewall
174484	Security problem: INVITE messages are processed without authentication if another SIP registration is active for user
207562	Server: Calls cannot be hold or transferred with mobile apps if the "SIP system phone" feature is activated for the user
216012	Swyx Messenger: web links containing "&" inserted into chat are rendered unusable by HTML escaping

4.2.11 Technical Improvements 13.29

Internal ID (Ticket ID)	Summary
216505	IpPbxSrv: Possible endless loop if several sequential group members set their status to "Do not Disturb"
216646	Template: gseVoiceMailEx7 interrupted by VBS script error if voice message quota is exceeded
216595	LinkMgr does not increase nonce-count when qop is required
214774	DCF4DECT: Memory dump when held call fails on reactivation with codec transparency
216741	Trunk Recording- and Voice Message Files should be de deleted if there are no related Voice Message or Trunk Recording entries
216493	Misleading error message in unattended setup
215838	LinkMgr: SDP Answer should not be added again after answer in reliable provisional response (RFC 6337)
215882	SIP authentication may fail if MD5 is not the only algorithm parameter
216692	IpPbxSrv: PBXScript.IsUserOrGroupBusy might fail for group scripts
211706	LinkMgr: Wrong Codec is used after Re-Invite from SIP Provider
201064	Internal transfer of an externally forwarded call leads to duplicate audio streams

208563	User Import Tool: Authentication name (UPN) is not set on import
210464	IpPbxSrv: Calls to IpPbxScriptSign.dll causes many server dumps
168268	PhoneMgr: Call forwarding symbol on SwyxPhone displays is not shown if forwarding was enabled via Function Code
216089	IpPbxSrv: The trunk(s) and number ranges must be checked for undeliverable call number decision too
216877	IpPbxSrv: wrong Tel: link is created for group voice message related email
217085	IpPbxSrv: If first announcement for ECR is not found the CR get stuck
217133	CDS is not removing disconnected change management subscriptions is they are not triggered
217171	Yealink: T53W, T53 provisioning failed
215138	SCC: User encryption mode is editable if global mode is "No Encryption" or "Encryption Mandatory"
215936	SwyxWare for SwyxOn - Fehler im DLS - Swyx Phons können sich nicht anmelden

4.2.12 Technical Improvements 13.31

Internal ID (Ticket ID)	Summary
167740 (6800)	SwyxIt crashes if it is closed during CTI connection establishment
216729	Stuck calls because of missing BYE after „SIP/2.0 481 Call Leg/Transaction Does Not Exist"
218215 (319656)	SwSIP: Invalid answer to multiple telephone-events in SDP
168268 (200315 / 200792 / 207195 / 7655)	PhoneMgr: Call forwarding symbol on SwyxPhone displays is not shown if forwarding was enabled via Function Code
205711 (236615)	3pcc/ClMGR: CTI+ pairing lost after switching CTI master SwyxIt! from LAN to WiFi and back
208588 (251052)	IMAP: If imap server connection fails fallback IPs are not used
209684 (243646)	SwyxIt!: The feature "Adjust Microphone" is faulty and should be disabled
211182 (265345)	SwyxIt: SwyxMeeting is not opened automatically at remote party
187068 (208112)	CDS: Change management incomplete - new editable phone book entry from client not pushed to LDAP
187138 (210142)	IpPbxSrv: Call fails at calling device for Yealink or Dect500 if call routing script consists of multiple Connect To blocks
217450 (314381)	IpPbxSrv: unnessessary and confusing caller list entry caused by CRM rules
217525 (313760)	IpPbxSrv: ECR fails if first script uses canonical number to address second script
202583 (234049)	IpPbxSrv: ECR script may hang in special call scenario which cause service to fail after some time
217526 (313289 / 313760)	IpPbxSrv: Semi attendant transfer of external call to ECR fails

217661 (316318)	SwyxWare uses wrong SRTP Master Key sizes
210443 (238576)	MMC: Can't remove windows domain account from admin profile
217949	SCC: Installing SCC on the same machine as SwyxWare overwrites the trace permissions of the CDS
217849	SCC 3.29: Numbers cannot be added to user if Trunk has no extensions configured
217883	SCC 3.29: User Administrator cannot open Add Number wizard
217901	SCC 3.29: When changing the "Internal numbers range" from shorter to longer, an error display when creating a user and when editing numbers for the user
217882	SCC 3.29: Can save for a user a number that is not in the "Internal numbers range"
217726 (284400 / 313884 / 316684)	SCC: For User with Administration Profile "No Administrator" page "Users" gives Error 500
217600 (315734 / 316643)	SCFMT: Avatars not displayed if new Teams Client is used
217838 (317503)	SwyxIt!: Binding media sockets to wrong IP address.
211178 (228608)	Yealink: Second BCT causes unexpected call loss after accept if first BCT timed out
217661 (316318)	SwyxWare uses wrong SRTP Master Key sizes
217709 (315581)	Yealink: transfer on hook on does not work in all cases with uaCSTA
217963 (beta feedback)	SwyxIt! Webview2: Selected Tab in Tab group not remembered
217294 (beta feedback)	WebView2 Web Extension: No proper indication that runtime is not installed
218799 (317958, 319900)	IpPbxSrv: Faulty voice message in special group script situation causing "empty" group voice message list in S! call journal
218718 (316127)	IpPbxSrv: 200OK SIP registration confirmation to dcfPool user does contain contact header of ALL phones registered to this user
214393	SwyxIt: Client may suddenly malfunction because Windows Storage sense had removed vital app data - New path for SwyxIt! Files: %localappdata%/Swyx/SwyxIt!/ - SwyxMessenger files remain under: %localappdata%/Temp/Swyx/
218495	CDS Client Memory consumption improvement on sequential load of user data by external applications
218882 (321064)	TAP: Wrong number format for public call from user without public number

4.2.13 Technical Improvements 13.32

Internal ID (Ticket ID)	Summary
220323 (323207)	IpPbxSrv: trunk call is lost by missing response to media renegotiation while call routing

220591 (325071)	LinkMgr: Dump on exception if SIP register response has malformed Warning header
216503	IpPbxSrv: Calling party name set by script is not displayed in calljournal
220912 (329053)	IpPbxSrv: Call fails after forwarding via public number while VoiceBox recording
220675 (326753)	IpPbxSrv: hunt groups are not working correctly since server side DND handling
221056 (328942)	IpPbxSrv: for external calls to VG queue to parallel group, the resulting CDR destination name is not longer the user name who accepect this call (-> breaking CDR analytics)
211616 (258132)	IpPbxSrv: It is not possible to do a semi-attendant call transfer to scripting only user
157762 (234459)	Admin and Powershell: User SIP credentials cannot be deleted (DSGVO)
220590 (326859)	ConfigurationPlanner: Umlauts lead to export error
220512 (313802)	SwyxPhone L71: Labels too short in german translation
220232 (325664)	IpPbxSrv: Call routing property PBXGroup.Now won't consider day light saving time offset (-> returning UTC + 60min for CET zone after 1.4)
219903 (324353)	ECR: Callqueue processing may loop and high CPU load+trace amount if ""Interval between announcements"" is zero
219901 (322938)	SwyxON: UDP is used instead of TCP for Device / Client communication after MIgration from OnPrem
219799 (324069)	Allow internal->external number replacement on trunk group for public call from user without public number
219613 (322149)	IpPbxSrv: In special scenarios the Server doesn't consider a SIP client port change
219345 (323499)	SwyxON: Wrong SCC URL after migration in UC Tenant
219223 (319859)	SCST: WinACME component needs updated to latest version
218942 (313213)	Client: voice message NOT shown in list if calling party is not set/empty (e.g. external call with number supression)
212390 (270842)	GSE: If ""<<System's hold music>>"" is selected in a ""Set Queue Attributes"" box calls get stucked
211586 (269022)	SwyxIt!: the numbering of the speed dials two VG skins is incorrect
207841 (314000)	Yealink: Transfer from Yealink to Yealink (with active CTI) causes inconsistent line display
201197 (230240)	Server: Renaming of user won't update RC client certificate CN (Common Name)
200554 (228082)	reSIProcate: disabled network interface with static DNS configuration cause registration timeouts

4.3 Technically not supported

4.3.1 Technically not supported in SwyxWare 13.00 since 12.41

Feature	Summary
Swyx Connector for Skype for Business	**INFO: end of (further) technical support for Swyx Connector for Skype for Business** For integrated SwyxWare services please refer to the new **Swyx Connector for MS Teams**

4.3.2 Technically not supported in SwyxWare since 13.27

Feature	Summary
Voicemail via IMAP	Voicemails can no longer be retrieved via IMAP and all IMAP related GSE blocks are also no longer available for new scripts. **Please update your scripts accordingly.** The former Voicemail functionality is now available directly in SwyxIt! and the Swyx Connector for MS Teams under the terms Voice Messages and Voice Box

4.3.3 Technically not supported in SwyxWare since 13.28

Feature	Summary
Master / Standby	Master - Standby Database Synchronisation will not work due to the password-handling related changes on the user model.

4.3.4 Technically not supported in SwyxWare since 13.31

Feature	Summary
Internal numbers '110' and '112'	Since enhanced emergency call is in place, dialling '110' or '112' will be identified as an emergency. It means internal numbers '110' and '112' cannot be used any more. External incoming calls to this extensions still can be routed

Registry Keys for port-forwarding configuration of RemoteConnector Service	Starting with 13.31 port-forwarding for the RemoteConnector service are done using 'CPE_ippbx_cpe' file located in system default Scope. Registry key for RemoteConnector service will be ignored. ATTENTION: previously entered / configured registry keys will not be taken over during the update installation and must be configured again using the configuration file. Please follow the instructions in the administrator-manual (Chapter 6.8)

4.3.5 Technically not supported in SwyxWare starting with 14.00

Feature	Summary
Master / Standby	Master / Standby will be removed from the SwyxWare with the release of SwyxWare 14
MEM	Mobile Extension Manager (MEM) will be removed from the SwyxWare with release of SwyxWare 14

4.4 Known Issues

Issue	Workaround
For the Swyx Connector for MS Teams SwyxIt! uses a different default skin. It can be configured in Swyx Control Center. The skin is installed, but not configured as default for MS Teams.	After installing or updating SwyxServer, open Swyx Control Center, go to *General Settings – Client Settings* and select *SwyxIt! 13 [Microsoft Teams].cab* as *Default SwyxIt! skin file for MS Teams*.

5 Important Information

5.1 Hardware Requirements

Detailed and up-to-date system hardware requirements are published in help centre article

https://service.swyx.net/hc/en-gb/articles/4404114457618

5.2   Supported databases for CDR database

From this release onwards, for saving the Call Detail Records (CDR), only the following databases are supported:

- Microsoft SQL Server
- MySQL (ODBC)
- PostgreSQL (ODBC)

5.3   Use of Jabra devices with SwyxIt!

If you want to use devices of Jabra together with SwyxIt!, please mind the following hints:

- Accepting a secondary incoming call using Jabra device buttons may terminate an existing primary call
- Toggling between two concurrent calls or putting an existing call on hold using Jabra device buttons may not be possible
- The ringing behaviour of Jabra devices is not only determined by settings in SwyxIt! but is also impacted by settings in Jabra Direct

5.4   Use of new SwyxIt! skins

- When using one of the Visual-Contact-enabled new SwyxIt! skins for UHD screen resolution on a UHD display, then the screen scaling in the Windows settings should be set to 200% to achieve an optimal display of the Visual Contacts part inside the SwyxIt! window. As an alternative, the user can adjust the size of the Visual Contacts area of the SwyxIt! window by pressing the Ctrl-key and scrolling up or down.
- When using multiple monitors with different screen resolutions (e.g. one UHD monitor and one HD monitor), to achieve an optimal display of a SwyxIt! skin with a UHD screen resolution, the UHD monitor should be configured as the main monitor in the Windows settings. As an alternative the user may chose a SwyxIt! skin with a resolution lower than UHD.

5.5   SwyxIt! With Outlook

- In the context of removing an issue with security warnings that appear when Outlook is used together with SwyxIt! (Swyx bug 185649) a new Windows Registry Key has been introduced that rules if the previous Outlook warning appears. In the registry key path "Computer\HKEY_CURRENT_USER\Software\[XXX]\OutlookAddIn\SecurityManager\" (with [XXX] being Swyx or T-Com), the registry value is named "DisableOutlookSecurityWarnings", the type is a DWORD and the values are: '0' to have the security warnings enabled (default behaviour); '1' to have them disabled. Even if the Registry Key was set to '1', the warning messages still appear, though, when creating, editing or deleting an Outlook contact. If the new Registry Key was not already created by SwyxIt!, the user can do so at the aforementioned path with the specified type and desired value.

5.6   Use of generic USB- or Bluetooth-Headsets

- Any generic headset must be configured manually in SwyxIt! (in Audio Modes/Headset and Audio Modes/Ringtones)
- Volume sliders and microphone mute/unmute buttons are working but are not in sync with SwyxIt!/Headset. E.g. If the headset has an own button to mute/unmute the mic, the mic will be muted/unmuted when the button is pressed, but it won't be displayed in the SwyxIt! client (and vice versa)
- Air Pods cannot be controlled via Air Pods gestures
- Air Pods appear twice in the SwyxIt! Audio device list:
    1. "Air Pods Hands-Free AG Audio"
    2. "Air Pods Stereo"
    --> In order to get them working the user MUST configure the following:
    As Headset configure: Air Pods Hands-Free AG Audio
    For Ringtones both will work, but to make it easier it is recommended to select "Air Pods Hands-Free AG Audio"

5.7   Use of SwyxIt! in RDS/Terminal-Server environments

When multiple users use their SwyxIt! on the same RDS/Terminal-Server environment, the Remote Connector tunnel is started by the first SwyxIt!. All subsequently started SwyxIt! instances use the same Remote Connector tunnel instance. In case the first-started SwyxIt! is stopped, the commonly used Remote Connector tunnel is decommissioned, and all other SwyxIt! instances lose their connection to the server until a new Remote Connector tunnel is established by a restart of one of the remaining SwyxIt! instances.

5.8   LDAPS support for the Yealink global phonebook

All necessary certificates for the LDAPS support of the Yealink global phonebook are auto-generated during the installation. If the SwyxWare Server domain association is changed after installation, those certificates have to be regenerated. In order to do that the certificates under ADAM_SwyxGlobalPhonebook\Trusted RootCertificate Authorities and ADAM_SwyxGlobalPhonebook\Personal, issued for your server has to be deleted. After the deletion of the root and sever certificates for the SwyxGlobalPhonebook rerun the configuration wizard. This will generate new certificates for the LDAPS support.

5.9   Changes to call notes creation

With the Call Journal extension displaying the call duration, the Call journal entries are now created after a call is finished. Users which utilized the Call Journal entry to create an e-mail for call notes can now use the context menu of an active line to create this e-mail. For this, users can find a new entry labelled E-Mail, which launches the same functionality as the similar button in the Call Journal header.

5.10 Support of coloured watermarks in fax removed

Please note that as part of the fax enhancement program of a previous release the support of coloured watermarks and logo files has been removed. Please convert the corresponding files to black and white format (colour depth = 1)

5.11 MS Teams Presence Sync Service Enablement

With SwyxWare 13 the MS Teams User Presence Sync Service is always installed. Its functionality can be enabled or disabled in Swyx Control Center. If you do not have this service installed before you update to SwyxWare 13 it will not be installed during the update.
In that case, if you intend to use it, run the setup again after the update, choose *Modify* and select the *MS Teams User Presence* and enable it in Swyx Control Center.

5.12 Changed mail server requirements

With release of SwyxWare/Netphone 12.41 and newer also changes to the SMTP module became necessary to implement the current security requirements.
More details can be found here:
https://service.swyx.net/hc/en-gb/articles/4404118053778-Changed-mail-server-requirements-with-SwyxWare-Netphone-12-41

5.13 CTI+ Call on Hold can't be retrieved bugfix

For this bugfix (Internal ID: 186717) to work, it must be ensured that the latest ASCOM firmware of the DECT 800 systems is used in conjunction with the SwyxWare 13.05 or newer release.

5.14 Licensing for MS Teams Connector

For the Swyx Connector for MS Teams to work it must, that each user has an assigned MS Teams Connector License. Otherwise, the MS Teams Connector application in MS Teams won't load. In case the MS Teams Connector doesn't load any more after an update from Versions 13.00 or 13.05 please check the proper Connector license assignment.

5.15 User PIN Handling for Unify Devices

To protect the local phone menu on Unify Devices, from Version 13.27 onwards a minimum 6-digit User PIN is provisioned to the devices. The former 5-digit generation of the User PIN in MMC and Swyx Control Centre has been adapted accordingly.
Existing User PINs that are shorter than 6-digits are repeated until they are at least 6 digits long.

Original PIN	PIN after update
1	111111
12	121212
123	123123
1234	12341234
12345	1234512345

Important: This behaviour only applies to the provision of the user PIN to the device. The PIN for Authentication stays the same.

5.16 Windows 11 Updates causes problems with audio devices

After a Windows 11 Update it might happen, that Audio Devices are not listed in SwyxIt! anymore. In those cases, please update, repair or reinstall SwyxIt! to have the audio devices available again.
Additionally some Audio Devices may experience high latency on voice transmission (Audio Delay).

5.17 Windows 11 Updates causes problems with SwyxIt! Client behaviour

After Windows 11 Update it might happen, that SwyxIt! Client opens as an empty window or missing avatar pictures or fonts on the first start. Issue is caused by the aggressive Temp-Folder clean-up introduced by Microsoft with Windows 11.
Please quit the client and open again to solve the issue.

5.18 Updated Outlook security settings and configuration mail

Recently Microsoft activated a more restrictive security policy in Outlook which interferes with our automatic configuration URL from the Welcome mail. We are working on a solution to mitigate these changes. In the meantime, the configuration settings must be copied out of the Welcome mail and pasted into the SwyxIt! configuration.

5.19 System scripts in Global Context

Please avoid loading ECR system scripts in the Global Context as this results in scripting errors (ScriptSiteVbs::OnScriptError)

5.20 Call Routing script limitations

Call routing scripts created with SwyxWare version 11 and older will not run automatically after the update. To avoid it, please open the script and save it again with the latest version.

5.21 Remote Audio Support in Terminal Server environments

Based on the feedback in the beta phase, as well as internal quality assurance measures, we advise against using the Citrix environment for terminal servers in connection with remote audio support.

6   Beta Features

Beside the production ready features, that are an essential part of each release, Enreach delivers SwyxWare features that are still considered to be in a Beta stage. Users and administrators are encouraged to try out those new features, acknowledging that some restrictions come with those "Beta Features":

- Support for those Beta features is only granted via the Beta Program mailbox (beta@enreach.com) and **not** via the standard support channels
- Beta features my contain bugs, instabilities or a decreased customer experience and are therefore not recommend for production critical installations
- Documentation for those features is not included in our standard help documents

6.1   Included Beta Features

6.1.1   Support of LUA as a scripting language for Call Routing Scripts

Besides the established VB Script, the Call Routing Scripts can now also be developed utilizing the LUA Scripting language. For more information and guidance on how to utilize this feature please visit https://service.swyx.net/hc/de/community/topics/4414682430482-Beta-Lua-Testing-SwyxWare-13-10-

6.1.2   Federated Authentication with Microsoft Azure

SwyxWare 13.15 introduced Federated Authentication with the support for the Auth0 Authentication and Authorisation Meta Framework. Besides Auht0 as Authentication Provider, SwyxWare also supports Azure Active Directory as a provider for Federated Authentication. For information on how to setup Federated Authentication with Azure, please visit https://www.enreach.de/en/products/support/documentation.html

6.1.3   Microsoft Edge Webview2 Support for SwyxIt! Web Extension

- Existing Skins continue using old Internet-Explorer based control.
- Switch to new Microsoft Edge Webview2 based control in Edit-Skin mode (Web Extension Properties, switch off "Use legacy Internet Explorer Control")
- Requires "Microsoft Edge Webview2 Runtime" which usually is already installed on modern, up-to-date Windows 10 or 11 systems. If not, install from here: https://developer.microsoft.com/en-us/microsoft-edge/webview2/consumer/

Web extensions with WebView2 support:
- Rendering web extension with latest Microsoft Edge engine
- Replacing SwyxIt! placeholder in URL and web content (as in old IE control)
- Tel: and call to: hyperlinks on web pages (as in old IE control, but always handled directly by SwyxIt! instead of letting Windows decide what to do with them)

Web extensions with Webview2 do not support:
- pop-up window mode
- Expansion of environment variables
- Visual Contacts and VisualGroups. Please use the old control for the time being

Known Issues

- Preview image of skins using Webview2 web extensions are not rendered correctly. Work-around: Save the skin as cab file, replace the preview image file in the cab file manually. (Will be fixed in SwyxWare 14)

7 Installation Requirements

7.1 Microsoft .NET Framework

For the installation of (or an update to) SwyxWare 11.38 (or higher) or SwyxIt! 11.38 (or higher) the installation of .NET 4.7.2 or newer is required.
Details:
https://support.microsoft.com/en-us/help/4054566/microsoft-net-framework-4-7-2-for-windows-8-1-windows-rt-8-1-and-windo

7.2 Operating System Windows 10 and Server 2016 or Server 2019

The SwyxWare 11.20 and newer needs new C Runtime and C++ Redistributable packages. Those are already available in Windows 10 and Server 2016 and 2019.
If Windows 10 is used, please install the last updates for these operating systems. The new C Runtime and C++ Redistributable packages will be installed with these updates.
Details:
https://support.microsoft.com/en-us/help/2999226/update-for-universal-c-runtime-in-windows
https://support.microsoft.com/en-us/help/2977003/the-latest-supported-visual-c-downloads

7.3 Specific requirements for usage of SwyxIt! Clients with Federated Authentication

Component	OS	Server Requirements
SwyxIt! (Native installation)	Windows 10	Detailed requirements are provided by the following KB Article:
SwyxIt! (Terminal server)	Windows Server 2019	https://service.swyx.net/hc/de/articles/360013948939-Systemanforderungen-f%C3%BCr-den-Einsatz-von-SwyxWare-12-13

7.4   Server

a.) Windows OS requirement: please ensure that ongoing or due Windows updates are completed before starting to install or update SwyxWare components.

b.) After the installation of the server components, the Config Wizard starts and must run to the end. Do not terminate the Config Wizard in the middle.

The table below shows the Operating System requirements for the corresponding SwyxWare components.

Component	OS	Server requirements
SwyxWare Server	Windows Server 2016 Windows Server 2019 Windows Server 2022 Windows 10 IOT ENT 2019 LTSC (as part of Swyx Express servers only)	Detailed requirements are provided by the following KB Article: https://service.swyx.net/hc/de/articles/360013948939-Systemanforderungen-f%C3%BCr-den-Einsatz-von-SwyxWare-12-13
SwyxIt! (e.g. Terminal server usage)	Windows Server 2016 Windows Server 2019 Windows Server 2022 Swyx Connector for MS Teams is not supported on Windows Server environments	
SwyxWare as standalone Gateway	Windows Server 2016 /2019 /2022	

7.5   Server SQL

Windows OS requirement: please ensure that ongoing or due Windows updates are completed before starting to install or update SwyxWare components.

The table below shows the Operating System requirements for the corresponding SwyxWare components.

Component	SQL	Requirements
SwyxWare 13.00	• SQL Server 2016 • SQL Server 2017 • SQL Server 2019 (only standard Swyx-Server installation, no Master Standby) • SQL Server 2022	

8 Supported Devices

Type	Product	Preferred Version
Devices	SwyxPhone L62 100 MBPS	HFA V1 R7.3.0
	SwyxPhone L62	HFA V1 R7.3.0
	SwyxPhone L64	HFA V1 R7.3.0
	SwyxPhone L66	HFA V1 R7.3.0
	SwyxPhone L71	HFA V2 R0.8.0
	SwyxPhone L72	HFA V2 R0.8.0
	SwyxPhone L74	HFA V2 R0.10.0
	SwyxPhone L77	HFA V2 R0.10.0
	SwyxPhone L615	HFA V3 R0.42.1 HFA
	SwyxPhone L620	HFA V3 R0.42.1 HFA
	SwyxPhone L640	HFA V3 R0.42.1 HFA
	SwyxPhone L660	HFA V3 R0.42.1 HFA
	Swyx Handset P280	V 1.88
Yealink	Swyx Handset P300	Most actual firmware
	Phone T31G	124.86.133.4
	Phone T41S	66.85.133.12
	Phone T42S	66.85.133.12
	Phone T46S	66.85.133.12
	Phone T48S	66.85.133.12
	Phone T53	96.86.133.4
	Phone T53W	96.86.133.4
	Phone T54W	96.86.133.4
	Phone T57W	96.86.133.4
	Expansion Module EXP40	11.16.0.0
	Expansion Module EXP50	1.0.1.8
	Conference Phone CP920	78.84.133.8
	Conference Phone CP925	148.86.133.2
	Conference Phone CP960	73.85.133.7
	Conference Phone CP965	143.86.133.2

Information on preferred firmware of TAP certified products can be found here:
https://www.swyx.com/products/third-party-products.html

For portfolio audio products, please always use the latest recommended firmware by the vendor, unless otherwise announced in our help centre: service.swyx.net

Type	Product	Preferred Version
DECT	DECT 500 Base station	V 5.30.B02
	DECT 500 Repeater	V 5.30.B02
	DECT 510 Handset	V 5.30.B02
	DECT 565 Handset	V 5.30.B02
	DECT BS 600 L/O/S	V 6.10.B101
	DECT R 600	V 6.10.B01

	DECT HS 6xx Handset	V 6.10.B01
	DECT 800 Base station	V 11.8.10
	DECT 800 Handset	See announcement in Enreach Partner
Swyx Clients	SwyxIt!	SwyxWare 13.26
	Swyx Desktop for Mac OS	3.2.2 or higher
	Swyx Mobile for iOS	3.2.6 for PNS 2.0
	Swyx Mobile for Android	3.1.3
Gateways	AudioCodes: MGW Cloud S (M500-2B-2S-NLV)	7.24A.356.069 or higher
	SwyxConnect 8xxx	
	AudioCodes: MGW Cloud M (M800-4S-4O-4B-4L –NLV)	Firmware 6.80A.308.003 or higher
	AudioCodes: MGW Cloud L (M1KB-MSBG1 ,M1k-VM-1SPAN,M1k-VM-4BRI,M1K-VM-4FXS-NLV)	F6.80A.365.002 or higher
	Lancom 17xx, R8XX	Firmware 10.42.0.280 RU1 or higher
	Bintec: Digitalisierungsbox	11.01.03.103 or newer
Media Packs	AudioCodes	6.60A.342.003

We recommend customers use the "Preferred Version" for the given products. The preferred software versions offer tested and con-firmed level of functionality. However, the devices might also operate with older or newer software version with the caveat that recently added interoperability or advanced features may not be possible when using these versions. In cases, if a defect is found when using other versions, it may be necessary to update to the supported version.

9   Supported Software

Type	Product	Preferred Version
LDAP Directory	ESTOS Metadirectory Standard	V 4.0.9.6261 or V5.0.7.10657 or V6.0.0.12135
LDAP Directory	C4B XPhone Connect	v 7.0.74 or V8.x
Call analysis	Swyx Analytics by Aurenz	V 13.x Earlier versions are not sup-ported
Microsoft Office Add-In	Microsoft Office 32-bit	Office 2016 – 2019
	Microsoft Office 64-bit	Office 2016 – 2019
Lotus Notes	Info	The Swyx Connector for Notes Integration is now compatible with IBM Notes/Domino 9, 10 and HCL Notes/Domino 11.
Call Queue	Visual Groups	1.11.3236.0 or newer

10 Supported Operating Systems for Swyx Clients

This table shows the compatibility of SwyxIt! resp. Swyx Mobile and the corresponding Operating Systems.

Swyx Client	OS / Version	Note
SwyxIt!	Windows 10 (incl. Fall Creator Update Window 11 (not with TeamViewer) Windows Server 2016 Windows Server 2019 Windows Server 2022 Swyx Connector for MS Teams is not supported on Windows Server environments	
Swyx Desktop for Mac OS	Mac OS	Please see the corresponding Product Release Note
Swyx Mobile	Android iOS	Please see the corresponding Product Release Note
Swyx Connector for MS Teams	Windows 10 Windows 11	

11 Known Issues

Internal ID (Ticket ID)	Title
207841 (317921)	Yealink: Transfer from Yealink to Yealink (with active CTI) causes inconsistent line display
157762 (5643)	Admin and PowerShell: User SIP credentials cannot be deleted (DSGVO) – [Data Still Present in the Database Only]
209920 (257825)	Visual Groups: Calls still routed to busy agents
210783 (262132)	IpPbxSrv: User doesn't get 'accepted by transfer' PCLE accepting group call and call transfer
211616 (258132)	IpPbxSrv: It is not possible to do a semi-attendant call transfer to scripting only user
218956	SwyxON: It's not possible to open the phonebook directly after roll-back – 5 min. delay

12 Support

The support for SwyxWare is handled through the regular Swyx Support process.