![enreach](enreach logo)

Release Notes

Swyx Analytics by aurenz 13.1.2.03

Status: "General Availability"

Enreach GmbH

Emil-Figge-Str. 86

44227 Dortmund

No of pages:	10
Last Changes:	10.11.2021

Contents

1 Document History

Version	Date	Remarks	Editor
1.0	10.11.2021	Product release Swyx Analytics by aurenz 11.3.4.10 as General Availability	Product Management

2 Swyx Analytics by aurenz Version History

Version	Date	Remarks	Editor
13.1.2.03	**10.11.2021**	**Released with SwyxWare 12/13**	**Product Management**
12.0.3.04	06.07.2020	Released with SwyxWare 12	Product Management
12.0.2.07	23.02.2020	Released with SwyxWare 12	Product Management
12.0.2.02	14.02.2020	Released with SwyxWare 12	Product Management
11.3.4.10	17.01.2019	Released with SwyxWare 11/12	Product Management
11.2.1.02	17.10.2018	Released with SwyxWare 11	Product Management
10.0.03	28.09.2017	Released with SwyxWare 11	Product Management
10.0.01	07.08.2017	Released with SwyxWare 2015 R40.3	Product Management

3 Content of Product Release
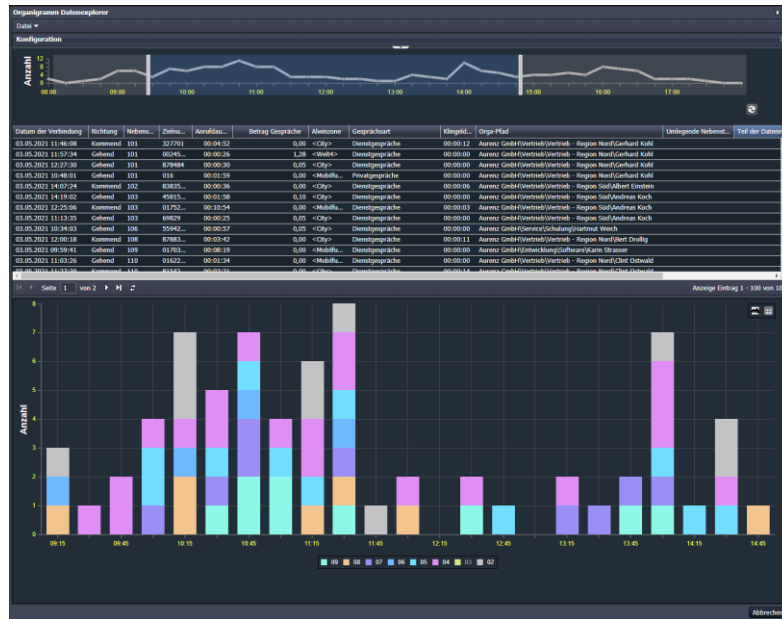
3.1 *Required Base Product*

Component	Version/Build
SwyxWare	12 or 13

Previous releases of Swyx Analytics does not run with Swyxware 13.
We recommend customers to use the Preferred Version for the given products. The pre-ferred software version offers tested and confirmed level of functionality. However, the de-vices/applications might also operate with older or newer software versions with the caveat that recently added interoperability or advanced features may not be available when using these versions. If a defect is found when using other versions, it may be necessary

4 Changes

4.1 *New Features*

- In the "Quality of Service" analysis, the values "Total number of calls", "Quality of ser-vice", "Average waiting time" and "Maximum waiting time" are additionally displayed in the KPI display.
- The e-mail server can now be configured in the WebSuite.
- The release notes are displayed as "ReadMe" during an installation/update.
- For a Swyx Flex license, the previous system folder "Other" in the organization chart is now called "Unlicensed".
- For a Swyx Flex license, a note (and wiki link) regarding the special features of the Flex license is displayed in the installation wizard.
- For Swyx Flex licensing, subscribers are created in the org chart for new extensions until the license limit is reached.
- With the new data explorer, data ranges and data series of evaluations can be freely configured via filters. Thus the connection data can be evaluated as desired. The data is stored in an MS SQL Server/MS SQL Server Express (not part of UC-Analytics). The data explorer shows the chronological course of the number of data records, the de-tailed data and the actual evaluation with the data series in one view. Work with your data and create special evaluations for your dashboard directly from the data explorer.
  - o Example: Number of calls from specific area codes over a course of a day.

- During the installation the Windows Firewall rules can be adjusted, so that the Web-Suite can be reached from other computers.
- Security/Multi-Tenant: The RPCFiles directory is no longer used for e-mail/mailbox. Also, some directories (e.g.: "c:\"; ...) are no longer allowed for evaluations.
- Dark theme for WebSuite. In the WebSuite the display can be changed.
- A help is now available in the WebSuite (link to the Aurenz Wiki). This help can also be customized to link to custom help pages.
- Statistics for the utilization of the voice channels: Here you can now specify in the basic settings (or also per data source) whether a connection setup ("ringing") should already be counted as a busy channel.
- The raw data is stored per data source in an extra directory (temporary and encrypted), so that with several data sources the data can be imported again if necessary more easily.
- The connection to an external SQL database (Ogranigram Data Explorer) can now be made via the basic settings.
- In the WebSuite, individual values can now be selected in the detail tables and thus also copied to Clipboard.
- User management: Export of users possible (name, login, e-mail, role).
- The start menu has been revised ("wiki.aurenz.de" as link; ...).
- In the connection explorer in the administration interface, the associated raw data can also be displayed for the call data.
- The "Output" page in the analysis configuration has been revised so that it is now easier to understand.
- In the accessibility analysis (daily, monthly overview) there are the additional subtypes (incoming and outgoing - are internal+external calls).
- Health-Monitoring service: An additional service monitors the connection to the SwyxOn database. In case of database failure, the monitoring restarts the analytics services to reconnect to the database.
- When configuring the data source a UPN (i.e. in the format "user@company.xy") must be entered as username.
- Support of SwyxWare version 13.
- With VisualGroups ALL API calls are tested during connection test (because also only some API calls can be faulty).

- SwyxON:Configuration of the trunks via the web interface (with reading/viewing of the trunks from the Swyx system).

4.2 *Technical improvements*

- When sending analyses, "Invalid e-mail address" is logged incorrectly in the info window (although the sending was successful).
- When using the obsolete WebServer (not WebSuite) the "Customer contact analysis" generates an exception.
- When using the management API, "erroneous" data is intercepted. Special attention is paid to the scenario that an apostrophe occurs in the data.
- Performance: Files for the preview of the statistics analyses (StatSample) were created in the session folder of a user if necessary. Now only one file is created per analysis/subtype/language (if necessary only one link).
- The option "Modifiable on execution" is now also available for VisualGroups analyses for the page "VisualGroups" (selection of groups).
- Timeouts for VersionCheck have been extended so that the message "VersionCheck failed" should not come up anymore.
- When retrieving CDR via Management Rest API line breaks/quotes may occur in the data which are now "filtered out".
- VisualGroups agent status was evaluated incorrectly if logins/logouts were delivered for the same time.
- If the extension list is used, an organization chart selection is no longer necessary. In addition, a missing classifier (i.e. if a classifier is entered in the extension list that cannot be found in the organization chart) no longer causes the evaluation to be aborted.
- Demo version: During the installation the runtime (vcredist) was called with wrong parameters, which may lead to a reboot of the computer.
- The names of the columns in the collection group configuration have been standardized between the web interface and the administration interface.
- In the organization chart, it is not possible to create a folder with the name "Other" under Root.
- Successful HTTP calls were also logged in Error.txt.
- TLS 1.2 is now used for accesses via HTTPS (since TLS 1.0 is considered insecure).
- In data sources that scan a directory (only certain attachments), the flag for deletion was not applied correctly.
- In the dashboard, trunk utilization does not show duration in the table display.
- The output "Output all subtypes to a file" is now also output to a file (PDF) when "Execute immediately" is selected.
- If the "Separate analysis per" option is used, the error message was confusing if there was an "invalid" selection.
- Duplicating dashboards resulted in widgets with "(copy)" in the name - this is no longer done.
- After creating widgets in the dashboard, an incorrect entry was marked under certain circumstances.
- Do not log passwords to Error.txt when using REST API.
- One customer had a call "chunked" (did not end and generated a CDR every x seconds). This does not cause any problems now.

5 Known Issues

- **None**

6 Support

The Support of Swyx Analytics by aurenz is handled through the regular Swyx Support process.