



Release Notes

SwyxWare 13

Product Version: 13.05

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	13.05.22383.0
Administration	Admin32.msi Admin64.msi	13.05.22383.0
SwyxIt!	SwyxIt!32.msi SwyxIt!64.msi	13.05.22383.0
Push Notification Service	PushNotification.msi	2.0.12496
SwyxControlCenter	SwyxControlCenter.msi	3.05.4282.0

1.2 Microsoft.Net compatibility

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		V9, V10 and V11
Visual Groups		1.6.1041.0 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

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

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: <ul style="list-style-type: none">• 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: <ul style="list-style-type: none">• 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

4.2 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 MSTeams presence sync state
204898	MSTeams 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 adaptations 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 shrunk
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: VersionsPage - 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

4.3 Technically not supported

4.3.1 Technically not supported in SwyxWare 13.00 since 12.41

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

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 <i>General Settings – Client Settings</i> and select <i>SwyxIt! 13 [Microsoft Teams].cab</i> as <i>Default SwyxIt! skin file for MS Teams</i> .

5 Important Information

5.1 Hardware Requirements

Detailed and up-to-date system hardware requirements are published in help center 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)
- 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 to make it easier it is recommended to select "AirPods 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 colored watermarks and logo files has been removed. Please convert the corresponding files to black and white format (color 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.

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 8.1, 10 and Server 2012 R2, 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 8.1 or Server 2012 R2 are 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>

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.

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 Windows 10 IOT ENT 2019 LTSC (as part of Swyx Express servers only)	Change for the hardware requirements. Detailed requirements are provided by the following KB Article:

SwyxIt! (e.g. Terminal server usage)	Windows Server 2012 R2 SP1 (last updates) Windows Server 2016 Windows Server 2019 Swyx Connector for MS Teams is not supported on Windows Server environments	Recommended Computer Equipment (kb2155)
SwyxWare as standalone Gateway	Windows 8.1 (last updates) Windows Server 2012 R2 (last updates) Windows Server 2016 /2019	

6.4 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	<ul style="list-style-type: none"> • 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 R5.4.3
	SwyxPhone L62	HFA V1 R5.4.3
	SwyxPhone L64	HFA V1 R5.4.3
	SwyxPhone L66	HFA V1 R5.4.3
	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	Most actual firmware
Yealink	Phone T41S	66.85.133.8
	Phone T42S	66.85.133.8
	Phone T46S	66.85.133.8

	Phone T48S	66.85.133.8
	Phone T53	96.85.133.8
	Phone T53W	96.85.133.8
	Phone T54W	96.85.133.8
	Phone T57W	96.85.133.8
	Expansion Module EXP40	11.16.0.0
	Expansion Module EXP50	1.0.1.8
	Conference Phone CP920	78.84.133.8
	Conference Phone CP960	73.85.133.3

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 center: service.swyx.net

Type	Product	Preferred Version
DECT	DECT 500 Base station	V 0530.0002
	DECT 500 Repeater	V 39 or higher
	DECT 510 Handset	V 5.30B02
	DECT 565 Handset	V 5.30B02
	DECT 800 Base station	V 11.3.4 V 11.4.4 *)
	DECT 800 Handset	See announcement in part- nernet
Swyx Clients	SwyxIt!	SwyxWare 13.00
	Swyx Desktop for Mac OS	3.0.2 or higher
	Swyx Mobile for iOS	3.1.0 for PNS 2.0
	Swyx Mobile for Android	3.1.1
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 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.

***) DECT800:**

In order to use the new DECT800 enhancements within this version, you need to upgrade the DECT800 Base stations to V11.4.4. For details on the upgrade process, please read carefully our manual. This firmware version will be also soon announced as useable for the previous provisioning and using process for DECT 800 systems. So for those who do upgrade an existing installation to SwyxWare 13 should keep, for the moment and until otherwise announced, the firmware 11.3.4 on the base stations.

8 Supported Software

Type	Product	Preferred Version
LDAP Directory	ESTOS Metadirectory Standard	V 4.0.9.6261 or V5.0.7.10657
LDAP Directory	C4B XPhone Connect	v 7.0.74 or V8.x
Call analysis	Aurenz Swyx Edition	V 13.x Earlier versions are not supported
Microsoft Office Add-In	Microsoft Office 32-bit	Office 2013 – 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 8.1 (last updates) Windows 10 (incl. Fall Creator Update) Windows Server 2012 R2 (last updates) Windows Server 2016 Windows Server 2019 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 8.1 Windows 10	

10 Known Issues

Internal ID (Ticket ID)	Title
173569 (215851, 201149, 216036, 222319)	PhoneMgr: L6x (OpenScape) in CTI mode fail secondary call while first call is in state 'Ringing'
201147	Call Journal: Duration after an attended transfer includes also the talking time before the transfer was made
204758	Yealink: Audio codecs provisioned in WRONG order which leads not preferred HC Voice setting
205605	LinkMgr: SIP REGISTER fails when primary DNS-server is absent and trunk uses STUN
205711	3pcc/CIMGR: CTI+ pairing lost after switching CTI master SwyxIt! from LAN to WiFi and back
206217	Call Journal: original caller is not put to calling/URI column for attendant transfer destination

11 Support

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