SWYX®

Release Notes

SwyxWare 12
Product Version: **12.11**
Status: "General Availability"

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No of pages:	17
Last Changes:	12.08.2020

Contents

1 Content of Product Release

1.1 *Swyx Product*

Component	Filename	Version/Build
Server	Setup.msi Setup.cab Unattended.xml	12.11.16731
Administration	Admin32.msi Admin64.msi	12.11.16731
SwyxIt!	SwyxIt!32.msi SwyxIt!64.msi	12.11.16731
Push Notification Service	PushNotification.msi	2.0.1411
SwyxControlCenter	SwyxControlCenter.msi	2.10.3736

1.2 *Interworking Product*

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

1.3 *3rd Party Product*

Component	Filename	Version/Build
Lotus/IBM Notes		V9, V10 and V11
Visual Groups		1.5.2

2 Document History

Version	Date	Remarks	Editor
1.0	11.12.2019	Product release SwyxWare 12 as General Availability	Product Owner
1.1	23.01.2020	Product release SwyxWare 12.01 as General Availability SwyxOn	Product Owner
1.2	31.03.2020	Product release SwyxWare 12.10 as General Availability	Product Owner

| 1.3 | 11.05.2020 | Product release SwyxWare 12.11 as General Availability | Product Owner |
| 1.4 | 12.08.2020 | Corrected preferred firmware version for L6x desk phones | Product Management |

3   Product Version History

Version	Date	Remarks	Editor
SwyxWare 12	11.12.2019	Release Version 12.00.0.0	Product Owner
SwyxWare 12	28.01.2020	Release Version 12.01.0.0	Product Owner
SwyxWare 12	31.03.2020	Release Version 12.10.0.0	Product Owner
SwyxWare 12	11.05.2020	Release Version 12.11.0.0	Product Owner

4   Changes

4.1   New Features

4.1.1   New Features SwyxWare 12.00

Feature	Summary
New SwyxIt! skins	21 new SwyxIt! skins in Next Generation clients design Version 12.00
New SIP trunk	Support for DTAG SIP Trunk 1.5 (Company Flex)
Online Licensing	SwyxWare supports a new license model, see https://help.swyx.com/cpe/12.00/Administration/Swyx/en-US/index.html#page/help/chap_lisensing.05.02.html
IEEE 802.1X	Support of IEEE 802.1X for Desk Phones for Yealink https://help.swyx.com/controlcenter/12.00/web/Swyx/en-US/index.html#page/help/chap_deskphones.12.2.html
High Availability / Redundancy	Guidance documents for Swyx Partner to choose a HA solution Guidance document for migration from master/standby to new HA approach Guidance document to set up SwyxWare HA on VMware vSphere https://help.swyx.com/cpe/12.00/Administration/Swyx/en-US/index.html#page/help/Appendix_HighAvailability.42.1.html
SIP X-Header	Support of SIP X-Header
Monitoring	SwyxWare Monitoring, Grafana Dashboard and Guide (will follow soon)
OpenSSL	OpenSSL update to v 1.1.1 (Swyx core)

TLS support	Security improvements of the SwyxWare. Use of the latest TLS protocols 1.2 and 1.3 (TLS 1.0 and 1,1 are removed)

4.1.2 New Features 12.01

Feature	Summary
Config State & Reload	Telemetry Data for Swyx Services available for monitoring

4.1.3 New Features 12.10

Feature	Summary
DCF	DCF 2.0: Extended functionality for certified SIP phones • User login on any certified SIP phone (Hot Desking) • Call journal synchronization with SwyxServer • Use of several own numbers for incoming and outgoing calls
Swyx Messenger	• New instant messaging application started from SwyxIt! • Send and receive messages in persistent 1:1 and group chats • Use of emojis and clickable links (URLs and mailto) in chat messages • Windows notifications for incoming messages • Synchronized status of messages • Chat across OS platforms: Windows, iOS, Android • Chat between users on connected SwyxWare instances • Supported languages: German, English • Transport encryption
Swyx Meeting	• "Swyx Meeting (Basic Version)" can be started from SwyxIt! for video calls with up to 2 participants with no need to enter administrator created credentials (free of charge)
PNS	PNS 2.0: • Stability optimized • Apple iOS 13 support added • Revision of the persistent database for mobile phone registrations

	• Improvement of the accessibility of mobile phones by continuous registration of the PNS service on the IpPbx-Server **Important: After installing the new PNS, all clients must register. Please open the client on your mobile phone.**
Lotus Notes	The Swyx Connector for Notes Integration is now compatible with IBM Notes/Domino 9,10 and HCL Notes/Domino 11.
SIP X-Header	Built-in SIP X header for SIP devices to provide additional information to the devices
Core Monitoring	SwyxWare Core Monitoring Service
Configuration Wizard	In the configuration wizard you can now select the new Swyx Messenger as the default tool for instant messages instead of the previous SwyxIt! Messenger.

SCC	SCC 2.10
	
	• Extended DCF 2.0 configuration support for certified SIP phones
	    ◦ DCF 2.0 related changes
	    ◦ Advanced device configuration options
	• Activation of Swyx Messenger
	• Personal phone book: Option to configure the personal phone book including import and export functions for administrators and end users
	• Secretariat feature: Quick configuration option for user relations (Management - Secretariat)
	• Default Codec Filter: The setting option for the default codec filter is available within the system settings.
	• SwyxIt! skin: SwyxIt! skin settings are available within the system settings.

Swyx Meeting	Swyx Meeting (Basic Version) - adjustments: • Swyx Meeting (Basic Version) can be used without an administrator creating user accounts and users entering their login data to start a Swyx Meeting. • If "Swyx Meeting (Basic Version)" is to be started from SwyxIt!, the connection to the cloud services in Swyx Control Center must be activated.
VisualGroups	VisualGroups 1.5 This release serves for new VisualGroups installations as well as for update installations of Swyx VisualGroups. • Agents Wallboard

	• Callback function
	• Categorize calls
	• General improvements

4.1.4 New Features 12.11

(none)

4.2 Technical Improvements

4.2.1 Technical Improvements SwyxWare 12.00

Internal ID (Ticket ID)	Summary
100373 (1258)	LinkMgr: If subscriber number starts with 112 the corresponding recognition URI not generated correctly
112048 (1126, 1300, 1539, 1876)	CTI+ does not work correctly in a multi terminal server scenario with load balancer
168045 (200393, 203398, 205543, 207438, 209117, 210302, 6878, 6903, 7057, 6878, 6903, 7057)	NO RTP after semi attendant call transfer to user with external redirection (-> media bridge active)
173021 (8300)	Some French emergency and abbreviated dial numbers not handled correctly
175848 (5436)	LinkMgr: Re-INVITE via TLS fails on Telekom SIP-Trunk
178396 (203106)	Template.vbs: Featurecode ##20xxx# (set CFU) loose last digit in case of calling by Yealink phones
178643 (205175, 205423, 206550, 210008, 210266, 210316, 210788)	CLMgr/LinkMgr: CTI+ master line display updated only on call disconnect
181779 (205805, 210387, 210389, 210390)	SwyxIt! Meeting not available when being uaCSTA-coupled with a Yealink phone

Internal ID	Summary
183158 (206314)	SwSIP: Introduce configuration setting to discard <Display Info> from inbound SIP messages
184265 (1929)	Displayname should not be sending from Swyx ONPA/ONPC
185649	Outlook security warning popping up (chapter 5.6 "SwyxIt! With Outlook")
187056 (205472)	IpPbxSrv: status signalling for user with Yealink is lost after failed call
187042 (210021)	SIP Gateway trunks: Switch default for <UseDisplayInfo> to 'false' in ProviderProfiles.conf
187394 (210174)	Outlook Integration: Load behavior of GAL cache can NOT be configured (as with former implementation)
188150 (2045)	CompanyFlex Profile should not contain "blank" in Trunk Group Wizard
188163	TLS profile for DIP/VD connection with encryption required
187963 (207974)	CTI (HFA): Sometimes characters are lost while typing in search filed
189855 (207411, 212465, 212466, 212467, 212468, 212469)	Outlook plugin: The contact entries miss the source information (regression of NEW plugin since v11.41)

4.2.2 Technical Improvements SwyxWare 12.01

Internal ID (Ticket ID)	Summary
191613 (214888)	Trunk recording: call NOT recorded in special script situation
191224 (210872, 212147, 213185, 213218, 213744, 214886, 212147)	Jabra: Hook is working unreliable - integration of new SDK 1.8.x is needed

4.2.3 Technical Improvements SwyxWare 12.10

Internal ID (Ticket ID)	Summary
163832 (214634, 215081)	LinkMgr: 'expire' tag with value less than 20 causes link to drop after registration timeout
186586 (207746, 212526)	AD Extension: Add new user fails with confusion error message
187332 (209778)	SwyxIt: Adding a secondary entry to global phone (abbreviated number) fails on creation
191445 (210134)	LinkMgr: dumps are written

193503 (205311)	Visual Groups: NO trunk recording can be made by user extension
193693 (217540)	CallRouting: The 'OneWayConferencing' feature got broken by new conference PIN feature

4.2.4 Technical Improvements SwyxWare 12.11

Internal ID (Ticket ID)	Summary
195882	Re-establish Support for generic Bluetooth and USB headsets (audio)
195946 (220285)	LinkMgr: a TLS trunk will not register after updating to v12.10 because of TLS connection failure
194785 (217766)	IpPbxSrv (SwSIP): A 484 Address Incomplete response on SIP gate-way trunk should be treated as final response
194979 (218680)	MemLMgr: MEM calls are failing in master/standby scenario
195626 (216468, 217529, 219877, 220015)	LinkMgr: Calls are disconnected or call setup fails due to incorrect session timer handling.
189529 (212654)	GSE: Unconfigured 'Time' condition block cause script parsing error (and call abortion!)

4.3 Technically not supported

1.1.1 Technically not supported in SwyxWare 12.10 since 12.00

Feature	Summary
SwyxPhone L4xx	Regarding these devices there is the change that the old SwyxPhones L4xx are no longer supported. The reason for this is that we have switched to OpenSSL 1.1.1. and unfortunately, these devices cannot adapt to it. **INFO: end of (further) technical support for SwyxPhone L4xx/L5xx series (kb4881)** Important: These devices must be removed from the network, otherwise errors will be written to the tracing files.

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.

Swyx Help Center:
https://service.swyx.net/hc/en-gb/articles/360000012660-Hardware-Recommendations-for-SwyxWare-11

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:
- After an update of SwyxIt! 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 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)
- AirPods cannot be controlled via AirPods gestures
- AirPods appear twice in the SwyxIt! Audio device list:
  1. "AirPods Hands-Free AG Audio"
  2. "AirPods Stereo"
  --> In order to get them working the user MUST configure the following:
  As Headset configure: AirPods Hands-Free AG Audio
  For Ringtones both will work, but maybe to make it easier we should also recommend to select "AirPods Hands-Free AG Audio"

6 Installation Requirements

6.1 *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

6.2 *Operating System Windows 7, 8.1 and Server 2012 R2, Server 2016 or Server 2019*

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*

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.

c.) WARNING: When upgrading the SwyxWare Administration to version 12.0, the previously existing version of the MMC configuration file ("C:\Windows\System32\mmc.exe.config") will be overwritten during the upgrade to Release 12.0. If you had manually changed the old MMC configuration file, you may want to create a backup of the old MMC configuration file BEFORE the starting the upgrade to Release 12.0 to retain the changes to possibly insert the changes in the MMC configuration file for Release 12.0 after the upgrade to Release 12.

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**	

6.4 *Server SQL*

a.) 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 12.10	• SQL Server 2012 • SQL Server 2014 • SQL Server 2016 • SQL Server 2017 • SQL Server 2019 (only standard Swyx-Server installation, no Master Standby)	

7 Supported Devices

Type	Product	Preferred Version
Devices	SwyxPhone L62 100 MBPS	HFA V1 R3.9.0
	SwyxPhone L62	HFA V1 R3.9.0
	SwyxPhone L64	HFA V1 R3.9.0
	SwyxPhone L66	HFA V1 R3.9.0
	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
	Swyx Handset P300	
	Jabra Evolve series	2.25.0
	Jabra Speak 510	2.25.0
	Jabra Speak 710	Jabra Link 370: 1.48.0 Jabra Speak 710: 1.38.0 Jabra Direct 4.0.6933
	Jabra Engage 65 Mono	2.1.1
	Jabra Engage 65	
	Jabra Pro 9470	4.3.1 (Vp 4)
	Jabra Pro series	
	Plantronics Blackwire C5210	v.189
	Plantronics Calisto 620	Base: v.490 Headset: v.200 USB: v.921
	Plantronics Blackwire C710	v.53
	Plantronics Blackwire C3225	v.213
Yealink	Phone T41S	66.84.133.8
	Phone T42S	66.84.133.8
	Phone T46S	66.84.133.8
	Phone T48S	66.84.133.8
	Expansion Module EXP40	66.84.133.8
	Conference Phone CP920	78.81.0.23
	Conference Phone CP960	73.83.0.4
DECT	DECT 500 Base station	V 0460.0004

	DECT 500 Repeater	V 39 or higher
	DECT 510 Handset	V 4.50B05
	DECT 565 Handset	V 4.50B05
	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 10.3.5
	DECT 800 Handset	V 2.4.0
Swyx Clients	SwyxIt!	SwyxWare 12.10
	Swyx Desktop for Mac OS	2.4.0 or higher
	Swyx Mobile for iOS	2.7.3 for PNS 1.0 (12.00 or older)
		3.0.0 for PNS 2.0 (SW12.10)
	Swyx Mobile for Android	2.7.0
Gateways	AudioCodes: MGW Cloud S (M500-2B-2S-NLV)	F6.80A.365.002 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: 9.10.RU2 or higher
	Bintec: Digitalisierungsbox	Firmware: Latest Version
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 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 7.0.74
Call analysis	Aurenz Swyx Edition	V 12.0.1.03
Microsoft Office Add-In	Microsoft Office 32-bit	Office 2007 - 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.

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

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.