Release Notes

Swyx Analytics by aurenz 13.2.1.09

Status: "General Availability"

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Contents

1   Document History

Version	Date	Remarks	Editor
1.0	08.03.2022	Product release Swyx Analytics by aurenz 13.2.1.09 as General Availability	Product Management

2   Swyx Analytics by aurenz Version History

Version	Date	Remarks	Editor
13.2.1.09	**08.03.2022**	**Released with SwyxWare 12/13**	**Product Management**
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 version 12 does not run with Swyxware 13.
We recommend customers to use the Preferred Version for the given products. The preferred software version offers tested and confirmed level of functionality. However, the devices/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

- WebSuite: There is a mode "Show dashboard only" (configurable in user rights). This has the effect that the dashboard is displayed with priority and the other items are accessible via the menu.
- The installation has been revised (Windows compliant): The data is now stored in the "ProgramData" directory and the programme files in the "Program Files" directory.
- The services are started under a Windows services account by default. This eliminates the need to create a Windows user for the services and simplifies the installation.
- In the data explorer it is now possible to filter by services.
- The queue analyses now also have a table under the diagram (for analyses that show a pie chart).
- SwyxON: The analyses can now also be used via e-mail.
- With a Flex licence a note about the restrictions or necessary configurations is displayed in the setup wizard.
- With a Flex licence there is the folder "not licensed" (formerly "other"), which makes it more obvious what can be found under this folder.
- With a Flex licence, the "automatic filling of the organigram" can be configured in the basic settings.
- A proxy can now be configured in the basic settings. This is then used for certain communications.
- The visibility of the individual VisualGroups can be configured in the user rights for on-premises installations.
- It is now possible to use the 64-bit Acrobat Reader (for printing invoice copies).

The following bugs are fixed now:

- Printout with 32-Bit AcrobatReader did not work.
- Error when using the organisation chart data explorer: No result was output.
- If an error occurs when installing the service, a window with an "empty" error message appears.

- In the WebServer (obsolete - not WebSuite) some analyses caused an exception.
- When sending analyses via e-mail, the info window logged incorrectly ("Invalid e-mail address", although the e-mail was sent correctly).
- WebSuite: The filter for "Forwarding" was not saved in the organisation chart data explorer.
- HTTPS access no longer worked in WebServer for telephony services (not WebSuite) and for Care.
- The automatic changeover after a Swyx version update did not work (i.e. the changeover did work, but the message that the Swyx version does not match still appeared).

5 Known Issues

- **None**

6 Support

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