Release Notes

SwyxWare 11

Product Version: 11.00.0.0
Status: “General Availability”

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1 Content of Product Release

1.1 Swyx Product

<table>
<thead>
<tr>
<th>Component</th>
<th>Filename</th>
<th>Version/Build</th>
</tr>
</thead>
<tbody>
<tr>
<td>Server</td>
<td>Setup.msi</td>
<td>11.00.2821.0</td>
</tr>
<tr>
<td></td>
<td>Setup.cab</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Unattended.xml</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Readme.rtf</td>
<td></td>
</tr>
<tr>
<td>SwyxIt!</td>
<td>SwyxIt32.msi</td>
<td>11.00.2821.0</td>
</tr>
<tr>
<td></td>
<td>SwyxIt64.msi</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Readme.rtf</td>
<td></td>
</tr>
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</table>

1.2 Interworking Product

<table>
<thead>
<tr>
<th>Component</th>
<th>Filename</th>
<th>Version/Build</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft .NET Framework</td>
<td>NDP452-KB2901907-x86-x64-AILOS-ENU.exe</td>
<td>v4.5.1 or newer</td>
</tr>
</tbody>
</table>

1.3 3rd Party Product

<table>
<thead>
<tr>
<th>Component</th>
<th>Filename</th>
<th>Version/Build</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lotus/IBM Notes</td>
<td></td>
<td>9.0.1</td>
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</table>

2 Document History

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Remarks</th>
<th>Editor</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>26.09.2017</td>
<td>Product release SwyxWare 11 as General Availability</td>
<td>Product Owner</td>
</tr>
</tbody>
</table>

3 Product Version History

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Remarks</th>
<th>Editor</th>
</tr>
</thead>
<tbody>
<tr>
<td>SwyxWare 11</td>
<td>26.09.2017</td>
<td>Release Version 11.00.0.0</td>
<td>Product Owner</td>
</tr>
</tbody>
</table>
4 Changes

4.1 New Features

4.1.1 New Features SwyxWare 11.00

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

4.2 Technical Improvements

4.2.1 Technical Improvements SwyxWare 11.00

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

<table>
<thead>
<tr>
<th>Component</th>
<th>OS</th>
<th>Server requirements</th>
</tr>
</thead>
</table>
| SwyxWare Server | Windows Server 2012 R2  
Windows Server 2016 | Detailed requirements are provided by the following KB Article:  
Recommended Computer Equipment (kb2155) |
| SwxyIt!   | Windows 7  
Windows 8 (8.1)  
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  
Windows 10 (incl. Creator Update)  
Windows Server 2012 R2  
Windows Server 2016 | Detailed requirements are provided by the following KB Article:  
Recommended Computer Equipment (kb2155) |

6.2 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

<table>
<thead>
<tr>
<th>Type</th>
<th>Product</th>
<th>Preferred Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Devices</td>
<td>SwyxPhone L62 100 MBPS</td>
<td>HFA V1 R1.8.0</td>
</tr>
<tr>
<td></td>
<td>SwyxPhone L62</td>
<td>HFA V1 R1.8.0</td>
</tr>
<tr>
<td></td>
<td>SwyxPhone L64</td>
<td>HFA V1 R1.10.0</td>
</tr>
<tr>
<td></td>
<td>SwyxPhone L66</td>
<td>HFA V1 R1.10.0</td>
</tr>
<tr>
<td></td>
<td>SwyxPhone L615</td>
<td>HFA V3 R0.33.0</td>
</tr>
<tr>
<td></td>
<td>SwyxPhone L640</td>
<td>HFA V3 R0.33.0</td>
</tr>
<tr>
<td></td>
<td>SwyxPhone L660</td>
<td>HFA V3 R0.33.0</td>
</tr>
<tr>
<td></td>
<td>Swyx Handset P280</td>
<td>V 1.88</td>
</tr>
<tr>
<td></td>
<td>Swyx Handset P300</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Actual Jabra headsets</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Actual Plantronics headsets</td>
<td></td>
</tr>
<tr>
<td>DECT</td>
<td>DECT 500 Base station</td>
<td>V 3.55 B24</td>
</tr>
<tr>
<td></td>
<td>DECT 500 Repeater</td>
<td>V 39</td>
</tr>
<tr>
<td></td>
<td>DECT 510 Handset</td>
<td>V 3.55 B24</td>
</tr>
<tr>
<td></td>
<td>DECT 565 Handset</td>
<td>V 3.55 B24</td>
</tr>
<tr>
<td></td>
<td>DECT 700 Manager</td>
<td>108</td>
</tr>
<tr>
<td></td>
<td>DECT 700 Base station</td>
<td>108</td>
</tr>
<tr>
<td></td>
<td>DECT 700 Handset D710</td>
<td>63</td>
</tr>
<tr>
<td></td>
<td>DECT 700 Handset D750</td>
<td>63</td>
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<tr>
<td></td>
<td>DECT 700 Handset D765</td>
<td>11</td>
</tr>
<tr>
<td></td>
<td>DECT 800 Base station</td>
<td>V 7.2.17 or higher</td>
</tr>
<tr>
<td></td>
<td>DECT 800 Handset</td>
<td>V 4.3.6 or higher</td>
</tr>
<tr>
<td>Swyx Clients</td>
<td>SwyxIt!</td>
<td>SwyxWare 2013 R6</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SwyxWare 2015R4</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SwyxWare 11</td>
</tr>
<tr>
<td></td>
<td>Swyx Desktop for Mac OS</td>
<td>1.4.0 or higher</td>
</tr>
<tr>
<td></td>
<td>Swyx Mobile for iOS</td>
<td>1.4.1 or higher</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2.0</td>
</tr>
<tr>
<td></td>
<td>Swyx Mobile for Android</td>
<td>1.2.0</td>
</tr>
<tr>
<td>Gateways</td>
<td>AudioCodes: MGW Cloud S (M500-2B-2S-NLV)</td>
<td>Firmware 6.80A.308.003 or higher</td>
</tr>
<tr>
<td></td>
<td>SwyxConnect 8xxx</td>
<td></td>
</tr>
<tr>
<td></td>
<td>SwyxConnect 6xxx</td>
<td></td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>Type</th>
<th>Product</th>
<th>Preferred Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>LDAP Directory</td>
<td>ESTOS Metadirectory Standard</td>
<td>v3.5</td>
</tr>
<tr>
<td>LDAP Directory</td>
<td>C4B XPhone Connect</td>
<td>v6.0.81 SR1</td>
</tr>
<tr>
<td>Call analysis</td>
<td>Aurenz Swyx Edition</td>
<td>v10.003</td>
</tr>
<tr>
<td>Collaboration</td>
<td>Conference Manager</td>
<td>v2.8</td>
</tr>
</tbody>
</table>

9 Supported Operating Systems for Swyx Clients

This table shows the compatibility of SwyxIt! resp. Swyx Mobile and the corresponding Operating Systems.

<table>
<thead>
<tr>
<th>Swyx Client</th>
<th>OS / Version</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>SwyxIt!</td>
<td>Windows 7</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Windows 8.1</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Windows 10 (incl. Creator Up-</td>
<td></td>
</tr>
<tr>
<td></td>
<td>date)</td>
<td></td>
</tr>
<tr>
<td>Swyx Desktop for Mac OS</td>
<td>Mac OS</td>
<td>Please see the corresponding Product Release Note</td>
</tr>
<tr>
<td>Swyx Mobile</td>
<td>Android</td>
<td>Please see the corresponding Product Release Note</td>
</tr>
<tr>
<td></td>
<td>iOS</td>
<td></td>
</tr>
</tbody>
</table>
10 Known Issues

<table>
<thead>
<tr>
<th>ID</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>61118</td>
<td>SwyxPhone L615: Callerlist key does not work correctly</td>
</tr>
<tr>
<td>96882</td>
<td>Calls cannot be hold or transferred with mobile apps if the &quot;SIP system phone&quot; feature is activated for the user</td>
</tr>
<tr>
<td>101430</td>
<td>Trunk recording can't be triggered by group extension</td>
</tr>
<tr>
<td>112048</td>
<td>CTI+ does not work correctly in a multi terminal server scenario with load balancer</td>
</tr>
<tr>
<td>135756</td>
<td>Property Cloning: Forwarding No reply -- cloning wrong timeout value</td>
</tr>
<tr>
<td>135757</td>
<td>Property Cloning: Cloning Forwarding to &quot;Voicemail&quot; always activates configuration</td>
</tr>
<tr>
<td>116839</td>
<td>VisualGroups: license cannot be read, if VisualGroups is installed on a separate machine</td>
</tr>
<tr>
<td>118806</td>
<td>VisualGroups: Registry keys are not deleted after uninstalling VisualGroups</td>
</tr>
<tr>
<td>136960</td>
<td>VisualGroups: After uninstalling and installing Visual Groups again, a warning message that Visual Groups is already installed appears.</td>
</tr>
<tr>
<td>137009</td>
<td>VisualGroups: Several bugs in the ConfigWizard when no license is available</td>
</tr>
</tbody>
</table>

11 Restrictions
Not applicable

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