

# Verba Release Notes

## Announcement

### Verint Financial Compliance release notes are moving

From release 9.9.6 onwards, Verint Financial Compliance release notes can be found on Verint Connect: <https://connect.verint.com/documentation/whatsnew/w/whatsnew/financial-compliance-release-notes>

Please contact your Partner or Account Manager if you cannot access the link.

## Verba 9.4 Service Build Release Notes (build 9.4.2.5801)

This document lists new features and fixes released in Verba 9.4 Service Build Release Notes (build 9.4.2.5801).

**Document Download Date** 2026-04-21

### Release highlights

ID	Component	Description
RI-018070	Recording - BT ITS	BT ITS trader voice recording integration: <ul style="list-style-type: none"> <li>- Certified BT ITS recording solution</li> <li>- IPSI based recording, no TDM support</li> <li>- 2N and N+1 recorder configurations</li> <li>- 2N CTI resiliency deployment option</li> <li>- Compatible with trader voice recording data model (only)</li> <li>- Support for VAD (voice activity detection) and media segmentation for long calls</li> <li>- All types of recording mix layouts are supported</li> <li>- Support for TMS file and/or LDAP based configuration read</li> <li>- Scalable, resilient architecture using the standard Verba Recording Director and Media Recorder configurations - <a href="#">learn more</a></li> </ul>
RI-018145	Platform - Database	Database performance improvements for large scale installations: <ul style="list-style-type: none"> <li>- Database insert throughput increased</li> <li>- Partitioning for large tables</li> <li>- Bulk operations with daily maintenance jobs</li> </ul>
RI-017988	Platform - Import	Migration from Verint v11.x FT platform allowing importing of historical recordings: <ul style="list-style-type: none"> <li>- Support for archived calls only</li> <li>- Supported archive mediums: SMB folder or EMC Centera (tapes, DVDs or any other removable media is not supported)</li> <li>- Storage targets are automatically created based on the archive configuration in Verint</li> </ul>

- All Verint v11 file formats and codecs are supported: wave file using G.729, G.723.1 or G.726
- Encrypted calls are not supported
- Both back office and front office (trader voice) calls can be imported
- Migrated calls are assigned to users defined in Verba based on their associated recorded extensions (Trader ID / Extension or Phone Number / SIP URI)

## Known Critical Issues

ID	First Affected	Status	Description
KI-0058	<a href="#">7.0</a> (7.0.4314.0)	Resolved in <a href="#">9.6.0.5944</a>	<p><b>Summary</b> Certain calls between Skype for Business and Teams or Azure VoiceMail cannot be recorded</p> <p><b>Am I affected?</b> All Skype for Business recording installations are affected where the recorded users can call Teams users or place voicemail messages in Azure VoiceMail.</p> <p><b>Impact</b> Certain Skype for Business calls cannot be recorded when a recorded Skype for Business user is calling a Teams user and one of the participants is outside of the corporate network, or a recorded Skype for Business user is placing an Azure VoiceMail message. This limitation is caused by the new call setup procedure, and specifically in ICE negotiation, introduced in Teams and Azure VoiceMail, which prevents the recording system to redirect and force the calls to the Skype for Business Edge Server where the Media collector can fork the related media streams. Since the system is not able to capture the media streams related to these calls, these calls are not recorded. No alerts are raised unless CDR reconciliation is enabled.</p> <p><b>Workaround</b> Currently there is no workaround other than disabling Teams or Azure VM calling entirely for the recorded users.</p> <p>We are actively working on implementing a new solution which extends the capabilities of the Proxy Server to be able to relay these type of calls too. It requires a major change in the architecture by allowing the Proxy Server to relay calls with external participants through a public interface. It also means that that calls which are currently routed through the Skype for Business Edge Server and forked by the Media Collector Service will be routed through the Proxy Servers that same way as calls with internal or PSTN participants. We are currently targeting July 2020 with the enhanced version of the Proxy Server.</p>

## Critical Fixes

There are no new critical fixes in this build.

## Feature Improvements

ID	Component	Description	Added in	Date
RI-017950	Security	New server security configuration to enable or disable TLS versions: TLS v1, TLS v1.1, TLS v1.2 to restrict secure connections to system components	9.4.0.5738	2019-07-05
RI-017975	Security	ECDHE is offered/enabled in TLS connections	9.4.0.5738	2019-06-25
RI-018493	Security	Openssl library is updated to the latest v1.0.2s	9.4.0.5747	2019-07-30
RI-018613	Recording - Cisco	The Cisco JTAPI Service can determine and override the call direction based on the internal number pattern (the Gateway Addresses is not used anymore)	9.4.0.5766	2019-08-08
RI-017758	Recording - Lync/SfB	SIP activity watching period in Filter takes into account server local time instead of UTC, also we can define on which days of the week this should be active.	9.4.0.5694	2019-04-09
RI-018659	Recording - Lync/SfB	Microsoft Skype for Business Front-End Server SDK (serveragent.dll) updated from the latest CUs for SfB 2015 (CU9) and SfB 2019 (CU1)	9.4.0.5766	2019-07-31
RI-018088	Recording - Unified Call Recorder	When no Media Recorder is available at session establishment, the service responds with service unavailable (SIP 503 response code), in order to order to force the remote peer to move the session to the next available recorder/trunk	9.4.0.5738	2019-05-06
RI-018232	Recording - Unified Call Recorder	Trigger Failover Recovery (load-rebalancing) feature for BT ITS, IPC Unigy and BT IP Trade recording	9.4.0.5738	2019-04-08
RI-018259	Recording - BT ITS	BT ITS dashboard displaying TTP status, CTI status, etc.	9.4.0.5738	2019-04-02
RI-017925	Recording - IPC	Integration with IPC DataExchange API to allow importing trader voice conversation from the IPC Unigy 360 cloud platform	9.4.0.5738	2019-07-15
RI-018020	Recording - Cloud9	New Call Type metadata field to store the call types: Click to Call, Ring Down, Shout Down	9.4.0.5738	2019-06-06
RI-018559	Recording - Cloud9	New audio format configuration for Cloud 9 recordings	9.4.0.5772	2019-08-28
RI-017911	UI - Web Interface	All conversation participants are displayed in the player under that conversation details tab	9.4.0.5738	2019-07-22
RI-018028	UI - Web Interface	The Content Server sends audio for playback in PCM 16Khz format instead of MP3 by default (configurable)	9.4.0.5738	2019-06-04
RI-018081	UI - Web Interface	Auto-complete is disabled on forms to avoid the accidental saving of ambiguous data	9.4.0.5738	2019-05-14
RI-018208	UI - Web Interface	New configuration for daily jobs schedule (default schedule for Active Directory synchronization, license check, database maintenance jobs for SQL Server Express Editions, expired reports deletion) under Web Application / Miscellaneous / Daily Jobs Start At (Server Timezone)	9.4.0.5738	2019-04-11
RI-018214	UI - Web Interface	Allows adjusting media during playback to help users cope with time synchronization issues.	9.4.0.5738	2019-04-10

		Lack of accurate server time synchronization could cause that CDR-only records reference media inaccurately.		
RI-018459	UI - Web Interface	Ability to acknowledge and clear all listed alerts	9.4.0.5747	2019-07-25
RI-018634	UI - Web Interface	New authentication options: - Azure Active Directory (AAD) - Active Directory Federation Service (ADFS) New Identity Providers (IdP) configuration through Roles to enable/disable the new authentication modes in addition to the existing Database Credentials, Integrated Windows Authentication (IWA) and Active Directory (LDAP) options.	9.4.0.5766	2019-08-03
RI-018719	UI - Web Interface	Playback is available for ongoing CDR-Only records on the Ongoing Calls page which allows playing back e.g. open line recordings where the segmentation timer has not yet closed the CDR-Only record in the database. Finished Media-Only records were and still are playable regardless of the status of the related CDR-Only record(s).	9.4.1.5780	2019-10-02
RI-018788	UI - Web Interface	The Web Application supports SMB encryption for storage targets where direct playback is available	9.4.1.5781	2019-10-04
RI-018795	UI - Web Interface	Markers now displayed in case of adjusted media records. The markers also follow the default and manual media stitching adjustment settings.	9.4.1.5783	2019-10-14
RI-018120	UI - Reporting	New Upload Status widget showing the status of upload queues on the recorders	9.4.0.5738	2019-04-29
RI-018578	UI - Reporting	Dashboard snapshot timers now configurable to allow adjusting loading/waiting times	9.4.0.5766	2019-08-10
RI-018826	Platform - API	New HTTP Business API call to mark ongoing calls for deletion (finished calls can be deleted too)	9.4.2.5801	2019-10-25
RI-018001	Platform - Configuration	Retention Period (days) can be configured through Active Directory synchronization by selecting an AD attribute	9.4.0.5738	2019-06-14
RI-018729	Platform - Configuration	Voice Activity Detection (VAD) is now enabled for all trader voice integrations by default	9.4.1.5780	2019-09-30
RI-018764	Platform - Configuration	The default call segmentation timer for trader voice recording is now reduced to 15 minutes	9.4.1.5781	2019-10-11
RI-017971	Platform - Environment	Additional IPv6 support added: - Web based silent monitoring - Desktop agent (screen capture, mute) - Storage and export targets - Import sources	9.4.0.5738	2019-06-25
RI-018462	Platform - Licensing	New license page under System / License when the latest v5 licenses are used for easier tracking license usage, per tenant-based information in case of multi-tenant deployments	9.4.0.5747	2019-07-24
RI-018463	Platform - Licensing	New license usage reports for reporting on historical license usage: - License Usage Details (historical daily usage information with monthly summary for peak usage) - License Usage Summary (historical monthly usage information per tenant)	9.4.0.5747	2019-07-24

RI-017954	Platform - Media Processing	New audio format support added for migrations from Verint platforms: - WAVE G.723.1 Mono/Stereo - WAVE G.729 Mono/Stereo - WAVE G.722 Mono/Stereo - WAVE G.726 Mono/Stereo	9.4.0.5738	2019-07-04
RI-018006	Platform - Media Processing	Support for WAVE files with large metadata in the header added for migration and import from 3rd party platforms	9.4.0.5738	2019-06-12
RI-018064	Platform - Media Processing	New global setting to adjust media stitching to compensate server clock drifts in case of trader voice recording	9.4.0.5738	2019-05-20
RI-017965	Platform - Storage Management	Improved performance for export jobs, in some cases export can work 100% faster than before	9.4.0.5738	2019-07-01
RI-018021	Platform - Storage Management	SMTP storage target service level configuration settings now include timeout, certificate, and startTLS	9.4.0.5738	2019-06-06
RI-018079	Platform - Storage Management	SMTP export performance improvements: - Persistent SMTP connections introduced to avoid connection handshake overhead - Base64 encoding performance improvement	9.4.0.5738	2019-05-14
RI-018112	Platform - Storage Management	SMTP export now supports metadata template fields as well	9.4.0.5738	2019-05-02
RI-018695	Platform - Storage Management	Integration with DELL EMC Unity File Level Retention (FLR) storages	9.4.1.5780	2019-09-23
RI-018718	Platform - Storage Management	Improved handling of intermittent SMB/DFS access denied errors to avoid raising unnecessary alerts	9.4.1.5780	2019-10-02
RI-018494	Installer - Servers	Install Kit updates: - Microsoft SQL Server 2017 Express Edition - Microsoft Visual C++ Redistributable for Visual Studio 2015, 2017 and 2019 - Microsoft ODBC Driver 17 for SQL Server - OpenJDK Java Runtime 11.0.4	9.4.0.5747	2019-07-30
RI-018824	Installer - Servers	Install kit now includes the latest OpenJDK 11.0.5 MSI installer package (instead of the files and PowerShell script-based installation)	9.4.2.5801	2019-10-25
RI-018010	Platform - Import	Generic import source now supports absolute media file path when defined in the CDR data. It also tries to locate the media files without the folder information.	9.4.0.5766	2019-06-12
RI-018348	Platform - Import	Testing option for generic imports which allows validating configuration settings such as field mapping, etc.	9.4.0.5738	2019-03-13
RI-018693	Platform - Import	Imported overlapping trader voice media records (e.g. duplicate recordings) are not filtered out during stitching to avoid echo during playback	9.4.0.5774	2019-09-23
RI-018706	Platform - Import	Verint migration improvements: - Pause feature to suspend the migration process and resume it later - Export capability for the subsets list and status page - Direction (User) field is available for trader voice recordings - Improved handling of duplicate recordings during playback to avoid echo - SQL scripts required for the migration are no longer executed automatically from the installer, have to be manually executed	9.4.0.5774	2019-09-17



## Fixes

ID	Component	Description	Fixed in	Date
RI-017999	Security	Database password was logged as clear text in the Content Server and Media Streamer, and the Import Service log file	9.4.0.5738	2019-06-14
RI-018007	Security	Import source logs contained passwords from configurations in plain text	9.4.0.5738	2019-06-12
RI-018619	Security	Cross-site scripting (XSS) vulnerability fixes for multi tenant environments	9.4.0.5766	2019-08-07
RI-018763	Security	XML External Entity (XXE) Vulnerability fixed: external entities (for example DTDs) were resolved	9.4.1.5780	2019-09-03
RI-018806	Security	Web Server Universal XSS vulnerability resolved for the internal Web Application API	9.4.2.5801	2019-11-11
RI-018499	Recording - Proxy	Controlled recording: when both participants are recorded in the same call, if any of them stops recording, the recorder requests the media collector to stop streaming related media which stopped the recording of the other user too	9.4.0.5747	2019-07-30
RI-018016	Recording - Cisco	If the directory number started with #, the system could not determine the caller and called parties properly and user assignment did not work properly either	9.4.0.5738	2019-06-07
RI-018732	Recording - Cisco	Memory leak in Cisco JTAPI Service when the Genesys integration was configured. After no more memory left for the Java process, the system stopped inserting records into the database and the service had to be restarted. CDR information had to manually imported with only limited metadata (without any Genesys specific information) for calls recorded under this period.	9.4.1.5780	2019-09-27
RI-018773	Recording - Cisco	SIP proxy between Cisco Voice Portal (CVP) and CUCM fails when multiple proxies are defined for high availability on the CVP side	9.4.1.5781	2019-10-10
RI-017968	Recording - Cisco IM	Persistent Chat Room conversations were not associated to Verba users	9.4.0.5738	2019-06-27
RI-017984	Recording - Lync/SfB	Incoming calls to a Response Group or Call Park service did not work when recording announcement was configured	9.4.0.5738	2019-06-21
RI-017991	Recording - Lync/SfB	Controlled auto-start recorded extensions did not invoke announcement in Skype for Business conferences	9.4.0.5738	2019-06-19
RI-018042	Recording - Lync/SfB	Snom interoperability issues resolved in UCMA B2B calls involving the Verba proxy	9.4.0.5738	2019-05-29
RI-018176	Recording - Lync/SfB	In the case of recording of Edge-based calls, the same call is assigned to two recorders (by the media collector and the proxy server). In some circumstances, the Lync/SfB Window Extension triggered controlled recording on the recorder which doesn't receive actual media.	9.4.0.5738	2019-04-16

RI-018498	Recording - Lync/SfB	The recording announcement got into a loop in case of delegate/team call/simring when the call was coming in through a gateway where SIP refer was enabled	9.4.0.5747	2019-07-30
RI-018565	Recording - Lync/SfB	Decoding artifacts could appear in Skype for Business video conference recordings	9.4.0.5766	2019-08-23
RI-018570	Recording - Lync/SfB	Users could not stop call recording in the Lync/SfB Window Extension in some cases	9.4.0.5766	2019-08-21
RI-018640	Recording - Lync/SfB	SfB: delegated calls were not recorded on behalf of the impersonated calling user if 3rd party call recording was enabled	9.4.0.5766	2019-08-02
RI-018653	Recording - Lync/SfB	The Lync/SfB Window Extension didn't check if the call was assigned to the user or not and in case of supervisors, it could start recording for other users.	9.4.0.5766	2019-07-31
RI-018737	Recording - Lync/SfB	The URI for the impersonated announcement call leg in conference calls is changed from verba.announcement to invalid.to	9.4.1.5780	2019-09-27
RI-018786	Recording - Lync/SfB	Skype for Business - Acano calls were recorded with artifacts when Edge Server was involved	9.4.1.5781	2019-10-07
RI-018572	Recording - Unified Call Recorder	Participant display name was inserted as non-unicode into the participant list	9.4.0.5766	2019-08-16
RI-018705	Recording - Unified Call Recorder	The connection between the Recording Director and the Media Recorder was intermittently lost and alerts were raised due to improper handling of messages in very rare cases	9.4.0.5774	2019-09-18
RI-018500	Recording - IPTrade	Recording rules execution process dropped the turret connections when the recording rules have changed. With the new solution, the changes will affect the next call. In case of open lines (TPO based recording), we recommend a logout and login due to the nature of these call scenarios to make sure the new recording rules are applied to the affected traders.	9.4.0.5747	2019-07-30
RI-018666	Recording - IPTrade	CDR records were not created after call segmentation when recording was configured with Remote Media Recorder(s). In this case, the Recording Director is connected to a Media Recorder running on another server. Media records were still created, but corresponding CDR records were not. In case of TPO based recording, the recordings could not be found when searching by users. This error generates a Call Processing alert: cannot update/terminate recording.	9.4.0.5772	2019-09-10
RI-018724	Recording - IPTrade	Automatic Gain Control (AGC) caused distorted audio for BT IP Trade recordings when Voice Activity Detection (VAD) was enabled even if AGC was disabled	9.4.1.5780	2019-10-01
RI-018818	Recording - IPTrade	If Voice Activity Detection (VAD) is enabled for stereo recording, media was not recorded and start time became invalid leading to SQL errors	9.4.2.5801	2019-10-29
RI-018819	Recording - IPTrade	Multiple participants on behalf of the caller were unexpected and parsed incorrectly, leading to SQL data truncation error	9.4.2.5801	2019-10-25
RI-018553	Recording - BT ITS	Invalid LDAP query was generated when just a single Recorder Cluster ID was configured	9.4.0.5772	2019-08-29

RI-018555	Recording - BT ITS	CDR records might be created even when they are expected to be filtered out due to the Recording Cluster configuration (CDRs created by cstMoved event)	9.4.0.5772	2019-08-28
RI-018789	Recording - BT ITS	Memory leak in checking the BT Heartbeat and Directory Service status on Media Recorder servers	9.4.1.5782	2019-10-14
RI-018804	Recording - BT ITS	BT ITS cstCallMoved (call routed through 2 DLIC based on the dialed number) was not interpreted properly and led to splitting a CDR record unnecessarily. Also, it could enumerate traders in participant list who were actually not connected to the line.	9.4.2.5801	2019-11-12
RI-018813	Recording - BT ITS	Physically disconnected BT ITS turret's media channels carry 0xFF which decoded as A-law which triggered constant Voice Activity Detection (VAD) which started media recording	9.4.2.5801	2019-11-05
RI-018831	Recording - BT ITS	BT ITS Heartbeat service keepalive detection might fail if global_ipconfig.txt download and service (re)starts take more than the default 12 sec leading to unexpected BT service restarts and media record outage	9.4.2.5801	2019-10-22
RI-018092	Recording - IPC	IPC Unigy CDR event feed might be stuck after network connection issues, leading to loss of CDR records	9.4.0.5738	2019-05-03
RI-018707	Recording - IPC	IPC Unigy ongoing CDR records were closed after CDR subscription/connection CTI failure and were not re-created after the failure	9.4.0.5774	2019-09-17
RI-018800	Recording - IPC	IPC Unigy N+1 Recording Director redundancy created CDR records on both active/passive Recording Director servers	9.4.1.5785	2019-10-17
RI-018820	Recording - IPC	Talk state markers are lost after CDR segmentation	9.4.2.5801	2019-10-25
RI-017976	Recording - Cloud9	Cloud9 Media Foundation alert was falsely triggered while the feature was installed on the server	9.4.0.5738	2019-06-24
RI-017913	Recording - Desktop	If there are multiple ongoing calls for the same user, the desktop agent auto-mute feature mutes the last established call only	9.4.0.5738	2019-07-19
RI-018698	Recording - Desktop	Screen and voice recording multiplexer generated invalid VF files	9.4.0.5774	2019-09-19
RI-018424	Recording - SMS	Strange character was stored at the beginning of each MMS message due to parsing errors	9.4.0.5738	2019-02-19
RI-017926	UI - Web Interface	Daily Active Directory synchronization did not run in case it was disabled on one of the Media Repository/Application Servers, because this server logged that AD synchronization was executed even though it was disabled.	9.4.0.5738	2019-07-12
RI-018080	UI - Web Interface	Storage targets defined with a '\' (backslash) character at the end caused the Web Application to fail to find the files	9.4.0.5738	2019-05-14
RI-018631	UI - Web Interface	Send Authorization Requests Permission did not give access for the Search menu when the user had no access to conversations otherwise	9.4.0.5766	2019-08-05
RI-018632	UI - Web Interface	Applying the extension configuration in one of the tenants triggered the apply configuration task on all the tenants. It still will trigger for all of the	9.4.0.5766	2019-08-05

tenants if they do it in the reference environment (0000)

RI-018633	UI - Web Interface	The Active Directory synchronization did not invalidate such users in Verba whose login name was modified in the AD	9.4.0.5766	2019-08-05
RI-018687	UI - Web Interface	Multi-Tenant reference administrator saw the reference environment's metadata template fields in the Data Retention Policy and Conversation Details screens instead if the selected environment's fields	9.4.0.5774	2019-09-24
RI-018702	UI - Web Interface	Deleting the recording rule while it was still assigned to an extension caused an error	9.4.0.5774	2019-09-18
RI-018703	UI - Web Interface	In Multi-Tenant mode, if the Recorder Server did not belong to the Reference Environment, then On-Demand call keep and deletion did not work	9.4.0.5774	2019-09-18
RI-018731	UI - Web Interface	If a marker is added without selecting a timeframe in the player, then the marker is created with NaN:NaN-NaN:NaN interval	9.4.1.5780	2019-09-28
RI-018733	UI - Web Interface	When selecting an entry under the "Group Membership History" page the "Group Membership Configuration" did not come up	9.4.1.5780	2019-09-27
RI-018738	UI - Web Interface	The delete button was visible for conversation records under retention and error was shown when the user attempted to delete the record. The button is no longer displayed for records under retention.	9.4.1.5780	2019-09-26
RI-018769	UI - Web Interface	Database Purging threw error when pressing "Delete record(s)" / "Update record(s)" button	9.4.1.5781	2019-10-10
RI-018771	UI - Web Interface	Duration filter did not work when the minute was greater than 59	9.4.1.5781	2019-10-10
RI-018775	UI - Web Interface	When a new Environment was created, the Dashboard Widgets and the Identity Providers were not copied from the Reference Environment's roles	9.4.1.5781	2019-10-08
RI-018796	UI - Web Interface	Cancel filter for related media search issue: canceling a search for the related media records always jumped back to page 1 instead of the last visited page	9.4.1.5783	2019-10-14
RI-018802	UI - Web Interface	Ongoing IM conversation didn't work after the participant view changes because of a wrong SQL statement	9.4.2.5801	2019-11-13
RI-018817	UI - Web Interface	The BT ITS Source Platform was not available in the Search and Data Management Policy features	9.4.2.5801	2019-10-29
RI-018822	UI - Web Interface	Storage Folder Path could not be updated when only leading or trailing spaces were changed	9.4.2.5801	2019-10-25
RI-018832	UI - Web Interface	Saved query search audit log entry was logged as different event type for each saved entry and did not contain the name of the saved query	9.4.2.5801	2019-10-22
RI-018833	UI - Web Interface	The transcode button did not work in the Conversation View	9.4.2.5801	2019-10-22
RI-018834	UI - Web Interface	Azure AD secret was visible on the Active Directory synchronization configuration page	9.4.2.5801	2019-10-22
RI-017894	UI - Reporting	Reports were sent by a random Media Repository instead of the one that generated them	9.4.0.5738	2019-04-11

RI-018506	UI - Reporting	Date values on the dashboard were displayed in the wrong timezone	9.4.0.5747	2019-07-26
RI-018630	UI - Reporting	Empty report filters were displayed when no filter was defined for a report	9.4.0.5766	2019-08-05
RI-018799	UI - Reporting	Dashboard snapshots did not work due to a missing configuration file on the server	9.4.1.5786	2019-10-17
RI-017924	Solution - Ethical Wall	Multiple notifications were sent in case of content filter notify policy	9.4.0.5738	2019-07-15
RI-018050	Solution - Ethical Wall	Communication Policies' Regex field did not support items longer than 256 characters	9.4.0.5738	2019-05-27
RI-018504	Solution - Ethical Wall	Ethical Wall rules update didn't initialize the ethical wall library used for the rule validator. Only web application restart could initialize the library.	9.4.0.5747	2019-07-29
RI-017978	Platform - Announcement	The Lync/SfB announcement did not work when the domain name contained a mix of lower case and capital letters	9.4.0.5738	2019-06-24
RI-018805	Platform - Announcement	Outbound calls were considered inbound by the Cisco announcement service when the user is configured for inbound announcement only	9.4.2.5801	2019-11-12
RI-017931	Platform - API	REST import API did not work for SMS data when the SMS text was delivered as a CDR field instead of a file	9.4.0.5738	2019-07-11
RI-017958	Platform - API	REST import API did not work when "media errors", "direction", "cause", "signaling" and "retarget reason" fields were not defined (although these are not mandatory)	9.4.0.5738	2019-07-03
RI-018669	Platform - API	Provisioning Web Service CreateExtension threw NullPointerException when the requester user did not belong to the Reference Environment	9.4.0.5772	2019-09-10
RI-017917	Platform - Configuration	The configuration of the Phonetic Search and the Speech Transcription were not separated after the services were separated	9.4.0.5738	2019-07-18
RI-018501	Platform - Configuration	The system did not send all recorded extensions to the servers after Active Directory synchronization in very rare cases	9.4.0.5747	2019-07-29
RI-018670	Platform - Configuration	The system deactivated the users whose Full DN was changed in the Active Directory	9.4.0.5772	2019-09-09
RI-018691	Platform - Configuration	Changing the logging properties (Maximum Log File Size (bytes), Maximum Number of Log Files) of the Verba Unified Call Recorder Service, the Media Collector & Proxy Service, the SMS Recorder Service, the Communication Policy Server Service, the Cisco Announcement Service, the Centile Connector Service, the MediaSense Connector Service, the Screen Capture Service did not trigger service restart and were not applied.	9.4.0.5774	2019-09-23
RI-018700	Platform - Configuration	Passwords with a length greater than 76 characters did not work	9.4.0.5774	2019-09-19
RI-017937	Platform - Database	Database upgrade script threw an error when creating Roles in a Multi-Tenant environment	9.4.0.5738	2019-07-10
RI-018767	Platform - Database	Full-text search and search hit highlight didn't work in case of non-western languages	9.4.1.5781	2019-10-11

RI-017983	Platform - Media Processing	Media stitching: if media is to be mixed from a media file starting from more than the 7.6 minutes offset, the stitching was incorrect	9.4.0.5738	2019-06-21
RI-018495	Platform - Media Processing	Intermittently the audio of the multiplexed video file can have artifacts during playback in case of screen capture recordings	9.4.0.5747	2019-07-30
RI-018725	Platform - Media Processing	Automatic Gain Control (AGC), which maintains the output volume level of the audio signals for the voice recordings, is now configurable separately for each integration supported by the Unified Call Recorder service	9.4.1.5780	2019-10-01
RI-018829	Platform - Media Processing	DTMF timing issue led to not recognizing DTMF codes (control commands like ondemand keep)	9.4.2.5801	2019-10-24
RI-017912	Platform - Monitoring	System Monitor might refer the server by hostname instead of FQDN in alerts	9.4.0.5738	2019-07-22
RI-018015	Platform - Monitoring	Generic system monitor alerts were not inserted into the alerts database due to a wrong default setting	9.4.0.5738	2019-06-11
RI-018425	Platform - Monitoring	Database connectivity check did not work after connection failures (services can send alerts on database connection issues)	9.4.0.5738	2019-02-18
RI-018622	Platform - Monitoring	Recorder services raised false alerts on duplicate key violation errors	9.4.0.5766	2019-08-07
RI-018808	Platform - Signalling	Non-UTF8 characters in the metadata fields, received from the signaling protocols, were not stored properly	9.4.2.5801	2019-11-06
RI-017918	Platform - Storage Management	Too many playback requests from EMC Centera could cause Storage Service crash	9.4.0.5738	2019-07-18
RI-017920	Platform - Storage Management	When SFTP server did not return authentication mode, the service could crash	9.4.0.5738	2019-07-17
RI-018003	Platform - Storage Management	Verba upload might be stuck if at the TLS handshake and key exchange, the TCP connection lost without TCP reset	9.4.0.5738	2019-06-14
RI-018397	Platform - Storage Management	Custom port settings were ignored for S3 Compatible storage targets	9.4.0.5738	2019-02-28
RI-018398	Platform - Storage Management	In case of database failure during locking a call at data retention policy processing, the service might crash	9.4.0.5738	2019-02-28
RI-018560	Platform - Storage Management	Bloomberg Vault voice export generated invalid recSiteId values which resulted in failed exports	9.4.0.5766	2019-08-27
RI-018673	Platform - Storage Management	Parsing errors when exporting Instant Messages containing empty lines	9.4.0.5772	2019-09-05
RI-018696	Platform - Storage Management	Voice Quality Check configured total score alert threshold was ignored and the default value (75%) was used only	9.4.0.5774	2019-09-23
RI-018716	Platform - Storage Management	In the case of media stitching, the CDR related files, including the transcript and metadata XML files, were not downloaded to the cache. The player could not display the transcription for the trader voice conversations.	9.4.1.5780	2019-10-03
RI-018722	Platform - Storage Management	Deduplication, encryption and signing data management policies were not automatically filtering out records under retention and raised errors during policy execution. The system does not allow executing these policies on records under retention.	9.4.1.5780	2019-10-01

RI-018730	Platform - Storage Management	Move and Archive data management policies only applied user-level retention settings, policy-based settings were ignored	9.4.1.5780	2019-09-30
RI-018774	Platform - Storage Management	If multiple Media Repositories are available in the home Verba instance (cluster), shared recorders did not terminate ongoing CDRs in some cases	9.4.1.5781	2019-10-10
RI-018776	Platform - Storage Management	Storage service on the Media Repository servers crashed when CDR information was sent in a shared server configuration with custom metadata	9.4.1.5781	2019-10-08
RI-018807	Platform - Storage Management	Do not show upload policies in "Execute Only After Another Policy Executed" because the system was unable to support this criteria	9.4.2.5801	2019-11-11
RI-018029	Installer - Servers	The installer did not use TLS 1.2 for certificate requests during install	9.4.0.5738	2019-06-03
RI-018556	Installer - Servers	The installer did not insert the value of the SQL failover partner into the registry	9.4.0.5772	2019-08-28
RI-018727	Installer - Servers	Speech Analytics server role did not include the Storage Management service which is required for transcribing trader voice conversations	9.4.1.5780	2019-09-30
RI-018823	Installer - Servers	Microsoft ODBC Driver 17 could not be selected in the installer and in the server configuration	9.4.2.5801	2019-10-25
RI-018837	Installer - Servers	Update script update-for-8.9.sql threw an error and stopped when upgrading from 8.9.5096 or later	9.4.2.5801	2019-10-21
RI-018792	Installer - Windows Desktop	Desktop Recorder/Agent installer opens the Windows Certificate Store when browsing server certificates	9.4.1.5783	2019-10-14
RI-018801	Installer - Windows Desktop	The Verba codec installer did not ask for the password of the certificate file	9.4.1.5785	2019-10-16
RI-018000	Platform - CDR and Archived Content Import	Cisco Reconciliation: when a call was not established but the duration was greater than 0, the system considered the call to be imported and disregard the 'Do not import not answered calls' option	9.4.0.5738	2019-06-14
RI-018024	Platform - CDR and Archived Content Import	Cisco reconciliation imported missing records only when it was missing for both the caller and callee parties when both parties configured for recording	9.4.0.5738	2019-06-05
RI-018278	Platform - CDR and Archived Content Import	Reconciliation re-check did not work for Cisco calls	9.4.0.5738	2019-03-29
RI-018623	Platform - CDR and Archived Content Import	In case of Cisco UC CDR import and reconciliation, if the directory for failed CVS files is not available, the service did not create it automatically and moving the failed files failed.	9.4.0.5766	2019-08-07
RI-017961	Platform - Import	Import service might crash at termination/shutdown	9.4.0.5738	2019-07-03
RI-018055	Platform - Import	Cisco Webex Teams (Spark) segmentation did not work for both participants when both participants were configured for recording	9.4.0.5738	2019-05-24
RI-018057	Platform - Import	CSV column header fields were not case sensitive in generic import	9.4.0.5738	2019-05-23
RI-018467	Platform - Import	The scheduler was enabled for API based import sources, now it is automatically disabled	9.4.0.5747	2019-07-23

RI-018629	Platform - Import	Import policy scheduler was not disabled for API based import sources and could interrupt API calls: Cloud 9, REST API and Verint	9.4.0.5766	2019-08-06
RI-018735	Platform - Import	Playback did not work when imported trader voice calls included media records with no media file reference	9.4.1.5780	2019-09-27
RI-018815	Platform - Import	REST Import API did not handle 'fileshare' modality correctly	9.4.2.5801	2019-10-30
RI-019091	Platform - Import	Generic Import did not work for input with character encoding UTF16-LE and UTF16-BE	9.4.2.5801	2019-11-07

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