



Release Notes

SwyxWare 11

Product Version: **11.20.0.0**

Status: "General Availability"

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Important Information

SwyxWare Administration 11.20 is withdrawn due to an error.

To further administer SwyxWare 11.20 system, SwyxWare **Administration 11.15** will be released for administration on SwyxWare 11.20. SwyxWare Administration 11.15 is available on the Swyx Download page.

If an error has already occurred with SwyxWare Administration 11.20, please follow the usual support process.

Workaround for the new feature **GDPR (DSGVO)** of SwyxWare SwyxWare Administration 11.20

With SwyxWare SwyxWare Administration 11.20 a new setting has been made available. In the case of CDRs, this setting offers the possibility of writing the storage to the file system for a limited period of time (7 days). To set this setting, the PowerShell script attached to the **KB article 5121** must be executed.

A new SwyxWare Administration with the features of 11.20 is already being worked on and will be made available with a new release.

Additional information:

If SwyxWare Administration and SwyxIt! client are installed on the same system, please uninstall SwyxIt! Client Version 11.20 before installing SwyxWare Administration 11.15. This can cause problems due to shared libraries.

1 Content of Product Release

1.1 Swyx Product

Component	Filename	Version/Build
Server	Setup.msi Setup.cab Unattended.xml Readme.rtf	11.20.3066.0
Administration	Admin32.msi Admin64.msi Readme.rtf	11.15.3071.0
SwyxIt!	SwyxIt!32.msi SwyxIt!64.msi Readme.rtf	11.20.3066.0

1.2 Interworking Product

Component	Filename	Version/Build
Microsoft NET Framework	NDP452-KB2901907-x86-x64- AIIOS-ENU.exe	v4.5.1 or newer

1.3 3rd Party Product

Component	Filename	Version/Build
Lotus/IBM Notes		9.0.1

2 Document History

Version	Date	Remarks	Editor
1.0	26.09.2017	Product release SwyxWare 11 as General Availability	Product Owner
1.1	06.11.2017	Product release SwyxWare 11.00.1.0 as General Availability	Product Owner
1.2	19.12.2017	Product release SwyxWare 11.10.1.0 as General Availability	Product Owner
1.3	01.03.2018	Product release SwyxWare 11.10.2.0 as Limited Availability	Product Owner
1.4	24.05.2018	Product release SwyxWare 11.20.0.0 as General Availability	Product Owner

1.5	01.06.2018	Product release SwyxWare 11.20.0.0 with Administration 11.15.0.0 as General Availability	Product Owner
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3 Product Version History

Version	Date	Remarks	Editor
SwyxWare 11	26.09.2017	Release Version 11.00.0.0	Product Owner
SwyxWare 11.00.1.0	06.11.2017	Release Version 11.00.1.0	Product Owner
SwyxWare 11.10.1.0	19.12.2017	Release Version 11.10.1.0	Product Owner
SwyxWare 11.10.2.0	01.03.2018	Release Version 11.10.2.0	Product Owner
SwyxWare 11.20.0.0	24.05.2018	Release Version 11.20.0.0	Product Owner
SwyxWare 11.20.0.0	01.06.2018	Release Version 11.20.0.0 with Administration Version 11.15.0.0	Product Owner

4 Changes

4.1 New Features

4.1.1 New Features SwyxWare 11.00

Feature	Summary
SwyxPhones L6X	New Phones types L62, L64 and L66 with new firmware are integrated now.
SwyxPLUS VisualGroups	Provides an intelligent, visual queuing functionality for SwyxWare.
Push Notification Service	Enables push notifications and Call-Kit Integration for "Swyx Mobile for iOS" (v2.0.0)
Configuration Planner	Central Webservice to predefine and export a SwyxWare configuration.
Property Cloning	Cloning properties of a user to a group of users.
SwyxIt! HD and UHD Skins	New Skins for high resolution displays.

4.1.2 New Features SwyxWare 11.00.1.0

Feature	Summary
Automatic data-base rebuilder	The update check tool for the SwyxWare database is now included in the setup. In a case of updating a SwyxWare with an initial installation version 6.xx or older it is in rare circumstances is possible that the database will be corrupted. This version automatically corrects the database error during the update process.
131351	According to RFC 3311, 5.2, a new SDP offer which has to be answered by a SDP answer.

4.1.3 New Features SwyxWare 11.10.1.0

Feature	Summary
PushNotifications for Android	Integration of the PushNotification service for Android devices.
SwyxExpress: New GUI script	New installation GUI for SwyxExpress.
New Firmware for L615, L640, L660	Version V3 R0.40.0
New Firmware for L62, L64, L66	Version V1 R1.13.0
Support of multi-colour LEDs for L62, L64, L66	<ul style="list-style-type: none"> - use different LED colors to display presence state for speed dial keys - use different LED colors for line keys - hold key
Windows 10 Update	Windows 10 Fall Creators Update supported
SwyxConnector for Skype for Business enhancements	Usable in Windows Terminal Server environments. Direct Swyx dial of the Skype for Business- and Outlook Contacts. Indicate the correct call state amongst all participants.

4.1.4 New Features SwyxWare 11.20.0.0

Feature	Summary
GDPR (DSGVO) compliance	CDR regarding GDPR compliant
GDPR (DSGVO) compliance	Server Log file and change log regarding GDPR compliant. Configuration of Log file GDPR compliant.
GDPR (DSGVO) compliance	Add GDPR (DSGVO) to documentation
GDPR (DSGVO) compliance	SwyxIt! Log file Regarding GDPR compliant
VisualGroups	Latest OCX file included in SwyxIt! Client setup

Push Notocation Service	New version 1.0.14 Fixed: No DNS caching for http2 Fixed: Start new log file each day Fixed: PN Service crashes sometimes
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4.2 Technical Improvements

4.2.1 Technical Improvements SwyxWare 11.00

Ticket number	Summary
160218-39493	QoS sometimes does not work. New manual in KB2340.
150806-38637	Voicemail is not recorded for call after failed redirection by script.
160620-40110	LinkMgr: Trunk recording file cannot not be saved
160803-40341	SwyxPhone L640: Ringtones cannot be changed
161109-40923	PhoneMgr: Sometimes OpenStage HFA phone is registered multiple times
170213-41429	Phone auto login configuration does not work correctly
170329-41645	No payload on Call Forwarding Unconditional
170403-41672	FaxSrv: Received FAX is lost if temporal SFF file cannot not be written
170314-41599	DNS Resolution: NAPTR and SRV queries are skipped if a SIP registrar port is provided
1772	Number replacement rules also affects PAI
1429	LinkMgr: Suddenly call recording stopped and service must be re-started to recover
1213	LinkMgr: Allocated RTP/RTCP ports should be freed properly if STUN failed without causing exception
-	New ISDN driver 8.0.0.16

4.2.2 Technical Improvements SwyxWare 11.00.1.0

Ticket number	Summary
137407	vSDP error is fixed.
138877	Welcome E-Mail is fixed.
131351	According to RFC 3311, 5.2, a new SDP offer which has to be answered by a SDP answer.

4.2.3 Technical Improvements SwyxWare 11.10.1.0

Ticket number	Summary
139794	vSDP error fixed
142902	Unattended setup: misleading warning message during installation

140061	Call transfer via SwyxLink fails in various scenarios
139977	User is unable to unhold call after failed blind call transfer
133596	Administration: The "Repeat Preshared-Key" input field only accepts numeric values
141801	SwyxIt: Conversation recording throws error message
139487	Administration: SIP UserId is not saved if "No authentication" is selected
138999	SwyxFax client asks for server address on every start if configured manually
140851	Microsoft GSM wave files are not played correctly in call routing scripts.

4.2.4 Technical Improvements SwyxWare 11.10.2.0

Ticket number	Summary
144813	Firmware upgrade SIP to HFA does not work with SwyxPhones L62G

4.2.5 Technical Improvements SwyxWare 11.20.0.0

Ticket number	Summary
118806	VisualGroups: Registry keys are not deleted after uninstalling VisualGroups
136960	VisualGroups: After uninstalling and installing Visual Groups again, a warning message that Visual Groups is already installed appears.
137009	VisualGroups: Several bugs in the ConfigWizard when no license is available
147775	Sometimes the IpPbx server service cannot read the whitelist after phone whitelist update
141170	Admin: Speed dials cannot be cloned if source user is part of destination group
155373	Unattended setup fails if RecFolder in source database is empty string
148214	SwyxIt user own presence state is no longer available after "switching" network connection (LAN to WLAN)
142054	Connection via SIP-Gateway Mode the call forwarding failed with G.722

5 Important Information

5.1 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)

6 Installation Requirements

6.1 Operating System Windows 7, 8.1 and Server 2012 R2

The SwyxWare 11.20 needs new C++ Redist packages. Those are already available in Windows 10 and Server 2016.

If Windows 7, 8.1 or Server 2012 R2 are used, please install the newest updates for these operating systems. The new C++ Redist packages will be installed with these updates.

<https://support.microsoft.com/en-us/help/2999226/update-for-universal-c-runtime-in-windows>

6.2 Server

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	Detailed requirements are provided by the following KB Article: Recommended Computer Equipment (kb2155)
SwyxIt!	Windows 7 (last updates) Windows 8.1 (last updates) Windows 10 (incl. Creator Update)	Detailed requirements are provided by the following KB Article: Recommended Computer Equipment (kb2155)
SwyxWare as standalone Gateway	Windows 8.1 (last updates) Windows 10 (incl. Creator Update) Windows Server 2012 R2 (last updates) Windows Server 2016	Detailed requirements are provided by the following KB Article: Recommended Computer Equipment (kb2155)

6.3 Microsoft .NET Framework

As of SwyxWare version 2015, an installation of Microsoft .NET Framework **v4.5.1** or newer is required for SwyxServer and any other SwyxWare components.

7 Supported Devices

Type	Product	Preferred Version
Devices	SwyxPhone L62 100 MBPS	HFA V1 R1.13.0
	SwyxPhone L62	HFA V1 R1.13.0
	SwyxPhone L64	HFA V1 R1.13.0
	SwyxPhone L66	HFA V1 R1.13.0
	SwyxPhone L615	HFA V3 R0.40.0
	SwyxPhone L620	HFA V3 R0.40.0
	SwyxPhone L640	HFA V3 R0.40.0
	SwyxPhone L660	HFA V3 R0.40.0
	Swyx Handset P280	V 1.88
	Swyx Handset P300	
	Actual Jabra headsets	
	Actual Plantronics headsets	
DECT	DECT 500 Base station	V 3.55 B24
	DECT 500 Repeater	V 39
	DECT 510 Handset	V 3.55 B24
	DECT 565 Handset	V 3.55 B24
	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 9.1.11 or higher
	DECT 800 Handset	V 4.3.6 or higher
Swyx Clients	SwyxIt!	SwyxWare 2013 R6 SwyxWare 2015R4 SwyxWare 11.10.1.0
	Swyx Desktop for Mac OS	1.4.0 or higher

	Swyx Mobile for iOS	1.4.1 or higher 2.1
	Swyx Mobile for Android	2.0.x
Gateways	AudioCodes: MGW Cloud S (M500-2B-2S-NLV)	Firmware 6.80A.308.003 or higher
	SwyxConnect 8xxx	
	SwyxConnect 6xxx	
	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)	Firmware 6.80A.308.003 or higher
	Lancom 17xx, R8XX	Firmware: 9.10.RU2 or higher
	Bintec: Digitalisierungsbox	Firmware: Latest Version
Media Packs	AudioCodes	Firmware 6.60A.332.002

We recommend customers use the “Preferred Version” for the given products. The preferred software versions offers 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	V4
LDAP Directory	C4B XPhone Connect	v6.0.81 SR1
Call analysis	Aurenz Swyx Edition	v10.003
Collaboration	Conference Manager	v2.8

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)	
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

ID	Title
61118	SwyxPhone L615: Callerlist key does not work correctly
96882	Calls cannot be hold or transferred with mobile apps if the "SIP system phone" feature is activated for the user
101430	Trunk recording can't be triggered by group extension
112048	CTI+ does not work correctly in a multi terminal server scenario with load balancer
135756	Property Cloning: Forwarding No reply -- cloning wrong timeout value
135757	Property Cloning: Cloning Forwarding to "Voicemail" always activates configuration
116839	VisualGroups: license cannot be read, if VisualGroups is installed on a separate machine
156273	IpPbxSrv: during service start up CDR entries with empty Origination Number field will be deleted
156377	SwyxExpress: DE language selection for SwyxWare does NOT work for region Switzerland and Austria
154428	Swyxlt: Office Communications Addin causes Outlook crash if "Microsoft Skype Meeting Addin" is used

11 Restrictions

If SwyxWare Administration and Swyxlt! client are installed on the same system, please uninstall Swyxlt! Client Version 11.20 before installing SwyxWare Administration 11.15. This can cause problems due to shared libraries.

12 Support

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