



Release Notes

SwyxWare 11

Product Version: **11.50.0.0**

Status: "General Availability"

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1 Content of Product Release

1.1 Swyx Product

Component	Filename	Version/Build
Server	Setup.msi Setup.cab Unattended.xml	11.50.12166.0
Administration	Admin32.msi Admin64.msi	11.50.12166.0
SwyxIt!	SwyxIt!32.msi SwyxIt!64.msi	11.50.12166.0
Push Notification Service	PushNotification.msi	1.0.17
SwyxPLUS VisualGroups	SwyxPLUSVisualGroupsInstaller.exe	1.3.0
SwyxControlCenter	SwyxControlCenter.msi	11.50.3492.0

1.2 Interworking Product

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

1.3 3rd Party Product

Component	Filename	Version/Build
Lotus/IBM Notes		9.0.1
Visual Groups		1.3

2 Document History

Version	Date	Remarks	Editor
1.0	26.09.2017	Product release SwyxWare 11 as General Availability	Product Owner
1.1	06.11.2017	Product release SwyxWare 11.00.1.0 as General Availability	Product Owner
1.2	19.12.2017	Product release SwyxWare 11.10.1.0 as General Availability	Product Owner

1.3	01.03.2018	Product release SwyxWare 11.10.2.0 as Limited Availability	Product Owner
1.4	24.05.2018	Product release SwyxWare 11.20.0.0 as General Availability	Product Owner
1.5	01.06.2018	Product release SwyxWare 11.20.0.0 with Administration 11.15.0.0 as General Availability	Product Owner
1.6	13.06.2018	Product release SwyxWare 11.20.0.0 with Administration 11.15.0.0 as Limited Availability	Product Owner
1.7	11.07.2018	Product release SwyxWare 11.20.2.0 as General Availability	Product Owner
1.8	07.09.2018	Product release SwyxWare 11.25.0.0 as General Availability	Product Owner
1.9	19.09.2018	Product release SwyxWare 11.30.0.0 as General Availability	Product Owner
2.0	03.10.2018	Product release SwyxWare 11.31.0.0 as General Availability	Product Owner
2.1	02.11.2018	Product release SwyxWare 11.32.0.0 as General Availability	Product Owner
2.2	19.11.2018	Product release SwyxWare 11.35.0.0 as General Availability (SwyxON only)	Product Owner
2.3	20.02.2019	Product release SwyxWare 11.38.0.0 as General Availability	Product Owner
2.4	24.04.2019	Product release SwyxWare 11.40.0.0 as General Availability	Product Owner
2.5	27.05.2019	Product release SwyxWare 11.41.0.0 as General Availability	Product Owner
2.6	14.06.2019	Product release SwyxWare 11.42.0.0 as General Availability	Product Owner
2.7	17.07.2019	Product release SwyxWare 11.50.0.0 as General Availability	Product Owner

3 Product Version History

Version	Date	Remarks	Editor
SwyxWare 11	26.09.2017	Release Version 11.00.0.0	Product Owner
SwyxWare 11.00.1.0	06.11.2017	Release Version 11.00.1.0	Product Owner
SwyxWare 11.10.1.0	19.12.2017	Release Version 11.10.1.0	Product Owner

SwyxWare 11.10.2.0	01.03.2018	Release Version 11.10.2.0	Product Owner
SwyxWare 11.20.0.0	24.05.2018	Release Version 11.20.0.0	Product Owner
SwyxWare 11.20.0.0	01.06.2018	Release Version 11.20.0.0 with Administration Version 11.15.0.0	Product Owner
SwyxWare 11.20.1.0	13.06.2018	Release Version 11.20.1.0 with Administration Version 11.15.0.0	Product Owner
SwyxWare 11.20.2.0	11.07.2018	Release Version 11.20.2.0	Product Owner
SwyxWare1 1.25.0.0	07.09.2018	Release Version 11.25.0.0	Product Owner
SwyxWare1 1.30.0.0	19.09.2018	Release Version 11.30.0.0	Product Owner
SwyxWare1 1.31.0.0	04.10.2018	Release Version 11.31.0.0	Product Owner
SwyxWare1 1.32.0.0	02.11.2018	Release Version 11.32.0.0	Product Owner
SwyxWare1 1.35.0.0	19.11.2018	Release Version 11.35.0.0 (SwyxON only)	Product Owner
SwyxWare1 1.38.0.0	20.02.2019	Release Version 11.38.0.0	Product Owner
SwyxWare1 1.40.0.0	24.04.2019	Release Version 11.40.0.0	Product Owner
SwyxWare1 1.41.0.0	27.05.2019	Release Version 11.41.0.0	Product Owner
SwyxWare1 1.42.0.0	14.06.2019	Release Version 11.42.0.0	Product Owner
SwyxWare 11.50.0.0	19.09.2019	Release Versio 11.50.0.0	Product Owner

4 Changes

4.1 New Features

4.1.1 New Features SwyxWare 11.00

Feature	Summary
SwyxPhones L6X	New Phones types L62, L64 and L66 with new firmware are integrated now.
SwyxPLUS VisualGroups	Provides an intelligent, visual queuing functionality for SwyxWare.
Push Notification Service	Enables push notifications and Call-Kit Integration for "Swyx Mobile for iOS" (v2.0.0)
Configuration Planner	Central Webservice to predefine and export a SwyxWare configuration.
Property Cloning	Cloning properties of a user to a group of users.
SwyxIt! HD and UHD Skins	New Skins for high resolution displays.

4.1.2 New Features SwyxWare 11.00.1.0

Feature	Summary
Automatic database rebuilder	The update check tool for the SwyxWare database is now included in the setup. In a case of updating a SwyxWare with an initial installation version 6.xx or older it is in rare circumstances possible that the database will be corrupted. This version automatically corrects the database error during the update process.
131351	According to RFC 3311, 5.2, a new SDP offer which has to be answered by a SDP answer.

4.1.3 New Features SwyxWare 11.10.1.0

Feature	Summary
Push Notifications for Android	Integration of the Push Notification service for Android devices.
SwyxExpress: New GUI script	New installation GUI for SwyxExpress.
New Firmware for L615, L640, L660	Version V3 R0.40.0
New Firmware for L62, L64, L66	Version V1 R1.13.0
Support of multi-colour LEDs for L62, L64, L66	<ul style="list-style-type: none">- use different LED colors to display presence state for speed dial keys- use different LED colors for line keys- hold key

Windows 10 Update	Windows 10 Fall Creators Update supported
Swyx Connector for Skype for Business enhancements	Usable in Windows Terminal Server environments. Direct Swyx dial of the Skype for Business- and Outlook Contacts. Indicate the correct call state amongst all participants.

4.1.4 New Features SwyxWare 11.20.0.0

Feature	Summary
GDPR (DSGVO) compliance	CDR regarding GDPR compliant
GDPR (DSGVO) compliance	Server Log file and change log regarding GDPR compliant. Configuration of Log file GDPR compliant.
GDPR (DSGVO) compliance	Add GDPR (DSGVO) to documentation
GDPR (DSGVO) compliance	SwyxIt! Log file Regarding GDPR compliant
VisualGroups	Latest OCX file included in SwyxIt! Client setup
Push Notification Service	New version 1.0.14 Fixed: No DNS caching for http2 Fixed: Start new log file each day Fixed: PN Service crashes sometimes

4.1.5 New Features SwyxWare 11.20.2.0

Feature	Summary
Swyx Connector for Skype for Business	New improvements and bug fixing

4.1.6 New Features SwyxWare 11.25.0.0

Feature	Summary
Yealink phones	Support of Yealink SIP T4xS Desk phones with Swyx Server feature (License "Feature Pack for certified SIP phones" is required)
Swyx Control Center (SCC)	Comfortable administration of the certain SwyxWare server settings including of certified SIP Phones Online Help: http://help.swyx.com/controlcenter/1.00/web/Swyx/en-US/index.html
SIP Provider Profiles	Additional SIP Service Provider Profiles: NetCom BW, Peoplefone, Serveurcom, Net-cloud
UPN login	New additional authentication option for users through a Unique Principal Name. http://help.swyx.com/11.25/Administration/Swyx/en-

	US/index.html#page/help%2Fchap_userconfiguration.12.08.html%23
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4.1.7 New Features SwyxWare 11.30.0.0

Feature	Summary
Swyx Control Center (SCC)	Comfortable administration of the certain SwyxWare server settings including of certified SIP Phones extended by the configuration of CDRs, Groups and Locations. Online Help: http://help.swyx.com/controlcenter/1.00/web/Swyx/en-US/index.html

4.1.8 New Features SwyxWare 11.31.0.0

Feature	Summary
Swyx Control Center (SCC) Improvements	The handling of the CDR settings and download was improved and extended. http://help.swyx.com/controlcenter/1.00/web/Swyx/en-US/index.html

4.1.9 New Features SwyxWare 11.32.0.0

Feature	Summary
Push Notification Service	New version 1.0.17 Fixed: improved reachability in case of network switches
Yealink phones	Support of TAP certified Yealink Conference Phones (Certification pending, announcement on the third-party section of swyx.com) Required License: "SwyxPLUS Feature Pack for Certified SIPPhones"

4.1.10 New Features SwyxWare 11.35.0.0 (SwyxON only)

Feature	Summary
Intersite Presence	Intersite Presence signalling in hybrid scenario (SwyxWare on premises + SwyxON) [Requires On Premises installation of SwyxWare 11.31.0.0 or higher]
Stability Enhancements	SwyxOn related stability Enhancements

4.1.11 New Features SwyxWare 11.38.0.0

Feature	Summary
Swyx Meeting	Possibility to use Swyx Meeting as new collaboration method out of SwyxIt!
SwyxIt! Update Notifier	Administrator ruled possibility to inform SwyxIt! users about the availability of new SwyxIt! versions and offer a direct link to install the new version (needs activation by administrator)
Windows Server 2019	Support of Windows Server 2019

4.1.12 New Features SwyxWare 11.40.0.0

(Note: Due to critical Issues Release was recalled on 2019-05-07)

Feature	Summary
P-Early Media	<ul style="list-style-type: none"> • P-Early-Media is a SIP header defined in RFC 5009. This header is used to authorize and control early media flows in interconnected SIP networks (e.g. between PBX and SIP provider). RFC 3960: Early Media and Ringing Tone Generation in SIP • RFC 5009: SIP P-Early-Media Header • Special (DTAG defined) early media handling procedures • SIP Forking including early media (RFC 3261) • RFC 6228: SIP Response 199 Early Dialog Terminated
DATEV enhancements	Automated and manual transfer of call data to DATEV is now possible even after a call has ended
Office 64-bit support	Interworking of SwyxIt! and Microsoft Office is now supported with 64-bit versions of Microsoft Office 2016 and 2019 (Support of the 32bit MS Office Versions remains as specified before, Office 2007 - 2019)
SCC Enhancements	<ul style="list-style-type: none"> • Generation of the Self-Signed certificates during the installation • Refactored grid filtering • Extended multilanguage support (German, English, Italian, French, Dutch) • Phone manager service configuration • Voicemail configuration as a part of the global System and default settings • Bulk upload of the Desk-Phones (MAC Addresses) • Configuration of the default provisioning URL
Visual Groups 1.1.2	Latest OCX file included in SwyxIt! Client setup

4.1.13 New Features SwyxWare 11.41.0.0

(Bug-fix release of recalled SwyxWare 11.40)

Feature	Summary
(Refer to 11.40)	

4.1.14 New Features SwyxWare 11.42.0.0

(Bug-fix release)

Feature	Summary
(Refer to 11.40)	

4.1.15 New Features SwyxWare 11.50.0.0

Feature	Summary
Swyx Flex	Support of the subscription licensing model for the SwyxWare On-Premises installation
SwyxWare Server	<ul style="list-style-type: none"> • Yealink phone user handling: restrict user access rights and handle credentials during the provisioning • New server mode (Cloud License) • Changes in Config Wizard • E-Mail Alerting on connection to license server broken • License Alerts stored in Windows EventLog • 10 new Provider Profiles
MMC	<p>For Cloud License Mode:</p> <ul style="list-style-type: none"> • Max Configuration options removed • Feature profile assignment removed • License Server Property Page is hidden • Show aggregated license list (with usage) • Partner contact name added
Swyx Meeting	General improvements
SwyxIt!	<ul style="list-style-type: none"> • Preview of the new Skins • New Jabra Audio Device Plugin, new Jabra SDK
Unify Firm-ware	New firmware for Unify devices added as default (V1 R3.9.0)
SCC Improve-ments	<ul style="list-style-type: none"> • Handling of features & feature profiles • Conference PIN Assignment • Configuration of Client Preferences Login Devices & User images • Display Yealink device administration password

4.2 Technical Improvements

4.2.1 Technical Improvements SwyxWare 11.00

Internal ID	Summary
160218-39493	QoS sometimes does not work. New manual in KB2340.
150806-38637	Voicemail is not recorded for call after failed redirection by script.
160620-40110	LinkMgr: Trunk recording file cannot not be saved
160803-40341	SwyxPhone L640: Ringtones cannot be changed
161109-40923	PhoneMgr: Sometimes OpenStage HFA phone is registered multiple times

170213-41429	Phone auto login configuration does not work correctly
170329-41645	No payload on Call Forwarding Unconditional
170403-41672	FaxSrv: Received FAX is lost if temporal SFF file cannot not be written
170314-41599	DNS Resolution: NAPTR and SRV queries are skipped if a SIP registrar port is provided
1772	Number replacement rules also affects PAI
1429	LinkMgr: Suddenly call recording stopped and service must be re-started to recover
1213	LinkMgr: Allocated RTP/RTCP ports should be freed properly if STUN failed without causing exception
-	New ISDN driver 8.0.0.16

4.2.2 Technical Improvements SwyxWare 11.00.1.0

Internal ID	Summary
137407	vSDP error is fixed.
138877	Welcome E-Mail is fixed.
131351	According to RFC 3311, 5.2, a new SDP offer which has to be answered by a SDP answer.

4.2.3 Technical Improvements SwyxWare 11.10.1.0

Internal ID	Summary
139794	vSDP error fixed
142902	Unattended setup: misleading warning message during installation
140061	Call transfer via SwyxLink fails in various scenarios
139977	User is unable to unhold call after failed blind call transfer
133596	Administration: The "Repeat Preshared-Key" input field only accepts numeric values
141801	Swyxlt: Conversation recording throws error message
139487	Administration: SIP User Id is not saved if "No authentication" is selected
138999	SwyxFax client asks for server address on every start if configured manually
140851	Microsoft GSM wave files are not played correctly in call routing scripts.

4.2.4 Technical Improvements SwyxWare 11.10.2.0

Internal ID	Summary
144813	Firmware upgrade SIP to HFA does not work with SwyxPhones L62G

4.2.5 Technical Improvements SwyxWare 11.20.0.0

Internal ID	Summary
118806	VisualGroups: Registry keys are not deleted after uninstalling VisualGroups
136960	VisualGroups: After uninstalling and installing Visual Groups again, a warning message that Visual Groups is already installed appears.
137009	VisualGroups: Several bugs in the Config Wizard when no license is available
147775	Sometimes the IpPbx server service cannot read the whitelist after phone whitelist update
141170	Admin: Speed dials cannot be cloned if source user is part of destination group
155373	Unattended setup fails if RecFolder in source database is empty string
148214	SwyxIt user own presence state is no longer available after "switching" network connection (LAN to WLAN)
142054	Connection via SIP-Gateway Mode the call forwarding failed with G.722

4.2.6 Technical Improvements SwyxWare 11.20.1.0

Internal ID	Summary
156604	IpPbxSrv: After update to v11.20 unexpected crash after submitting a callback-on-busy request
156073	SwyxON: Systems that were migrated from DELAN1 cannot be administrated (Server Properties)

4.2.7 Technical Improvements SwyxWare 11.20.2.0

Internal ID	Summary
156408	Database bug in SwyxWare Administration
123034	VisualContacts: "DATEV Click" feature does not work if the "XPhone Virtual Directory" is used
156377	SwyxExpress: DE language selection for SwyxWare does NOT work for region Switzerland and Austria
139516	DTMF not working in call forwarding scenario (SIP trunk)
157350	SNMP: All strings are truncated to first character
144395	CDR: since update to SwyxWare 11.10.x the "state" field is partly localized
156739	SwyxIt Outlook Addin throws exception on Outlook start
156273	IpPbxSrv: during service startup CDR entries with empty Origination-Number field will be deleted

117742	VisualContacts: LDAP configuration is written to HKCU even if nothing is changed
156660	Rel11.20: MWI for SIP Devices does not work
156377	SwyxExpress: DE language selection for SwyxWare does NOT work for region Switzerland and Austria

4.2.8 Technical Improvements SwyxWare 11.25.0.0

Internal ID (Ticket ID)	Summary
158571 (5090, 5092, 5531, 5573, 5919, 5974)	LinkMgr: DNS based load balancing on DT SIP platform causes trouble - complete solution
157631	Non-escaped quotation marks (") in display name lead to dropped call
155498 (3966, 4927, 4928)	No media streaming between Swyx Mobile and DECT 510 devices
144901 (4852)	IpPbxPowershellModule: "Get-IpPbxGroupMember" can cause CDS memory and performance issues
143970 (3172)	FaxServer is creating rising cpu load if no license or no fax channel is configured
161412 (6419)	HD skins are corrupt and can't be used

4.2.9 Technical Improvements SwyxWare 11.30.0.0

Internal ID (Ticket ID)	Summary
162371 (6708)	Admin: If the default realm for SIP devices is changed the SIP user credentials of all users are removed

4.2.10 Technical Improvements SwyxWare 11.31.0.0

Internal ID (Ticket ID)	Summary
164504 (6042, 6608, 6932, 7107)	PhoneMgr: User has multiple phone registrations with the same IP address

4.2.11 Technical Improvements SwyxWare 11.32.0.0

Internal ID (Ticket ID)	Summary
165501	SwyxIt: Call Pickup is not possible if client is running in CTI mode

(7033, 7172, 7173, 7174, 7207, 7353, 7417, 7562, 7569, 7581, 7633, 7781, 7555, 7557, 7562)	
162936 (7779)	Swyxl: IpPbxOutlookAccess.exe process still running after Swyxl and Outlook were closed
166670 (6998, 7004, 7030, 7031, 7218, 7246, 7383, 7452, 7551)	Call forwarding symbol on SwyxPhone displays is not shown if forwarding was enabled via Swyxl
163537 (6023, 6070, 6526, 7339, 7447, 7782)	Swyxl: If a new network connection is detected the client re-establish the connection to the IpPbx server
165597 (6174, 6175, 6653)	Swyxl: Outlook 365/2016 shows a warning message on every start because of the Voicemail Player

4.2.12 Technical Improvements SwyxWare 11.35.0.0 (SwyxON only)

Internal ID (Ticket ID)	Summary
163356 (6445)	Admin: Cloning of speeddials does not work in every scenario
141080 (2191, 2270, 2432, 2533)	Supp: Call transfer via SwyxLink fails in various scenarios (Complete solution)
144067 (2769)	CDR ScriptConnectedDate/Time not set in 'ProceedWithDestination' call flows
144137 (2677)	Supp: Manipulation of the CallingPartyName via script does work in every scenario (11.20)
154390 (5014)	IpPbxSrv: inbound calls are having the 'PublicAccessPrefix' CDR field populated which confuses CDR analysis tooling
157764 (5649)	Admin: Feature profile cannot be edited after creation until the list of all profiles is reloaded

157773 (5295)	IpPbxSrv: Hold & Call transfer to initiate conference fails for call which are unconditional forwarded to external destination
159564 (7115)	Telekom SIP trunk TCP: long delay while inbound call until call is delivered to destination
164863 (6959)	Admin: The feature "Disable user after failed login attempts" cannot be enabled anymore

4.2.13 Technical Improvements SwyxWare 11.38.0.0

Internal ID (Ticket ID)	Summary
99906 (1247)	SwyxIt: Only the first 40 speeddials are copied from template user if a new user is added
117102 (1585, 6608, 7921)	LCD contrast not set upon user login
141080 (2191, 2270, 2432, 2533)	Call transfer via SwyxLink fails in various scenarios (Complete solution)
144067 (2769)	CDR ScriptConnectedDate/Time not set in 'ProceedWithDestination' call flows
144137 (2677)	Manipulation of the CallingPartyName via script does work in every scenario (11.20)
154390 (5014)	Inbound calls are having the 'PublicAccessPrefix' CDR field populated which confuses CDR analysis tooling
156903 (7392)	VisualContacts: SwyxIt UI freezes sometimes for up to 30 seconds if the Visual Contacts LDAP Server is not reachable
157764 (5649)	Admin: Feature profile cannot be edited after creation until the list of all profiles is reloaded
157773	Hold & Call transfer to initiate conference fails for call which are unconditional forwarded to external destination
159564 (7115)	Telekom SIP trunk TCP: long delay while inbound call until call is delivered to destination
159662 (6084, 6753)	L6x: Phone performance affected by conversation list (fixed with firmware V1 R2.8.0)
163351	SwyxIt: Visual Groups statistics do not work correctly in CTI mode

(6927, 6942, 7247, 7673, 7889)	
163356 (6445)	Admin: Cloning of speeddials does not work in every scenario
164863 (6959)	Admin: The feature "Disable user after failed login attempts" cannot be enabled anymore
167585 (7485)	SCC: Users cannot be added to a group
169690 (7760, 7801)	Outlook Addin: GAL resolution does not work within Netphone Client OEM version
171435	LDAPSync: CDS memory consumption increases until critical level if editable phone book contains large number of entries
171744	SCC: No adequate error message in case of already registered MAC address in Yealink RPS
171810 (8388)	Unattended configuration does not work on German Windows Server 2016
175562 (201009, 201517)	Yealink: LDAP access to phonebook suddenly stops after <n> days (usually 42!) with 'invalid credential' error

4.2.14 Technical Improvements SwyxWare 11.40.0.0

Internal ID (Ticket ID)	Summary
80431 (1052, 4866, 6285, 7970, 109143)	Swyxlt: On outgoing calls with a P300 device attached to a notebook the callee voice is also played via PC speaker
123035 (2006, 7084)	Supp: SwyxFax beendet die Verbindung nach einer Faxübertragung nicht mehr
142075 (989)	PEM: GK-Testcenter, Defect #989: SIP-Trunk: Ring Back Tone is inaudible in case of calling VoLTE subscriber
159124 (5693, 5721, 5959, 6332, 7081, 7595, 8244, 201982)	Swyxlt: It is not possible to enter spaces in skin search field if Swyxlt is in CTI mode
160014 (6055)	PEM: GK-Testcenter: No Voice Connection if SDP Content is in SIP 181 but not in 200 OK

160358 (5882, 6126, 7565, 200612, 202183)	Swyxt: Hook on via hotkey or linekey contextmenu does not work in CTI mode
162374 (6546, 7329)	Swyxt: Dialing via F11 hot key does not work from Excel in CTI mode
167885 (7586, 7643, 7818, 8087, 201050, 203046)	Outgoing calls initiated via F11 or VisualContact do not have a public line access prefix if CTI is enabled with a Yealink phone
171632	Swyxt: fulltext search is NOT possible for special characters like '&' in CTI mode
177657 (203481)	Swyxt: client does not pop-up as foreground window on outgoing call
178830 (203643)	SwyxtOn - CDRs Time Stamp Drift in CSV Files

4.2.15 Technical Improvements SwyxWare 11.41.0.0

Internal ID (Ticket ID)	Summary
180874	LinkMgr: After update to v11.40 outgoing calls via M-Net trunks fail (may affect other provider too!)
180786 (205289, 205345)	SwyxWare DE: A newly created trunk get calling right "Deny all calls" - > NO incoming call possible!

4.2.16 Technical Improvements SwyxWare 11.42.0.0

Internal ID (Ticket ID)	Summary
182473 (206401)	L6x: Old firmware version reference in FirmwareInfo.xml
169670 (206364)	Unattended setup overwrites manually changed Firmware settings regardless of parameter

4.2.17 Technical Improvements SwyxWare 11.50.0.0

Internal ID (Ticket ID)	Summary
111688	Swyxt: Some Jabra headsets cannot be selected as ringing device anymore

(1314, 207182, 2164, 2820, 6772)	
204412	Sweden: Missbehavior on numbers beginning with '112'
154428 (206253, 204483, 204709, 204710, 204713, 7887, 7641, 5346, 4940, 4844, 4244, 4086, 4069, 3924)	Swyxt!: Office Communications Addin causes Outlook crash if "Microsoft Skype Meeting Addin" is used
160316 (6221)	Swyxt!: Hook off via device button does not work with some Jabra devices (Swyxt! not listed in Jabra Direct anymore)

5 Important Information

5.1 *Hardware Requirements*

If you want to use the new SwyxControlCenter (MS IIS is the prerequisite for this) and Yealink devices, we recommend using at least 4GB RAM.

Knowledge Base article:

<https://www.swyx.com/products/support/knowledge-base/article-details/swyxknowledge/kb2155.html>

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 Swyxt!*

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

- After an update of Swyxt! a restart of Jabra direct is required to ensure proper operation
- 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 Swyxt! but is also impacted by settings in Jabra Direct

5.4 Use of Sennheiser devices with SwyxIt!

When using Sennheiser headsets with SwyxIt!, the software “Sennheiser HeadSetup™ Pro” should not run at the same time.

6 Installation Requirements

6.1 Microsoft .NET Framework

For the installation of (or an update to) SwyxWare 11.38 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>

6.2 Operating System Windows 7, 8.1 and Server 2012 R2 or Server 2016

The SwyxWare 11.20 and newer needs new C Runtime and C++ Redist packages. Those are already available in Windows 10 and Server 2016 and 2019.

If Windows 7, 8.1 or Server 2012 R2 are used, please install the last updates for these operating systems. The new C Runtime and C++ Redist 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>

6.3 Server

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	OS	Server requirements
SwyxWare Server	Windows Server 2012 R2 (last updates) Windows Server 2016 Windows Server 2019	Change for the hardware requirements.
SwyxIt! (e.g. Terminal server usage)	Windows Server 2008 SP1 Windows Server 2012 R2 SP1 (last updates) Windows Server 2016 Windows Server 2019	Detailed requirements are provided by the following KB Article: Recommended Computer Equipment (kb2155)

SwyxWare as standalone Gateway	Windows 8.1 (last updates)	
	Windows Server 2012 R2 (last updates)	
	Windows Server 2016	
	Windows Server 2019	

7 Supported Devices

Type	Product	Preferred Version
Devices	SwyxPhone L62 100 MBPS	HFA V1 R2.8.0
	SwyxPhone L62	HFA V1 R2.8.0
	SwyxPhone L64	HFA V1 R2.8.0
	SwyxPhone L66	HFA V1 R2.8.0
	SwyxPhone L615	HFA V3 R0.40.0
	SwyxPhone L620	HFA V3 R0.40.0
	SwyxPhone L640	HFA V3 R0.40.0
	SwyxPhone L660	HFA V3 R0.40.0
	Swyx Handset P280	V 1.88
	Swyx Handset P300	
	Actual Jabra headsets	
	Actual Plantronics headsets	
Yealink	Phone T41S	66.83.0.44
	Phone T42S	66.83.0.44
	Phone T46S	66.83.0.44
	Phone T48S	66.83.0.44
	Expansion Module EXP40	66.83.0.44
	Conference Phone CP920	78.81.0.23
	Conference Phone CP960	73.83.0.4
DECT	DECT 500 Base station	V 3.55 B24
	DECT 500 Repeater	V 39
	DECT 510 Handset	V 3.55 B24
	DECT 565 Handset	V 3.55 B24
	DECT 700 Manager	108
	DECT 700 Base station	108
	DECT 700 Handset D710	63
	DECT 700 Handset D750	63

	DECT 700 Handset D765	11
	DECT 800 Base station	V 9.1.11 or higher
	DECT 800 Handset	V 4.3.6 or higher
Swyx Clients	SwyxIt!	SwyxWare 2013 R6 SwyxWare 2015R4 SwyxWare 11.40.0.0
	Swyx Desktop for Mac OS	1.8.0 or higher
	Swyx Mobile for iOS	2.4.0 or higher
	Swyx Mobile for Android	2.0.3
Gateways	AudioCodes: MGW Cloud S (M500-2B-2S-NLV)	Firmware 6.80A.308.003 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)	Firmware 6.80A.308.003 or higher
	Lancom 17xx, R8XX	Firmware: 9.10.RU2 or higher
	Bintec: Digitalisierungsbox	Firmware: Latest Version
Media Packs	AudioCodes	Firmware 6.60A.332.002

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.

8 Supported Software

Type	Product	Preferred Version
LDAP Directory	ESTOS Metadirectory Standard	V 4.0.9.6261
LDAP Directory	C4B XPhone Connect	v 7.093
Call analysis	Aurenz Swyx Edition	v10.003
Microsoft Office Add-In	Microsoft Office 32-bit	Office 2007 - 2019
	Microsoft Office 64-bit	Office 2016 - 2019

9 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 7 (last updates) Windows 8.1 (last updates) Windows 10 (incl. Fall Creator Update) Windows Server 2008 R2 SP1 Windows Server 2012 R2 (last updates) Windows Server 2016 Windows Server 2019	
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

10 Known Issues

Internal ID (Ticket ID)	Title
61118	SwyxPhone L615: Callerlist key does not work correctly
96882	Calls cannot be hold or transferred with mobile apps if the "SIP system phone" feature is activated for the user
101430 (1305)	Trunk recording can't be triggered by group extension
112048 (1126, 1300, 1539, 1876)	CTI+ does not work correctly in a multi terminal server scenario with load balancer
135756	Property Cloning: Forwarding No reply -- cloning wrong timeout value
135757	Property Cloning: Cloning Forwarding to "Voicemail" always activates configuration

116839	VisualGroups: license cannot be read, if VisualGroups is installed on a separate machine
171133 (201498)	Display and/or LED to indicate call forwarding is NOT updated if UCF was changed by NG client
173021 (8300)	Some French emergency and abbreviated dial numbers not handled correctly
173569 (201149)	L6x (OpenScape) in CTI mode fail secondary call while first call is in state 'Ringing'
175848 (5436)	Re-INVITE via TLS fails on Telekom SIP-Trunk
177549	Admin32\64 install/update fails: with failed to find node error message on Windows 10 1803 (Windows OS requirement: please ensure that ongoing or due Windows updates are completed before starting to install or update SwyxWare components)
176955	Outlook Voicemail Player - Handset P280 - Sound is ALWAYS played back via SpeakerPhone (P280) and via Handset (P280)
185150	Skin "SwyxIt 12 [3x HD]" - vertical alignment of text and icon on line keys is not centered
185152	Plantronics: SwyxIt! sometimes crashes when unplugging Plantronics device while in call (Windows7 x86)
185103	Hanging forwarded call from Yealink phone and SwyxMobile: No Media Streaming

11 Restrictions

Swyx-Flex (subscriptions license model) is only supported for the On-Premises installations

Swyx-Flex (Subscription license model) can only be used for the new SwyxWare installations. Update from lower versions to SwyxWare 11.50.0.0 and change of the Licensing model is currently not supported.

12 Support

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