



samwin 5.1.17.0

Release Notes

Version 1.0

Last Modified July 4, 2011

Current Release

The following changes have been made since the previous release (5.1.16.1).

Severity	Issue No	Description	TCS-QID 120
Minor		Readd Option to specify Sender address for Emails per Skill.	20110630-6-0
Minor		Server wide Email-Template was not recognized correct. This has been corrected.	20110630-6-0
Minor	247416	Added possibility to put samwin.nsf into sub folders. Fixed problem when samwin.nsf never opened by system.	20110630-4-0
Minor	173275	Agent-Configuration is not saved. This has been corrected.	20110630-4-0
Minor	314753	Transfer announcement was not stopped when transfer to hunt group destination was completed. This lead to audio quality problems at the beginning of the conversation. This has been corrected.	20110630-2-0
Minor	478270	Problem with access permission fixed.	20110630-2-0
Enhancement		System-Notification on logging failures	20110630-2-0
Enhancement		Call-Event reporting enhancements.	20110630-4-0
Enhancement	227100	The codec of an outbound call can now be forced to the most preferred codec according to the audio settings configuration, when setting the DWORD value "useOnlyPreferredCodecForOutboundCalls" in the Registry Key "HKEY_LOCAL_MACHINE\SOFTWARE\samwin\samwin core service" to 1.	20110606-3-0

Previous Releases

The following changes have been made between 5.1.16.0 and 5.1.16.1

Severity	Issue No	Description	TCS-QID 119
Major	777039	In some cases calls were assigned to an operator console but the operator set was not called. Answering those calls by double-clicking in the console's call list entry was possible. This has been corrected	20110621-4-0
Major	737143	Playing different wave files in an IVR script resulted in bad quality, partially. The beginning and/or the end of the wave file was not played properly. This has been corrected.	20110531-1-0
Major	517419	Voicemails from callers with hidden CLID were not played when retrieving new voice messages via phone. This has been corrected.	20110621-4-0

The following changes have been made between 5.1.15.0 and 5.1.16.0

Severity	Issue No	Description	TCS-QID 118
Critical	267250	samwin voice box messages which are recorded when an agent transfers a call into the voice box of the subscriber are deleted immediately after call is ended. This has been corrected.	20110518-4-0
Critical		Returning the call of a voice box message via the voice box did not work.	20110518-4-0
Major	267294	Custom Operator-Waves are not played on Windows 7 when not starting the Agent with Admin-Rights. This has been corrected.	20110518-4-0
Minor		When a call is recorded via the samwin lua script function "record" and the timeout is triggered, the record is not stopped as documented in the samwin developer guide. Therefore the wave file is not closed. This has been corrected.	20110518-4-0
Minor		The configured path to store voice box messages was not honored correctly. This has been corrected.	20110518-4-0
Enhancement	267018	It is not needed anymore to change the row in grids after adding a new entry. Changed rows are automatically committed after closing the popup.	20110519-1-0
Enhancement	365076	samwin voice box is now available in Danish language.	20110519-4-0
Enhancement		Non CTI controlled operator hard-set phones are now supported.	20110518-2-0
Enhancement	551071	It is now possible to breakthrough a callforward without using the Busylamp-Window	20110519-3-0
Enhancement	807948	Due to a non-standard behavior, the call forwarding information of extensions retrieved via SIP CTI on samwin connected to Nortel CCMS AML Link (Smart Server via MLSM Link) might be incorrect. A workaround has been implemented.	20110520-0-0

The following changes have been made between 5.1.14.4 and 5.1.15.0

Severity	Issue No	Description	TCS-QID 110
Minor	431721	Contextmenu "Clear table" doesn't work. This has been corrected.	20110426-6-0
Minor	617101	When opening the Email-Tab while the Consoles-View is active, the Consoles-View is shown above the Email-Tab. This has been corrected.	20110426-6-0
Enhancement		Now it is possible to create E-Mail Templates and assign them to skills. The configuration has to be checked.	20110426-2-0

The following changes have been made between 5.1.14.3 and 5.1.14.4

Severity	Issue No	Description	TCS-QID 113
Major	717309	samwin core service acting as Backup node wrote login reporting data which led to duplicated login times in reports. This has been corrected.	20110420-6-0

The following changes have been made between 5.1.14.2 and 5.1.14.3

Severity	Issue No	Description	TCS-QID 112
Critical	672133 , 821766	A problem in the replication mechanism has been corrected which potentially caused problems in all samwin modules. It is highly recommended to update the system to the new version if you are using hot standby as the error can cause problems in all modules.	20110419-3-0
Major	227199 , 821722	Overflow waiting time was calculated incorrectly, when call was blindtransferred and fell back due to busy destination. This has been corrected.	20110419-6-0
Major	311767	Installing the web components failed on some operating systems due to a problem of the setup package.	20110419-0-0

The following changes have been made between 5.1.14.1 and 5.1.14.2.

Severity	Issue No	Description	TCS-QID 111
Major	971134	Wrong overflow handling of blind transferred calls which fall back to operator due to transfer timeout were dropped in some certain scenarios. This has been corrected.	20110415-6-0

The following changes have been made between 5.1.14.0 and 5.1.14.1.

Severity	Issue No	Description	TCS-QID 109
Critical		A problem in the replication mechanism caused by consecutive batch changes has been corrected. It is highly recommended to update the system to the new version if you are using hot standby as the error can cause problems in all modules.	20110412-6-0

The following changes have been made between 5.1.13.6 and 5.1.14.0.

Severity	Issue No	Description	TCS-QID 108
Minor		The popup after putting a call on a CTI park place potentially showed incorrect information about the caller name and number if the service has been restarted in the past. This has been corrected.	20110406-2-0
Minor	149623	The flag indicating current absence notes of a subscriber was shown incorrectly in some scenarios. Additionally the absence info was not presented correctly in the list of subscribers. This has been corrected.	20110406-2-0
Minor		The entries in any event based report are potentially shown in an incorrect order when for events which occurred in the same second. This has been corrected.	20110406-2-0
Minor		When using the E-mail functionality in the context menu of a busy lamp field extension, an E-Mail form was shown additionally to the created tab in the main application. This has been corrected.	20110406-3-0
Minor		Highlighting entries with memo entry did not work in the external directory of the agent application. This has been corrected.	20110406-2-0

Minor	876117	The SSRC, sequence number and timestamp of RTP packets of an audio stream may change during a call when the audio source changes (e.g. different waves and forwarded streams). This has been corrected.	20110406-1-0
Minor	653871	The overflow of calls by waiting time was not initiated correctly and could cause longer waiting times than configured. This has been corrected.	20110407-3-0
Enhancement		CSTA support for control of ACD extension and extension monitoring (busy lamp field) has been implemented.	
Enhancement		Move IP- and Port-Configuration of Core-Server to Web	20110407-3-0
Enhancement		New Service Manager which manages all samwin services	20110407-3-0
Enhancement	448668	Added Options like "SIP-CTI enabled" to Default-Values for new Extensions	20110407-3-0

The following changes have been made between 5.1.13.5 and 5.1.13.6.

Severity	Issue No	Description	TCS-QID 107
Critical		A problem in the replication mechanism caused by concurrency scenarios has been corrected. It is highly recommended to update the system to the new version if you are using hot standby as the error can cause problems in all modules.	20110330-3-0

The following changes have been made between 5.1.13.4 and 5.1.13.5.

Severity	Issue No	Description	TCS-QID 106
Major	886842	Incorrect handling of destination IP addresses in SIP after switch over to backup SIP gateway lead to problems in call handling. This has been corrected	20110318-0-0
Major	462431	Configuration of multiple SIP/CTI gateways was not working correctly. This lead to problems in setting CFWDs via Busy Lamp Field. This has been corrected	20110318-0-0
Major	893668	Interposition calls were not working correctly in CS1000 environments. This has been corrected.	20110318-4-0

The following changes have been made between 5.1.13.3 and 5.1.13.4.

Severity	Issue No	Description	TCS-QID 105
Major	166909 936650 663661	In some scenarios the status of the operator remains busy and no more calls were transferred to the operator set. This has been corrected	20110309-4-0
Major	366350	In some scenarios calls from samwin to samwin had no media connections. This has been corrected	20110309-3-0
Minor		In some scenarios (call loops) calls were not removed from "Calls Waiting" in ACD Queue Monitor. This has been corrected.	20110309-3-0
Minor		Problem in service level calculation has been corrected.	20110309-3-0
Minor		Realtime display displayed incorrect values. This has been corrected.	20110309-4-0
Enhancement	460730	The agent text "Nightmode active" has been changed to "Logged off".	20110309-2-0
Enhancement		It is now possible to use a separated/replicated database for organizational data at the agent application. This increases search performance for offsite installations with slow connection to samwin database.	20110304-4-0

The following changes have been made between 5.1.13.2 and 5.1.13.3

Severity	Issue No	Description	TCS-QID 104
Minor		The VIP subscribers in the busylamp field were not correctly displayed. This has been corrected.	20110303-0-0

The following changes have been made between 5.1.13.1 and 5.1.13.2

Severity	Issue No	Description	TCS-QID 102
Minor		Peer tag was not updated correctly after authentication on outbound calls. This has been corrected.	20110303-0-0

The following changes have been made between 5.1.13.0 and 5.1.13.1.

Severity	Issue No	Description	TCS-QID 101
Major	176986	The samwin audio service created a logfile in system32 which was not rotated and not limited in size.	20110303-4-0
Minor		The call route tester in the web manager did not behave exactly as the service does (replace "+" with "00" in any inbound number). This has been corrected.	20110303-6-0
Enhancement		Calendar Call Forward possibility over TAPI and SIP/CTI.	20110303-6-0
Enhancement		It is now possible to view external SQL calendar appointments in the samwin web calendar.	20110303-3-0
Enhancement		Lotus Notes Calendar integration supports now customer side notifications and call forward synchronization. The samwin.nsf and the Notes agents have to be replaced on the Domino server.	20110303-6-0

The following changes have been made between 5.1.12.5 and 5.1.13.0.

Severity	Issue No	Description	TCS-QID 100
Major	576085	It was not possible to edit IVR-Flow settings when the Announcements node was not readable for the user. This has been corrected.	20110224-2-0
Minor	746318	Agent switches to Attendant-View while writing an Email when a new Call arrives. This has been corrected.	20110224-2-0
Minor	637660	Organization columns are always labeled like the subscribers table in the subscriber's window. This has been corrected.	20110218-3-0
Minor	616795	DTMF-Menu could not be opened while in conference or in consultation call.	20110216-4-0
Minor	676249	When removing the directory association of a subscriber, it is no longer displayed in any directory. This has been corrected.	20110224-3-0
Minor	176283	A click on "Copy User" does nothing. This has been corrected.	20110218-2-0
Minor	423665	Calendar Server problem with Exchange notification handling. This has been corrected.	20110218-6-0
Minor	466790	When closing the Agent application, the current configuration of the organizational information field is stored in the database, even if the user does not have the right to configure it. Therefore the settings made by other users are potentially overwritten. This has been corrected.	20110222-2-0
Minor	996159	The file triggerAssembly.dll does not need to be copied onto the external SQL Server anymore.	20110225-3-0
Enhancement	745935	It is now possible to configure a private line for each ACD extension.	20110222-6-0
Enhancement		External SQL-Calendar now synchronized by samwin Calendar Server. Existing configuration has to be modified.	20110222-3-0
Enhancement		Possibility to configure call forward for External SQL-Calendar	20110222-3-0
Enhancement		Display of presence information via SIP/SIMPLE implemented.	20110222-6-0
Enhancement		It is now possible to retrieve logon status and the number of logged on agents for a Skill via the COM-API.	20110224-2-0
Enhancement		It is now possible to configure access permissions for system nodes in the Web Manager.	20110224-2-0
Enhancement		Features can now only be added to users when the appropriate license is available.	20110224-2-0
Enhancement		Configuration of external directories (Klicktel/Twixtel/Swisscom) has been moved to Web Manager.	20110225-6-0
Enhancement		Configuration of TAPI translations has been moved to Web Manager.	20110225-6-0
Enhancement		Configuration of call flow settings has been moved to Web Manager.	20110225-6-0
Enhancement		The configuration for mails of malicious calls has been moved to the Web Manager.	20110225-6-0
Enhancement		Samwin Replication Service is creating the temporary database for snapshot backup/restore automatically.	20110225-3-0
Enhancement		Improvements in performance were done for samwin Replication Service.	20110225-3-0

The following changes have been made between 5.1.12.4 and 5.1.12.5.

Severity	Issue No	Description	TCS-QID
Major		In some rare scenarios a problem initializing the skills resulted in an incomplete list of skills in the agent application. This has been corrected	20110210-4-0

Minor	<u>266602</u>	When exporting a report to CSV using the web manager the columns did not have a readable name. Instead a key was used as column header. This has been corrected.	20110211-6-0
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The following changes have been made between 5.1.12.3 and 5.1.12.4

Severity	Issue No	Description	TCS-QID
Critical	<u>968479</u>	After the source caller of a conference at a softphone agent disconnects, the destination call remains at the agent and no interaction is possible anymore. This has been corrected.	20110209-4-0
Major	<u>765537</u>	Pressing "Disconnect Source" while an active conference on an agent using a hard set causes one way media. The audio stream is looped back to the called party. This has been corrected. (Holding and unholding the called party solves the issue.)	20110209-4-0
Major	<u>744628</u>	After a new call is presented at the agent shortcuts are ignored if the focus is set into the list of current calls. This has been corrected.	20110209-4-0
Enhancement		Dialing is now per default postponed until a pending search is completed at the agent.	20110209-4-0

The following changes have been made between 5.1.12.2 and 5.1.12.3.

Severity	Issue No	Description	TCS-QID
Major		Social service web chat connector deletes all chat messages. This has been corrected.	20110127-4-0
Minor		Handling web chats caused a Javascript error. This has been corrected	20110127-4-0
Minor		Answering the first call using a double click or short cut did not work if the user does not have the right "The user may pick any call from the list"	20110127-4-0

The following changes have been made between 5.1.11.4 and 5.1.12.1.

Severity	Issue No	Description	TCS-QID
Enhancement		It is now possible to configure the log path of the agent and system Manager via the registry.	20110126-6-0

The following changes have been made between 5.1.11.4 and 5.1.12.1.

Severity	Issue No	Description	TCS-QID
Enhancement		Changed logging and setting locations to Microsoft conform locations.	20110113-6-0
Enhancement		User-specific Priority Routing	20110113-6-0

The following changes have been made between 5.1.11.1 and 5.1.11.4.

Severity	Issue No	Description	TCS-QID
Major	<u>754661</u>	When calling another operator through the operator list a wrong number is dialed. This has been corrected	20101228-2-0
Major	<u>836946</u>	When updating from 5.0 it could happen, that no reporting data is written. This has been corrected.	20110114-0-0
Major	<u>366350</u>	Calls from G.729 operator sets to destination with G.711 early media led to incorrect renegotiation of G.729 call. This has been corrected.	20110114-3-0
Minor	<u>241621</u>	Unable to set call forward when extensions are in E.164 format in the BLF-window. This has been corrected.	20101228-2-0
Minor	<u>364439</u>	The text "Vermittlung" is shown when using the English Version. This has been corrected.	20110114-3-0
Minor	<u>436441</u>	Loading an agent-configuration file did not work in some cases. This has been corrected.	20110114-2-0
Minor	<u>967139</u>	Times of appointments are not saved correct when using exchange-sync-client. This has been corrected.	20110114-2-0
Minor	<u>936683</u>	When editing organizational data it might occur in some scenarios that new entries and changes are not displayed in another already opened	20110114-2-0

		organizational unit due to missing refresh of data. This has been corrected.	
Minor	236308	Outbound calls are displayed with call-type unknown. This has been corrected.	20110114-3-0
Minor	236319	Transfer fallback information was lost when call was originally redirected to samwin. This has been corrected.	20110114-3-0
Minor	136144	SIP URI was incorrectly passed to SIP messages if it contained no user. This led to malformed REGISTER requests. This has been corrected.	20110114-4-0
Minor	646154	If a caller was parked on a private park place and another user logged off and logged on again the call was signaled on the second user's console. This has been corrected.	20110114-0-0
Enhancement		Switchover improvements have been implemented	20110114-0-0

The following changes have been made between 5.1.11.0 and 5.1.11.1.

Severity	Issue No	Description	TCS-QID
Critical	756119	Due to an initialization problem retrieving presence information with multiple OCS users did not work. This has been corrected.	20101209-0-0
Minor	682626	During first startup the registry keys were not automatically renamed. This caused startup problems in some scenarios when updating from 5.1 to 5.1 R2. This has been corrected.	20101209-4-0
Minor	526804	Wrong feature selection in samwin Contact Center Suite installer. This has been corrected.	20101209-6-0

The following changes have been made between 5.1.10.1 and 5.1.11.0.

Severity	Issue No	Description	TCS-QID
Critical	756119	Voice quality issues occurred when the CTI Anti-tromboning feature was in use. This has been corrected.	20101117-0-0
Minor	795842	ACD Progression steps were skipped inadvertently under specific conditions. This has been corrected.	20101130-6-0
Minor	136155	Sum of user state "After Call Work" per skill was incremented when caller disconnects during call waiting. After end of After Call Work sum was not decremented. This has been corrected.	20101130-6-0
Minor	135794	Under some rare conditions calls, which fell back due to unsuccessful blind transfer, could not be answered at operator console. This has been corrected.	20101130-6-0
Enhancement		New SAMwin.CCO Manager Design	20101130-6-0
Enhancement		The Facebook, E-Mail and Web chat feature is now available.	20101130-6-0

The following changes have been made between 5.1.10.0 and 5.1.10.1.

Severity	Issue No	Description	TCS-QID
Critical		Since 5.1.10.0 the samwin softphone had one way media in all call scenarios. This has been corrected.	20101117-6-0
Major	901669	Improvements have been included to avoid problems when multiple calls are at the agent. This also includes major SQL traffic reductions.	20101105-0-0
Enhancement		Directly associated ACD Extensions of a user are now displayed as link in the configuration of the user.	20101117-6-0
Enhancement		The list of ACD Extensions associated to a user or group in the configuration in the web interface is now sorted.	20101117-6-0

The following changes have been made between 5.1.9.0 and 5.1.10.0.

Severity	Issue No	Description	TCS-QID
Major	745946	In some very rare conditions the transfer to a hunt group fails when 2 or more calls are concurrently involved in a hunt group transfer. This has been corrected.	20101105-0-0
Major	515950	When an external database is used or the database name differs from the default name SAMwin it is necessary to configure these settings for the audio service, the presence service and the calendar service via the registry. Now the SAMwin.CCO Service Manager also sets those values	20101105-6-0

		when configuring the database for the call handling service.	
Major	<u>155352</u>	When multiple calls and multiple agents are active, the agent application might have performance problems due to database queries. Problems when answering calls might be noticed. This has been improved.	20101105-6-0
Major	<u>145562</u>	When database connection is switched during the configuration window of the agent application is opened, it can result in incorrect storage causing the replication service to stop working. This has been corrected.	20101105-6-0
Major	<u>995787</u>	In a rare scenario the agent might fail to connect to the server due to an corrupt configuration of the skill values of the connecting user. This has been corrected.	20101105-6-0
Major	<u>685601</u>	In some scenarios entries might be missing when importing from AD if the import is configured to recursively search all AD levels. This has been corrected.	20101020-3-0
Major	<u>855484</u>	In a rare scenario an operator with no configured ACW time was not able to answer an incoming call. This has been corrected.	20101105-3-0
Major	<u>412524</u> <u>695446</u>	<u>846011</u> SIP Proxies were not fully supported. This has been corrected.	20101105-0-0
Minor	<u>349524</u>	When an operator terminates the console application while he is connected to a call operator set remains busy. This leads to undeliverable state of the ACD Extension after the next logon. This has been corrected.	20101105-3-0
Minor	<u>965681</u>	When the agent application is automatically activated or restored from minimized state due to a new call, the position of the internal directory in the user interface is not correct in some scenarios and partially hides the statusbar until a the window is resized. This has been corrected.	20100920-3-0
Minor	<u>616092</u>	Scrolling through the internal directory on large databases, especially when the busy lamp field is enabled, sometimes causes performance problems of the client. This has been corrected.	20101007-3-0
Minor		The name provided in the popup when creating a new SIP gateway via the web interface is not used. Instead the default name "SIP-Gateway" is used. This has been corrected.	20100903-2-0
Minor	<u>336056</u>	Setting a skill diversion target to long numbers fails in some cases. This has been corrected.	20101002-6-0
Minor	<u>895303</u>	The name of the email recipient which is automatically filled in the mail form of the agent application is not escaped. Thus, if the name includes e.g. a comma, sending the mail might be rejected by the SMTP server. This has been corrected.	20101018-2-0
Minor		When the system time of the client PC is changed to the past during runtime of the agent application, the agent might fail to reconnect after a connection loss to the server.	20101005-6-0
Minor	<u>528527</u>	Resolution of the calling party name in the call history list failed for missed calls in some scenarios. This has been corrected.	20101005-6-0
Minor	<u>885546</u>	Long execution durations of the reports in the web manager might cause to free supervisor license and prevent another execution or the report until relogon. This has been corrected. Additionally licenses are now not only acquired during logon but also during runtime of a web manager session. Available license tokens are therefore automatically acquired for reporting without relogon.	20101005-6-0
Minor		In some scenarios answering a specific call via double click on the row of the call answers the first call instead of the clicked call. This has been corrected.	20101005-6-0
Minor	<u>460071</u>	On overflows of connected calls to an IVR flow which starts with an Incoming Call node having Connect caller flag activated a pause of 30 seconds was observed. This has been corrected.	20101005-6-0
Minor	<u>699529</u>	Realtime data "user state count" was incorrect. This has been corrected.	20101105-3-0
Minor		History-Info Headers in SIP messages which were inserted by SIP proxies were not considered correctly. This has been corrected.	20101105-5-0
Minor	<u>475987</u>	Incoming calls which were negotiated to G.711 and were assigned to ACD extensions exclusively using G.729 lead to G.711 RTP data to be sent to ACD extension for a short time. This has been corrected. Note: to activate the filter you have to set the registry DWORD value enablePayloadTypeVerification in key HKLM\SOFTWARE\SAMwin\samwin audio service to 1 on the samwin Servers and every computer which is hosting a samwin Media Gateway.	20101105-3-0
Minor	<u>395105</u>	The calling party id of calls which were initiated by a samwin Hunt group was set to "Operator" if samwin gateway setting "Fake From" was deactivated. This has been corrected.	20101105-3-0

Minor	765515 979521	SAMwin.CCO Server cannot be stopped as long as samwin audio service is running. This has been corrected.	20101105-3-0
Minor	743575	Inbound SIP request SUBSCRIBE led to "Illegal SIP message" notification. This has been corrected.	20101105-0-0
Enhancement	565890	The list of skills is now sorted when changing a report in the web manager.	20101005-6-0
Enhancement		It is not possible to configure the visibility of toolbar buttons depending on the directory.	20101005-6-0
Enhancement		It is now possible to configure the visibility of the agent's operator toolbar depending on the directory.	20100906-4-0
Enhancement		It is now possible to logon and logoff from a skill via the Agent API. For detailed information see the developer guide.	20101002-6-0
Enhancement		It is now possible to filter the call history, so only the latest call of a caller is shown in the list.	20101002-6-0
Enhancement		It is now possible to filter the call history in order to show only calls assigned to skills where the user is currently logged on.	20101002-6-0
Enhancement		samwin is now able to detect in band DTMF signals via tone detection. Detecting is automatically done when the PBX does not offer DTMF signalization according to RFC2833.	20101002-5-0
Enhancement		samwin now supports phone-context evaluation. It is now possible to map phone-contexts to prefixes which are prepended to received phone numbers.	20101105-3-0
Enhancement	669423	It is now possible to configure per gateway whether the first or the last redirecting party is displayed at the agent application.	20101105-3-0

The following changes have been made between 5.1.8.4 and 5.1.9.0.

Severity	Issue No	Description	TCS-QID
Minor	659677	Future appointments imported from external source are displayed using an incorrect character set in absence notes window. The information might be displayed incorrect. This has been corrected.	20101007-6-0
Minor	895303	The name of the email recipient which is automatically filled in the mail form of the agent application is not escaped. Thus, if the name includes e.g. a comma, sending the mail might be rejected by the SMTP server. This has been corrected.	20101018-2-0
Minor	653871	Instead of showing just the connected users and ACD Extensions of a call all users and ACD Extensions where the call is assigned are listed. This has been corrected.	20101018-2-0
Enhancement		Web Calendar and Calendar Server use now the private flag for Domino and Exchange appointments. Note that there are new settings for the private flag in the SAMwin.CCO Manager.	20101007-6-0

The following changes have been made between 5.1.8.3 and 5.1.8.4.

Severity	Issue No	Description	TCS-QID
Minor		The subscriber image in the organizational information was not displayed.	20101005-2-0
Enhancement		The performance of the busy lamp field when scrolling through the list of subscribers has been improved for large directories.	20101005-2-0

The following changes have been made between 5.1.8.2 and 5.1.8.3.

Severity	Issue No	Description	TCS-QID
Minor		Web calendar settings don't take any effect. This has been corrected	20100902-6-0
Minor		Wrong date time parsing in samwin calendar server has been corrected.	20100902-6-0

The following changes have been made between 5.1.8.1 and 5.1.8.2.

Severity	Issue No	Description	TCS-QID
Critical	735453	If a call from or to samwin was renegotiated to a different codec then the call to the operator set was not renegotiated. This led to one- or no way media. This has been corrected.	20100901-3-0

The following changes have been made between 5.1.8.0 and 5.1.8.1.

Severity	Issue No	Description	TCS-QID
Major		An out of range exception may occur in some scenarios (e.g. when searching in the call history list of the agent) if the external directory is hidden.	20100901-2-0
Minor		Updating caller name in the call history list of the agent failed in some scenarios for contacts stored in the external directory.	20100901-2-0
Minor		Wrong date time parsing in web calendar has been corrected.	20100901-6-0
Enhancement		Startup and runtime performance has been improved.	20100901-1-0

The following changes have been made between 5.1.7.1 and 5.1.8.0.

Severity	Issue No	Description	TCS-QID
Critical		Since 5.1.5.0 hosting samwin on a 64 bit SQL Server did not work together with a hot standby by setup. This has been corrected.	20100824-6-0
Major		When the database name includes the character "." the replication fails. This has been corrected.	20100824-1-0
Minor		When using multiple address books the agent application always used the list permission configured for the default directory to determine if the user is allowed to edit data in the organization information field. This has been corrected.	20100824-2-0
Minor	659677	Support for non-western character-sets has been extended	20100824-2-0
Minor		Outbound SIP messages sent over the TCP transport have potentially not been sent via the configured signaling interface. This breaks PBX trunk assignment (e.g. CUCM) where the source IP address is used for correlation. This has been corrected.	20100824-4-0
Minor		The extended gateway setting "Busy on early media" shows the configured value of "Force from remote IP". This has been corrected.	20100824-2-0
Minor		Absence notes imported from external sources have in some scenarios shown incorrect start and end time due to missing time conversion. This has been corrected.	20100825-6-0
Minor		When several users share the organizational information tabs via a group and multiple users add tabs at the same time, the tabs of all users are stored. Now the settings of the last user are stored.	20100824-5-0
Enhancement		Now it is possible to synchronize Domino calendar appointments with the samwin Database. Also it is possible to view Domino and Exchange user calendars over samwin web calendar feature.	20100825-2-0

The following changes have been made between 5.1.7.0 and 5.1.7.1.

Severity	Issue No	Description
Minor		A problem in a customized version of the new powersearch functionality has been corrected.

The following changes have been made between 5.1.6.0 and 5.1.7.0.

Severity	Issue No	Description
Major		samwin had a problem detecting call loops. This has been corrected.
Minor		samwin console status change from Busy to Logged Off did not work properly when After Call Work was configured. This has been corrected.
Enhancement		The full text searches have been enhanced. A new search mode, called "Powersearch", is now available.
Enhancement		Missed calls in the call history of the agent application are now written in red.
Enhancement		The short cut to set the user state to Logged Off in the agent application, does now toggle the state between Logged Off and Available.
Enhancement		Due to a change in the gateway configuration of samwin, customers having the registry flag HKEY_LOCAL_MACHINE\SOFTWARE\SAMwin\SAMccoSRV\alwaysSendSDPResponse set to 1 and customers which are connected to a CUCM 5 and higher have to enable the new gateway setting "Always send SDP response" via the web interface. This setting can be found in the "Extended Settings" of the SIP-Gateway.

Ensure to apply and update your configuration change.

The following changes have been made between 5.1.5.3 and 5.1.6.0.

Severity	Issue No	Description
Major	856537	In combination with DameWare remote control software the agent main form has resizing problems in some scenarios. This has been corrected.
Major		Interposition calls in CS1000 failed. This has been corrected.
Minor	555187	If no gateway routing matches calls to hunt destinations are not established via the gateway of the inbound call. Instead the first gateway is used. This has been corrected.
Minor	665108	Since version 5.1.2.0 the row height of entries in the internal directory was not applied to bigger font sizes. Therefore the text might have been cut off. This has been corrected.
Enhancement	452630	It is now possible to hide the description of the toolbar buttons which are used for call handling in the agent application.
Enhancement	745210	The user manual is now available as help file in the agent application.
Enhancement		A new API function has been added to the agent API. It is now possible to shutdown the application via the API.
Enhancement		The DTMF functionality is now also available via a toolbar button.
Enhancement		Call park has been implemented. This feature enables users to put callers from the samwin console to a (non-directed) park place.
Enhancement		It is now possible to configure specific host and port settings for each ACD extension. This adds NAT support for agents using hard sets.
Enhancement		It is now possible to disable SIP gateways in the samwin configuration.
Enhancement		The SIP gateway configuration has been moved into the web management interface.
Enhancement		It is now possible to customize the behavior of the full-text and the limited-full-text search, whether they should do a left aligned or a real full text search.

The following changes have been made between 5.1.5.2 and 5.1.5.3.

Severity	Issue No	Description
Major	852432	When opening the configuration for organizational units the flag marking the site table is re reset in some rare scenarios. This has been corrected.
Minor	815356	If a user was deleted from the configuration the user defined user states of the group the user was associated to could not be activated by other users of the same group. This has been corrected.
Minor	553475	Wrong error messages (without any impact) were displayed in Status dialog of samwin service manager when samwin callcenter service was started. This has been corrected.
Minor	255516	Due to a problem in the installshield component, not all installed files for the agent application have been removed during uninstallation. This has been corrected.
Minor	857174	Specific failure in call scenarios cause bad voice quality at the samwin softphone agent for all further calls of the agent. This has been corrected.
Minor	235947 553475 495512 745902	The service manager shows incorrect license warnings. This has been corrected.
Minor	885557	Due to installshield problem documented in KB article Q200271 the installer potentially shows message "The installation may require additional dependencies." during installation when started from a root directory. This has been corrected by applying the provided hotfix.

The following changes have been made between 5.1.5.1 and 5.1.5.2.

Severity	Issue No	Description
Major	858470	The reconnecting mechanism to the primary SIP gateway lead to a socket leak on then samwin server machine. This has been corrected.
Major	745946	Under some rare conditions retry of call establishing to a busy hunt extension does not work. This has been corrected.

The following changes have been made between 5.1.5.0 and 5.1.5.1.

Severity	Issue No	Description
Enhancement		It is now possible to report real time user states.

The following changes have been made between 5.1.4.0 and 5.1.5.0.

Severity	Issue No	Description
Major		Major stability improvements were done for the samwin database replication.
Major	155352	When multiple agents are active and multiple forwarded inbound calls are waiting at the agents, the clients might have performance problems due to higher database traffic. This has been corrected.
Minor	415521	Reporting data might have been incomplete if the name of configuration objects (users, skills, userstates) includes an apostrophe. This has been corrected.
Enhancement		Lua system commands have been enabled in the IVR scripting interface.
Enhancement		samwin now supports 64bit host environments.
Enhancement		The toolbar button of the current selected directory in the agent application is now highlighted to indicate the active directory.
Enhancement		It is now possible to initiate a blind transfer via a toolbar button in the agent application.
Enhancement		It is now possible to retrieve appointment information from an external database by configuring database access parameters and SQL queries. Customers using the Zyline appointment integration have to change their configuration to use this external calendar integration. The configuration can be found in the web interface in Server/System/Presence/External Calendar.

The following changes have been made between 5.1.3.0 and 5.1.4.0.

Severity	Issue No	Description
Minor		The storage of passwords of the Microsoft OCS presence integration had problems in some cases. This has been corrected. If you are already using the integration you have to reconfigure the passwords.
Minor	545386	No reporting data for agent messaging events (email and SMS) have been written. This has been corrected.
Minor	545386	Manually edited call information at the console has not been assigned to the call and has therefore not been shown at other consoles sharing the same call. This has been corrected.
Enhancement	494481	It is now possible to forward redirecting information of inbound calls to targets of a hunt group.
Enhancement	144914 544992	If a call returned from an IVR flow to an agent (e.g. for pin validation), it was automatically connected. This has been changed. Now the agent has to unhold the call. If the call has finished the IVR flow and is waiting for the agent to unhold, it is visually and acoustically signaled by the console.
Enhancement		It is now possible to configure the font which is used for the menu, toolbars and search buttons at the console.
Enhancement		The SQL, which may be configured to be executed after an import, was executed with a command timeout of 30 seconds. This timeout has been removed to allow long execution durations.
Enhancement		A U.K. and U.S. ringback wave has been added to the default waves of the samwin contact center suite.
Enhancement		If the agent is currently not handling a call and opens the email form, the template of the default skill of the ACD extension is now used (if configured) instead of the common email template.
Enhancement		It is now possible to assign call tags automatically whenever a call is assigned to a skill or IVR flow.
Enhancement		It is now possible to report call tags.

The following changes have been made between 5.1.2.4 and 5.1.3.0.

Severity	Issue No	Description
Minor	456032	An optimization for the switchover process from primary pbx gateway to secondary pbx gateway has been implemented to reduce the delay on outbound calls.
Minor		Starting of samwin audio service caused automatic start up of SAMwin.CCO Server service. This has been corrected.

The following changes have been made between 5.1.2.2 and 5.1.2.3.

Severity	Issue No	Description
Minor		A manual change of the user state at the console has not been sent to the current backup server. This may cause switchover problems if the after logon state of the user is "logged off". This has been corrected.

The following changes have been made between 5.1.2.1 and 5.1.2.2.

Severity	Issue No	Description
Minor		Since version 5.1.2.0 the current column widths of the address books of the console application have not been stored and reloaded on next start. This has been corrected.

The following changes have been made between 5.1.1.0 and 5.1.2.0.

Severity	Issue No	Description
Minor		Some minor issues have been corrected in the samwin replication service which is used for the hot standby database replication.
Enhancement		It is now possible to configure multiple address books for the agent application.
Enhancement		New functionality has been added to the Agent API. Have a look at the development guide for further information.

The following changes have been made between 5.1.0.1 and 5.1.1.0.

Severity	Issue No	Description
Enhancement		A search history for the internal directory has been added to the agent application.
Enhancement	394788	It is now possible to mark an IVR flow as transparent. This can be useful if the IVR-flow is an overflow target of a non transparent Skill. In such cases the greeting texts of the skill will be used at the operator.
Enhancement	159424	Apart from adding custom user states it is now also possible to define the type of these states. Possible types are "Available", "Busy" and "Offline".
Enhancement	934993	CTI anti-tromboning

The following changes have been made since the previous release (5.1.0.1).

Severity	Issue No	Description
Major	625201	If the content of a folder was moved into another folder and the source folder is not reloaded but deleted via the web management interface, the previously moved content is also deleted. This has been corrected.
Minor	355253	When using the busy lamp field of the agent application with enabled "group by organizational unit" functionality, the busy lamp shows no extensions in some cases. This has been corrected.
Minor	985250	Organizational entries of the site table are incorrectly shown as a sub entry of another organizational unit in some cases. This has been corrected.
Minor		Acquired network sockets were not freed if establishing the TCP connection fails. This may lead to connectivity problems after long client runtimes on the computer running the agent application.
Enhancement	458425	It is now possible to show the list of consoles in the call center view of the agent application.
Enhancement	125047	It is now possible to permit a user to modify the internal and external directory via the system manager.
Enhancement	294348	The current state of the agent (except available states) is now displayed in the current call information part of the user interface and not only in the status bar.
Enhancement		Distributed media streaming is now supported.
Enhancement		It is now possible to send DTMF digits via the agent application.