

# Release of D4SP Softphone 5.7.2

[Release Notes](#)

[Version: 5.7.2](#)

[Build number: 8656](#)

[Release date: 2022-06-16](#)



#### About this document

This RN (Release Note) is intended for Customer Service and Installation Personnel involved in the installation and maintenance of Destiny for Service Providers solutions.

#### **NOTICE**

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5.7.2.8656  
2022-06-16

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## Deliverables

- Desktop-5.7.2-8656-<branding>.bin
- <branding>\_5.7.2\_8656\_osx\_release.dmg
- <branding>\_5.7.2\_8656\_windows\_release.exe
- <branding>\_5.7.2\_8656\_x64\_noadmin.msi
- <branding>\_5.7.2\_8656\_x64\_admin.msi
- <branding>\_5.7.2\_8656\_x86\_noadmin.msi
- <branding>\_5.7.2\_8656\_x86\_admin.msi

*Please note:*

*64-bit msi installer includes a 64-bit outlook plugin, but the Desktop application is still 32-bit*

## Test Environment

This release is verified in Destiny for Service Providers Quality Assurance (QA) lab.

## Upgrade Paths

This topic lists the verified upgrade paths to 5.7.2 build 8656. Destiny for Service Providers always recommends validating your upgrade path in a staging environment prior to upgrading a production system.

From version 5.7.1

## Resolved issues

Summary/Description	Reference
<b>Inconsistency in Contact search (SPH-56)</b>	DSS-4694 (Medium) DSS-2192 (Low)
The search result may sometimes get lost. When searching for a user or searching a keyword, that gives multiple results, the list can suddenly show less results after having pressed enter on the keyboard.	
<b>Softphone shows group names without spaces (SPH-72)</b>	DSS-1814 (Low)
If a function number has a name including one or more none-Unicode characters, then any space before or after that character is omitted when viewed on the groups panel in Softphone.	
<b>"Calling with Role" is not honoured in Call routing rules when using CTI (SPH-70)</b>	DSS-1879 (Low)
When making a CTI call and enabling "Call/Calling as Business role/<something>", the role is not honored if used in configuration of call routing rules. If, for example, having configured that calling with role Private should mean place the call from anonymous line, it does not work. If setting the role "permanently" to Private (not only for next call) it works as intended.	
<b>Search field is too small (SPH-68)</b>	DSS-2158 (Low)
Depending on locale, the search hint does not fit in the search field.	
<b>Can't pick up calls to Desk Phone via Call Control on Softphone (SPH-65)</b>	DSS-2257 (Low)
When using Softphone as Call Control, you are unable to pick up the call via Softphone unless you right click on the call and choose "pick up" - but doing this resumes the call on the Softphone instead of the Desk Phone which you've chosen as CTI Function.  <u>Destiny for Service Providers note:</u>  We have deemed the context menu when picking up a call, being redundant and therefore removed it. Hence, there is not anymore, a possibility to right click and select "Pickup call". Instead, the user just clicks the icon to pick up the call, and the call will be connected/directed to the selected device.	