



samwin 11.1.1.1

Release Notes

Document Version 1.0

Last Modified April 22, 2026

Compatible Web Agent Version: 2.9.0+

Database Update Required!

Please use the *samwin Database Manager* to update your databases when upgrading from a previous version of samwin.

Database	Update in this version	Update if upgrading from
samwin	Yes	< 11.1.1.1
samwin Analysis Service	No	≤ 10.1.1.*

Feature	AI Tools now allow to defer execution until the accompanying voice response has been played.
Change	samwin Manager will now display a warning if a user that is about to be deleted still has active sessions.
Minor	<p>#0117676 Fixed a naming inconsistency regarding time related routing conditions.</p> <p>Fixed an issue where the updated OLEDB's default connection string values for Encryption and Trust Server Certificate broke backward compatibility in certain environments.</p>

Changes in version 11.1.1.0

	#4232322	Out of Office status notes set in Office 365 presence sources are now displayed alongside a subscriber's presence status.
		Absence Notes are now cleaned up from the database through a new maintenance task.
Feature		BREAKING CHANGE
	#5153994	Added a new Feature "Allow to configure Web Agent Greetings" which is now required in order to use the Agent Greetings upload functionality. This affects existing installations that are updated - the new Feature needs to be manually added to Users/Groups where applicable after the update.
	#9223845	Added a new configuration option for ACD Extension objects that allows to disable the Web Agent's native ringing notification for non-softphone ACD Extensions.
	#2862928	Added a new Feature "Allow to use Supervisor Barge In functions (Listen In, Whisper, Conference) independent of assistance requests." Existing users will gain this Feature on update through an automatically created Group object to remain backward compatible.
	#4901619	Added support for Skype for Business SE installations for presence integration.
	#2862928	Added a new Skill Announcement configuration option to allow playback of an announcement on a Supervisor joining a call.
		The used OpenAI API has been updated to the GA version.
		Added the new "AI Usage" report.
	#9277248	Fixed several reporting related issues and inconsistencies.
	#9076796	The bundled ODBC OLEDB library has been updated to address security vulnerabilities.
		The handling of removed (formerly named "deleted") call recordings through the Call Recording Browser has been expanded; viewing and restoring removed recordings is now guarded through the new "Restore" recordings permission.
		BETA
	Introducing the samwin monitoring stack, a set of services to collect and view system metrics, traces and logs.	
	Furthermore, the bundled Grafana version was updated to 12.4.0.	

Change	#2328007	The MS Teams status "inactive" can now be mapped to a samwin status as well.
	BREAKING CHANGE	
	The Agent Dashboard has been merged with the User Details Dashboard.	
	The Web Voicebox module has been removed.	
Major	#8565145	When importing Users from Microsoft Entra ID nested groups are now processed recursively. Improvements made to the system's RTP handling result in faster processing times. The email AI Tool will now choose its email connector similar to how the Web Agent makes this choice.
	#7488748	Fixed an issue where unexpected noise could be heard at the end of announcement playback in some scenarios.
	#2377779	Fixed an issue where scheduled report generation would leak resources.
	#3439977	Fixed an issue where the Rocket.Chat service would no longer start on newer host images.
	#3666713	Fixed an issue where the wrong ACD Extension would be chosen for AI User logins.
	#3410995	Fixed some layouting issues with the IVR Flow editor in samwin Manager.
	#8714913	Fixed an issue where copying a Skill no longer included its Skill Assignments. Fixed an issue where the Private Skills dropdown in Queue Group configuration dialogs would show all entries as deleted.
	#9303712	Fixed an issue where the license counts shown in samwin Manager could be incorrect in certain scenarios.
	#4340122	Fixed an issue where the template user's Web Agent configuration was not applied during an Active Directory user import.
	#3715057	Fixed an issue where saving Lua Library objects was not possible if their code contained HTML-like elements. Fixed an issue where the selected entry in samwin Manager's ACD Extensions Monitor could change unintentionally.
Minor	#2576792	Fixed an issue where the samwin Manager's Route Tester would not operate correctly with times of 24:00. Fixed an issue where the DCOM communication between Core and Audio Services could face serialization issues.
	#5187186	Fixed an issue where samwin did not support the "opaque" parameter for SIP "Authorization" headers. Fixed several minor issues with the Organisational Data view in samwin Manager.
		The Audio Service's connection to the OpenAI API has been hardened. Fixed an issue where a database index for tbl_cco_realtime_data was missing.
	#6344433	Fixed an issue where copying an AI User object would retain the origin's object ACD Extension. Fixed an issue where some database queries run by the Analysis Service did not respect the intended timeout. Fixed several minor issues with AI User configuration.
	#3351280	Fixed an issue where creating OpenAI System Links was not possible without an AI Scripting license.
	#642049	Fixed several issues with unreliable file handling in the Replication Service. Fixed an issue where running database updates for samwin Analysis Service databases would fail if the database was already at the target version. Fixed an issue where the System Manager could not start with samwin databases that had been created with version 11.1.0.0 or higher. Fixed an issue where using the "matches" REST Service endpoints for Time Schemes and Calendars would return an error.
	#3013077	Fixed an issue where copying only the Brick Layout portion of a Group or User was no longer possible.
	#9607032	Fixed an issue where the Replication Service would fail to process changes related to TTS announcements. Fixed an error occurring during registry to database settings migration.
		Fixed an issue where subscriber management actions were not displayed in samwin Manager.

	Fixed an issue where an error was logged when creating a new organisational unit in samwin Manager.
#5560013	Fixed an issue where scheduled report execution for "Current Day" periods could run with their day and month swapped in certain environments.
	Fixed an issue where saving call routes could fail in certain scenarios.
	Fixed an issue where ACD Extensions could be configured with system-reserved marker numbers.
	Fixed an issue where searching for numbers in samwin Manager's subscriber view would yield no results.
#7948993	Fixed an issue where the REST Service would continuously increase its memory demand while a configured Core Service was unreachable.
#7432597	Fixed an issue where saving AI Tool objects would fail if function parameters were an empty string.
#7730664	Fixed an issue where status changes triggered by the MS Teams integration could lead to unintended state transitions in certain scenarios.
#9018359	Fixed an issue where the Microsoft Teams Integration setting could not be changed for non-subscriber organisational data entries.
#7321115	Fixed an issue where the samwin Manager's "Keep me logged in" checkbox was hidden for installations that are configured for Entra Id.
#4936452	Fixed several issues where UI elements for report configuration, like dropdowns, would use excessive heights in samwin Manager.
	Fixed an issue where certain database migration steps would not get executed if upgrading samwin skipped multiple versions.
	Fixed an issue where performing Snapshot Backup/Restore operations with the Replication Service would fail in certain scenarios.

Changes in version 11.1.0.0

	<p>samwin now offers native AI integration designed for the OpenAI Realtime model.</p> <p>Create and configure AI Users alongside regular samwin Users in samwin Manager, having them partake in your existing or new call flows while generating reporting data as known from their human colleagues. Arrange and configure AI Toolboxes using our built-in tools to grant your AI Users access to relevant system data and grant them real-world interaction capabilities like sending emails. Build own AI Tools based on samwin's Lua capabilities to enable your AI Users for virtually any task.</p>
	Introducing samwin Advanced Call Recording, allowing direct access to recordings through the new Call Recording Browser Brick. Recordings can be played from the Brick, downloaded and marked for deletion. User and Group based permissions allow to define in detail which recordings can be accessed by each user and which operations each user is allowed to perform.
	#4932226 Introducing the new WebSocket API allowing client monitoring and remote control for advanced integrations.
Feature	#4022590 The REST service now supports managing Callbacks as well as reading Time Scheme and Calendar objects.
	#4922865 Custom states are now considered when checking availability in Conditional Transfer scenarios.
	#5732668 Managing organisational hierarchy/structure and data is now possible through samwin Manager.
	#2823195 The diversion header for Hunt Groups can now configured with several manipulations.
	#6723691 The "Return to Agent" IVR exit node now allows to configure whether or not the caller should automatically be re-connected with the agent.
	Setting up a samwin and Microsoft Teams status sync without additional integration features has been streamlined.
	#9623658 Added a new Feature "Allow to see phone numbers in Directory Line State columns".
	#5254131 Added a new User Profile setting that allows to hide notifications for emails in shared Skills.
	Several object types in samwin Manager now offer bulk editing, allowing to change properties of multiple objects (e.g. all objects within a folder) at once.

	<p>Users can now be configured to be automatically logged on according to a chosen Time Scheme.</p> <p>The Open AI System Link can now also be used for Azure-hosted Open AI Realtime models.</p>
	<p>#5024994 The TimeScheme object now allows to link an arbitrary number of Calendar objects.</p>
Change	<p>#6224233 The Replication Service's trigger assembly is no longer required.</p> <p>Setting the SAMWIN.RECORD_CALL tag during an active call is now supported.</p>
	<p>#6244275 Clarified the installer's messages in case of unmet .NET runtime version requirements.</p> <p>Additional reporting events are now generated for certain IVR-based call scenarios.</p>
	<p>The Social Service will now provide more detailed logging when using a MS Graph API connector.</p>
	<p>#8324418 The User Details sub-dashboard is now available as a stand alone dashboard.</p>
	<p>#8424615 When using the MS Teams integration to sync the MS Teams status to samwin users, a status change on the samwin side which was triggered by the system (e.g. through Automated ACW configuration) will no longer be instantly overwritten with the current MS Teams status. Instead, only the next changed status from MS Teams will be applied.</p> <p>Manual status changes by samwin users will still be instantly overwritten with the current MS Teams status.</p>
	<p>Added a log message for when logons are denied due to the user trying to log in with an ACD extension that is not associated.</p>
	<p>The default value for the "ACD Lines Must Be in Service" configuration option has been changed to false.</p> <p>Added new Feature "Allow to mark calls as malicious" to grant Users and Groups the corresponding permission.</p> <p>Furthermore, the Feature "Provide Call Recording" has been replaced by "Do use Automatic Call Recording" to better describe its functionality.</p> <p>Note: during the update of an existing samwin installation a new Group object named "Allow to mark calls as malicious" will automatically be created in order to grant the new Feature to all existing users. This ensures that behavior remains unchanged for existing users.</p>
Major	<p>#8421948 Fixed several issues in renegotiation scenarios.</p>
	<p>#9142124 Fixed an issue where the Call Data report would use incorrect date and time formats.</p>
	<p>#2424912 Fixed an issue where sending email via SMTP as no longer working.</p>
	<p>#9542461 Fixed issues with CSTA where initiating outbound calls did not work if the PBX did not send an OriginatedEvent and inbound calls were not correctly presented.</p>
	<p>#1842864 Fixed an issue where scheduled imports were no longer functional.</p>
Minor	<p>Fixed several configuration and behavioral issues with Skills used with competence based routing.</p>
	<p>Fixed an issue where SIP OPTIONS pings were not shown in the trace view.</p>
	<p>Fixed an issue where supervisor monitoring was not working correctly in multi-gateway setups.</p>
	<p>Fixed an issue where locked Features could still be added to Users and Groups in samwin Manager.</p>
	<p>Fixed an issue where deleting a User object while the user was logged in would not properly disconnect the user.</p>
	<p>#8324991 Fixed an issue where the Call Data & Call Assignment Overview reports would not include all calls if no Agents had been configured for the reports.</p>
	<p>#2423188 Fixed an issue where importing from Entra Id and using the businessPhones property would fail.</p>
	<p>#3234177 Fixed an issue where the Call Data report would display the redirection id instead of the caller id.</p>
	<p>#5142762 Fixed an issue where the Analysis Service would cease operation in rare scenarios.</p>
	<p>#3124399 Fixed an issue where calls that were forwarded from or ended in IVRs would not create proper reporting data.</p>
	<p>#6923819 Fixed an issue where login to Grafana data sources by using Domain Authentication was not working from samwin Manager.</p>
	<p>Fixed an issue where calls were not marked as malicious if no email recipient was configured.</p>
<p>#4423847 Fixed an issue where CSTA connections were not cleaned up correctly in the Core service.</p> <p>Fixed an issue where the Lua library configuration was not included in log files.</p>	



	Fixed an issue where the Service Manager would incorrectly show hosts as not activated.
	Fixed an issue where sorting grid controls in samwin Manager would result in an error.
	Fixed some grid search string issues in samwin Manager.
#4423089	Fixed an issue where database connection failures during user imports could lead to users being imported redundantly.
#7324913	Fixed an issue where starting an Analysis Service re-calculation while no calls are yet stored in the Analysis database would not correctly reset event processed states.
#2524658	Fixed an issue where updating an Analysis Service database via Database Manager would not complete.
	Fixed an issue where the Analysis Service would leak database connections.
	Fixed an issue where the Manual Call Recording Path setting was not visible in samwin Manager.
	Fixed an issue where changes on Queue Waves for Skill Announcements were not reflected on ICI-based Queue Announcement dropdowns in samwin Manager.
#3254977	Fixed an issue where the deletion of call recording files (for non-retained recordings) could cause operational delays in the Core Service if the files resided on slow storage.
	Fixed an issue where the Microsoft Teams Offline status was not correctly reflected.
	Fixed a typographical error in the "Create New Lua Library" action in samwin Manager.
	Fixed an issue where the After Call Work time could overflow in Call Data Reports.
#8274030	Fixed an issue where EWS calendar connectors would cease updating appointment data.
	Fixed an issue where the After Call Work Time column was shown in the Call Data Report even if it was not configured to be shown.
#5742920	Fixed an issue where setting the Message Waiting Indicator for TAPI devices was no longer functional.
	Fixed an issue where database cleanup procedures related to the removal of the Classic Agent were not executed when updating from a 10.2.0.x version.
#3724690	Fixed an issue where SIP re-registration could lead to 403 responses in certain scenarios.
#5724591	Fixed an issue where transfer targets might be shown as empty in call history data in rare scenarios.
#8284271	Fixed an issue where calling stopAiInteraction in Lua would block for a prolonged time if the IVR's call was no longer present.
	Fixed an issue where automatic call recordings were not performed if a call was redistributed from ringing at an agent using a non-controlled ACD to an agent using a softphone ACD.
	Fixed an issue where starting a manual call recording within a short time after accepting a call would result in an error.

Changes in version 11.0.0.0

Feature	#7122818	The samwin installer now offers presets for Primary and Backup Systems. Rocket.Chat chats now offer IVR support including a range of built-in functions to create custom interactions like chat bots or LLM integrations.
		Added support for AnswerCall and MakeCall REST Service commands.
	#8532264	Added the new Alternative Email Agent Overview Report.
	#3523451	Added the new Email Categories report.
		The samwin Contact Center Suite is now provided in form of Docker-compatible container images.
	#5232267	Added the new License Usage report.
	#9822756	Added the new Lua Library object type that allows to implement re-usable Lua modules to be shared among IVRs
	#8723152	Services using Microsoft Graph API System Links now support proxy configurations. The samwin Commander now supports starting snapshot replication.
	#4623911	The Skill Overview report now includes an "All" table accumulating all included Skills.
	#8023555	Added the new Call Tag Agent Overview report.

	#9328546	Added the new Agent Skill Overview report.
	#1622451	The available granularities for the Analysis Service have been extended and now include 15min, 30min, 1h, 12h, 1d, 1w, 1m, 3m, 6m and 1y.
	#7032665	The display format of durations in reports can now be configured.
	#9932424	The MS Teams presence integration now supports using HTTPS for the Push variant.
	#9324704	The Call Data Report now supports including After Call Work times.
	#3042224	Added new Swisscom e-SIP Standard gateway preset.
		Added download functionality for report and dashboard definitions in samwin Manager by clicking on the definition name in System Settings > Reporting > File Management.
		The samwin Database Manager as well as the samwin Commander now support creation of Web Agent databases.
		User-specific settings like brick wall layouts are now stored in the samwin database instead of the Web Agent's dedicated database. Existing data will be automatically migrated for each user upon their first login.
		BREAKING CHANGE: The Classic Agent has been sunset and is no longer included.
Change		The Core Service will now try to resolve subscriber data in scenarios where clients dial with no subscriber context.
		Remote Media Gateways no longer require a local database.
		Improved the Permission Look-Up Data Calculation maintenance task to avoid unnecessarily created replication tickets.
		The Database Manager as well as the samwin Commander now support passing 0 for their /statementTimeout and --statement-timeout (-t) parameters to allow database commands to run indefinitely during database updates.
		The installer will now perform additional .NET runtime requirement checks.
		With support for the samwin 11 license the Multimedia Agent gains the Directory Editing feature.
		The handling of certain DCOM error scenarios has been improved.
		The service names have been adapted to better match samwin services' names.
		Improved the handling of uploading and managing dashboard definitions with duplicate file names.
		#6674070
Critical	#5422640	Fixed an issue where SOAP calls were no longer functional.
Major	#5272032	Fixed an issue where the Replication Service would stop processing tickets in certain scenarios.
	#4623593	Fixed an issue where the Social Service would fail to process malformed HTML emails.
	#3420587	Fixed an issue where a memory leak in samwin Analysis Service was caused by the included Microsoft SQL Client by updating it to version 5.1.5.
	#8124597	Fixed an issue where Grafana dashboards would fail to load within the Web Agent for usernames with non-standard characters.
	#2422343	Fixed an issue where an incorrect call flow configuration could lead to an infinite Peer Id update loop.
Minor		Fixed an issue in samwin Manager where changing a report's evaluation period did not update its from and to dates accordingly. Note: the report parameters "Start of the Week" and "Calendar Rule" have been removed, the calendar week calculation is now based on the culture setting.
	#5327581	Fixed an issue where email nodes in older IVR flows could not be edited properly.
	#9293479	Fixed an issue where CSTA Gateway configurations could not be saved.
	#5293370	Fixed an issue where db-settings.yml files originating from older Web Agent installations and still containing the MultipleActiveResultSets connection string parameter would interfere with some samwin services.
	#9932864	Fixed an issue where configured Skill tags were not set on outbound calls.
		Fixed an issue where call tags were not set for outbound calls on non-controlled ACD extensions in certain scenarios.

	<u>#7923590</u>	Fixed an issue where non-file attachments in emails retrieved via Microsoft Graph API would cause warnings to be logged.
		Fixed an issue where the samwin Manager would not start up properly if it encountered performance issues with file storage handling.
		Fixed an issue where services do not shut down properly if no samwin license has yet been configured.
		Fixed an issue where call re-assignment failures were not communicated to clients when targeting a shared Skill.
		Fixed an issue where the Service Manager would no longer produce proper logs.
		Fixed an issue where build numbers were not shown correctly in Service Manager.
		Fixed an issue where the Core Service would not log any HTTP requests.
		Fixed an issue where the built-in database schemas could be deleted or renamed in samwin Manager.
		Fixed an issue where active entries were not correctly pre-selected in samwin Manager dropdowns in certain scenarios.
		Fixed an issue where the Replication Service could not be started in Snapshot Replication Mode.
	<u>#3421443</u>	Fixed an issue where no license details were shown when adding a new license package in samwin Manager.
		Fixed an issue where custom reports and dashboards could be non-functional after re-deployment.
		Fixed an issue where ACD extension assignment was not correctly checked during login.
	Fixed an issue where Rocket.Chat related SVM data was not cleaned up according to the configured retention policy.	
<u>#3124850</u>	Fixed an issue where callback calls could wait indefinitely for a preferred agent in a yellow state in certain scenarios.	
	Fixed an issue where the MS Graph API proxy configuration was not applied to authentication-related communication.	
	Fixed an issue where sending mail via Microsoft Graph API could fail in certain scenarios.	
	Fixed an issue where using the refreshAgentURL Lua function in announcement IVRs would infinitely restart the IVR.	
	Fixed an issue where executing reports could get stuck at "Preparing Report for Execution" after removal of Threshold Time configuration.	
	Fixed an issue where Route Table entries in samwin Manager could no longer be configured due to their value fields not being rendered.	
	Fixed an issue where names of callback items were incorrectly replaced with directory entry data.	
<u>#7224398</u>	Fixed an issue where Kiosk Mode would not work for Grafana Dashboards opened within the Web Agent.	
	Fixed an issue where duplicate Rocket.Chat reporting data would lead to processing issues.	

Changes in version 10.2.0.0

Feature	<u>#4023753</u>	TAPI controlled devices going out of service are now being recognized accordingly.
		Added a new User Profile option that allows to configure whether or not working on chats should cause an agent to become busy.
		All samwin services now use .NET 8.
		BREAKING: Due to changes in .NET, existing samwin REST Service tokens need to be re-created. Any existing token is invalid after installation.
	<u>#1223410</u>	Hunt Groups now support two new settings: "Overflow if called parties cannot be reached within [s]" and "Overflow target".
	<u>#6322388</u>	The samwin REST Service now supports reading and writing presence by using the new "External Presence" type.



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	#3323080	Added the new Feature "Change Directory Column Configurations (Web Agent Only)" which will be required for users to be able to adapt columns in Directory Bricks starting with Web Agent 2.6.0.	
	#5432661	The set of "Web application URL loaded..." Skill settings are no longer limited to a length of 255 characters.	
		The samwin Analysis Service will now self-heal when encountering corrupted data in form of duplicate ids.	
		Categories can now be defined on Skills which will then be shown in email windows to allow agents to apply a category to an email.	
	#9532527	New users that are added to the system through an import can now be seen in samwin Manager without performing an IIS reset.	
		Report and dashboard definitions are now stored in the samwin database. Additionally, an upload feature is offered in samwin Manager.	
		Made improvements to the integrated health checks which are visible in samwin Manager.	
		Introducing the new samwin Commander - a command line utility for creating, updating and backing up samwin databases. Besides interactive use, Commander offers a comprehensive set of parameters to allow use in scripting and workflow automation.	
	Change		The calculation of active agents (as used by the Not Logged On Notification) has been improved to lessen performance impact on large installations.
			The legacy Herold phone book integration has been removed.
		User email addresses are now validated when editing user data.	
		The legacy SAP Service has been removed.	
		The legacy Lotus Notes integration has been removed.	
		The legacy GroupWise integration has been removed.	
		The gateway media setting "Always send SDP-Response" will now be enabled by default when creating new gateway objects.	
		Database updates of existing samwin databases are now supported for database version 10.0.0 and newer.	
Critical		The included Visual C runtime has been updated to 14.40.33807.	
	#3423254	Fixed an issue with DCOM communication between Core and Audio services related to Windows security settings.	
Major	#5324144	Fixed several issues with SRTP authentication.	
	#5253275	Fixed an issue which caused the Call & Chat History Browser in Web Agent clients to no longer display any entries.	
	#6325703	Fixed an issue where the Active Directory subscriber import was no longer functional.	
	#1523417	Fixed an issue with SIP message parsing of the P-Asserted-Identity header which prevented calls from being established.	
	#5632164	Fixed an issue where switching from MKI (Master Key Identifier) usage to not using a MKI for a call resulted in one way audio.	
	#5283876	Fixed an issue where the Classic Agent's settings would no longer show any audio devices.	
Minor		Fixed several issues with the Caller Anonymization feature in samwin Manager.	
	#9203632	Fixed an issue where long parameters in Routing Tables in samwin Manager could break the layout.	
		Fixed an issue where Scheduled Task objects configured to run Once would not re-run if their start time was change to a future date.	
		Fixed an issue where setting Skill assignment values in samwin Manager was not working correctly.	
		Fixed an issue where sending emails as another user ("Sent-as") did not work using Microsoft Graph API.	
	#6229788	NOTE: for this to work the user/mailbox to send as needs to be configured in Exchange Admin Center to give permissions to the mailbox to send from.	
		Fixed an issue where drafts for emails with no recipients were repeatedly created.	
	Fixed an issue where pasting text into certain search fields in samwin Manager did not trigger the search.		

	Fixed an issue where the ACD Extensions Monitor's Change User State action would not display all relevant user states.
#9223674	Fixed behavioral issues with Shared Objects folders in samwin Manager.
	Fixed an issue in Hot Standby setups where changes to the Classic Agent's announcement configuration were not applied to the backup server until a restart.
	Fixed an issue where ACD Progression configuration in samwin Manager allowed to configure increasing Skill values.
	Fixed several issues with object duplication in samwin Manager.
	Fixed several minor layout issues in samwin Manager.
	Fixed an issue where Route Table entries using date or time conditions would not display the configured date or time values.
#3223751	Fixed an issue where using client certificates to authenticate in Microsoft Graph API Links was non-functional.
	BREAKING: Existing Graph API System Links using a client certificate configuration will need to re-configure the client certificate name or thumb print.
	Fixed an issue where the Presence Service would not re-establish connectivity with the Microsoft Graph API after token expiration or invalidation.
	Fixed an issue where content overview pages in samwin Manager would not include subfolders.
	Fixed an issue where some panels in Grafana dashboards would not update their data when changing the date/time range in the Grafana user interface.
	NOTE: if dashboards with user defined date / time ranges are configured and the time ranges are both set to 00:00, these dashboards won't show any data anymore, while they did show data for the full day in the previous versions. To include the full day from now on please set the time range from 00:00 to 23:59.
	Fixed an issue where executing Call Data Reports without any parameters would include all objects without performing appropriate permission checks.
#3911603	Fixed an issue where Microsoft Skype for Business connector settings were not stored correctly.
	Fixed an issue where cancelling a Skill Type change in samwin Manager would not revert the change.
	Fixed an issue where the tags configuration on Skills in samwin Manager would allow to use empty tag names.
	Fixed a rendering issue in samwin Manager that occurred when Skill competence popovers exceeded screen size.
	Fixed an issue where already present invalid configuration values on objects in samwin Manager would not prevent saving.
	Fixed an issue where the Analysis Service maintenance time of day settings was formatted incorrectly.
	Fixed several issues that allowed to enter invalid values in database maintenance configurations in samwin Manager.
#1325505	Fixed an issue where using the Enter key to log in to samwin Manager was no longer working.
	Fixed several minor content issues in samwin Manager.
#4532769	Fixed an issue where certain scenarios involving Remote-Party-Id SIP headers could cause redundant PAI SIP headers to be sent.
#3623197	Fixed an issue where certain Display Name SIP header values could not be parsed.
#1623296	Fixed an issue where samwin Manager incorrectly allowed to create Scheduled Task of type "Execute Report for Report Object Collection".
	Fixed an issue where Skill values in samwin Manager were not stored in rare scenarios.
	Fixed an issue where Skill Assignment values in samwin Manager were not correctly stored in certain scenarios.
	Fixed an issue where some Replication Service logs would not redact the database password.
#7623757	Fixed an issue where certain passwords would cause an error on login in samwin Manager.

	Fixed an issue where Report Export Scheduled Tasks could be configured to be sent via E-mail but without specifying an E-mail connector.
	Fixed an issue where the Analysis Service might stop processing data given certain transparent Queue configurations.
	Fixed an issue where the Replication Service did not produce proper logs for certain error scenarios.
	Fixed an issue where request headers were not handled correctly by the built-in Grafana reverse proxy.
#2273031	Fixed an issue where the destination number was not signaled on operator sets for callback calls.
#2327602	Fixed an issue with time zone calculations in UserDetails dashboards.
#3322409	Fixed an issue where a ringing call being disconnected by the caller would result in the operator extension going off hook in certain scenarios.
#5327888	Fixed an issue where REST calls made from IVRs would fail when endpoints offered Mutual Transport Layer Security (mTLS).
#2327909	Fixed an issue where calls were not retried on the backup SIP trunk in certain scenarios.
	Fixed an issue where report config options "Show Executing samwin User" and "Show Custom Report Name" could not be configured correctly.
	Fixed an issue where redundant "Permission Look-Up Data Calculation" database maintenance tasks were created on IIS reset for systems where legacy Export for Report Object Collection scheduled tasks were still present.
	NOTE: To apply this fix please run a samwin database update, disregarding any message about the database version already being up to date.
#7283337	Fixed an issue where Entra Id authentication was non-functional for Classic Agent and System Manager.

Changes in version 10.1.4.0

	Added support for Microsoft Entra Id (Azure Active Directory) to allow login into samwin Manager, Web Agent, Classic Agent and System Manager. This is accompanied by support for importing users via Microsoft Graph API; only users imported through Graph API can login through Entra Id.
	The Call Lookup & Anonymization view in samwin Manager now allows to execute Call Detail Reports for selected entries.
	The samwin REST Service now offers several call control endpoints.
#3322959	Call tags are now retained for calls re-entering samwin through a loopback gateway.
#7282174	The Active Directory attribute to be used as username for User Import tasks can now be configured.
	The system load caused by processing the busy lamp field information has been reduced.
#5228107	The communication between Core Service and Media Gateways has been improved.
	The performance of the phonetic search has been improved.
	The integrated Grafana version has been updated to 10.2.
Feature	BREAKING CHANGE: Due to a change on Grafana's side its "domain" property now needs to be configured in C:\Program Files\telecommunication software\samwin contact center suite\Bin\Grafana\conf\custom.ini. Set this property to the FQDN used to access your Grafana installation.
	Skill selection dropdowns in samwin Manager now show the Skill object's path.
	Reduced the duration of database updates for big installations.
#8252276	The Classic Agent now offers an "All" directory that includes all directory entries available in the system.
	Report objects in samwin Manager will now display their report template path.
	The version used for the generated MS Teams app can now be configured.
Change	#8132060 The "Call history retention period [days]" configuration option has been renamed to "Call/Chat history retention period [days]".



	<p>#7226747 The number of entries requested at once from the WebEx API for the presence integration has been increased.</p> <p>The deployment of Analysis Service reports is now processed in batches in order to reduce peak load on the SSRS server.</p> <p>The load put on the Classic Agent through Agent API use has been reduced.</p> <p>Added an optional configuration option that forces the Classic Agent to subscribe to all its directory entries at once in order to reduce delay with display of secondary directory data (e.g. forwarding information).</p> <p>To enable this option add an entry to tbl_cfg in the samwin database: fld_section: SAMcbc, fld_keyword: CFG_SUBSCRIBE_TO_ALL_LINES, fld_value: 1, fld_userid: 0.</p>
Major	<p>#4232762 Fixed an issue where call recording paths ending in a non-audio file extension would be considered as full paths.</p>
	<p>#5223739 Fixed an issue where SIP INFO messages without content were not handled correctly.</p>
	<p>#5213631 Fixed an issue where the samwin Core Service would incorrectly reserve two client licenses for a single user in certain scenarios.</p>
	<p>#7223993 Fixed an issue where some reports ignored their Queue filters if a Tag filter was used as well.</p>
	<p>#1223179 Fixed an issue where the search input field in the Classic Agent would overlap other parts of the UI.</p>
	<p>#7323189 Fixed an issue where the samwin Analysis Service would stop processing data in rare scenarios.</p>
	<p>#4224442 Fixed an issue where the active call time would be reset to 0 when navigating away from and returning back to the Web Agent while integrated in the MS Teams client.</p>
	<p>#7522067 Fixed an issue where the Calendar Service would not process all available entries from O365 calendars due to a timeout constraint.</p>
	<p>#6229041 Fixed an issue where use of the "Override Asserted Identity" settings on a Skill would prevent the supervisor Listen In, Whisper and Conference features from operating correctly.</p>
	<p>Fixed an issue where Report objects could be created in samwin Manager even if no report template was available.</p>
	<p>Fixed an issue where Scheduled Tasks set up to send reports via email without an email body would fail to send.</p>
	<p>#6320247 Fixed an issue where the Web Agent did not include additional columns marked as email columns when offering recipient addresses.</p>
	<p>Fixed an issue where the Classic Agent continued to ring after the agent switched to Pause.</p>
	<p>Fixed an issue where the Classic Agent would display its Mute button even when using a non-softphone ACD extension.</p>
	<p>Fixed several reliability issues with the Classic Agent's headset support for Jabra and Sennheiser headsets.</p>
	<p>Fixed an issue where the Classic Agent's Waiting Item Notification would include an answer button.</p>
Minor	<p>Fixed an issue where Dashboards failed to open if Queue Groups but no Queues themselves had been configured.</p>
	<p>Fixed an issue where the samwin REST Service would perform permission checks incorrectly in certain scenarios.</p>
	<p>#3123114 Fixed an issue where updating a samwin database from a 10.0.0.x based version directly to 10.1.2.0 would fail.</p>
	<p>#2321741 Fixed an issue where a corrupted organisational unit configuration would cause the samwin database update to fail.</p>
	<p>#7922294 Fixed an issue where the Classic Agent would not play a ringtone if a call was directly assigned to an agent with a star-rating below the call's original rating.</p>
	<p>#5321905 Fixed an issue where default values for some registry keys used by samwin were no longer applied.</p>
	<p>#1321345 Fixed an issue where subscribers that were newly configured for MS Teams presence were not processed until a restart of the Presence Service.</p>
	<p>#9213873 Fixed an issue where processing of some WAVE formats would fail.</p>
	<p>#1322201 Fixed an issue where DTMF menus in IVRs would incorrectly re-use the input value of a previous DTMF menu.</p>
	<p>#1332662 Fixed an issue where the Core Service would keep caching SVM data locally instead of writing it to the database in certain scenarios.</p>
	<p>Fixed an issue where system notifications for email send delays could be generated in high numbers.</p>
	<p>Fixed an issue where the samwin Manager's YAML editor used for Web Agent configuration would incorrectly format the document and display misleading document errors.</p>
	<p>#4232629 Fixed an issue where calendar entries obtained from Google Calendar would use an incorrect end time.</p>

	Fixed an issue where reporting related system notifications that occurred shortly after Core Service start would not be sent.
	Fixed an issue where Grafana Dashboards would display incorrect data for the chosen time range.
#6233936	Fixed an issue where line state updates were no longer reflected in the Classic Agent's directory.
	Fixed several issues regarding Dashboard handling in samwin Manager, including performing permission checking on Queue-level for Queues that are configured via Queue Groups.
	Fixed an issue with cleaning up email related data in the Analysis Service database.
	Fixed an issue where SVM data could be lost if the Core Service was terminated while recovering SVM data.
	Fixed an issue where the Classic Agent was no longer compatible with SQL Server 2016.

Changes in version 10.1.3.0

Feature		The Call Lookup & Anonymization view in samwin Manager now allows to execute Call Detail Reports for selected entries.
		The samwin REST Service now offers several call control endpoints.
	#3322959	Call tags are now retained for calls re-entering samwin through a loopback gateway.
	#7282174	The Active Directory attribute to be used as username for User Import tasks can now be configured.
Change		The system load caused by processing the busy lamp field information has been reduced.
	#7226747	The Rocket.Chat widget can now pass on custom metadata as tags that can also be used for routing.
Major		The number of entries requested at once from the WebEx API for the presence integration has been increased.
	#5213631	The load put on the Classic Agent through Agent API use has been reduced.
	#1223179	Fixed an issue where the samwin Core Service would incorrectly reserve two client licenses for a single user in certain scenarios.
Minor	#4232762	Fixed an issue where the search input field in the Classic Agent would overlap other parts of the UI.
	#6229041	Fixed an issue where call recording paths ending in a non-audio file extension would be considered as full paths.
		Fixed an issue where use of the "Override Asserted Identity" settings on a Skill would prevent the supervisor Listen In, Whisper and Conference features from operating correctly.
		Fixed an issue where Report objects could be created in samwin Manager even if no report template was available.
		Fixed an issue where Scheduled Tasks set up to send reports via email without an email body would fail to send.
		Fixed an issue where the Classic Agent continued to ring after the agent switched to Pause.
		Fixed several reliability issues with the Classic Agent's headset support for Jabra and Sennheiser headsets.
		Fixed an issue where Dashboards failed to open if Queue Groups but no Queues themselves had been configured.
		Fixed an issue where the samwin REST Service would perform permission checks incorrectly in certain scenarios.
	#3123114	Fixed an issue where updating a samwin database from a 10.0.0.x based version directly to 10.1.2.0 would fail.
	#2321741	Fixed an issue where a corrupted organisational unit configuration would cause the samwin database update to fail.
	#7922294	Fixed an issue where the Classic Agent would not play a ringtone if a call was directly assigned to an agent with a star-rating below the call's original rating.
	#5321905	Fixed an issue where default values for some registry keys used by samwin were no longer applied.
	#9213873	Fixed an issue where processing of some WAVE formats would fail.
#1322201	Fixed an issue where DTMF menus in IVRs would incorrectly re-use the input value of a previous DTMF menu.	

Changes in version 10.1.2.0

	<p>All samwin services are now provided in 64 bit format.</p> <p>BREAKING CHANGE</p> <p>The default samwin installation directory has been changed to C:\Program Files\telecommunication software\samwin contact center suite (away from Program Files (x86)); during an upgrade of an older samwin installation, existing configuration files will be moved to the new directory.</p> <p>Please note that some configuration files for Grafana will remain at their old location in an upgrade scenario in order to keep the system functional without manual intervention.</p>
	<p>Access (login) to samwin Manager can now be configured through the Feature "Allow use of samwin Manager".</p>
	<p>User objects now offer an overview about their organisational restrictions.</p>
	<p>The Features tab on User objects will now show any Groups a given Features has been inherited from.</p>
	<p>Expired or revoked REST tokens are now hidden by default.</p>
#3125585	<p>Use of redirect information can now be set on Skills and specified when using the transfer function in Lua script for direct transfers.</p>
	<p>Cluster settings that can be consolidated or are shadowing settings from higher levels now show a warning in samwin Manager.</p>
	<p>Added support for displaying the call recording status.</p>
	<p>Time Scheme objects now allow to reference Calendar objects to support applying a Time Scheme only on the days matching a given Calendar.</p>
	<p>Improved the behavior of Skill dropdowns in samwin Manager to automatically scroll to the selected entry upon opening.</p>
#7322894	<p>Added support for exporting reports in CSV format and also introduced a new Call Data Report meant to provide data in machine readable format.</p>
	<p>The new Hook event "A call recording has been completed" has been added.</p>
	<p>The call recording configuration on Skills now allows to specify the file name as well, while supporting the use of variables.</p> <p>Furthermore, a new configuration option for manual recording paths and file names has been added.</p>
	<p>When using an external SVM database, any SVM data that is accumulated while the Core Service can not connect to an external SVM database will now be transferred to that database once connecting is possible again.</p>
#7242079	<p>Added support for configuring the context root (container) for domain authentication.</p>
	<p>The Apply Configuration action is now directly available within a Lua script editor dialog to streamline development. Furthermore, several IVR editing related issues have been fixed.</p>
	<p>When updating a samwin Analysis Service database the Database Manager now shows more detailed information about its progress.</p>
	<p>A warning will now be displayed in samwin Manager if multiple MS Teams integration configurations use the same tenant id.</p>
	<p>Improved display and readability of system notification emails on mobile phones.</p>
	<p>Improved the behaviour of the samwin Database Manager to only re-create functions and procedures if necessary, avoiding the need to configure permissions on all functions and procedures after every update.</p>
	<p>Added a microphone mute button to the Classic Agent.</p>
	<p>Item distribution has been improved by preventing chats and emails from being assigned to users only having Mobile Agent sessions.</p>
	<p>The app name of the MS Teams integration app can now be configured.</p>
	<p>Data of old Rocket.Chat chats is now removed and related data is cleaned up in samwin.</p>



	<p>Special Danish characters are now supported for Rocket.Chat usernames.</p> <p>The Rocket.Chat Service will now automatically start and stop the Windows Subsystem for Linux (WSL).</p> <p>A timeout can now be used with database queries in IVR nodes and Lua scripting.</p> <p>The Core Service's built-in web server has been replaced with a new implementation and now supports HTTPS.</p>
	<p>#4822118 The Active Directory User Import now supports to define an Active Directory property to use for phone number configuration on TAPI ACD Extensions using Extension Mobility.</p> <p>Added a database index for SVM chat events to improve query performance.</p> <p>A warning will now be displayed if Grafana Dashboards are executed without all required parameters set.</p>
	<p>#3228646 Added a new notification feature for waiting calls and chats that can be configured on a per Skill level ("Inform on new waiting item"). Enabling this option on a Skill will notify agents of new waiting calls and chats even if they are in a Busy or ACW state. To choose between visual and/or audible notifications, a new configuration option has been made available on User Profiles ("Notification type on new waiting item").</p> <p>Please note that support for this feature will be enabled in the Web Agent with an upcoming release while support in the Classic Agent is provided with this release.</p>
	<p>The samwin Manager now allows to trigger a recalculation of samwin Analysis Service reporting data at System Settings > Reporting > Analysis Service.</p> <p>#9822866 An executing user can now be configured for samwin Analysis Service reports.</p> <p>The Skill settings "Automatically start call recording" and "Also record welcome announcement" can now be overridden through setting the call tags SAMWIN.AUTOMATICALLY_START_CALL_RECORDING and SAMWIN.RECORD_WELCOME_ANNOUNCEMENT to 1 (enabled) or any other value (disabled) respectively.</p> <p>Please note that these tags are only evaluated when a call enters a Skill; changing these tags while a call is already queued in a Skill has no effect.</p>
	<p>The Core Service's logging performance has been improved.</p> <p>The Sennheiser/EPOS SDK used by the Classic Agent has been updated to the latest version.</p> <p>BREAKING CHANGE</p> <p>The Sennheiser/EPOS client software (EPOS Connect) is no longer packaged in the samwin installer and needs to be installed/maintained manually.</p>
Change	<p>#4711287 The routing tester in samwin Manager has been reworked to improve usability.</p> <p>The samwin Analysis Service now uses .NET 7.</p> <p>Skill level and ACD progression will now instantly skip levels where not at least one agent in Busy or ACW state is present.</p> <p>Improved handling of Queue Groups when passing them as dashboard parameters.</p>
	<p>#2262374 Replaced a third-party component used by the Web Calendar since it had known security vulnerabilities.</p>
	<p>#8622110 Improved the Classic Agent's mute button behaviour to cover headset and non-headset scenarios.</p> <p>The legacy Lync presence integration has been removed.</p>
	<p>Several dependencies facing end of life have been replaced.</p> <p>The legacy Twitter and Facebook connectors were removed.</p>
	<p>When configuring the Microsoft Teams Integration in samwin Manager additional input validation is now performed.</p>
Major	<p>#5813141 Fixed an issue where using phonetic search would include results from directories the user did not have access permissions for.</p>
	<p>#4220149 Fixed an issue where CSTA connections would not be properly reconnected in certain scenarios.</p>
	<p>#3222015 Fixed an issue where a stuck call targeting a Hunt Group containing one or more invalid dial targets could cause media resource exhaustion.</p>

	#4522111	Fixed some issues where calls were not re-assigned correctly in certain scenarios.
	#7242970	Fixed an issue where CSTA gateway connections were lost in certain scenarios.
	#7226440	Fixed an issue where the samwin Core Service would cease operation in rare TLS connection scenarios.
		Fixed several issues where Core and Audio Service resources were not cleaned up in certain scenarios.
	#6722713	Fixed an issue where the samwin Audio Service would leak memory when using file-based announcements that required re-sampling.
	#7822525	Fixed an issue where NULL values in the database column marking items as reportable would lead to queue dropdowns no longer being populated in report configuration pages.
	#3228206	Fixed an issue where an incorrect caller name was shown if certain parts of the name lookup process failed.
	#1922591	Fixed an issue where the samwin Analysis Service would no longer process new data in rare scenarios.
	#7722658	Fixed an issue with connection instability when using WebEx as a Gateway.
		Fixed an issue where using the Enabled checkbox in IVR timer nodes would reset the configured interval.
	Fixed an issue where removing a User from a Group and applying these changes to the Group would not take effect until the User had manually been applied as well.	
#7812724	Fixed an issue where queues that are not of type Skill were included in call history data.	
	Fixed an issue where Rocket.Chat chats were not ended in samwin after the chat widget had been closed.	
	Fixed several minor issues with time input controls in samwin Manager.	
	Fixed an issue where Grafana Dashboards would not show waiting calls in private Skills.	
#6242574	Fixed an issue where clients would not play the ringtone in certain scenarios.	
#6422365	Fixed an issue where DTMF signals were not correctly transmitted in certain scenarios.	
	Fixed an issue where the configured Rocket.Chat URL would be erased after updating the Rocket.Chat Service.	
	Fixed an issue where Rocket.Chat chats closed on the widget side during Rocket.Chat service downtime were not cleaned up.	
	Fixed an issue where certain types of database connections established from within IVRs would not apply a connection timeout.	
	Fixed an issue where Rocket.Chat's nginx configuration was overwritten on update.	
	Fixed an issue where DTMF detection was non-functional after certain PBX-side events.	
Minor		Fixed an issue where Bar Gauge panels in Grafana dashboards would not show all results by default.
		Fixed a Classic Agent issue where the agent status would not be refreshed anymore on long-running systems.
	#3622352	Fixed an issue where German Grafana dashboards would fail to open.
		Fixed an issue where actions in samwin Manager were offered for users with insufficient object permissions.
		Fixed an issue where the Change Access Permissions dialog would take a long time to open.
	#2422013	Fixed an issue where hostnames were compared case sensitively leading to potential issues with host resolution after configuration changes.
		Fixed an issue where some components were unable to connect to SQL Server due to certificate trust issues.
		Fixed an issue where the IVR editor was unable to load certain IVR flows that contained incorrect configurations.
	#7622594	Fixed an issue where the time zone automatically selected for newly created Report objects would not match the system's time zone.
		Fixed an issue where licensing settings on Group objects in samwin Manager were not persisted.
		Fixed an issue where duplicate SVM IDs would prevent proper Analysis Service operation.
		Fixed an issue where deleting an object in samwin Manager would require the Write permission.
	#8622857	Fixed an issue where Dashboards would not open due to an authentication issue in certain scenarios.



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	Fixed an issue where features in the samwin Installer were not sorted alphabetically.
#4242233	Fixed an issue where long-running Calendar Services would reach a database id limit and hence fail to update appointment data.
#8722724	Fixed an issue where parsing SDP would fail for calls offering RTP/AVPF.
	Fixed an issue where emails for certain system notifications (e.g. Agent Failed to Log In) could be sent in high frequency.
	Fixed an issue where custom Grafana Dashboards would be non-functional after updating from an older samwin version.
#3252078	Fixed an issue where outbound calls would be delayed while the primary trunk was unreachable.
	Fixed an inconsistency with the Classic Agent's mute button behaviour.
	Fixed an issue where results for reverse name lookups for entries without organisation units could not be processed by clients.
#3822295	Fixed an issue where reports exported in XLSX format would cause Microsoft Excel to perform a file repair when opening the exported report.
	Fixed an issue where the Time to Abandon calculation in samwin Analysis Service would provide an unexpected result in a rare scenario.
#4921910	Fixed several issues with the Traffic Report.
	Fixed an issue where duplicating certain object types in samwin Manager would produce incorrect results.
#3822723	Fixed an issue where the automatically generated plain text version of HTML emails sent through samwin would not correctly reflect the original's line breaks.
	Fixed an issue where the information about pending changes would not be shown correctly on certain pages in samwin Manager.
	Fixed an issue where changes to the Name Display setting on User Profile objects were no longer persisted.
#1282471	Fixed an issue where the Classic Agent would fail to play custom ringtones for Skills with certain special characters in their name.
	Fixed an InvalidCastException in samwin Manager.
	Fixed an issue where MS Teams State Mappings in samwin Manager would show ids instead of state names in certain scenarios.
	Fixed an issue where log files were not rotated in certain error scenarios.
	Fixed an issue where Gateways were not correctly shown as enabled/disabled when editing Route Table entries.
	Fixed an issue where the samwin Presence Service would fail to log error messages.
	Fixed an issue in samwin Manager where reading Skill values for newly created users would fail.
	Fixed an issue where the Replication Service's Trigger Assembly would not be updated reliably if a database timeout occurred while updating.
	Fixed an issue where some of the configuration objects that are automatically created in a new samwin installation were non-functional in some scenarios.
#4922755	Fixed an issue where the Classic Agent would display incorrect data in the call notification window or would fail to close the call notification window.

Changes in version 10.1.1.0

	The following new chat reports are available: Chat Assignment Overview, Chat Details, Chat Overview, Chat Skill Overview, Chat Tag Overview, Chat Agent Overview.
Feature	#8129943 The following new reports are available: Call Distribution Report, Call Traffic Report, Service Level Trend Report.
	#7921316 The duration until the next automated status change will now be shown for any status type, not only for ACW.

	Improved the version logging for several samwin components.
	<u>#7212236</u> Added configuration options to samwin Manager and other web-based products that allow to overwrite the default min and max SQL connection pool size.
	<u>#8202831</u> Emails sent from IVRs or the Core Service (e.g. System Alerts) can now sent through an Email Connector. Configure the desired connector in samwin Manager at System Settings > Collaboration > Messaging.
	The dropdowns used to configure Grafana Dashboards in samwin Manager now mark deleted items as such and no longer close prematurely.
	Mobile Agent invitation emails can now be sent from User and Group objects in samwin Manager, providing an easy to use onboarding experience.
	The samwin Analysis Service now processes additional chat reporting data.
	Ciao! The MS Teams integration and its bot are now available in Italian.
	System Alerts in samwin Manager can now be configured to be sent into Microsoft Teams channels.
	Dashboard objects in samwin Manager now better display the actual queues that are in use when using Queue Group objects.
	Routing Table objects in samwin Manager now allow copy and move operations with multiple rows at the same time, also across multiple Routing Table objects.
	<u>#2271770</u> Numbering Plans in samwin Manager now also offer search functionality while in edit mode.
	The payload type for telephony events can now be configured on any SIP Gateway's Media Settings tab.
	<u>#9223784</u> Added a new samwin REST Service endpoint "makeCall" that allows to trigger calls for samwin users.
	Improved the handling of Grafana data sources to be more performant and resilient.
	The Rocket.Chat Bot now supports further languages.
	<u>#8422914</u> The way the Average Talk Time is calculated in reports can now be configured.
	Several improvements have been made to reduce the amount of system resources required by the Grafana integration.
	Database access from IVRs will now be parallelised to avoid performance bottle necks.
	Added a microphone mute button to the Classic Agent.
	The application name is now included in SQL Server connection strings to improve monitoring capabilities.
	Database Nodes in the IVR Flow Editor now offer an error handling branch.
Change	The samwin Analysis Service now uses .NET 7.
	The algorithm for concurrent call, chat and email assignments has been reworked to better align with user expectations.
	Agent Dashboards will now display whether or not the agent is logged on to a certain Skill.
	The default granularity for all Grafana dashboards has been changed to Hour.
	The Core Service will no longer read the Hunt Group configuration from the database for every call assigned to a Hunt Group.
Major	<u>#4221885</u> Fixed an issue where audio from IVRs used as announcements could unintentionally keep playing in certain call flow scenarios.
	<u>#3422716</u> Fixed an issue where the samwin Manager would leak SQL connections until no further connections could be established.
Minor	Fixed an issue where DATE and TIME tags would be created using the current time instead of time of call or email receive / send time.
	<u>#5221083</u> Fixed an issue where parked calls were not visible to other Agents after certain transfer scenarios.
	Fixed an issue where the Rocket.Chat Live Chat Widget was closed while filling out the name and e-mail form.
	<u>#1821098</u> Fixed an issue where the HTML Notification feature was not working for shared Skills.
	Fixed an issue where the Core Service would log remote SIP IP addresses incorrectly.
	Fixed an issue where the Core Service would use the wrong protocol in some TLS handling scenarios.



	Fixed an issue where Grafana Dashboard URLs might exceed the maximum length supported by browsers in certain configuration scenarios.
	Fixed an issue where chat reports would not show Rocket.Chat chats being assigned to the chat bot prior to being assigned to an agent.
<u>#7222367</u>	Fixed an issue where the Classic Agent's email recipient dialog would unintentionally show a secondary search bar.
<u>#7222477</u>	Fixed an issue where the Classic Agent would not show an incoming call notification in certain Skill value constellations.
<u>#4222718</u>	Fixed an issue where restrictions on sending emails were incorrectly applied in some scenarios.
	Fixed an issue where Grafana Dashboards would not show waiting calls in private Skills.
<u>#4222851</u>	Fixed an issue where Umlaut characters were handled incorrectly if used for the Memo tag during After Call Work in the Web Agent.
	Fixed an issue where the MS Teams samwin app would not update its UI language if the user's locale changed at runtime.
	Fixed an issue where Announcement objects used in Hunt Group objects would not be rendered as links in samwin Manager.
<u>#3222785</u>	Fixed an issue where all Classic Agent users logged on to the same Skill would incorrectly switch their status based on the setting "Automatically change the status when a waiting call is not answered after s" in rare scenarios.
	Fixed an issue where the MakeCall IVR node would cause a script failure if the PAI attribute was missing.
	Fixed an issue where using the keyboard to delete IVR nodes would generate log error messages.
<u>#3322519</u>	Fixed an issue where certain SRTP setups could cause one-way audio.
<u>#9322355</u>	Fixed an issue in the Classic Agent where not answering a call in a Shared Skill would keep headsets ringing and trigger an outbound call to the caller of the previously not answered call upon headset pickup.
	Fixed several sAS calculation issues in call scenarios where the destination call leg becomes the source leg.
	Fixed an issue where the samwin Manager would fail to store changes to the default recording settings.
<u>#6222972</u>	Fixed an issue where sAS reports would incorrectly classify calls as external in certain scenarios.
<u>#8242035</u>	Fixed an issue where TAPI functionality was non-functional depending on how the ProviderInfo had been set up during TSP configuration.
<u>#3242277</u>	Fixed an issue where the MS Teams state mapping configuration allowed to configure samwin's internal Busy state.
	Fixed several migration issues when moving from a samwin version with an older bundled Grafana version to a newer release.
<u>#6422695</u>	Fixed an issue which prevented the samwin Analysis Service from processing any events during the initial import into an empty analysis database.
<u>#5224387</u>	Fixed an issue where the Skill setting "Execute reverse directory lookup for inbound calls when call is transferred to operator" would not be saved correctly.
	Fixed an issue where the Rocket.Chat bot would keep increasing its memory use over time.
	Fixed several issues with the Danish Grafana translation.
	Fixed an issue where no reporting data was generated for chat tag events.
	Fixed an issue where icons and labels of actions in samwin Manager were misaligned.
	Fixed an issue where the Agent Details, Agent Overview and Skill Overview reports would show the maximum talk time instead of the maximum call duration.
	Fixed an issue where welcome announcement data was incorrectly generated for outbound calls which resulted in incorrect talk time and call count reporting.
<u>#5252430</u>	Fixed an issue where LUA scripts could leak database connections in rare scenarios.



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- [#2522517](#) Fixed an issue where Grafana dashboards using big Queue Groups would execute long running SQL queries.
- Fixed an issue where certain types of database connections established from within IVRs would not apply a connection timeout.

Changes in version 10.1.0.0

Feature	NEW (BETA): Rocket.Chat integration - samwin now comes bundled with Rocket.Chat, a powerful chat application to be used for live chats through the samwin Web Agent.
	NEW: The Web Agent's services can now be fully configured through samwin Manager.
	Existing file-based configurations will be automatically migrated into samwin Manager on the first start; please ensure that the correct samwin database is configured in %PROGRAMDATA%\telecomsoftware\samwin Contact Center Suite\config\db-settings.yml before starting the Web Agent services after the update.
	NEW: Competence Based Routing - a new way to configure Agent to Skill mappings.
	NEW: The MS Teams integration now supports multi-tenancy.
	NEW: "Conditional Transfer" option that allows to restrict transfers to only be performed if the destination is reachable.
	NEW: The IP addresses to use with SDP can now be manually overwritten to support use of public IP addresses not directly detectable from the host running samwin.
	#1121819 Added SIP/SIMPLE support for Innovaphone v13 PBXs.
	Updated the MS Dynamics integration by supporting their new authentication flow. Furthermore, the Lua script callinfo() function now provides additional information.
	#4122104
	BREAKING CHANGE
	Any existing MS Dynamics System Links need to be manually updated in samwin Manager. It's now possible to select a time zone when configuring Grafana dashboards.
	#5124641 The LDAP import's filter length is no longer restricted to 255 characters.
	#5251134 The Classic Agent now supports Plathosys Handset devices.
	Exchange Online (O365) e-mail connectors can now be configured to use a MS Graph API link.
	Detailed Directory editing permissions can now be configured in samwin Manager.
	#5280572 Added an option to disable certificate validation for ETV directories.
	The configuration of Queues on Report items has been improved.
	The deployment root directory for Grafana dashboards can now be configured.
	Added French translations for Grafana Dashboards and the MS Teams application.
Added a new announcement type to automatically play an announcement when an agent manually starts a call recording.	
The Peer Asserted Identity (PAI) SIP header can now be configured on Hunt Groups, in IVR "Make Call" nodes and the LUA script makeCall function.	
#8290670	
BREAKING CHANGE	
Furthermore, on queues without PAI information the system will now fall back to any existing PAI information from queues a call had previously been placed in.	
The client configuration, including the Web Agent's Brick Wall layout, can now be exported and imported between samwin installations.	
Using the MP3 audio file format is now supported for announcements, in the playbackFile() Lua script command and for call recordings.	
The bundled Grafana installation has been updated to version 9.1.0.	
BREAKING CHANGE	
Any custom dashboards exported in a previous version can no longer be imported. As they will remain intact within the new Grafana version this can be remedied by re-exporting them from Grafana after the update.	
Hej! Grafana Dashboards are now available in Danish.	
Grafana Dashboards can now be displayed using the Browser's time zone.	



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	#7912921	Added support for the AES_CM_128_HMAC_SHA1_32 crypto suite for SRTP. Added a new option to samwin Analysis Service Reports that allows to count calls independently of Agent assignments. Multiple separate Web Agent installations may now be configured to connect to the same samwin installation. Added support for Firebase API configuration to support push notifications on the Mobile Agent.
Change		BREAKING CHANGE The Legacy Reporting functionality has been removed. This includes the removal of the following database tables: <ul style="list-style-type: none">• tbl_cco_realtimedata_queries• tbl_cco_realtimedisplay• tbl_svm_agent_durations• tbl_svm_agent_events_outspool• tbl_svm_call_durations• tbl_svm_call_events_outspool• tbl_svm_message_durations• tbl_svm_message_events_outspool• tbl_svm_msg_events• tbl_svm_queue_durations• tbl_svm_queue_service_level• tbl_svm_userstatus_durations
		The performance when loading samwin users from the database has been improved. Microsoft Dynamics System Links now use Microsoft's newer authentication mechanism.
		#9620794 BREAKING CHANGE All Microsoft Dynamics System Links need to be manually reconfigured after updating to this samwin version. The MS Teams samwin app now displays the Web Agent 2 tab first in line. The installer feature "Grafana" has been renamed to "GrafanaService".
		#3128449 The restrictions of the Granularity parameter in samwin Analysis Service reports has been removed - a warning is now shown instead if a given configuration might cause long report processing times.
Critical	#3612528	Fixed an issue where a high number of ACD Extensions could cause the Core Service to cease operation.
	#1421959	Fixed an issue where audio would stop working for a call after certain blind transfer scenarios.
Major		BREAKING CHANGE
	#7251475	Mobile phone status will now be matched by tbl_org00.fld_mobile instead of tbl_org00.fld_sms; please ensure the numbers in tbl_org00.fld_mobile exactly match the corresponding numbers in tbl_mobilephone_states.fld_mobile. Fixed an issue where the Classic Agent would not display the Outbound Skill selection dialog.
	#9127000	Fixed an issue where date ranges from legacy reporting configurations were not shown correctly in samwin Manager.
	#9127307	Fixed an issue where calls would no longer be distributed to agents.
	#6721417	Improved an issue where targeting slow storage for call recordings would cause audio delays.
	#4022457	Fixed an issue where the Calendar Service would skip remaining entries if an error occurred during processing.
	#4220149	Fixed an issue where CSTA connections would not be properly reconnected in certain scenarios.
	#7202875	Fixed an issue where opening reports would take a long time in environments where Microsoft's telemetry server could not be reached.
	#5221401	Fixed an issue where certain browser versions would cause problems when opening Grafana Dashboards.
	Minor	#3290032
#6120304		Fixed an issue where the Feature "Allow to configure user specific Reports" was not considered when creating, executing or configuring Agent Details reports.
		Fixed an issue which led to missing data in Grafana Dashboard charts when From and To times were set.

	Fixed an issue where the samwin Analysis Service would not continue processing after encountering corrupted call data (i.e. incomplete calls).
	Fixed an issue where relative time spans like "Current Day", "Current Week", etc. did not take the specified time zone into account in Grafana dashboards and Analysis Service reports. For Grafana dashboards, provided from and to times are now respected also when using relative time spans.
	Fixed an issue where Mobile Agent users could not log in even when being assigned a Line Agent Package.
	Fixed an issue where Grafana Dashboard objects were not visible in samwin Manager with certain license configurations.
	Fixed an issue where user lists in Grafana Dashboards were not sorted consistently.
	Fixed an issue where certain e-mail sending error scenarios could cause the samwin Core Service to continuously use more memory.
	Fixed an issue where the samwin Core Service would face SIP connectivity issues on systems where TLS 1.0 had been disabled.
	Fixed an issue where Grafana Dashboards would show a certificate error if Grafana was deployed on a remote server and configured to use HTTPS.
#3124740	Fixed an issue where a manually set private directory number of imported Users would be overwritten during consecutive imports even if it was not configured to be imported.
#1421212	Fixed an issue where MS Teams presence connectors configured for polling would be non-functional if no local listening endpoint had been previously configured.
#4029186	Fixed an issue where Classic Agent API calls would be delayed in certain scenarios. Fixed an issue where changed "Custom Columns & Terms" were not reflected in the Subscriber view in samwin Manager without an IIS reset.
#8123509	Fixed an issue where Grafana Dashboards within the Web Agent would not display any data if the agent was in a logged-off state after signing-in.
#8241630	Fixed an issue where SOAP requests were no longer functional.
#8124805	Fixed an issue where Grafana Dashboards shown in the Web Agent's Grafana Brick might display unintended scroll bars.
#8124487	Fixed an issue where the After Call Work time was incorrectly calculated in certain transfer scenarios.
#3412267	Fixed an issue where Grafana Bricks would generate error messages in the browser's console log.
#6512321	Fixed an issue where the number of allowed ACW resets was calculated incorrectly.
#3251233	Fixed an issue where the Classic Agent might fail to show certain grid columns after switching between views.
#8123949	Fixed an issue where the Classic Agent would incorrectly allow to edit the sender address in the e-mail window.
#1251332	Fixed an issue where the MS Teams status "In a Meeting" was not properly reflected in samwin.
#5421894	Fixed an issue where removing the trailing slash from an MS Graph API connector's default configuration would render it unusable. Fixed an issue where CSTA extension monitoring would fail to initialise monitoring sessions in some scenarios.
	Fixed an issue where changes to the samwin database's primary key constraints were not applied successfully.
#6521596	Fixed an issue where a user with only read permissions on a Skill was still able to change the "Required Competences" option. Fixed an issue where the Core Service could face an access violation in rare scenarios.
	Fixed an issue where site-specific codec configurations were not saved correctly.
#8125783	Fixed an issue where headsets and handsets would not be able to accept or end calls in shared Skills.
#4521695	Fixed an issue where certain Wave file formats could not be processed when trying to use them as announcements.
#5124948	Fixed an issue where IVRs were not shown as available Re-Queue targets. Fixed an issue where the Reporting Service could cause high CPU load on the SQL Server when processing e-mail data.
#4261737	Fixed an issue where client licenses configured on Groups would not be applied correctly after an upgrade to samwin 10. Fixed an issue where the Classic Agent would not show call notifications when using non-Softphone ACDs.
#2126045	Fixed an issue where the Call History's memo field could not be edited in the Classic Agent.

#7621298	Fixed an issue where the Classic Agent's info field area or one of its scroll bars would not be visible.
#8521815	Fixed an issue where transfers were not succeeding when using SIP gateways in Registrant Mode in certain scenarios.
	Fixed an issue where Scheduled Callbacks were processed by the wrong Core Service in Hot Standby configurations.
#2512068	Fixed an issue where the Classic Agent would produce errors in certain Core Service switching scenarios.
#2271637	Fixed an issue where the time criterion in call routing entries could not be configured.
	Fixed an issue where incoming e-mails might be processed redundantly by the primary and backup Core Services.
	Fixed an issue where UNC paths could not be configured for call recordings without escaping the leading double backslashes.
#8126188	Fixed an issue where the Classic Agent would show incoming call notifications even while the Agent was in an After Call Work state in certain scenarios.
	Fixed an issue where site-specific codec configurations would not be respected.
	Fixed an issue where the Classic Agent would fail to display realtime data in the Skill Wait List in certain failover scenarios.
	Fixed an issue where auditing meta data was not created when editing org units in samwin Manager.
	Fixed an issue where Grafana Dashboards would not fall back to the default time zone in certain scenarios.
#7129240	Fixed an issue where the call connected time was incorrectly updated in consult call scenarios.
	Fixed an issue where the Classic Agent would display non-Agent Exit Flow IVRs in the "Execute IVR" dialog.
#3921514	Fixed an issue where an Agent's line would remain in "Hold" state if a caller that had been placed in an IVR would hang up.
#6912525	Fixed an issue where the Classic Agent would send redundant "Answer Call" commands to the Core Service.
#2281878	Fixed an issue where the Classic Agent kept displaying an ended call in the Stage in certain scenarios.
	Fixed issues with permission checks in Grafana Dashboards where some objects might have been incorrectly shown in certain scenarios.
	Fixed an issue where some reportable objects could not be selected in report configurations if more than 1000 objects of the same type existed.
#8220842	Fixed an issue where certain Grafana database configurations using custom ports were non-functional.
	Fixed an issue where the Grafana Proxy in samwin Manager would cause warnings in the Windows Event Viewer.
#4220907	Fixed an issue where user data was inconsistent in certain Grafana Dashboards.
	Fixed several issues that could cause high CPU use on SQL Server.
	Fixed an issue where a certain SCCS1 message would produce "UNKNOWN" log messages.
	Fixed an issue where processing e-mails might fail if the PEER_NAME tag was set.
	Fixed an issue where the Calendar Service would not work with MS Graph API Links that had no Client Secret configured.
	Fixed an issue where Grafana Dashboard failed to deploy during the initial samwin Manager start.
	Fixed an issue where the Core Service would cease operation in certain rare error scenarios.
	Fixed an issue where the Administrator user would not be created with maximum permissions.

Changes in version 10.0.0.0

Feature		NEW: Grafana Integration - samwin now comes bundled with Grafana, a highly customizable analytics and interactive visualization dashboard application. Grafana is meant to replace samwin's Real Time Display solution.
		NEW: Microsoft Teams Integration - samwin now allows Microsoft Teams users to manage their samwin status and participate in samwin call flows by using their Microsoft Teams client.
	#2315649	NEW: The Calendar and Time Scheme objects now support time zone configurations.
	#6891222	NEW: Cisco WebEx Teams presence can now be integrated into samwin.
		NEW: Google G Suite calendars can now be integrated into samwin.
		NEW: Call Tag Overview and Email Tag Overview Reports have been added to the samwin Analysis Service.

	#3026244	The mapping of XMPP activities to samwin presence entries can now be customized. Email Skills can now be configured to automatically assign emails to Agents. User Profiles can now be configured to cause Agents to become Busy when working on emails. Emails can now be Re-Queued, Re-Assigned and Parked at Skills and Agents.
	#2024280	The samwin Classic Agent now supports Windows display scaling configurations. Added new Hook events "User status changed", "User logged in to samwin" and "User logged out of samwin". Added new Hook filters "User is a member of a Group" and "ACD Extension is equal to one of".
	#8620091	Added a new Flow option for when a call is rejected to have samwin signal that the call was answered beforehand.
	#1911384	The samwin Classic Agent now offers an option to disable declining calls through headset buttons. Several samwin Analysis Service Reports now support tag filters. The samwin Analysis Service no longer requires write access to the Windows Registry. The UI of the execute action for samwin Analysis Service Reports has been simplified. Improved processing of reporting data for implicitly abandoned calls. Moving e-mails now generates reporting data. The samwin Analysis Service will now persist corrupted conversations to allow further evaluation. Dialing of any SIP compatible target, like e-mail addresses, is now supported. The samwin Analysis Service's HTML Report viewer will now display a back button. User and queue selection drop-downs in samwin Analysis Service Report configurations will no longer auto-select the first entry to avoid unintended configurations. The samwin Manager will now display a warning if a samwin Analysis Service Report is likely to contain a very large number of pages. Custom states with the same name as a built-in state can now be better distinguished in samwin Analysis Service Reports. Further tooltips were added to charts in samwin Analysis Service HTML Reports. The Agent Details Report now includes the Service Level and allows to configure Short Abandon and Answer Threshold values. The SQL query timeout used by the samwin Database Manager can now be passed as a parameter (e.g. /statementTimeout:10000) in seconds.
	#1026783	Added new SIP gateway settings that allow to control how peer changes are reflected on operator sets. Added a configuration option to samwin Analysis Service reports for counting calls and emails for all affected timeslots.
	#3028703	Added a database-level configuration value to prevent the samwin Classic Agent's Call Wait List column widths from being automatically adjusted. Implemented several minor design improvements for samwin Analysis Service reports. The IVR text-to-speech feature now supports further voices in Windows Server environments.
	#6112864	A meaningful default configuration will now be applied for the samwin Analysis Service. Improved logging behaviour of the samwin Analysis Service to avoid prolonged delays when writing logs to disk. The Microsoft Teams presence integration now supports using the pull mechanic for obtaining presence data from Microsoft's Graph API.
	#4027485	Added an option to disable validation-token verification when processing MS Teams presence.
	#7620453	Added a new overflow type that allows to configure call overflows based on user status.
Change		The samwin Presence Service now uses the release version (v1.0) of the Microsoft Graph API for consuming MS Teams presence.
		Support for the retired Twixtel phonebook has been removed. Calendar week labels in samwin Legacy Reporting now include a tooltip which shows the start and end date of the week.
Major	#4820990	Fixed an issue with failing TLS handshakes which could cause delays when answering calls.
	#5902021	Fixed an issue where the samwin Core Service would not properly cancel call attempts in certain scenarios.
	#6920197	Fixed an issue where multiple calls could be assigned to the same agent in rare scenarios.
	#4920296	Fixed an issue where invalid call recording paths would lead to lost recordings.
	#4029504	Fixed an issue where samwin's SAP connection was no longer functional in certain scenarios.
	#5021250	Fixed an issue with direct transfers in Cisco environments. The setting 'Enable Send SDP in Identity Updates' is now enabled by default.



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#6120744	Fixed an issue where the samwin Core Service would cease operation in certain scenarios when 'Request URI contains connected id' is set to true.
#4120403	Fixed an issue where the samwin SAP Service's SOAP communication was no longer functional.
#9021810	Fixed an issue where use of invalid parameters with Lua's os.date function could forcefully stop the samwin Core Service.
#1201876	Fixed an issue where the samwin Analysis Service would not reload the database connection information in certain scenarios.
#4021919	Fixed an issue where outbound calls that were hung up before they were answered were not ended properly in certain authentication scenarios.
#1121084	Fixed an issue where the samwin Presence Service would not continue subscribing for presence changes after receiving subscription errors for one or more contacts.
	Fixed an issue where the samwin Classic Agent's UI would cease updating if certain conditions were met during startup.
	Fixed an issue where transferred calls were not handled correctly in samwin Analysis Service Reports.
#9026705	Fixed an issue where non-samwin calls on TAPI devices would trigger unexpected user state changes.
	Fixed an issue where the samwin Analysis Service would not process pre-existing data for samwin installations that had previously been updated to an 8.1.9.x version.
#6720254	Fixed an issue where some nodes were incorrectly hidden in samwin Manager.
	Fixed an issue where reports could no longer be executed without a Reportable Objects Collection.
	Fixed an issue where drill-through links would be non-functional in Agent Details reports.
	Increased tolerance for temporarily unreachable SQL Server Reporting Services.
	Fixed an issue where attempting to load a report would never complete if report generation failed.
	Fixed an issue where reporting data for call tags would not be produced.
	Fixed an issue where duplicate object IDs could cause display errors in samwin Manager.
#1620299	Fixed an issue where Skill names were not shown in the Skill Overview report in certain scenarios.
	Fixed an issue where invalid date configurations were not handled properly for samwin Analysis Service Report configurations.
	Fixed an issue where Agents in the samwin Analysis Service's Agent Details Report configuration would not be linked to their corresponding Agent object.
#2028000	Fixed an issue where the samwin Reporting service would perform excessive logging.
#5602628	Fixed an issue where calls would remain visible in an agent's call wait list in rare scenarios.
#9720858	Fixed an issue where the samwin Classic Agent would freeze in certain database failover scenarios.
	Fixed an issue where the samwin Analysis Service would fail to process Assistance Cancellation events without attached call information.
Minor	Fixed an issue where no warning was shown if no Users or Queues were selected in some samwin Analysis Service Reports.
	Fixed an issue where database connector passwords were visible in samwin Manager.
#3820154	Fixed an issue where installing the samwin Reporting Service on a system without the samwin Core Service present would cause the samwin Reporting Service to fail at startup.
	Fixed an issue where sent emails were not displayed in the samwin Analysis Service's Email Overview report.
	Fixed an issue where the talk time calculation was incorrect for some samwin Analysis Service reports.
	Fixed an issue where the samwin Analysis Service would incorrectly handle some Start of Week and Calendar Week configurations.
#2820198	Fixed several issues with the legacy Real Time Display's handling of grouped Skills and Skill Display Names.
#1802022	Fixed an issue where date handling in a scheduled report export was dependent on the configured region of the server.
	Fixed an issue where scheduled samwin Analysis Service reports would not execute without an impersonation user set.
#1802462	Fixed an issue where Real Time Displays would display incorrect waiting times in certain scenarios.
	Fixed an issue where spaces were not removed from call targets which could cause issues with some PBXs.
	Fixed an issue where the Scheduled Task "Execute Report for Report Object Collection" would not fall back to using report parameters if configured without an Object Collection.
	Fixed an issue where a user would incorrectly switch to ACW after Skill logoff in certain scenarios.
	Fixed an issue where the To, From, CC and Subject message routing options would work case sensitively.



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#5902768	Fixed an issue where configuring legacy reports to hide the Connected Calls row would result in these rows not being hidden properly.
#3201030	Fixed an issue where using umlauts in the ETV directory search would yield no results.
#9021492	Fixed an issue where Agents would be set to an incorrect status in certain connection loss and configuration scenarios.
#8120205	Fixed an issue where the language flag icons was missing for the Spanish language in samwin Manager.
#1120986	Fixed an issue where the legacy Agent Overview Report would not display several Total and % values.
#3120447	Fixed an issue where blind transferring a call to a busy extension would fail if 'Fallback to Same Agent' is disabled.
#7120689	Fixed an issue where the XMPP status was not shown correctly for users that manually overwrote their status.
#5902021	Fixed an issue where forwarded SIP sessions were not cleaned up correctly in certain scenarios.
#9112721	Fixed an issue where samwin Real Time Displays would be slowed by long-term opened user sessions.
	Fixed an issue where the samwin Core Service would fail to write certain data to the database if SQL Server was configured with a non-English locale.
	Fixed an issue where the samwin Core Service's log file would not be rotated but continue to increase in size.
	Fixed an issue where deleting a Voicebox in samwin Manager would not remove it properly from the samwin database.
#9212160	Fixed an issue where the legacy Agent Overview Report would report incorrect tagging values.
	Fixed an issue where the samwin Analysis Service would not process new email events.
	Fixed an issue where the samwin Presence Service's memory usage would keep increasing over time in certain scenarios.
	Fixed an issue where the samwin Social Service would enter a state where IMAP message retrieval would remain non-functional until a service restart.
	Fixed an issue in samwin Analysis Service reports where assignment positions for batched emails were not handled correctly.
	Fixed an issue where samwin Analysis Service reports would not correctly display durations that exceeded one day (24h).
	Fixed an issue where the samwin Manager would not correctly pre-select "None" values in Skill Overflow configurations.
	Fixed an issue where distribution and assignment of calls, chats and emails was not consistent in certain rare scenarios.
	Fixed an issue where the Classic Agent would incorrectly handle some date and time data received from the Core Service.
	Fixed an issue where the samwin Analysis Service would incorrectly process email assignments in certain scenarios.
	Fixed several UI and functional issues in samwin VoiceBox and samwin Manager.
	Fixed an issue where the samwin Classic Agent would incorrectly allow to edit Memo entries in the call history.

Changes in version 8.2.0.0

Feature	Introducing samwin Analysis Service, samwin's new reporting solution, built to achieve fast processing times for even the largest of samwin installations.	
	Added a view to samwin Manager that displays current license usage.	
	The samwin Manager now offers a gateway configuration preset for NFON PBX.	
	Added a new ACD Extension configuration option that allows to disable the application-side ringtone for non-softphone ACD types.	
	Added an option to custom user states that allows to hide states from users, preventing them from manually selecting these states.	
	#4240839	Whether or not to display the Classic Agent's info field can now be further configured.
		The Classic Agent now supports sorting the agent directory by name.
	#3520894	The Classic Agent will now retain the column configuration of the agent directory across restarts.
	#9230038	Added support for the new ETV Directory which replaces the old implementation.

Change		Support for the Twixtel Phonebook has been removed. Installations with existing Twixtel configurations are not affected.
Major	#8240774	Fixed an issue where the Core Service could enter an endless loop after losing and restoring its database connection.
	#8520652	Fixed an issue where the malicious call recording function did not trigger properly in certain scenarios.
	#3260178	Fixed an issue where samwin failed to control TAPI devices in certain scenarios.
Minor	#2240938	Fixed an issue where an incorrect agent status might be shown if one of multiple TAPI lines, sharing the same address, goes Out-Of-Service.
	#3023247	Fixed an issue where Agents would neither become busy when accepting a callback call nor switch to automated ACW afterwards.
	#5302928	Fixed an issue where the + sign replacement character configuration in samwin Manager's Flow Settings would be involuntarily lost.
	#9402620	Fixed an issue where incoming call signalization would cease functioning on the samwin Classic Agent after two or more agents attempted to concurrently accept the same waiting call from a Shared Skill.
	#3024543	Fixed an issue where the Classic Agent would display its search box with a black background in certain scenarios.
		Fixed an issue in samwin Manager where the content of drop downs could not be reached in some dialogs.
	#3402466	Fixed an issue where calls were not re-distributed if a client sent no RTP reply.
	#3250070	Fixed an issue where the default Group in new samwin installations would incorrectly include all Agent Package Features.
		Fixed an issue where incorrect Offline values were displayed in supervisor statistic bricks.
		Fixed an issue where an invalid or non-existing Teams user could prevent presence processing for all users.
	#1025805	Fixed an issue where the next waiting call was not automatically assigned to an agent that had just parked their current call.
	#4520717	Fixed an issue where the Classic Agent would show the "required agents" warning for Skills that are not assigned to the user.
		Fixed an issue where the Core Service could cease operation if access to its log file was prevented.
		Fixed an issue where the remote party's id was not properly updated in certain forwarding scenarios.
	#6620190	Fixed an issue where %%TIME%% and %%DATE%% placeholders were no longer functional.
#1026343	Fixed an issue where MS Teams presence connectors would ignore the maximum contacts per subscription limit.	
#3720090	Fixed an issue where the SAP Service's HTTPS setting could not be disabled.	

Changes in version 8.1.9.0

Feature		Added support for reading Microsoft Teams presence and displaying it in samwin directories.
Minor		Fixed an issue in samwin Manager where the content of drop downs could not be reached in some dialogs.

Changes in version 8.1.7.0

Feature		The samwin Calendar Service now supports Exchange Online through the Microsoft Graph API. Microsoft Graph API Links can be configured in samwin Manager at System Settings > Collaboration > System Links.
		Added information to the Web Manager's Required Agents configuration for when configuring is not possible due to lack of Time Schemes.
		Callbacks can now be scheduled through Lua scripts using the new scheduleCallback() function. Existing callbacks can now be looked up in Lua scripts using the new findCallbacks() function.
		The Lua function getQueue() can now be parameterized to return a call's current non-transparent Skill.
Change		The Schedule Callback dialog in the Classic Agent will now pre-select the current call's non-transparent Skill.
	7220116	Improved handling of SIP Re-Invites for unknown sessions by responding with code 481.



		The alignment and formatting of several Real Time Display elements has been improved.
	<u>7102128</u>	The performance of the Real Time Display has been improved, especially for configurations with many Skills.
Minor	<u>8891563</u>	Fixed issues with Jabra devices by updating the Classic Agent's Jabra SDK to version 1.8.3.10. Fixed an issue where the Skill Overview report's average times were not calculated correctly when containing re-queued calls.
		Fixed an issue where using search in the samwin Manager's Call Lookup & Anonymization feature would not return all matches due to SQL timeouts.
	<u>4210371</u>	Fixed an issue where a samwin Manager user could not change a User object's Skill assignment values if they did not have write permissions on the Skill.
	<u>9120393</u>	Fixed an issue where the Real Time Display's SkillStatus element would render using an incorrect width.
	<u>7102568</u>	Fixed an issue where some Real Time Display elements would incorrectly include outbound calls in their calculations.
	<u>1022501</u>	Fixed an issue where updating the samwin database would fail altogether, if the database user's password could not be changed.
		Fixed an issue where the Real Time Display's QueueOverview Total Group summary would be calculated incorrectly.
		Fixed an issue where the Real Time Display's Skill Overview List Element would not remove logged off users.
		Fixed an issue where certain Real Time Display values would incorrectly include data beyond their date boundaries.
	<u>1022183</u>	Fixed an issue where the Web Manager would display certain error messages without using a red font.
	<u>2022006</u>	Fixed an issue where certain XMPP presence activities were not correctly interpreted. Fixed an issue where the samwin REST Service would use the wrong Registry key for reading its database host.
		Fixed an issue where creating chats via the samwin REST Service would fail if passed along tags would contain duplicate names or values.

Changes in version 8.1.6.0

Feature	4719410	Added a Flow Settings option to configure how call waiting time is calculated for displaying in Client UIs and the samwin Real Time Display.
	5919506	Added support for samwin System Events to be send to the Windows Event Log. Added support for Azure databases.
	8391920	IVR Flows are now displayed and interacted with using HTML5 technologies rather than Adobe Flash.
	2791663	Added new Real Time Display Element "QueueOverview".
	5819419	Added new Feature "Allow to see monitoring status (supervisor) and history" to manage visibility of Supervisor monitoring actions.
		Added new configuration options to determine whether or not calls to Agent DNs should be automatically assigned to their private Skills and whether or not call tags should be copied for such calls.
		The Real Time Display will now attempt to show the cause when it fails to open properly.
		If the samwin database user lacks permissions to check for and/or alter Trusted Assemblies, the Replication Service will now attempt to continue startup.
		Notifications due to the Required Agents option are now grouped into one if they occur for multiple Skills in parallel.
		Two User/Group Features were added to control when these notifications are shown in the Web Agent: "Do show the 'Required Agents' information for active Skills (Web Agent only)" and "Do show the 'Required Agents' information for manageable Skills (Web Agent only)". Furthermore, the Web Agent now offers a configuration option to determine whether or not these notifications should only be shown if triggered through your own action.
		The samwin Classic Agent now offers a Spanish User Interface.
		Skill dropdowns in samwin Manager are now searchable.
	Change	
		Skill GUIDs to use in Real Time Display configurations are now displayed in samwin Manager. Clicking on a GUID will copy it to the clipboard.
		The way how user names are displayed in Classic Agent Client UI can now be configured in User Profiles in samwin Manager.
		If the samwin database user lacks permissions to check for and/or alter Trusted Assemblies, the Replication Service will now attempt to continue startup.
		The .NET framework version targeted by samwin has been changed to version 4.8.
8020581		Network interface addresses might not yet be available if the Core Service is started automatically right after system startup; in such cases the Core Service will now attempt to postpone its startup until at least one network interface address is available.
3716040	Changed properties in samwin Manager called "Cost Center" to "Organizational Unit for additional information" to better describe their use.	
	The prefix configuration has been removed from samwin System Manager as it is available in samwin Manager.	
	Real Time Display nodes in samwin Manager are now displayed as single nodes without children.	
8618807	The Replication Service now uses the SIMPLE recovery model for its temporary database to reduce the disk space required during replication.	
Major	4199078	Fixed an issue where SIP trunks would not be correctly marked as unreachable in certain scenarios, which prevented the samwin Core Service from attempting to reconnect.
	6891529	Fixed an issue where loading timeslot data from the database would take an extended amount of time leading to the Real Time Display not displaying certain values.
	5199474	Fixed an issue where the next ACD progression step would be greatly delayed in certain scenarios.
	5020602	Fixed an issue where the number of available and busy agents was not updated in samwin's internal real-time data. This could cause side effects for features that rely on that data like playing certain announcements when no agent is available.
	7002064	Fixed several issue with Avaya AES CSTA connections.
	9020514	Fixed an issue where the samwin Real Time Display would cease updating its values in certain scenarios.
Minor	5716358	Fixed an issue where the Classic Agent failed to create a desktop shortcut for the selected ACD Extension on current Windows systems. The shortcut is now created on the Desktop shared among all Windows users.



6518512	Fixed an issue where the Earliest Reporting Record Timestamp was displayed incorrectly if there was no reporting data at all.
7916103	Fixed an issue where the Classic Agent would exhibit prolonged start-up times in systems with many user and workstation configurations.
6819190	Fixed an issue where translation entries would unnecessarily increase samwin Manager startup time.
	Fixed an issue where calls that are re-queued while being connected to an Agent would not be correctly displayed in reporting.
2891727	Fixed an issue where it was not possible to configure retention periods for POP3 Email Connectors. Fixed an issue where using the Enter key in the Route Table edit dialog would cause a 404 error in samwin Manager.
	Fixed an issue where caller and called ids would be inverted in certain reporting scenarios.
9919001	Fixed an issue where samwin WebChat sessions were prematurely closed. Furthermore, automatically closing these sessions can now be disabled altogether.
	Fixed an issue where Lotus Notes connectors would fail to log their configuration.
	Fixed an issue where peer name updates were not processed and therefore not displayed in the UI.
	Fixed an issue where the user status was not correctly synchronized in certain scenarios.
	Fixed several issues with the Call Anonymization and Call Life Cycle features, like numbers of consult call targets not being anonymized.
3919287	Fixed an issue where scheduling an outbound call via the Classic Agent would not allow to choose a time of day before the current time even for future dates.
	Fixed an issue where samwin Manager's Initial Setup Wizard would not show up.
7919407	Fixed an issue where the samwin Core Service would face extended loading times for bigger Routing Table configurations.
6199870	Fixed an issue where calls to operator sets would not be ended correctly in certain scenarios. Fixed an issue where the samwin Manager would handle slowly in big configurations.
1991528	Fixed an issue where transferring calls before answering was not possible when using the Classic Agent even though the related Feature had been granted.
8919913	Fixed an issue where objects in samwin Manager were not displayed even though the user had been given the proper READ permission.
2199935	Fixed an issue where cloning Email Templates in samwin Manager was not working as expected. Fixed an issue where not all Skill related Real Time Display elements would support configuration using Skill Ids / GUIDs.
	Fixed an issue where using the samwin Database Manager to create samwin databases on SQL Server 2017 or newer would fail.
	Fixed an issue where selecting a folder containing reports in samwin Manager would cause an error.
	Fixed an issue where the samwin Replication Service would fail to process tickets in certain scenarios.
7002822	Fixed an issue where Skill Announcements could no longer be edited with non-Administrator users. Fixed an issue where loading Exchange Connector configurations would fail for configurations without proxy ports.
7020503	Fixed an issue where the number of reconnected calls was calculated incorrectly in the Agent Overview report.
9919858	Fixed an issue where an agent would see an overflow call being automatically answered for them if the previously assigned agent tried to answer the call during overflow handling.
5819859	Fixed an issue where failed calls were never dropped in certain transfer scenarios. Fixed an issue where reports could not be processed through Task Executor leading to reports from Scheduled Tasks no longer being sent.
	Fixed an issue where email messages routed into IVRs were not completed correctly in certain scenarios.
4210678	Fixed an issue where HTML code was shown on the ACD-Extensions page of the user configuration. Fixed an issue where editing directory entries where fields contain HTML elements did not work properly.

Changes in version 8.1.5.0



	<p>Added a new callback and call scheduling feature that allows to queue outbound calls into samwin.</p> <p>Added a new feature to the samwin Manager that allows to look up and anonymize call data.</p> <p>Added a new feature which displays the life cycle of calls in samwin Manager, accessible from the Call Lookup & Anonymization view.</p> <p>The samwin REST Service now provides access to User, Line and Presence states.</p> <p>Call and Message Routing Tables can now be created like other objects in samwin Manager and allow to route calls and messages between them.</p> <p>Added an option to configure User Profiles to allow handling of multiple chats in parallel.</p> <p>Agents can now manually start and stop call recordings during a call. A new Skill setting has been added that allows to disable the automatic background call recording performed by the samwin Core Service as part of the malicious call recording feature.</p>
<u>8169170</u>	<p>Added the possibility to configure a proxy server for Exchange connectors.</p>
<u>7136374</u>	<p>The SIP Session Snapshot Monitor in samwin Manager now also displays each session's creation time.</p> <p>The SkillOverviewList element in samwin Real Time Displays now allows to group Skills together.</p> <p>Added a new feature that allows to dynamically change call priorities within a Skill.</p> <p>Added new well known tag "SAMWIN.DISTRIBUTION.WAITING_TIME_OFFSET" that allows to manipulate a call's waiting time used for distribution and wait list position calculation.</p>
<u>5139337</u>	<p>An Agent's After Call Work state will no longer be ended if a call occurs on their TAPI device.</p>
<u>3319557</u>	<p>Added a set of new Features ("Create new X") to control which objects may be created by users in samwin Manager.</p> <p>Changed several column types in the database schema of samwin for which Microsoft has announced future deprecation in SQL Server.</p> <p>The Announcement Wave drop downs in samwin Manager now offer search functionality.</p>
<u>717596</u>	<p>Added warning messages in samwin Manager when configuring potentially harmful ACD Extension scenarios.</p> <p>The samwin Replication Service now supports SQL Server 2017.</p> <p>The samwin Real Time Display now allows to use Skill Ids and GUIDs to reference Skills in the configuration. Furthermore, the SkillOverviewList element now allows to configure column widths.</p> <p>Added new well known tags that allow to overwrite a Skill's "Overflow if waiting time exceeds" (SAMWIN.OVERFLOW_MAX_WAIT_DURATION) and "Overflow if number of callers exceeds" (SAMWIN.OVERFLOW_MAX_WAIT_POSITION) settings respectively.</p>
<u>2915049</u>	<p>Added support for using Active Directory based authentication in conjunction with non-domain joined servers.</p> <p>Added a warning message in samwin Manager for when multiple users are configured with identical directory numbers.</p> <p>Scheduled Tasks are now configurable like regular configuration objects in samwin Manager. When updating samwin, pre-existing tasks will be moved to the configuration tree into a folder named "Scheduled Tasks".</p> <p>Route Tables in samwin Manager now offer search functionality and allow to add notes to table entries.</p> <p>Users can now be marked as Test User in samwin Manager; logging into a samwin Agent with a test user will not require a license for that user but will force an automatic log out after 15 minutes.</p> <p>The MS SQL OLEDB driver bundled with samwin Installer was updated to version 18.3.0.0.</p>
<u>8916048</u>	<p>An Agent's ACW will now continue after interruption by a not-triggered call on the operator set if the duration of the interruption did not exceed the remaining ACW time.</p>
<u>6916147</u>	<p>It is now possible to use the placeholders %%USERFIRSTNAME%% and %%USERLASTNAME%% in email templates.</p> <p>The time sync checks between samwin Core Service and connected Classic Agents are now omitted for licenses with no expiration date.</p> <p>The samwin Installer will now better inform the user about missing Windows Feature pre-requisites.</p> <p>The period for which to obtain calendar entries via Calendar Connectors is now no longer restricted to a maximum of seven days.</p>
<u>6189178</u>	<p>Column headers of Agent List and Call History Bricks can now be translated using samwin Manager.</p> <p>Added a configuration option in the Classic Agent to allow showing the incoming call notification also for calls in Shared Skills.</p> <p>The different name options (Display and Alerting Name) for Skills are now located near each other in samwin Manager.</p>



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	1691961	Introduced a new subscriber table column (fld_mobile) which can be used to store a sanitized version of a subscriber's mobile phone number to be used for matching mobile phone presence.
	3916741	The Lua Script logging when using unknown database profiles has been improved. Furthermore, using the samwinReporting and samwinSVM profiles is now possible in Lua Scripts.
	5917047	The Call Detail Report now offers a new configuration option "Answer Time Calculation".
	7819013	It is now possible to configure distinct private line availability for Busy and Pause states for users in samwin Manager.
	5419655	Agents can now Agent Park calls while residing in a Logged Off state.
	6419918	The attribute list to use for LDAP imports can now be predefined in samwin System Manager.
	9159939	Reports that use queue parameters can now be configured to use queues of certain types only.
		The Core Service's memory usage has been optimized to combat memory shortage for several scenarios.
Major		Prepared Realtime Display queries to allow inclusion of transparent Skills when calculating Skill-related data.
	9913007	To include transparent Skills the parameter lookupTransparentSkills within the queries' SQL needs to be set to 1.
	9591368	Fixed an issue where tag values containing one or more comma characters would break report configurations in samwin Manager.
	3915005	Fixed an issue where performing a database update could fail due to changes in tbl_message_pipe.
	7619192	Fixed an issue where using silence suppression could lead to delayed audio in certain scenarios.
	8169037	Fixed an issue in the Core Service's option negotiation handling which prevented audio connections from being established in certain scenarios.
	8691169	Fixed an issue where the Reporting Service could run out of memory if it encountered a call with several hundreds of thousands of events.
	7791421	Fixed an issue where the XMPP presence connector could cause a memory leak in the samwin Core Service.
Minor	4917542	Fixed issues when updating samwin where the samwin Replication Service and samwin Manager would process their update tasks before the database had been updated.
	9917300	Fixed issues with Active Directory imports through samwin System Manager when encountering missing Active Directory attributes.
	8719849	Fixed an issue where the samwin Core Service would not free memory reserved for XML file processing.
	8319315	Fixed an issue where some error messages in samwin Database Manager were not describing the underlying issue accurately.
	8189079	Fixed an issue where inbound call loops were not always detected reliably in some scenarios.
	7169839	Fixed an issue where the Access Permissions dialog in samwin Manager would include users and groups the current user did not have read access to.
	9617282	Fixed an issue where setting forwards on TAPI Shared Lines would not work in certain scenarios.
	9916114	Fixed an issue where an IMAP Email Connector could not be configured for outgoing emails only.
	4819046	Fixed an issue where several FTT (translation) entries could not be configured via samwin Manager.
	3019099	Fixed an issue where wrong email recipients were displayed in the Classic Agent.
	8911801	Fixed an issue where the Access Permissions dialog in samwin Manager would not update properly if values were changed via keyboard.
	9119230	Fixed an issue where a file required for samwin's Domino Calendar integration would not be copied to the system by the samwin Installer.
	9139579	Fixed an issue where changing the configuration related to the Herold Phonebook integration could cause the samwin Core Service to cease operation.
	5149271	Fixed an issue where the Classic Agent would not start after installation due to a missing third-party dependency.
	9391425	Fixed an issue where the Time of Performance report would show incorrect "Online - Not Busy" values.
	2914644	Fixed an issue where some reports would encounter a timeout in certain scenarios.
9419590	Fixed an issue where the Active Directory import via the samwin System Manager would handle field names differing only by case incorrectly.	
3149677	Fixed an issue where samwin would not release extensions once they no longer handled any calls, leading to samwin not being able to e.g. set call forwards for these extensions.	
		Fixed an issue where it was no longer possible to remotely administer the samwin Voice Box once a custom greeting had been recorded.

<u>9149831</u>	Fixed an issue where adding/removing Features to Groups via the dedicated buttons would no longer work in samwin Manager.
<u>4139832</u>	Fixed an issue where the Classic Agent's Agent List could become empty in certain scenarios.
<u>7149930</u>	Fixed an issue where performing an Excel export of a report would fail if its tag value header exceeded 32767 characters.
<u>3914149</u>	Fixed an issue where "sayNumber" functions in IVR Lua scripts would no longer function.
<u>4915083</u>	Fixed an issue where the Agent API might experience a memory leak.
	Fixed an issue where it was no longer possible to properly edit IVR flow condition nodes and UCWA connectors in samwin Manager.
	Fixed an issue where some log files might contain redundant entries.
	Fixed several issues where the samwin Realtime Display would display incorrect data in certain scenarios.
<u>6159775</u>	Fixed an issue where the configured reporting retention period was not always respected properly.
	Fixed an issue where changing database settings in samwin Service Manager would no longer work as expected.
<u>5591566</u>	Fixed an issue where resizing the bottom area in the Classic Agent could cause application instability.
	Fixed an issue where Lua editors in samwin Manager would not resize automatically alongside their parent dialog.
<u>3519951</u>	Fixed an issue where non-Jabra headsets would no longer support all features.
<u>2691466</u>	Fixed an issue where switching between Call Center and Attendant tabs in the samwin Classic Agent would cause the bottom area to be resized.
<u>5169938</u>	Fixed an issue where logging into samwin Visual Voicemail always failed on the first attempt.
<u>3169279</u>	Fixed an issue where monthly scheduled reports would incorrectly be re-run until the end of the day if they were configured to run on the last day of the month.
<u>5169631</u>	Fixed an issue where the samwin Classic Agent's directory search would not commence in certain scenarios.
	Fixed an issue where samwin Real Time Displays would not restrict read access based on their Access Permissions.
<u>2917641</u>	Fixed an issue where subscriber entries would incorrectly be interpreted as directories.
<u>7179333</u>	Fixed an issue where the configured Skill Value of Transparent Skills was not applied.
	Fixed several issues with the samwin Realtime Display where Skills with matching names or display names were incorrectly grouped, data would cease updating or graph axis labels would unintentionally display decimals places.
	Fixed an issue where the samwin Real Time Display would not work properly in Internet Explorer.
<u>3791926</u>	Fixed an issue where hiding columns in the samwin Real Time Display would cause the SkillStatus element to render incorrectly.
<u>6719751</u>	Fixed an issue where the option "Private line is available" could no longer be activated for Custom States in Groups in samwin Manager.
<u>5719795</u>	Fixed an issue where sorting grids in the Classic Agent would save changes for wrong items.
	Fixed an issue where performing a samwin installation on a system that previously ran samwin 7.3 or earlier would fail on the first attempt.
	Fixed an issue where the xmlNodeGetAttribute Lua function was not working.
<u>5791069</u>	Fixed an issue where the tbl_cfg option CFG_ALWAYS_INSERT_FALLBACK_NUMBER was interfering with option CFG_CLEAR_SEARCHBOX_ON_EMPTY_RESULT in the Classic Agent.
	Fixed an issue where the "Change Access Permissions" action was missing for several items in samwin Manager.
	Fixed an issue where the samwin REST Service would omit ACD Extension Id and Call Memo information in its responses.
	Fixed an issue where the Classic Agent and System Manager applications would not start after language selection.
	Fixed an issue where the Classic Agent would not show which Agent Packages are missing when login is not possible due to insufficient licenses.
	Fixed an issue where the Classic Agent would not show directory selection buttons in certain config scenarios.

Changes in version 8.1.3.0

Database Update Required!

Please use the samwin Database Manager to update your databases when upgrading from a previous version of samwin.

Severity	Issue No	Description
Enhancement		Breaking Change: the IVR's Lua scripting engine now handles numbers as floating point numbers instead of integers. A Core Service registry key ("scriptUseLegacyJsonLibrary") has been introduced to switch back to the old behavior if necessary.
Enhancement	4119339	The samwin Core Service will now re-initialise its TAPI connections, when it encounters a LINEERR_UNINITIALIZED error. Furthermore, a new System Alert ("Critical TAPI Error") has been added.
Enhancement	3191328	The samwin Service Manager now offers a global configuration option for all services' database settings.
Enhancement	7681863	Added new Feature "Allow to configure user specific Reports" which determines whether or not a user may configure user data for reports. Users without that Feature will further not see user-specific data in reports, even if they previously have been configured to include such data. Furthermore, it is now possible to lock samwin Features in order to prevent users from assigning/removing those Features to/from users/groups.
Enhancement	2818607	Added Skill-level options to configure / override SIP asserted ids. Furthermore, an issue was fixed where configured alerting names were not honored for forwarded Skills.
Enhancement		It is now possible to configure Deactivated State Settings on User Profiles in samwin Manager, which allows to determine state behavior when a user becomes deactivated (e.g. because of configuration updates or a busy operator extension).
Enhancement		The Classic Agent now supports samwin's well known tag NOTIFICATION_HTML and will render its content atop the incoming call notification, if it contains valid HTML.
Enhancement	8119812	Skills can now be configured to skip welcome announcements for looped calls.
Enhancement		Added an option to quickly create Organisational Units directly from a Skill's Organisational Units edit dialog.
Enhancement		Several UX improvements have been implemented for the samwin Manager's "Copy Agent Configuration of User" dialog.
Enhancement		Improved performance of the samwin Manager's Add/Move/Remove/Duplicate actions.
Enhancement	9815709	Added two new Features that allow to control whether or not ACW should apply after an Agent was set to Deactivated due to a non-samwin call on their operator phone, for inbound and outbound calls respectively.
Enhancement		Several reports now allow to configure how transparent Skills should affect their data.
Enhancement		Added new indices to improve DB query performance when handling call tags.
Enhancement		The samwin Manager's Scheduled Tasks will now display the day of week.
Enhancement	9671963	The samwin Replication Service's settings have been fully moved from the samwin Database Manager to the samwin Service Manager.
Enhancement	7913106	The Traffic Report has been extended with the new field "Instantly Hung Up".
Enhancement	5319151	The Classic Agent will now show a more understandable error message if license issues are encountered.
Enhancement		Made further FTT entries ("General", "User Interface") available for configuration in samwin Manager.
Enhancement	9119537	Incorporated Embrava/BlynLight SDK v0.3.0.11 to support the latest Embrava/BlynLight devices in the samwin Classic Agent.
Enhancement	4910703	Added new tbl_cfg value CFG_ALWAYS_INSERT_CALLER_NUMBER, which, if set to 1, causes the Classic Agent to insert a caller's number into the search box even if the number is not found in the directory.
Enhancement		Improved call re-assignment handling in SAP contexts to be more SAP ICI compliant.
Critical	9219514	Fixed an issue where announcements that were configured to play a network stream could cause the Audio Service to cease operation, if the network stream did not deliver data as expected.
Major	3912581	Fixed an issue where the Real Time Display would read certain call entries redundantly, leading to incorrectly calculated values.
Major	2219855	Fixed an issue where unknown crypto suites offered via SIP could lead to unexpected call handling behavior.
Major		Fixed an issue where calls in transparent Skills would not be correctly displayed in the Classic Agent.
Major	9419457	Fixed an issue where, in certain scenarios, the audio connection was lost or not established.
Major	4148777	Fixed an issue, where samwin would only use one Mediation Server from a DNS Mediation Pool.



Major	4198233	Fixed an issue where the Classic Agent would cause high CPU load when using Jabra headsets.
Major	5319018	Fixed an issue where the samwin Core Service would indefinitely try to remove the same call.
Major	4913382	Fixed an issue where call direction information was incorrect for certain reporting data.
Minor		Fixed an issue where certain call forwarding Features in samwin Manager would incorrectly be marked as "Classic Agent only".
Minor		Fixed an issue where Queue information was not published if a User's "Status after logon" setting was configured to an offline state.
Minor		Fixed several incompatibilities with SAP reporting.
Minor	6571029	Fixed an issue where, in certain scenarios, calls would unexpectedly overflow for users with non-controlled devices.
Minor		Fixed an issue where some content was incorrectly interpreted as HTML in samwin Manager.
Minor		Fixed an issue, where the samwin Real Time Display's SL Graph component would display incorrect values in certain scenarios.
Minor		Fixed an issue where, in some scenarios, the Classic Agent would incorrectly show the Tagging tab in the Email Editor window.
Minor	5191669	Fixed an issue where the Classic Agent would not display the expected warning, if a Skill's "Required Agents" demand was no longer satisfied.
Minor		Fixed an issue where using certain Supervisor features could theoretically cause a run-time error in the samwin Core Service.
Minor		Fixed an issue where the Email Template Editor in samwin Manager would not display a UI if font sizes are configured in its appSettings.xml.
Minor	4119999	Fixed an issue, where the Real Time Display would not include the current day when calculating certain monthly aggregated data.
Minor	7912701	Fixed an issue where SAP reporting data was always assigned to the first found queue object in samwin, rather than the first found Skill.
Minor		Fixed an issue, where certain characters were shown escaped in call handling UIs.
Minor	4129273	Fixed an issue, where the Absence Status field in the Classic Agent's info area would not correctly react to content changes.
Minor		Fixed an issue where the Classic Agent's Windows login pass-through would not work in conjunction with samwin's Active Directory Authentication feature.
Minor	2129239	Fixed an issue where menu and header descriptions were inconsistent.
Minor	2129372	Fixed an issue where automated ACW was not triggered in some scenarios.
Minor	5219394	Fixed an issue where calls using alternative devices would be terminated on logout.
Minor	4912086	Fixed an issue where samwin would use an incorrect caller info when being referred.
Minor	3291525	Fixed an issue where searching in certain directories was no longer possible in the Classic Agent.
Minor		Fixed an issue where it was no longer possible to change passwords for samwin users while samwin was configured to use Domain Authentication. (Note that it is not possible to change passwords for Active Directory imported users if samwin is configured to use Domain Authentication.)
Minor	3912888	Fixed an issue where received XMPP presence states were not handled correctly in certain scenarios.
Minor		Fixed an issue where the samwin Manager's ACD Extension Monitor would incorrectly interpret ACD Extension names as HTML.
Minor	4139074	Fixed an issue where the Classic Agent's "Keep focus on browser in call center view" setting would have no effect.
Minor	5913645	Fixed several issues in regards to handling UTF8 characters in Lua Scripts (e.g. when processing REST responses).
Minor	8913502	Fixed an issue where Agents using ACD Dial-In would not remain logged in in hot standby, primary - backup server switching, scenarios.
Minor	8391469	Fixed an issue where, in certain scenarios, multiple audio resources were incorrectly allocated for a single call.
Minor		Fixed an issue where re-queuing unassigned emails would lead to unexpected behavior.
Minor		Fixed an issue where the samwin installation would hang due to a pre-existing Audio Service preventing progression.
Minor	5491820	Fixed an issue where Agents would not leave "Direct Call" status in certain scenarios.
Minor		Fixed an issue where the samwin Service Manager would start the samwin Replication Service in Snapshot instead of Merge Mode regardless of configuration.
Minor	5149138	Fixed an issue where samwin Audio Services configured to run as Media Gateways could cause audio stream interruptions if they failed to properly detect their host's IP address. Fixed an issue where changes to a Media Gateway would create an auditing entry even though a restart is required instead of only applying the changes.



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Minor		Fixed an issue where the samwin Service Manager would no longer update the displayed service status in certain scenarios.
Minor		Fixed an issue where the samwin Replication Service would cease operation.
Minor		Fixed an issue where some icons were not displayed in samwin Manager.
Minor	3319997	Fixed an issue where mobile phone states were no longer displayed correctly in the Classic Agent.
Minor		Fixed an issue where the samwin Replication Service could block access to the samwin database.
Minor		Fixed an issue where some UI elements were not aligned properly in samwin Manager.
Minor		Fixed an issue where the owner configuration of the samwin database was lost after starting a snapshot replication.

Changes in version 8.1.1.0

Severity	Issue No	Description
Enhancement		Enhanced the samwin Presence Service's self-healing capabilities in case of unannounced UCWA subscription expiration.
Enhancement	1881663	The Skill Overview Report now supports displaying Short Abandoned Calls in the summary table.
Enhancement		The "ACD Exit Node" (IVR) now uses priority 0 (Do not change) by default.
Enhancement	5818696	The "Copy Agent Configuration of User" Action in samwin Manager now supports copying the Web Agent configuration. Furthermore, it is now possible to upload and apply a Web Agent configuration file to a User.
Enhancement		The user interface for the "Column Terms" translations in samwin Manager has been improved.
Enhancement		Added a new Feature ("Allow to transfer a call before answering") which enables a Web Agent user to transfer a ringing call without answering it first.
Enhancement		The display of caller information during Agent to Agent transfers has been improved.
Enhancement		The E-mail Template Editor in samwin Manager now supports editing fonts and font sizes.
Enhancement		Added a new Skill-level Static Overflow Setting ("If no user is ready then overflow to") that allows to configure an overflow for when no Agent is currently ready to take a call.
Enhancement		Using Active Directory Authentication is now supported in samwin Manager, System Manager, Classic Agent and Web Agent. The Web Agent further supports Single Sign-On when using Active Directory Authentication.
Enhancement		The SQL queries used to gather data for samwin Real Time Displays now allow to configure custom refresh intervals on a database level.
Enhancement		When logged into samwin through SAP, it is now possible to allow already established calls to continue when SAP logs out the user in samwin.
Enhancement	8091022	The samwin Calendar Service now supports Microsoft Exchange up to version 2016.
Enhancement		Added support for providing samwin reporting data to SAP through the SAPphone API.
Enhancement	1148931	Added support for configuring announcements for outbound calls. Furthermore introduced the well known tag "SAMWIN.RECORD_CALL" that allows to overwrite a Skill's call recording setting.
Enhancement		The samwin Manager now supports Prefix configuration as known from samwin System Manager.
Enhancement		Reduced the database load of authentication checks carried out by the samwin REST Service.
Enhancement		Reduced the database load when querying real time data through the samwin REST Service.
Enhancement	1981420	Added new Feature "Allow to see foreign call history" that allows to determine whether or not an Agent will see calls of other Agents in the Call History.
Enhancement		The Microsoft Reporting Viewer Control has been updated to version 150.900.148.
Enhancement		Improved the samwin Installer's resilience when determining the IIS Web Site to install the samwin Manager at.
Critical	7818157	The length of the MKI (Master Key Index) can now be configured on a SIP gateway level in a range of 0 to 4 (where 0 disables MKI usage in transmitted SRTP streams). To preserve backward compatibility, by default this value is set to 1. Due to an issue in CUCM, when using SRTP it has to manually be set to 0. Additionally, an issue related to the negotiation of cryptographic attributes in SDPs has been corrected.
Major	4918057	Fixed an issue where calls in Shared Skills could not be accepted in the Classic Agent, if they had already been assigned to an Agent.
Major	3019550	Fixed an issue where the samwin Core Service would enter an unexpected state when no more SIP Session Ids are available.



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Major	2148436	Fixed several issues with the samwin Reporting Service that could lead to SQL errors or timeouts when dealing with large sets of reporting data.
Minor	9818058	Fixed an issue where the logon of Agents could fail if another Agent previously tried to switch to an invalid state.
Minor		Fixed several issues where configuration changes made through samwin Manager would not be reflected properly.
Minor	7818805	Fixed an issue where clicking "Change Action" for Directory Import Tasks in samwin Manager would produce an empty popup.
Minor		Fixed an issue where some tag data was not cleaned up properly in the samwin database.
Minor	2188971	Directory search filter settings are now retained when switching directories in the Classic Agent.
Minor		Fixed an issue where dynamically applying changes to a SIP Gateway of registration type "Registrant server" could potentially cause unexpected terminations of the Core Service.
Minor		Fixed an issue where, in some scenarios, an error occurred when a TCP/TLS connection to a PBX was closed.
Minor	2818850	Improved loading time and responsiveness in the Classic Agent for several organizational info fields.
Minor		Fixed an issue where the samwin Service Manager erroneously showed the Audio Service settings 'Database host (Remote)' and 'Database name (Remote)' although it was not deployed as an external Media Gateway (i.e. without the samwin Core Service being registered).
Minor		Fixed an issue where the samwin REST Service would fail to properly process multiple parallel requests.
Minor	5198178	Fixed an issue where the Service Level Graph in the samwin Real Time Display would display incorrect values.
Minor		Fixed an issue where the configuration auditing dialog for a single object showed unrelated entries.
Minor		Fixed an issue where the samwin Manager's regular expression tester was not functional in Internet Explorer.
Minor		Fixed an issue where the Report Creation dialog in samwin Manager would not properly pre-fill the report's name in Internet Explorer.
Minor		Fixed a styling issue in the Skill Rating view in samwin Manager.
Minor		Fixed an issue where the samwin Core Service would not shut down as expected if it previously scheduled to re-establish certain TCP connections.
Minor	1918651	Fixed an issue where the samwin Classic Agent would send an invalid user state to the samwin Core Service.
Minor	7918354	The loading time when opening emails in the Classic Agent has been improved.
Minor		Fixed an issue where editing phonetic entries in samwin Manager did not work as expected.
Minor		Fixed an issue where some content was incorrectly interpreted as HTML in samwin Manager.
Minor		Fixed an issue where Call Tags configured on a Skill level would not be set for outbound calls.
Minor		Fixed an issue where Subscribers with no configured presence type would not fall back to using Skype for Business presence.
Minor		Fixed an issue where the samwin Real Time Display would no longer work correctly if Skill (or Display) Names contained one or more comma characters.
Minor		Fixed an issue where newly created IVR nodes would be displayed with incorrectly escaped names.
Minor		Fixed an issue where the installer executable would ignore ADDLOCAL and INSTALLDIR parameters.
Minor	4019055	Fixed an issue where duplicating configuration objects in samwin Manager would fail in certain scenarios.
Minor		Fixed an issue where logins for UCWA connectors would not be attempted repeatedly.
Minor	2119351	Fixed an issue where not all samwin Replicator features were working properly due to missing DLLs.
Minor	2191823	Fixed an issue where calendar synchronization for Exchange and Lotus Notes could fail since samwin 8.1.0.0.
Minor	3819408	Fixed an issue where the RTP stream of a call would be incorrectly stopped due to a previously transferred call's termination.
Minor		Fixed an issue where, in some scenarios, call tags were not applied to the correct call.
Minor		Fixed an issue where Supervisors could not join calls where the Agent already requested assistance from another Supervisor.
Minor		Fixed an issue where loading of Users would fail in the samwin Core Service and the samwin Web Agent if unexpected values were encountered for the User to Skill mapping.
Minor		Fixed an issue where content of organizational fields in the Classic Agent would not display or update reliably.

Changes in version 8.1.0.1



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Severity	Issue No	Description
Enhancement		Enhanced the samwin Presence Service's self-healing capabilities in case of unannounced UCWA subscription expiration.
Enhancement		The "ACD Exit Node" (IVR) now uses priority 0 (Do not change) by default.
Enhancement		Improved the user interface for the "Column Terms" translation support in samwin Manager.
Enhancement		The Microsoft Reporting Viewer Control has been updated to version 150.900.148.
Major	4918057	Fixed an issue where calls in Shared Skills could not be accepted in the Classic Agent, if they had already been assigned to an Agent.
Minor	7818805	Fixed an issue where clicking "Change Action" for Directory Import Tasks in samwin Manager would produce an empty popup.
Minor	5818146	Fixed an issue where Audio and Core Service performed checks for a wrong database schema version.
Minor		Fixed an issue where some tag data was not cleaned up properly in the samwin database.
Minor		Fixed an issue where dynamically applying changes to a SIP Gateway of registration type "Registrant server" could potentially cause unexpected terminations of the Core Service.
Minor		Fixed an issue where, in some scenarios, an error occurred when a TCP/TLS connection to a PBX was closed.
Minor		Fixed an issue where the samwin Service Manager erroneously showed the Audio Service settings 'Database host (Remote)' and 'Database name (Remote)' although it was not deployed as an external Media Gateway (without Core Service being registered).
Minor		Fixed an issue where the samwin REST Service would fail to properly process multiple parallel requests.
Minor		Fixed an issue where the samwin Manager's regular expression tester was not functional in Internet Explorer.
Minor		Fixed an issue where the Report Creation dialog in samwin Manager would not properly pre-fill the report's name in Internet Explorer.

Changes in version 8.1.0.0

Database Update Required!

Please use the samwin Database Manager to update your databases when upgrading from a previous version of samwin.

Severity	Issue No	Description
Enhancement		Introducing new feature: Hooks - it is now possible to define specific events (e.g. call has been answered by an Agent) and conditions for which actions (e.g. IVR scripts) should be executed automatically.
Enhancement	4818311	Samwin now uses MSOLEDBSQL as a database provider for Core Service, Audio Service, Classic Agent and System Manager, which supports TLS 1.2 enabled connections to SQL Server. If you use the MSI package to deploy samwin (instead of the .exe installer), you have to ensure that the proper database provider "Microsoft® OLE DB Driver 18 for SQL Server®" is installed on all systems running the mentioned samwin components. You can download the MSI packages from: https://www.microsoft.com/en-us/download/details.aspx?id=56730
Enhancement		Added a new Skype for Business Connector that can read presence information from Office 365 Skype for Business environments. The former Skype for Business Connector has been renamed to "Skype for Business Connector (Legacy)".
Enhancement	1501466	The RegEx tester has been made available at more locations in samwin Manager.
Enhancement	3219701	Translations are now managed in samwin Manager (previously samwin System Manager).
Enhancement	2113137	The samwin Manager now pro-actively assumes more default values. Furthermore, for a fresh samwin installation an additional default user, which is ready to call, is created automatically.
Enhancement	1318493	The Agent API now supports passing the Skill id when triggering calls with its makeCall and makeCallEx functions.
Enhancement		The samwin REST Service can now be configured from within samwin Manager.
Enhancement		Added support for connecting to Microsoft Dynamics CRM. This allows to use Lua Scripting in IVR flows to e.g. perform reverse number look-ups in Microsoft Dynamics.



Enhancement		When configuring a Directory Import Scheduled Task it is now possible to have samwin determine the System Manager path automatically.
Enhancement		Changed the service version display in samwin Service Manager to show release and build versions.
Enhancement		An informational text has been added to clarify the activation process, when no activation code is available because the Core Service has not been started since license packages were added.
Enhancement		Unified default from / to times in several reports and clarified some captions.
Enhancement		IVR node connections (e.g. for condition nodes) are now automatically created without prompting for the connection type (e.g. True/False) if only one option is available.
Enhancement		The database load when using Supervisor Statistic Bricks has been greatly reduced.
Enhancement		Email template bodies can now be added in samwin Manager.
Enhancement		The Lua scripting engine now supports url.encode() and url.decode().
Enhancement		Tag updates are now immediately sent to the Agent which is handling the call.
Enhancement		The new well-known tag PEER_NAME has been introduced, which holds the name of the peer on line A. Manually overwriting this tag also updates the name in the call list.
Enhancement	2816148	Fixed an issue where multiple Calendar Connectors of the same type would interfere with one another.
Enhancement	3168874	Some SIP timers are now configurable on a per-Gateway basis in samwin Manager. Additionally, the default ACK timeout was changed from 2.000ms to 10.000ms.
Enhancement		Introduced the new well-known tag SAMWIN.PREFERRED_AGENT. If this tag is set to the user id or user name of a connected user, it overrides the default Agent assignment (similar to how the Agent re-assignment handling on a Skill operates based on the calling number).
Enhancement		Introduced the new well-known tags SAMWIN.SAP.SOURCE_CALL.REMOTE_NUMBER and SAMWIN.SAP.DESTINATION_CALL.REMOTE_NUMBER. Setting these tags allows to overwrite SAP caller ids.
Enhancement		The samwin REST Service now supports Skill logon/logoff and querying and updating user states.
Enhancement		The following changes have been made when using ACD Dial-In: <ul style="list-style-type: none">• Logon is now possible with TAPI extensions• Searching for matching ACD Extensions is now limited to a user's associated extensions• If no matching ACD Extension is found, the first available ACD Extension is chosen and used as an alternative device (given the user owns the "Allow to use an alternative device as operator extension" feature)
Enhancement	4581062	Fixed naming of the executable path setting of the Execution Scheduled Task.
Enhancement	4618050	Publishing recording information via the x-recording-info SIP header can now be enabled on a per-Gateway basis.
Enhancement		The samwin Agent API now allows to retrieve an Agent's Skill list.
Enhancement		Renamed the "Provide Reporting" permission to "Allow to create a new Report"
Enhancement		A user's email connector is now rendered as a link in samwin Manager.
Enhancement		Database related errors occurring in Lua scripts are now logged in the Scripting real-time trace category.
Enhancement		It is now possible to configure multiple URLs, including ports, for samwin Real Time Displays.
Critical	3718916	Fixed an issue where using an empty Wave file as an announcement could cause the samwin Audio Service to become unresponsive.
Major	1815480	Fixed an issue where the previous state was not correctly restored by the Classic Agent after unlocking the PC.
Major	6158172	Fixed an issue where the samwin Scheduler Service and the samwin Social Service failed to start properly due to missing dependencies.
Major	6418315	Fixed an issue where using the Enter key in the Classic Agent's search box sometimes did not dial the expected number.
Major	4815204	Fixed an issue where the connection to XMPP servers was lost due to incorrectly encoded messages sent by samwin.
Major	9816380	Fixed an issue where Lua scripts could cause a memory leak in the samwin Core Service due to database record sets being kept in memory indefinitely. Note that using databaseValue() after calling databaseCloseRecordset() is now no longer possible if the registry key "HKEY_LOCAL_MACHINESOFTWAREWOW6432Nodesamwinsamwin core servicescriptImmediatelyCleanupRecordsets" is set to 1 (default).
Major	9168270	Fixed an issue where the samwin Classic Agent would no longer display or update various information.
Major	2681665	Fixed an issue where the samwin Reporting Database failed to migrate when upgrading from samwin 6 to samwin 8.
Minor	2716709	Fixed an issue where names of some configuration object types were missing in a folder's content overview in samwin Manager.
Minor	8717083	Fixed an issue where XMPP was not available as presence type when configuring subscribers in samwin System Manager.



Minor	5187532	Fixed an issue where no error message was shown when no flash player was detected in samwin Manager.
Minor	1719443 6138877	Fixed some issues where the samwin Manager did not work as expected (e.g. impossible to change access permissions, menu tree not loading correctly).
Minor	1218296	Fixed an issue where organizational restrictions were not properly handled in samwin Manager.
Minor	5138174	The samwin Manager now checks for uniqueness of Announcement and Database Schema names when creating or renaming these types of configuration objects.
Minor	8813745	Fixed an issue with Jabra headsets when using Shared Skills.
Minor		Improved memory foot print of the samwin REST and Reporting Services.
Minor	1381129	Fixed an issue where Real Time Displays would no longer show up-to-date values after some time.
Minor	1418690	Fixed an issue with dynamically reloading several RTP settings.
Minor	2814007	Fixed an issue where the samwin Service Manager would display an incorrect warning regarding license activation in Audio Service-only environments.
Minor	8418656	Added feature "Do Show E-Mail Tab" which controls whether or not the message tab is shown in the Classic Agent.
Minor	3481227	Fixed an issue where it was no longer possible to set the Skill setting "Number of times a user may reset the after call work time" to -1 (disabled).
Minor	9814546	Added the tbl_cfg options CFG_CLEAR_SEARCHBOX_ON_EMPTY_RESULT and CFG_ALWAYS_INSERT_FALLBACK_NUMBER to allow more control over the Classic Agent's search box behavior.
Minor	8814908	Fixed an issue where the Directory search box and search results were not properly cleared in some scenarios.
Minor		Fixed an issue where supervisor assistance requests were not processed properly after system start up.
Minor		Fixed an issue where the "Classic Agent only" information was shown twice on skill setting "Executable to run when inbound call is connected".
Minor	7518150	Fixed an issue where WAVE files with incorrect meta data would output noise on every second loop. Additionally, uploading WAVE files with samwin Manager no longer appends an extra byte to the stored file.
Minor		Fixed several issues with IVR documentation nodes.
Minor	5815282	Fixed an issue where log files for web projects (e.g. samwin Manager) were no longer written, if they were created by a previous samwin installation.
Minor	4518293	Fixed an issue where samwin user name information was no longer available and samwin Agents were no longer reachable through their private directory number (DN).
Minor	9815842	Fixed an issue where presence information was not displayed correctly in the Classic Agent.
Minor	1581523	Improved loading times of the samwin Manager.
Minor		Fixed an issue where the Real Time Display's SkillUserList element was no longer working in Internet Explorer.
Minor	5518556	Fixed an issue where the Classic Agent displayed an error message after start and both, Attendant and Contact Center tabs, were always visible.
Minor	6815985	Fixed an issue where the "Unsaved changes" notifications in IVR flows could overlap flow nodes.
Minor	1158732	Fixed an issue where it was not possible to save IVR flows that exceeded a certain size.
Minor		Special characters in URIs are now automatically encoded when making a REST call from Lua scripting.
Minor	6158930	Incoming calls will now always trigger a new directory search in the samwin Agent. The setting "CFG_CLEAR_SEARCHBOX_ON_EMPTY_RESULT" in tbl_cfg can be used to choose whether or not the search box should be cleared if that search yields no results.
Minor	6518952	Fixed an issue where IVR Flow configuration layouts larger than 128kB would not load correctly.
Minor		Fixed an issue where some call related real-time information was not correct when processing mails and chats at the same time. Additionally, the issue could cause incorrect behavior when a supervisor monitored a call or hook scripts were configured.
Minor	5481568	Fixed an issue with the Domino Calendar Connector where some appointments were not imported properly.
Minor		Fixed an issue where SIP Gateways using SIP/SIMPLE did not work correctly.
Minor		Fixed an issue where the Agent Tag Overview report did not execute correctly due to an SQL syntax error.
Minor	8816742	Fixed some issues with the configuration of the samwin Replication Service in samwin Service Manager.
Minor		Fixed an issue where outbound call detection did not work correctly when multiple ACDs used the same device address.
Minor		Fixed an issue where it was not possible to copy/paste route entries in samwin Manager and tooltips indicating configuration issues were not shown correctly.
Minor		Fixed an issue where the samwin Installer did not deploy all required dependencies which caused the SAP integration to no longer work properly.



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Minor		Added a configuration option to samwin SAP Service that allows to skip certificate validation.
Minor		Fixed an issue where IVR flows were not properly saved when clicking Apply while on the General tab.
Minor	4681566	Fixed an issue where synchronizing appointments from Microsoft Exchange did not work correctly in some scenarios.
Minor	6816708	Added support for extending automatic ACW time in the samwin Web Agent. Added the State Duration Brick that displays a count down until the next automatic status change.
Minor	3681928	It is now possible to change the priority of calls depending on their waiting time (using ACD progression settings).
Minor		Fixed an issue where it was not possible to switch the Skill from within a Lua script that is used as an Announcement in some scenarios.
Minor		Fixed an issue where the makeCall() function in Lua scripts sometimes selected the wrong SIP gateway for outbound calls.
Minor		Fixed an issue where the Classic Agent's headset integration did not work correctly since samwin 8.0.2 as some required dependencies were not deployed during installation.
Minor		Fixed an issue where a group's custom user states were shown twice in samwin Manager.
Minor		Fixed an issue where users did not work correctly after renaming them.
Minor		Fixed an issue where editing GroupWise connectors erroneously created configuration auditing entries.
Minor		The feature "Do show appointment subjects" is only applied to appointments imported from Microsoft Exchange and has therefore been renamed to "Do show Exchange appointment subjects".

Changes in version 8.0.2.0

Database Update Required!

Please use the samwin Database Manager to update your database even when upgrading from samwin 8.0.1.0.

New samwin Installer!

Please note that this release uses the new samwin Installer, which deploys samwin with a new directory structure and unified file naming scheme.

The new installer includes the samwin Web Manager (previously separate installer “samwin Web Components”), please make sure to uninstall BOTH previous installers before installing samwin using the new installer.

Severity	Issue No	Description
Enhancement	<u>181194</u> <u>5</u>	Added a new report, Agent Tag Overview, which shows call tags on a per-Agent basis.
Enhancement	<u>311853</u> <u>8</u>	The SkillUserList element of the Real Time Display can now include the number of waiting calls (displayWaitingCalls) and the waiting time of the current call (displayWaitingTime) for each Agent.
Enhancement	<u>312833</u> <u>9</u>	Added the possibility to create documentation nodes in samwin IVR flows.
Enhancement	<u>313773</u> <u>5</u>	The Traffic Report now includes information about rejected and fallen back calls.
Enhancement	<u>518142</u> <u>8</u>	It is now possible to make REST calls in samwin Lua scripting.
Enhancement	<u>571679</u> <u>8</u>	The Skill Overview report now includes a new optional graph that shows the total number of calls per Skill.
Enhancement	<u>721801</u> <u>0</u>	Added new major feature Supervisor / Silent Monitoring to the samwin Web Agent.
Enhancement	<u>811851</u> <u>6</u>	Added GroupWise Calendar integration.
Enhancement	<u>813847</u> <u>1</u>	It is now possible for the user to easily choose an alternative device as their operator extension from within the Web Agent.
Enhancement	<u>813877</u> <u>8</u>	The performance when recalculating data with the samwin Reporting Service has been improved.
Enhancement	<u>816617</u> <u>3</u>	Scheduled Tasks in the samwin Manager can now be duplicated.
Enhancement	<u>818172</u> <u>5</u>	The SkillUserList element of the Real Time Display now supports the parameters "includeGroups" and "excludeGroups".
Enhancement	<u>871770</u> <u>8</u>	Added an option to display the Skill color of the current call in the stage. To enable this feature the following entry has to be added to tbl_cfg: fld_section: samcbc fld_keyword: CFG_SHOW_ATTENDANTDISPLAY_SKILL_COLOR fld_value: 1
Enhancement	<u>881288</u> <u>9</u>	Added new Schedule Task types for triggering Directory imports and running executables to the samwin Manager.



Enhancement	<u>541805</u> <u>2</u>	The samwin SAP Service now supports HTTPS connections.
Enhancement	<u>531018</u> <u>3</u>	Added filtering to the Add/Remove Feature dialog in samwin Manager.
Enhancement	-	Added the samwin REST Service with initial support for querying some real time data and managing chats.
Enhancement	-	The default location for log files of the "samwin Scheduler Service" (formerly called "samwin Sync Service") has changed from "%PROGRAMDATA%\telecomsoftware\samwin contact center suite\samwin sync service\trace" to "%PROGRAMDATA%\telecomsoftware\samwin contact center suite\samwin scheduler service\trace". The filenames have also been changed accordingly.
Major	<u>112843</u> <u>8</u>	Changing prefix configuration does not corrupt other configuration settings anymore.
Major	<u>211849</u> <u>5</u>	Reverse name lookup is now executed for all calls to immediately provide name information in the call list and not only after calls are being transferred to an agent. This only applies to external directories which do not cause costs (Twixtel, Klicktel, Herold).
Major	<u>231831</u> <u>6</u>	Fixed an issue where outgoing calls were disconnected unexpectedly when using a Jabra headset.
Major	<u>281158</u> <u>3</u>	Fixed an issue in the Real Time Display where data was incorrect in SkillStatus elements.
Major	<u>311897</u> <u>8</u>	Fixed an issue where early media was not forwarded to the transferred party in half blind transfer scenarios.
Major	<u>381324</u> <u>0</u>	Fixed an issue in the Classic Agent where initiating another transfer to the same number was not possible after the call had fallen back.
Major	<u>381751</u> <u>0</u>	Fixed an issue where user state was inconsistent after switching from a backup to a primary server.
Major	<u>514713</u> <u>0</u>	CSTA connections to PBXs are now restored and sessions are re-initialized after a TCP connection was lost. Additionally some outdated configuration settings have been removed.
Major	<u>597186</u> <u>1</u>	Fixed an issue where the previous user's setting are displayed in the Classic Agent's configuration window, after switching to another user.
Major	<u>671620</u> <u>4</u>	A codec re-negotiation issue has been fixed. Additionally it is now possible to enable media transcoding for specific peer ids using the registry keys "HKLM\samwin\samwin core service\mediaTranscodingEnabled" and "HKLM\samwin\samwin core service\mediaTranscodingRegex".
Major	<u>981208</u> <u>7</u>	Since 7.3 it was not possible to configure route criteria like "Call is an external call".
Minor	<u>111885</u> <u>7</u>	Fixed an issue where the Classic Agent would prematurely switch back to the primary server while still in a call.
Minor	<u>118162</u> <u>6</u>	Fixed an issue in the Agent Overview Report where the average waiting time was calculated incorrectly.
Minor	<u>128182</u> <u>3</u>	Locking and unlocking a user via the Manager was not possible.
Minor	<u>171900</u> <u>3</u>	Fixed an issue where import settings in the samwin System Manager were saved without user confirmation.



Minor	<u>211881</u> <u>3</u>	Opening a Realtime Display in samwin Manager did not work correctly.
Minor	<u>317783</u> <u>0</u>	Fixed an issue where samwin did no behave RFC 3261 compliant when receiving e.g. a 302 Moved Temporarily response. This could cause internal resource issues where, as a result, no more calls could be processed.
Minor	<u>381024</u> <u>3</u>	Fixed an issue where calls were not properly redistributed if an Agent application did not respond within a certain time frame.
Minor	<u>381270</u> <u>2</u>	The samwin REST and Spitch implementation do now ignore the Content-Type Header in responses. This improves compatibility with web servers which are not sending the header.
Minor	<u>414793</u> <u>2</u>	Fixed an issue where logging in with the Classic Agent was not possible in certain feature and initial view configuration scenarios.
Minor	<u>481234</u> <u>0</u>	It is now possible to initiate half-blind transfers before samwin receives the initial SIP response for consultation calls.
Minor	<u>497102</u> <u>5</u>	Fixed an issue where the Call Detail Records report would display incorrect data.
Minor	<u>510833</u> <u>1</u>	Fixed an issue where some Classic Agent UI elements would experience text rendering issue with certain font configurations.
Minor	<u>581130</u> <u>7</u>	Fixed an issue with the Skill Overview Report where outbound call time was incorrectly reported as inbound call time.
Minor	<u>581388</u> <u>8</u>	Fixed an issue where wrong names were shown for samwin performance counters.
Minor	<u>601811</u> <u>1</u>	Fixed an issue where the Classic Agent's transfer timeout checkbox was incorrectly displayed in certain scenarios.
Minor	<u>671378</u> <u>0</u>	Fixed an issue where switching between Call History and Directory did not trigger searches as expected.
Minor	<u>671664</u> <u>4</u>	Fixed an issue where call recordings were not stopped after an Agent completed a call transfer while REFER is deactivated on the samwin SIP gateway.
Minor	<u>681054</u> <u>0</u>	Fixed an Agent issue where the default search criteria was not selected during auto-positioning.
Minor	<u>681254</u> <u>8</u>	Subscribing for presence of XMPP contacts is now automatically retried after some time, if subscribing fails (e.g. because the contact is unknown by the presence server).
Minor	<u>721831</u> <u>7</u>	CSTA sessions are now closed when they are not required anymore.
Minor	<u>748192</u> <u>0</u>	Fixed an issue where deprecated time slot entries were no longer removed. When performing the update of your samwin reporting database with the samwin Database Manager, already affected time slot entries will be automatically removed.
Minor	<u>781120</u> <u>8</u>	Fixed an issue where activating a license was only possible after using "Apply Configuration" or resetting IIS.
Minor	<u>813803</u> <u>1</u>	Fixed an issue where the ACD-Extension information in some realtime data was not correct after logon, until a call state change occurred.
Minor	<u>857182</u> <u>1</u>	Fixed an issue where some UI elements in the Classic Agent were experiencing rendering problems in certain scenarios.

Minor	<u>881128</u> <u>6</u>	Fixed an issue where up to one second of a call recording was written to the wrong file upon filename switching.
Minor	<u>881258</u> <u>2</u>	Additional graphs were added to the Agent Overview and Tagged Call Overview reports.
Minor	<u>912893</u> <u>3</u>	It is now possible to configure the position of parked calls in call lists. Possible values are "Bottom of the call list" (default), "Top of the call list" and "Do not change position". To change this setting go to System Settings/Telephony Parameters/Flow Settings.
Minor	<u>913757</u> <u>1</u>	The SIP header 'Max-Forwards' was also sent in responses which is not compliant to RFC 3261. This has been corrected.
Minor	<u>917797</u> <u>3</u>	Fixed an issue where the Agent Overview report would display incorrect tagging data.
Minor	<u>981154</u> <u>9</u>	License activation did sometimes not work correctly in Hot-Standby scenarios.
Minor	<u>981370</u> <u>1</u>	Fixed several issues when using the samwin Audio Service as an external media gateway.
Minor	<u>991709</u> <u>2</u>	The default value for the HTTP execution timeout has been increased to avoid issues with long running reports.

Changes in version 8.0.0.3

Severity	Issue No	Description
Major	<u>381440</u> <u>3</u>	Fixed an issue where report execution via Scheduled Tasks would no longer work correctly.

Changes in version 8.0.0.2

Severity	Issue No	Description
Major	<u>112843</u> <u>8</u>	Changing prefix configuration does not corrupt other configuration settings anymore.
Major	<u>981208</u> <u>7</u>	Since 7.3 it was not possible to configure route criteria like "Call is an external call".

Changes in version 8.0.0.1

Severity	Issue No	Description
Minor	<u>981154</u> <u>9</u>	License activation did sometimes not work correctly in Hot-Standby scenarios.
Minor	<u>781120</u> <u>8</u>	Fixed an issue where activating a license was only possible after using "Apply Configuration" or resetting IIS.
Minor	<u>211881</u> <u>3</u>	Opening a Realtime Display in samwin Manager did not work correctly.

Changes in version 8.0.0.0

When updating to samwin 8 keep in mind that a new license is required. Ensure that you have the new license key available before updating your system!

Note that starting with version 8.0.0.0, samwin no longer supports Windows Server 2008 and 2008 R2.

This release includes the new samwin Web Agent which can be installed using a separate setup.

Severity	Issue No	Description
Critical	<u>387176</u> <u>3</u>	Fixed some issues related to SIP CTI which could cause crashes of the samwin Core Service.
Major	<u>381705</u> <u>9</u>	Configuration settings have been added to support CSTA connections to Unify Open Scape Business FX8 V2. Additionally, the local port for presence integration is now honored correctly (previously the port for signaling was used).
Major	<u>997166</u> <u>3</u>	Fixed an issue where it was not possible to change binary values in samwin Manager (like the 'yearly' flag in the configuration of Calendar objects).
Major	<u>211827</u> <u>5</u>	REFER failed in some scenarios because the user in the Refer-To URI was empty.
Major	<u>951795</u> <u>3</u>	Fixed an issue where not all entries of organizational data might have been imported when reading data from an ODBC data source.
Major	<u>514713</u> <u>0</u>	CSTA connection to PBX is now restored and sessions are re-initialized when the TCP connection is lost. Additionally some outdated configuration settings have been removed.
Major	<u>419707</u> <u>0</u>	Codec and RTP network interface settings are now configurable in the samwin Manager. The configuration has been removed from the samwin System Manager.
Major	<u>781731</u> <u>2</u>	A new user/group based feature has been added which can be used to limit automatic switching to 'After Call Work' to directly handled calls.
Major	<u>410797</u> <u>0</u>	Fixed an issue where the replication of samwin databases stops working and causes several irregularities with the samwin system when the number of replicated items reaches 2^31.
Major	<u>815797</u> <u>5</u>	Fixed an issue where in rare scenarios the connection to XMPP servers was not established correctly. In such cases no presence updates were received by samwin.
Major	<u>971918</u> <u>0</u>	To combat performance issues with some browsers in samwin Manager, the page drop-down for grids with more than 100 pages is now dynamically replaced with a static page indicator.
Major	<u>781761</u> <u>9</u>	Modifying some configuration objects in the samwin Manager which use a grid (like Calendars) did not work correctly.
Minor	<u>914767</u> <u>9</u>	Fixed an issue where non-printable characters could be entered into the search box in the Classic Agent.



Minor	<u>271268</u> 2	Some deprecated reporting features have been removed.
Minor	<u>671748</u> 9	Fixed an issue where Caller- and Called-Ids were not updated in the Agent interface when the peer transferred the call to another extension.
Minor	<u>771874</u> 1	Reduced load on Reporting Service during cleanup operations.
Minor	<u>891789</u> 4	The peer id shown in the call history was not correct for a transferred outbound call which falls back to an Agent.
Minor	<u>401819</u> 9	Not-connected outbound calls can now be automatically marked as To-Do in the Call List by adding an entry to tbl_cfg with: fld_section = "samwin_ccc", fld_keyword = "CFG_NO_ANSWER_IS_TODO" and fld_value = 1.
Minor	<u>819717</u> 9	The Agent's Logged Off warning is now only shown during ACW, if the ACW does not end automatically.
Minor	<u>511813</u> 2	Agents are not set to 'busy' when an outbound call is initiated while an inbound call is ringing.
Minor	<u>719767</u> 4	The new group/user right "Provide Web Agent (Agent Add-on)" has been added to control which users are allowed to use the Web Agent.
Minor	<u>681779</u> 6	The gateway setting "Signal queue number on operator set" is now also used to control if the number signalled on the operator extension (when initiating an outbound call on an Agent using a non controlled physical phone) is overwritten with the Skill number.
Minor	<u>671780</u> 7	Fixed an issue where saving a route table after removing all entries had no effect.
Minor	<u>718102</u> 2	In specific scenarios a memory leak occurred in the samwin core service. This issue additionally led to missing calls in reports.
Minor	<u>918136</u> 3	Fixed an issue where the offline warning was only shown once per application start.
Minor	<u>351598</u> 8	The "SIP Presence Integration" group/user right is no longer required and was removed.
Minor	<u>218637</u> 9	Fixed an issue where the Agent did not show/update line states if the "Attendant Console" group/user right had not been granted.
Minor	<u>271908</u> 1	Fixed an issue where the fail-over to a secondary peer address did not work correctly in some scenarios.
Minor	<u>387132</u> 3	Fixed an issue where SIP messages might not have been sent to the backup peer when the primary peer was unreachable.
Minor	<u>191735</u> 5	Fixed an issue where the wrong TAPI line might have been used for an Agent when multiple lines with the same device address (extension number) exist.
Minor	<u>585162</u> 2	Fixed an issue where emails might have been sent twice in some hot-standby / fail-over scenarios.
Minor	<u>971820</u> 2	Fixed an issue where the status of a TAPI line in the Agent application was not correctly shown, when the line was closed by a different application on the same host as the Core Service.
Minor	<u>861561</u> 3	Fixed an issue where directory entries could disappear in some scenarios, if the Minimal Search Length setting was active.
Enhancement	<u>571624</u> 8	The duration after which calls are redistributed to another Agent after falling back, can now be overwritten per user state.



Enhancement	<u>591759</u> <u>7</u>	The settings "Automated after call work time" and "Automated switch off" are now configurable on User objects in samwin Manager.
Enhancement	<u>371580</u> <u>9</u>	All SIP Gateway related settings that could previously be changed using the registry have been moved into the database and are now configurable with the samwin Manager.
Enhancement	<u>771914</u> <u>6</u>	Some group/user rights have been renamed for readability and consistency.
Enhancement	<u>361711</u> <u>6</u>	It is now possible to configure a state change upon workstation unlock for a User Profile in samwin Manager.
Enhancement	<u>921354</u> <u>3</u>	The Agent API now supports the onCommand function that allows to listen to all call commands occurring in the Agent. Additionally, up to 10 keyboard shortcuts can be configured that allow to trigger functions in an Agent API script.
Enhancement	<u>471960</u> <u>7</u>	Warnings are now shown on User objects in the Manager when certain configuration issues are detected.
Enhancement	<u>467132</u> <u>5</u>	The Time of Performance report now includes the column Active Time as well as custom user states.
Enhancement	<u>671791</u> <u>7</u>	The REG_DWORD registry setting HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\SAMwin\samwin presence service\ocs_allowed_authentication_modes can now be used to configure allowed authentication modes when retrieving presence from a Skype for Business server. The value is a bit mask with default value 12 (4=NTLM, 8=KERBEROS).
Enhancement	<u>512707</u> <u>7</u>	Reporting periods like "Today", "Last Month", etc. are now customizable and extendable via database settings.
Enhancement	<u>871198</u> <u>0</u>	Repeat inbound calls from the same caller are now distributed to the same Agent if possible.
Enhancement	<u>717793</u> <u>9</u>	A new licensing model has been implemented that allows to add license packages to a running system. The license is now configured in the samwin Manager.