Release Notes

Swyx 14

Product Version: Swyx 14.10

Status: "General Availability"

1. Overview
1.1. Software Versions

Component	Version
Server	14.10.61195.0
Swyx Control Center	14.10.5390.0
Administration	14.10.61195.0
SwyxIt	14.10.61195.0

These release notes cover changes compared to v14. If you are updating from an older major version less than v14, please refer to the v14 release notes first

1.2. Version history

Version	Release date	Release Notes
Swyx 14.00	16. Mai 2024	Release Notes 14.00
Swyx 14.01	17. Juni 2024	Release Notes 14.01

2. Changes

2.1. 1Swyx 14.10

2.1.1.   1New Features

1SwyxIt! / Swyx Connector for MS Teams

In addition to regular software maintenance and some minor bug fixes, *SwyxIt! 14.10* and the associated *Swyx Connector for Microsoft Teams (v14_10)* includes a number of new functional enhancements.

- Integrated Call Control allows basic call handling w/o the need for an additional call control window
    o Dynamic line handling: Only active lines/calls are displayed
    o Basic call services: Start/Stop call, accept call, call deflection, transfer call to Voice Box, call hold/retrieve
    o Supplementary services: Call swap, consultancy call, call transfer, ad-hoc conferences, DTMF input
    o Call notifications and call pick-up
    o Start/Stop call recording during a call
    o External call control window with additional call handling options can be opened during a call
- Voice messages are transcribed and can be viewed in the Voice Box
    o Voice messages are only transcribed if the feature is enabled on the server side
- Improved window handling - SwyxIt! pops-up up on incoming calls (configurable)

- Automatic change of dark/light theme based on Windows settings (configurable)

> **All the new features described are not covered by the Auto Update from the SwyxIt! 14.00 branch. You have to update SwyxIt! 14.00 to 14.10 (MSI Installer) to benefit from these features.**

2VoiceMail transcription

As an extension of already existing VoiceMail functionality, that allows user to receive recorded voice-messages, with Swyx 14.10 we introduce a possibility also to receive transcriptions of those. As well on a user level as on a group level it is possible to configure VoiceMail Transcriptions for missed or forwarded calls. Detailed configuration of VoiceMail Transcription settings can be performed in Swyx Control Center only.

- Configurable server default / per user / per group
- Easy log data, error details and metrics access under new maintenance area in SCC
- Transcriptions are available in SwyxIt! client
- Transcriptions are sent via E-Mail
- All GDPR requirements are respected

> **VoiceMail transcription is only available for Cloud Licensed installations (SwyxON / Swyx Flex)**
>
> **Additional licenses are required in order to use Group-VoiceMail-Transcription functionality**

3Swyx Control Center – Quick tenant switch

Starting with Swyx 14.10 it is possible for Partner Administrators to easily switch between own tenants within SwyxON. Simply click on the header (Tenant Name) and search for the Tenant you want to administrate.

2.1.2.   2Technical Improvements/Changes

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1Updated Swyx Control Center foundation

With the version 14.10 we completely reworked the foundation and the run-time environment of Swyx Control Center, focusing on performance and stability.

- Update / Exchange of the UI Libraries
- .NET Frameworks update from 4.8 auf .NET8 (Core)
- .NET Installer included into Swyx Control Center Setup
- Performance and Usability improvements
- Self-Hosted web Service
  - o IIS is not required anymore and will not be activated during the installation
  - o Swyx Control Center runs as a self-hosted service and is listed under the services of the operating system
    - ▪ NT AUTHORITY\Local Service (Service SID: NT SERVICE\IpPbxScc) with HttpSys
  - o Default URL Remains unchanged: '<ins>https://localhost:9443/swyxcontrolcenter</ins>'

IIS will not required any more, but it will not be disabled during the SCC upgrade in order to avoid affecting other applications (e.g. Visual Groups)

Important for usage of custom certificates

During the Upgrade-Installation, the applied certificates remain unchanged.

The SCST can be used as usual to renew certificates

Custom certificates are stored under 'LocalComputer\My store' and can be configured via netsh: **netsh http add sslcert ipport=0.0.0.0:9443 certhash=[certificate thumbprint] appid=[ApplicationID (GUID Format)]**

ApplicationID can be set by the administrator himself

We strongly recommend using the same ApplicationID, once set, for all the future activities

2 Support network changes on a client side

With the version Swyx 14.10 we improved the resilience of the Swyx Server for the network changes on the client side. Especially user of mobile devices will benefit from this server extension. Switching from WLAN to GSM network, and the other way around, now can be handled by the server without any interruptions.

Currently supported by Swyx Mobile for iOS application only

3 Update of Security and Encryption libraries

We continuously improve our Software form security perspective. With Swyx 14.10 we updated several security and encryption relevant libraries (eg. OpenSSL).

Self-Signed scripts for SwyxWare v7 and below will not be supported any more for security reasons. Please refer to "Discontinuation" chapter for details

4 Fixed Issues (reported by customers)

ID	Support Ticket ID	Title
203672	236605	MS Teams PresenceSync: Admin log contains multiple entries about PBX service config change for MSTeams password
206945		Online help: Place holders for e.g. welcome email are NO longer documented in file
206948	253238	Mail templates: documentation of available placeholders ist missing
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
217837	316813	LinkMgr: External Hold isn't handled independently from local call state
218199	314549	MS Teams App: Configuration of call forwardings still possible even if right was removed by admin

218449	326764	Yealink: LDAP directory is not working on T41S and T48S phones
219928	323812	SwyxIt: personal phone book NOT accessable if using multiple account mappings
220156	325291	Config Wizard deletes wrong certificates
220803	328098	SwyxIt: properties are not cloned while copying of name key in skin editor (since 13.26)
220938	331310	Transferred party shows wrong connected party after appr. 60 seconds
221100	330095, 332154, 335328	LinkMgr: SIP provider call is disconnected after 5 minutes
221185	330653	Modern App: AppMode cannot be switched in SCC
221467	331707, 337222, 336347, 333253	SwyxIt! Classic - v14.00: Client minimize on incoming call
221468	331471,320542	SCC: Locations Number for undeliverable calls - groups not offered
221597	332214	IpPbxSrv: group related phone call list entries are doubled by special callrouting situation (e.g. unconditional call forwarding)
221600	316619, 319066, 318999, 286751, 285767, 283963, 262603, 262132	IpPbxSrv: Problems with trunk recordings configured by Internal Numbers
222143	334693	SDP contents o= line session ID has 20 digits and may cause interop issues
222201		EmergencyCall: View of configured but restricted numbers delivers huge number of entries making SCC not operable
222232	335069	ConfigurationPlanner: ProviderProfile values are not shown
222639	304628	VisualGroup: Call pickup doesn't work as expected (call IS picked up, but call remains as 'zombie' in queue management)

222753	337035	SIP Trunks created by SCC cannot be edited by MMC Administration
222783		SwyxON: Custom RemoteConnector Config can be uploaded and moved to global by Partner Administrator
220728	328327	SCC: filter function doesn't work for files grid

2.1.3.   3Discontinuations

Classic skins are removed from Swyx Control Center

With version 14.10 we removed the legacy skins / themes from Swyx Control Center. From this version on only Enreach Design System themes will be available.

Self-signed VBS scripts

Own developed and signed .vbs files (which are included via '#include into the call routing) and signed for a SwyxWare version < v7.0 (v4.3 - v6.2x), will not be accepted from SwyxWare 14.10 on anymore. These files need to get signed again with the latest version of the SignScript tool for SwyxWare >= v7.0 (2.0.0.14) which can be found in the Enreach Partner Net.

https://partnernet.enreach.de/en/kb/kb2635

Own .vbs files with an old signature will lead to immediately disconnected calls.

General information on the usage of own script files within the call routing can be found here:

https://www.swyxforum.com/blogs/entry/98-20-how-to-place-your-own-vbscriptlua-code-into-separate-files-and-include-them-into-your-call-routing/

2.1.4.   4Issues / Limitations / Challenges

1Microsoft retiring basic authentication for SMTP E-Mail relay

Microsoft announced a major change in the effort to protect their users' data In Exchange Online from cyber threats. By September 2025, the increasingly outdated Basic auth method will have been phased out completely and replaced by the OAuth protocol when using Microsoft email relay functionality (SMTP AUTH). This will only affect client applications that use Microsoft to send email using their servers.

Currently using SMTP service withing Swyx requires basic authentication. In order to be able to continue using this functionality with MS, please assure SMTP AUTH is available for your company account

Refer to documentation: https://learn.microsoft.com/en-us/exchange/mail-flow-best-practices/how-to-set-up-a-multifunction-device-or-application-to-send-email-using-microsoft-365-or-office-365

2Stop SwyxWare Services before updating

Chances for having a smooth update experience increases if you stop all SwyxServer services before performing the update instead of letting the MSI stop them during the update. To stop services, either use Windows Service Manager or run

ippbxconfig.exe /stop /y

in the SwyxWare program folder.

Reason: The way in which the now obsolete Mobile Extension Manager service was designed prevents Microsoft Windows Installer from properly stopping the service before the update. This can lead to a reboot or failure of the update.

Important: In case of updating Swyx Server from previous version, make sure no MMC application (services.msc) is running. Otherwise it may block installer from deleting existing files and may lead to 'doubled' installation and to operational malfunctions.

3Unattended SwyxIt! Setup and Microsoft Office Apps

If you update SwyxIt! unattended without showing a UI, e.g. by using the /qn command-line switch on the MSI, the update may hang if you installed the outlook-addin and outlook.exe or another office app is running. For a smooth unattended update experience make sure that neither any SwyxIt! related processes, nor any Microsoft Office Apps are running. Technically there is a third-party component in the installer showing a message box which cannot be seen and confirmed by the user in certain deployment scenarios, e.g. deployment via Microsoft InTune. We plan to improve the unattended update experience in a future update.

As a first mitigation, add PERUSERADDINREGISTRATION=1 to the MSI command line when using a deployment tool like Microsoft InTune. This switches the Outlook-AddIn registration to a per-user instead of per-machine mechanism. This mitigation will have an effect in the update step after you've set the property to 1.

2.1.5. 5Introduced beta features

None

3. System requirements

3.1. Hardware

Detailed and up-to-date system hardware requirements are published in our knowledge base: https://service.swyx.net/hc/en-gb/articles/13772878531996

3.2. Software

Detailed and software requirements are published in our knowledge base: https://service.swyx.net/hc/en-gb/articles/13916515322908

4. Installation/Update

Instructions for installation and updates can be found in the SwyxWare documentation: https://help.enreach.com/cpe/14.00/Administration/Swyx/en-US/index.html#page/help/chap_installation.08.01.html

5. Specific behaviour and environments

1 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

2 SwyxIIt! with Microsoft 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.

3Use 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: "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"

4Use 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.

5LDAPS support for the Yealink global phonebook

All necessary certificates for the LDAPS support of the Yealink global phonebook are autogenerated 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.

If you used *Swyx Connectivity Setup Tool* to provision a TLS server certificate to SwyxWare re-run that tool to re-provision the certificate after a server name update.

6 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.

7 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.

8 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.

6. Supported portfolio products, add-ons and devices

Type	Product	Preferred Version
LDAP Directory	ESTOS Metadirectory Standard	v4.0.9.6261 or v5.0.7.10657 or v6.0.0.12135
LDAP Directory	C4B XPhone Connect	v7.0.74 or v8.x
Call analysis	Swyx Analytics by Aurenz	v14.x Earlier versions are not supported
	Swyx Analytics for MS Teams	v14.1.0.3 or newer
Microsoft Office Add-In	Microsoft Office 32-bit	Office 2019-2021
	Microsoft Office 64-bit	Office 2019-2022
Lotus Notes	Info	The Swyx Connector for Notes Integration is compatible with IBM Notes/Domino 9, 10 and HCL Notes/Domino 11. Out of support starting with Swyx 14
Call Queue	Visual Groups	1.14 or newer

Type	Product	Preferred Version
SwyxPhone	SwyxPhone L62 100 MBPS	HFA V1 R8.2.0
	SwyxPhone L62	HFA V1 R8.2.0
	SwyxPhone L64	HFA V1 R8.2.0
	SwyxPhone L66	HFA V1 R8.2.0
	SwyxPhone L71	HFA V2 R0.12.1
	SwyxPhone L72	HFA V2 R0.12.1
	SwyxPhone L74	HFA V2 R0.12.1
	SwyxPhone L77	HFA V2 R0.12.1
	SwyxPhone L615	HFA V3 R0.42.1
	SwyxPhone L620	HFA V3 R0.42.1
	SwyxPhone L640	HFA V3 R0.42.1
	SwyxPhone L660	HFA V3 R0.42.1
	Swyx Handset P280	V 1.88
	Swyx Handset P300	Most actual firmware
Yealink	Phone T31G	124.86.133.6
	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	78.85.133.5
	Conference Phone CP925	148.86.133.3
	Conference Phone CP960	73.85.133.7
	Conference Phone CP965	143.86.133.3

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 7.30.B0300
	DECT R 600	V 7.30.B0100
	DECT HS 6xx Handset	V 7.30.B0300
	DECT 800 Base station	V 12.0.5
	DECT 800 Handset	FW Pack v12.0.5 (1) includes the latest FW version for all supported handsets
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.369.002

We recommend customers use the "Preferred Version" for the given products. The preferred software versions offer tested and confirmed 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.

7. Known issues

ID	Ticket ID	Title
220452		Enabling Microsoft Entra ID multi-factor authentication during a SwyxIt! login is not possible Workaround: Enable and configure MFA before attempting to log in via SwyxIt!
220611		VisualGroups still logs into `%programdata%\T-Com\Traces` after updating from Netphone Server 13.x to Swyx 14
220621		MMC: Trunk changes or update return "LinkType not valid for PortBundleType" If Trunk created in SCC
221072	330139	SwyxIt: Outlook dialer uses email address instead of phone number after pressing "Start audio call"
222132		SwyxIt!: CLMgr.exe does not quit after closing SwyxIt! when EPOS Connect (DSEA SDK) is installed
222866		Modern App: Call Journal - Label of buttons are cut off when window size reached a certain size
222832	335876	SwyxWare: IpPbxSrv accepts SIP Gateway Registration with Credentials of an outgoing SIP Trunk
222657		TAP: Number suppression fails with certain SIP providers, i.e. Vodafone

8. Everything else

Beta feedback

Please use beta@enreach.de as a feedback channel for introduced beta-feature

Documentation

Please refer to
https://www.enreach.de/en/products/support/documentation.html#jump-SwyxWare
for detailed documentation of the product.

Please use our knowledge base under https://service.swyx.net/

Service & Support

The support for Enreach product line 'Swyx' is handled through the regular Swyx Support process: https://swyx.zendesk.com/