Release Notes

SwyxWare 13

Product Version: 13.26

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	**13.26.27670.0**
Administration	Admin32.msi Admin64.msi	**13.26.27670.0**
SwyxIt!	SwyxIt!32.msi SwyxIt!64.msi	**13.26. 27670.0**
Push Notification Service	PushNotification.msi	**Installer: 2.0.24525** **Executable: 2.0.5.0**
Swyx Control Center	SwyxControlCenter.msi	**3.25.4815.0**

1.2 Microsoft.Net compatibility

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/HDC Notes		V9, V10 and V11
Visual Groups		1.8.2240.0 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
1.2	28.01.2022	Product Release SwyxWare 13.10 as General Availability	Product Owner
1.3	24.06.2022	Product Release SwyxWare 13.15 as General Availability	Product Owner
1.4	19.09.2022	Product Release SwyxWare 13.20 as General Availability	Product Owner
1.5	14.12.2022	Product Release SwyxWare 13.25 as General Availability	Product Owner
1.6	**10.03.2023**	**Product Release SwyxWare 13.26 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
SwyxWare 13	28.01.2022	Release Version 13.10.0.0	Product Owner
SwyxWare 13	27.06.2022	Release Version 13.15.0.0	Product Owner
SwyxWare 13	19.09.2022	Release Version 13.20.0.0	Product Owner
SwyxWare 13	14.12.2022	Release Version 13.25.0.0	Product Owner
SwyxWare 13	**10.03.2023**	**Release Version 13.26.0.0**	**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: • 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: • 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

4.1.3   New Features SwyxWare 13.10

Feature	Summary
Swyx Connector for MS Teams	- Sub feature added to configure the use of the MS Teams specific SwyxIt! Skin - Added name resolution to Call Journal - Incoming call back request indicator - Notification for incoming new call back requests - Notification for missed calls - State column for outgoing call back requests - New Settings button - New Audio Mode buttons - Voicemail menu button with new voicemail indicator - Select line for outgoing calls - Added Support for key navigation - Minimize SwyxIt! to tray bar when MS Teams App is focused
Call Routing Scripts	Additional support for LUA as scripting language. This an Alpha Preview Release for early adopters and not intended for productive use
Remote Audio	Remote Audio Support in Terminal Server environments

4.1.4   New Features SwyxWare 13.15

Feature	Summary
Support for Identity Provider and federated login	Starting with SwyxWare Version 13.15.0.0 it is possible for Administrators to configure Identity Provider via Swyx Control Center to make it possible for SwyxWare user to process using Federated Login on SwyxIt! Clients. Following Identity Provider are currently supported: - Auth0 - Microsoft Azure (Beta) ! Attention!: Correct user-matching is done by using the E-Mail Address stored in the SwyxWare user properties
New Installation Path	Consolidation of Installation paths across all components New Installation Path: C:\Program Files (x86)**Swyx**\SwyxWare

4.1.5 New Features SwyxWare 13.20

Feature	Summary
Swyx Connectivity Setup Toolkit (SCST)	With this tool Administrators have now the possibility to setup and deploy a secure certificate infrastructure, utilizing their own (non-self-signed) certificates or being provided with Let's Encrypt certificates with the help of SwyxON DNS services
Visual Contacts and DATEV communication integrated into the MS Teams Connector	MS Teams Connector users can now search for contacts in connected meta directories and transfer call data to DATEV straight from the connector

4.1.6 New Features SwyxWare 13.25

Feature	Summary
MS Teams Presence Sync from Swyx to MS Teams	When a user is in a call in Swyx the corresponding MS Teams presence status is set to "In-a-call"
MS Teams Connector in Terminal Server Environments	MS Teams Connector App now supports Terminal Server Environments
SwyxIt!	Improvements for different skins
Swyx Messenger	Reduced system load when reconnecting (e.g. after network problems)

4.1.7 New Features SwyxWare 13.26

Feature	Summary
SwyxIt!	New light and dark HD skins for the SwyxIt! in MS Teams Connector mode

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 adaptions 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 shrinked
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: Versions Page - 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

4.2.3   Technical Improvements SwyxWare 13.10

Internal ID (Ticket ID)	Summary
173569	PhoneMgr: L6x (OpenScape) in CTI mode fail secondary call while first call is in state 'Ringing'
186717	CTI+: Call on hold cannot be retrieved and is terminated when a second call is ended before it reaches the connected state
205899	SwyxWare does not consider Record-Route or Path header on determination of SIP transport type
206217	Call Journal: original caller is not put to calling/URI column for attendant transfer destination
20940	Fax: PDF files are shown resized if the number of receipt scan lines is reduced
204758	Yealink: Audio codecs provisioned in WRONG order
206155	Scripting gets corrupted on saving of any GSE script if System Actions are called
144940	Call Routing Manager: First sequence action is removed if a GSE rule is added or modified
208075	Powershell: SwyxInternalServiceUser is not recognized as buildin user
208136	Powershell: Export-IpPbxFile commandlet throws exceptions if all user files are exported
208137	Powershell: Get-IpPbxUser command let cannot always handle user names with + symbol

208587	SwyxIt cannot handle OEM default skin setting
208794	MS Teams Presence Sync does not work if local site id is not 1
208343	Licensing: Flex - User specific features, such as Certi-fiedPhones/SCFMT/DATEV/Visual Contacts, are still usable when un-assigning them
155870	Openscape: Speeddials cannot be used to send DTMF tones during call
207448	Callback: Callback on Busy - No notification/tray icon when user be-comes free
201147	Call Journal: Duration after an attended transfer includes also the talk-ing time before the transfer was made
201299	Call Journal: Ad-hoc conference call is listed twice
208307	Skin: Mouse over does not work on every speeddial
203274	SwyxIt! Analytics reports wrong product version and language
209269	ProviderProfiles: ReuseSipConnection option missing in "Telekom Trunk TLS (DE)" profile
209337	ProviderProfiles: Telekom Call&Surf and VoiceData trunks do not reg-ister using TLS
203199	DATEV: Manual transfer to DATEV - Remark for multiple matches is missing
208496	DATEV: Manual transfer to DATEV - Remark for multiple matches is missing
205284	SwyxIt! - Dialing special chars causes an error message in IpPbxSrv
199504	Unify CP600: Missing Menu Options in Idle Mode
199506	Unify CP600: Different behavior with Back Option in Favorites Menu
199278	Unify CP400 and CP600: Scrolling Failed by Caller list, Phonebook, Re-dial list
208175	Missing "user=phone" in SIP P-Asserted-Identity header field may cause call disconnect
208505	LinkMgr: No SIP trunk registration due to missing DNS fallback in case of STUN server outage
199161	SwSIP: Race condition upon call disconnect may cause BYE message not being acknowledged by 200OK (causing SIP session timeout on remote entity)
205901	UserImportTool: While importing from CSV/Excel invalid public num-bers are generated
208813	Remote Admin Connector: It's not possible to log in via username and password because of error in PIN prompt

4.2.4   Technical Improvements SwyxWare 13.15

Internal ID (Ticket ID)	Summary
209680	IpPbxSrv: Script based web request must treat JSON response as UTF-8 encoded
210446	IpPbxSrv: VM recording temp name must be unique in any case

211181	IpPbxSrv: call recording is stopped after transfer for special call situation
211430	TraceTool: Since rework for 13.10 the time span to cleanup old trace files is no longer set to 7 days (as formaly done)
210897	IpPbxSrv: Codec mismatch on server based media with SMFA 3.1.4 and potential other 3rd party devices if codec transparency is activated
211235	IpPbxSrv: Redial caller list entry contains garbage after overlap dialing via certain SIP trunks
101430	Trunk recording can't be triggered by group extension
208806	LinkMgr: Recording files may not be copied to the destination folder
208562	PBXConfig object returns wrong user status for external calls with suppressed number
210449	SwyxIt: The web extension "%OwnName%" is not updated upon switching user
150154	UPN login does not work for SwyxIt! for username/password
210702	uaCSTA: If TCP connection to uaCSTA service is interrupted it never get's restored until restart of the phone
210779	PNS: Record-Route Header may contain wrong host address
210830	Admin MMC: File Upload may fail due to insufficient rights
210449	SwyxIt: The web extension "%OwnName%" is not updated upon switching user

4.2.5   Technical Improvements SwyxWare 13.20

Internal ID (Ticket ID)	Summary
211397	IpPbxSrv: Web Request ignores the Static Proxy Bypass list
210412	uaCSTA: Yealink doesn't signal group calls via CTI after removing/re-adding user to group
210949	DCF: ASCOM base station reboot loop due to changed AWS root certificate
211265	Swyx Meeting: Basic version does work only once! S! must be restarted to re-enable function again
208781	MS Teams Presence Sync: Visual Groups does not get the correct user state
60668	PhoneMgr: Memory Dump could be caused by the ReasonForContact type 'inventory-changes'
181836	Yealink: Call pickup NOT possible via CTI master (uaCSTA mode)
211054	IpPbxSrv: A user license is allocated for dcfPool-User
211182	SwyxIt: SwyxMeeting is not opened automatically at remote party
211658	Auth0: Error Message on SwyxIt! login
113179	Supp: Delayed call establishment through LinkMgr
211386	Swyx Meeting: Basic/Freemium - No e-mail draft is created
212124	Using Phonebook in GSE with windows admin account is not working

208301	Yealink: DND out of sync once it has been set via Yealink
212306	Admin: Cloning of Callroutings does not work anymore
211761	LinkMgr: Using wrong Record-Route Header on incoming INVITE
209631	LinkMgr: spoils G.711 fax reception on packet loss
210329	IpPbxSrv: After Update to 13.10 encrypted VBS files are no longer loaded
210278	IpPbxSrv: Crash and service restart after trunk reconfiguration
159674	LinkMgr: Media renegotiation by provider should be handled locally
208880	LinkMgr: Missing encryption settings in the answer to a provider UP-DATE message
205290	Powershell: Disconnect-IpPbx powershell cmdlet creates unnecessary output
212509	SwyxIt: The web extension "%OwnName%" returns plain login name instead of user name
211051	SIP trunk: Wrong error code 504 on inbound calls which are not accepted (timeout)
201493	IpPbxSrv: User license may allocated twice (or more) for single user if registration process is delayed by e.g. CDS timeout exception
211569	ConfigurationPlanner API: OutBoundProxy für CompanyFlex wird nicht übernommen

4.2.6   Technical Improvements SwyxWare 13.25

Internal ID (Ticket ID)	Summary
210771	GK-Testcenter: SIP GW Line with CFU and Hold by C Party fails
205711	3pcc/ClMGR: CTI+ pairing lost after switching CTI master SwyxIt! from LAN to WiFi and back
213277	IpPbxSrv: No media trough media bridge in special call scenario
202195	Yealink: Voice message notification won't be reset by remote inquiry
212901	LinkMgr: Deletion of a double configured number range leads to a 404 Not Found
212503	DATEV: CTI: Anrufzustand is sometimes still "rufend" when outgoing call was already accepted
213594	PowerShell: Commandlet Set-IpPbxUserLogin does not work anymore
211691	IpPbxSrv: No media after external call is transfered to other external call by Yealink phone
213326	CDS: Auth0 app subprocess must be started in a robust fashion
213190	CDS: LicenceManager did not recover from temporal loss of connectivity to SwyxON license endpoint

4.2.7 Technical Improvements SwyxWare 13.26

Internal ID (Ticket ID)	Summary
201717	Config Wizard: The PNS service is not started after completing the wizard
214108	SwyxIt!: Echo if ringing sound cannot be played via DirectSound
214120	MS Teams Sync: Insufficient error detection and missing service dependency
214142	uaCSTA: If TCP connection to uaCSTA service is interrupted the Switching Function Devices are not updated on new registration
214272	SwyxWare: It is no longer possible to change own SwyxWare password if Windows AD authentication is used by SwyxIt!
214407	Link Manager: Possible dump during startup
214419	Link Manager: It is possible that there are no more SIP actions after a configuration change
214488	Phone Manager: Firmwareupdate of L74 and L77 does not work

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	**INFO: end of (further) technical support for Swyx Connector for Skype for Business** For integrated SwyxWare services please refer to the new **Swyx Connector for MS Teams**

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

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.

5.14 Licensing for MS Teams Connector

For the Swyx Connector for MS Teams to work it must, that each user has an assigned MS Teams Connector License. Otherwise, the MS Teams Connector application in MS Teams won't load. In case the MS Teams Connector doesn't load any more after an update from Version 13.00 or 13.05 please check the proper Connector license assignment.

6 Beta Features

Beside the production ready features, that are an essential part of each release, Enreach delivers SwyxWare features that are still considered to be in a Beta stage. Users and administrators are encouraged to try out those new features, acknowledging that some restrictions come with those "Beta Features":

- Support for those Beta features is only granted via the Beta Program mailbox (beta@enreach.com) and **not** via the standard support channels
- Beta features my contain bugs, instabilities or a decreased customer experience and are therefore not recommend for production critical installations
- Documentation for those features is not included in our standard help documents

6.1 Included Beta Features

6.1.1 Support of LUA as a scripting language for Call Routing Scripts

Besides the established VB Script, the Call Routing Scripts can now also be developed utilizing the LUA Scripting language. For more information and guidance on how to utilize this feature please visit https://service.swyx.net/hc/de/community/topics/4414682430482-Beta-Lua-Testing-SwyxWare-13-10-

6.1.2 Federated Authentication with Microsoft Azure

SwyxWare 13.15 introduced Federated Authentication with the support for the Auth0 Authentication and Authorisation Meta Framework. Besides Auht0 as Authentication Provider, SwyxWare also supports Azure Active Directory as a provider for Federated Authentication. For information on how to setup Federated Authentication with Azure, please visit https://www.enreach.de/en/products/support/documentation.html

6.1.3 Remote Audio Support in Terminal Server Environments

In Terminal Server Environments users can activate Remote Audio to be able to utilize their local headset with SwyxIt! For more information on how to activate Remote Audio please visit https://www.enreach.de/en/products/support/documentation.html

7 Installation Requirements

7.1 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

7.2 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

7.3 Specific requirements for usage of SwyxIt! Clients with Federated Authentication

Component	OS	Server Requirements
SwyxIt! (Native installation)	Windows 10	Detailed requirements are provided by the following KB Article:
SwyxIt! (Terminal server)	Windows Server 2019	https://service.swyx.net/hc/de/articles/360013948939-Systemanforderungen-f%C3%BCr-den-Einsatz-von-SwyxWare-12-13

7.4 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 Server 2022 Windows 10 IOT ENT 2019 LTSC (as part of Swyx Express servers only)	Detailed requirements are provided by the following KB Article: https://service.swyx.net/hc/de/articles/360013948939-Systemanforderungen-f%C3%BCr-den-Einsatz-von-SwyxWare-12-13
SwyxIt! (e.g. Terminal server usage)	Windows Server 2012 R2 SP1 (last updates) Windows Server 2016 Windows Server 2019 Windows Server 2022 Swyx Connector for MS Teams is not supported on Windows Server environments	
SwyxWare as standalone Gateway	Windows 8.1 (last updates) Windows Server 2012 R2 (last updates) Windows Server 2016 /2019 /2022	

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

8 Supported Devices

Type	Product	Preferred Version
Devices	SwyxPhone L62 100 MBPS	HFA V1 R6.3.0
	SwyxPhone L62	HFA V1 R6.3.0
	SwyxPhone L64	HFA V1 R6.3.0
	SwyxPhone L66	HFA V1 R6.3.0
	SwyxPhone L71	HFA V2 R0.8.0
	SwyxPhone L72	HFA V2 R0.8.0
	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	Most actual firmware
Yealink	Phone T41S	66.85.133.12
	Phone T42S	66.85.133.12
	Phone T46S	66.85.133.12
	Phone T48S	66.85.133.12
	Phone T53	96.86.133.2
	Phone T53W	96.86.133.2
	Phone T54W	96.86.133.2
	Phone T57W	96.86.133.2
	Expansion Module EXP40	11.16.0.0
	Expansion Module EXP50	1.0.1.8
	Conference Phone CP920	78.84.133.8
	Conference Phone CP960	73.85.133.7

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 5.30.B02
	DECT 500 Repeater	V 5.30.B02
	DECT 510 Handset	V 5.30.B02
	DECT 565 Handset	V 5.30.B02
	DECT BS 600 L/O/S	V 6.10.B101
	DECT R 600	V 6.10.B01
	DECT HS 6xx Handset	V 6.10.B01
	DECT 800 Base station	V 11.8.10
	DECT 800 Handset	See announcement in Enreach Partner
Swyx Clients	SwyxIt!	SwyxWare 13.26

	Swyx Desktop for Mac OS	3.2.2 or higher
	Swyx Mobile for iOS	3.3.0 for PNS 2.0
	Swyx Mobile for Android	3.1.3
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 con-firmed 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.

9 Supported Software

Type	Product	Preferred Version
LDAP Directory	ESTOS Metadirectory Stand-ard	V 4.0.9.6261 or V5.0.7.10657
LDAP Directory	C4B XPhone Connect	v 7.0.74 or V8.x
Call analysis	Swyx Analytics by Aurenz	V 13.x Earlier versions are not sup-ported
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.

10 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 Window 11 (not with TeamViewer) Windows Server 2012 R2 (last updates) Windows Server 2016 Windows Server 2019 Windows Server 2022 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 Windows 11	

11 Known Issues

Internal ID (Ticket ID)	Title
207562	Server: Calls cannot be hold or transfered with mobile apps if the "SIP system phone" feature is activated for the user
211706	LinkMgr: Wrong Codec is used after Re-Invite from SIP Provider
207841	Yealink: Transfer from Yealink to Yealink (with active CTI) causes inconsistent line display

12 Support

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