

Release of D4SP Softphone 5.9.1

[Release Notes](#)

[Version: 5.9.1](#)

[Build number: 8901](#)

[Release date: 27 Jan 2023](#)



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 (D4SP) solutions.

NOTICE

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5.9.1.8901

27 Jan 2023

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Deliverables

- Desktop-5.9.1-8901-<branding>.bin
- <branding>_5.9.1_8901_osx_release.dmg
- <branding>_5.9.1_8901_windows_release.exe
- <branding>_5.9.1_8901_x64_noadmin.msi
- <branding>_5.9.1_8901_x64_admin.msi
- <branding>_5.9.1_8901_x86_noadmin.msi
- <branding>_5.9.1_8901_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 D4SP Quality Assurance (QA) lab as well in live environment during Internal Quality Program (IQP).

Upgrade Paths

This topic lists the verified upgrade paths to 5.9.1 build 8901. D4SP always recommends validating your upgrade path in a staging environment prior to upgrading a production system.

- From version 5.9.0

Resolved issues

Summary/Description	Reference
External applications in Softphone unavailable (SPH-291)	DSS-17207 (Medium)
Not able to configure external application. Nothing happens when clicking <i>External button</i> under <i>Options/preferences</i> → <i>Advanced</i> .	
Localisation: Incorrect symbol/text showing on mouseover in French (SPH-270)	US-87 (Medium)
Some HTML encoded character is showing up on tooltip for adding activity diversion.	
CTI in combination with answer using "Enter" key is not working (SPH-196)	DSS-16715 (Medium)
After having enabled the feature to answer with enter key, the call is still answered on the local Softphone, even if the client is configured to answer calls on another device using CTI.	
Problem when sending Outlook email to busy user with lost profile picture (SPH-67)	DSS-5265 (Medium)
This is an issue found during quite rare conditions: A user has a profile picture defined, but for some reason it does not exist (or could not be found on the server). When an attendant tries to send an email about a call to this user Softphone starts creating new emails until the application is killed.	