

## 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.

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### Verba 9.6 Service Build Release Notes (build 9.6.8.6376)

This document lists new features and fixes released in Verba 9.6 Service Build Release Notes (build 9.6.8.6376).

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

## 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 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

ID	Component	Description	Fixed in	Date
RI-021153	Recording - Lync/SfB	<p>Certain calls between Skype for Business and Teams or Azure VoiceMail cannot be recorded</p> <p><b>Impact</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>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</p>	9.6.0.5944	2020-06-10

calls are not recorded. No alerts are raised unless CDR reconciliation is enabled.

RI-024146 Recording - Unified Call Recorder

A query error leads to an increasing size of the local database cache on the Media Recorders storing VOX/voice activity events which leads to performance degradation and affects media processing which can cause data loss in recorded conversations. The problem was introduced in v9.6 with the new feature which can avoid creating unnecessary CDRs for long open line calls without any media activity.

9.6.3.6043 2020-11-13

**Impact**

All v9.6 trader voice recording deployments (BT ITS, BT IPTrade, IPC Unigy and Speakerbus) are affected where VOX/VAD triggered media recording is configured and Media Recorders and Recording Directors are deployed on separate servers. Note: v9.6 Unified Call Recorder service executable can be potentially deployed on top of previous installations too.

- The issue manifests after many weeks or months of deployment (depending on server load and server performance) and once the size of the cache reaches a critical size the issue becomes more and more evident
- Parts of affected media records might become choppy/bad quality/some seconds missing
- Voice quality check reports packet loss and affected media records in UI/search/call details are marked with packet loss media processing error
- In the case of BT ITS integration TTP packet loss alerts are triggered

**Workaround**

It is recommended to manually delete the local cache database in a maintenance window, every 1-2 weeks depending on server load on Media Recorder servers (Recorder Servers acting as Media Recorder role for Unified Call Recorder service):

1. Stop the Verba System Monitor and Unified Call Recorder services
2. Delete verba\_install\_folder\work\unified\_rec\dbcache\voxhistory.db file
3. Start the stopped services

If you are using the effected components, we recommend a software update.

## Feature Improvements

ID	Component	Description	Added in	Date
RI-024159	Security	Apache Tomcat application server hardening: - CBC hash algorithm ciphers have been removed - HSTS Max Age has been increased to one year (was 90 days)	9.6.4.6062	2020-11-20
RI-025927	Security	OpenSSL library is updated to the latest v1.1.1j	9.6.6.6304	2021-02-18
RI-023492	Recording - Passive	Passive Recorder does not release/invite conference announcement again at recording segmentation	9.6.0.5969	2020-08-19
RI-024016	Recording - Cisco IM	Cisco Webex Teams chat import and API throttling improvements to avoid API overload	9.6.1.5995	2020-08-10
RI-023509	Recording - Lync/SfB	If the capture interface cannot be recovered then the Media Collector & Proxy service will be automatically restarted and an alert is raised	9.6.0.5971	2020-08-24
RI-023510	Recording - Lync/SfB	A new Call Processing alert is generated when the Media Collector & Proxy service is not able to allocate media ports	9.6.0.5971	2020-08-24
RI-023637	Recording - Microsoft Teams	Recording announcements can no longer be configured for Teams recording due to Microsoft restrictions. Configurable announcement policies for P2P calls are coming later in Microsoft Teams as a built-in feature.	9.6.0.5981	2020-09-08
RI-024046	Recording - Microsoft Teams	Microsoft Teams Bot service supports maintenance mode which allows gracefully draining the server before shutting down the service	9.6.4.6145	2020-10-15
RI-024175	Recording - Microsoft Teams	The Microsoft Teams Bot service is now able to reread the following configuration values without restart: - Log level - Compress RAW audio to G.711 - Bidirectional/Stereo Recording - Number of Recorded Video Participants - Preferred Video Resolution - Preferred Screen Share Resolution - Separated Screen Share Record - Start Recording After Recorded User Joined - Block Calls when Recording Server Unavailable	9.6.4.6062	2020-10-15
RI-024610	Recording - Microsoft Teams	New configuration added 'Record non-configured extensions'. If turned on, the Microsoft Teams Bot service will start recording those extensions too which are not added to the Verba configuration with all modalities. The extensions added to the configuration are interpreted as usual. By default, the setting is turned off.	9.6.4.6154	2020-12-07
RI-024611	Recording - Microsoft Teams	Microsoft Teams Bot Service is now running on .NET 4.8. All dependencies (Teams Calling SDK v1.2, Teams Bot Media SDK v1.19) updated to the latest versions.	9.6.4.6154	2020-11-19
RI-026026	Recording - Microsoft Teams IM	Microsoft Teams instant message, attachment capture and archiving: - Event/webhook (DLP) based API integration, where the Teams platform sends all updates once the recorder subscribes - Support for on-prem, cloud and hybrid deployments - Supports always-on recording mode only - Supports all instant message scenarios, teams, channels, P2P, and meeting chats - Supports all formatting options, emojis, giphys, stickers, and other apps	9.6.6.6305	2021-02-18

- Limitation: no selective capturing/archiving support, only tenant-wide capturing
- Limitation: chat sessions initiated from external domains won't be captures

RI-021884	Recording - Unified Call Recorder	New configuration setting for trader voice recording integrations (Do Not Keep Openline CDRs Without VOX Activity) which can avoid creating unnecessary CDRs for long open line calls without any media activity.	9.6.0.5954	2020-07-28
RI-024124	Recording - Unified Call Recorder	The default value for the "Do Not Keep CDRs without VOX Activity" setting is changed to "Only at Call Segmentation" (from "Yes")	9.6.2.6015	2020-11-04
RI-024129	Recording - Unified Call Recorder	Improved media processing when a large number of recordings (100s) starts exactly at the same time triggered by voice activity	9.6.2.6015	2020-11-03
RI-026105	Recording - Unified Call Recorder	Minimum RTP port range limits are removed when configuring the RTP port range for the service (Media Port Range Begin, Media Port Range End) to allow deployments where the RTP port range has to be kept as narrow as possible. Previously, the RTP port range was limited to a minimum of 64 / CPU core.	9.6.6.6312	2021-02-23
RI-024237	Recording - BT ITS	In the case the trader ID changed from 0 (unknown) to a valid ID midcall, the system stopped all recordings and expected new connections from the new trader. With the improved functionality, the system continues recording and updates the trader ID.	9.6.4.6104	2020-11-26
RI-025010	Recording - BT ITS	In the case of BT ITS integration, which does not enforce recording rules, the recorder still tries to lookup recording rules/recorded extension to support direct upload/export, shared server features	9.6.6.6237	2021-01-21
RI-026444	Recording - IPC	Local SIP Port can be configured in the IPC Zone configuration widget	9.6.8.6372	2021-03-12
RI-024202	Recording - Cloud9	Improved error handling for Cloud9 Call Data API based import when the service is unable to process the media file, the data is kept (no longer ignored) in a separate failed media folder on the server	9.6.4.6072	2020-11-18
RI-023491	Recording - Dial-in	Dial-in Recorder: add support for call segmentation and improved silence gap filling for silence suppression/DTX	9.6.0.5969	2020-08-19
RI-023900	Recording - Symphony	Canceled Symphony calls are recognized and no longer marked as failed recordings	9.6.0.5987	2020-09-15
RI-023463	UI - Web Interface	Apache Tomcat version is upgraded to 9.0.37	9.6.0.5966	2020-08-13
RI-023592	UI - Web Interface	All HTTP traffic is automatically redirected to HTTPS by default in the Web Application	9.6.0.5974	2020-08-28
RI-023673	UI - Web Interface	The duration filter now supports milliseconds to make sure the specified seconds are correctly filtered in the Data Retention Policy, Conversation Export, Labeling Rules, Role features	9.6.0.5677	2020-09-09
RI-024058	UI - Web Interface	Improved group filter performance in Data Retention Policies, Roles Conversation Access Filters etc.	9.6.2.6015	2020-10-19
RI-024095	UI - Web Interface	Start Search Automatically is disabled by default for new installations to improve search performance for large databases. It can be enabled in the service configuration.	9.6.2.6015	2020-10-19
RI-024134	UI - Web Interface	"Search conference participants" renamed to "Search All Participants"	9.6.2.6015	2020-10-19
RI-024406	UI - Web Interface	New Identity Provider (IdP) option: Authentication with Reverse Proxy which allows single-sign-on deployment	9.6.4.6145	2020-12-08

		where the IdP is providing the authentication information in HTTP request headers via a reverse proxy deployed in front of the Tomcat application server		
RI-024794	UI - Web Interface	Two new configuration options for the Cisco Finesse Gadget: - TryAutoLogin (default: true): when the gadget loaded it tries to retrieve a token with the credentials used for logging into Finesse. - ErrorPopup (default: true): if disabled then no error pop up will appear, only the status bar will reflect the error messages.	9.6.5.6187	2021-01-07
RI-025848	UI - Web Interface	Updated Web Application dependencies: Puppeteer (v7.0.4), embedded Chromium (v90.0.4403.0)	9.6.6.6277	2021-02-10
RI-025918	UI - Web Interface	New Identity Provider (IdP) option: JSON Web Token (JWT) based authentication (RFC 7519)	9.6.6.6302	2021-02-17
RI-025922	UI - Web Interface	Apache Tomcat version is upgraded to 9.0.43	9.6.6.6302	2021-02-17
RI-025925	UI - Web Interface	Improved web interface optimized for mobile devices	9.6.6.6304	2021-02-18
RI-026016	UI - Web Interface	Default datetime settings for search: for Today, and Last X Minutes filters use the end of the current day time instead of the current time	9.6.6.6308	2021-02-19
RI-020986	UI - Reporting	Improved CSV report format, all report produces a valid CSV file	9.6.0.5939	2020-04-20
RI-023933	UI - Reporting	New Users Conversation Volume report showing the total number of recorded conversations for users	9.6.0.5987	2020-09-15
RI-020993	Platform - API	All internal and external APIs now use HTTP Basic Authentication by default	9.6.0.5939	2020-04-16
RI-026251	Platform - API	New version (3) of the provisioning API is available with the following key improvements: - Extended attributes for User management: retention, custom fields, announcement settings, etc. - Extended attributes for Extension management: type, recording rule, recorded platform, etc.	9.6.7.6349	2021-03-05
RI-020958	Platform - Configuration	Performance improvements for Azure AD synchronization to support a large number of users	9.6.0.5939	2020-04-23
RI-020237	Platform - Database	Microsoft JDBC driver (used by Java based services such as Web Application, Cisco JTAPI, Cisco IM&P, Avaya DMCC) is updated to version 8.2	9.6.0.5919	2020-03-25
RI-023512	Platform - Database	Upload policy can run during maintenance job execution to avoid long-running maintenance jobs blocking the upload functionality	9.6.0.5971	2020-08-19
RI-024690	Platform - Database	The database Index Rebuild process is automatically stopped after 24 hours to avoid blocking normal operation by the database maintenance process	9.6.5.6178	2020-12-22
RI-023668	Platform - Licensing	Multi-tenant license allocation and enforcement which can be used to allocate licenses to individual tenants from the license pool. License enforcement is also tenant-based when this option is enabled.	9.6.0.5981	2020-06-29
RI-024996	Platform - Licensing	License violation alerts include more detailed information about the current license	9.6.6.6236	2021-01-25
RI-024195	Platform - Monitoring	Customizable alert severities and selective alert sending option added for the System Monitor service on the servers	9.6.4.6072	2020-11-20
RI-024470	Platform - Monitoring	BT ITS TTP packet loss alerts added to SCOM MP and SNMP MIB files	9.6.4.6150	2020-11-16
RI-024752	Platform - Monitoring	The event ID attribute is added to SNMP traps	9.6.5.6183	2020-12-09

RI-026196	Platform - Monitoring	SCOM package and SNMP MIB updated with new alerts for Microsoft Teams Bot, Genesys CTI and Unified IM Recorder services	9.6.6.6318	2021-02-23
RI-021944	Platform - Storage Management	Microsoft Azure Blob Storage support (in addition to existing Azure File Storage)	9.6.0.5954	2020-06-22
RI-023901	Platform - Storage Management	Filtering of CDRs without media is done in the Storage Service for performance reasons	9.6.0.5987	2020-09-16
RI-023983	Platform - Storage Management	VSFT secure file upload protocol connection timeout is now configurable	9.6.1.5995	2020-10-08
RI-023993	Platform - Storage Management	New SMTP export target fields to display date and time values in the recorded user timezone: [IMTranscript2_InUserTimezone], [UserTimezone], [StartDateTimeInUserTimezone], [StartDateInUserTimezone], [StartTimeInUserTimezone], [EndDateTimeInUserTimezone], [EndDateInUserTimezone], [EndTimeInUserTimezone]	9.6.1.5995	2020-10-05
RI-023994	Platform - Storage Management	New SMTP export target field ISPLATFORM([value], [true], [false] optional) to define conditional values based on the value of the platform field	9.6.1.5995	2020-10-02
RI-024105	Platform - Storage Management	New SMTP export metadata field added for HTML formatted emails: [IMTranscript2_HTML] and [IMTranscript2_HMTL_InUserTimezone]	9.6.2.6015	2020-11-02
RI-024118	Platform - Storage Management	Export task page showed end time as 1 January 1970 01:00:00 for ongoing advanced export tasks. From now on it will be blank. Changed both start time and end time column formatting to match the logged in user locale.	9.6.2.6015	2020-11-04
RI-024874	Platform - Storage Management	The Storage Management can use the "Conversation export direct download target folder" setting of the Web Application to temporarily store the files before it is available for download. If this setting is undefined, it will continue to use the local work directory on the server.	9.6.6.6205	2021-01-13
RI-025009	Platform - Storage Management	Storage upload optimization: if too many records couldn't be found in the database or no upload policy was matching, the upload could be stuck or was slow. These records are not processed separately with lower priority, so other/normal records can be processed faster.	9.6.6.6237	2021-01-21
RI-026246	Platform - Storage Management	Dual archiving feature added which allows storing the recordings on 2 different storage targets. The system can upload/copy 2 copies of the same file to 2 different storage targets when this option is enabled. During playback, download, or export, the system will seamlessly attempt to access the files on the first storage target, and if for some reason that is not available, it will turn to the second storage target.	9.6.7.6349	2021-03-05
RI-023630	Installer - Servers	Database partitioning can be enabled during installation (in addition to manual script execution)	9.6.0.5974	2020-08-26
RI-023913	Installer - Servers	Microsoft .NET Framework updated to version 4.8 in the install kit	9.6.0.5987	2020-09-22
RI-024137	Installer - Servers	The installer can check if the Windows user running the installer has local administrator privilege which is required for the installation	9.6.3.6043	2020-11-05
RI-024793	Installer - Servers	Updated Web Application dependencies: Puppeteer (v5.4.1), embedded Chromium (v87.0.4272.0) and Node.js (v14.15.0)	9.6.5.6186	2020-11-06
RI-026221	Installer - Servers	Prerequisite Tool improvements: - the password for the sa user for the bundled SQL Server Express can now be configured from the tool	9.6.7.6337	2021-02-26

- the Microsoft ODBC Driver 17 is a mandatory prerequisite from now on

RI-026200	Platform - CDR and Archived Content Import	Skype for Business CDR reconciliation optimizations to allow faster execution time on large SfB CDR databases	9.6.6.6318	2021-02-15
RI-024002	Platform - Import	Playback, download, and export support for legacy calls stored on Hitachi Content Platform and migrated from Verint v11	9.6.1.5995	2020-09-29
RI-024081	Platform - Import	New import source support for O2 mobile recording	9.6.2.6015	2020-10-22
RI-024110	Platform - Import	Verint import (dual consolidation) improvements: <ul style="list-style-type: none"> <li>- changed metadata parsing</li> <li>- added VOX metadata enrichment from CTI records</li> <li>- added ANI, DNIS hidden number handling</li> <li>- added new metadata fields: Cdm Id, External Call Id, Interaction Type</li> </ul>	9.6.2.6015	2020-10-29
RI-024183	Platform - Import	Improved recording rule/recorded extension handling to distribute the SQL Server load over time	9.6.4.6072	2020-11-23
RI-024402	Platform - Import	Migration from Verint v15 WFO 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, EMC Centera, Hitachi Content Platform (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> <li>- All Verint file formats and codecs are supported: wave file using G.729, G.723.1, or G.726</li> <li>- Encrypted calls are not supported</li> <li>- Both back office and front office (trader voice) calls can be imported</li> <li>- Users, Groups, and Extension can be migrated from v15.2 systems. The Users' conversation access scope is not migrated.</li> <li>- Migrated calls are assigned to users defined in Verba based on their associated recorded extensions (Trader ID / Extension or Phone Number / SIP URI)</li> </ul>	9.6.4.6145	2020-12-09

## Fixes

ID	Component	Description	Fixed in	Date
RI-023459	Security	Multiple security and vulnerability fixes and configuration changes for the Web Application: <ul style="list-style-type: none"> <li>- Cross-site scripting (XSS) vulnerability fixes</li> <li>- Weak ciphers removed from TLS configuration</li> <li>- HTTP security headers updated</li> <li>- Web Application logging changes to hide version and code specific information</li> <li>- 3rd party Javascript library updates</li> <li>- Improved secure cookie handling</li> </ul>	9.6.0.5966	2020-08-13
RI-025802	Recording - Passive	VLAN decapsulation might have missed the last 2 bytes leading to processing problems	9.6.6.6266	2021-02-08
RI-026239	Recording - Passive	False capture interface up/down alerts were raised for network port mirroring based recording due to sub-optimal detection of deadlocks in the capture threads.	9.6.7.6342	2021-03-02
RI-024241	Recording - Proxy	In the case of Cisco SIP Proxy based recording, when the domain part of the TO URI was invalid, the call setup failed due to strict validation of the destination domain of the URIs	9.6.4.6104	2020-11-26
RI-024923	Recording - Cisco IM	Participant information was not inserted from Cisco IM&P instant message conversations	9.6.6.6227	2021-01-21
RI-025786	Recording - Cisco IM	The service did not properly close the ongoing sessions during restart after an ungraceful shutdown of the service and generated empty records in the database	9.6.6.6265	2021-02-05
RI-024073	Recording - Lync/SfB	Video was flickering in Acano meetings with Skype for Business interop when only voice recording was enabled for the user	9.6.2.6015	2020-10-27
RI-024907	Recording - Lync/SfB	The SfB Filter service didn't take into account the keep-alive timeout configuration properly. In the case of a congested network, the proxy could have exceeded 5 seconds response window which caused the filter to drop the connection.	9.6.6.6215	2021-01-18
RI-025699	Recording - Lync/SfB	When RTP Proxy with advanced relaying was enabled, the Teams inbound calls to SfB failed to connect if media could reach the Verba proxy	9.6.6.6252	2021-01-29
RI-026227	Recording - Lync/SfB	If the 183/SDP response arrived before INVITE containing refer-by info, the "original called" entity is not detected and the related recording rule did not trigger recording of the conversation on behalf of original called party	9.6.7.6340	2021-03-01
RI-026228	Recording - Lync/SfB	The From Info field was missing (display name of the caller party) if initial the INVITE did not contain the display name but it was available later in the call setup sequence	9.6.7.6340	2021-03-01
RI-026485	Recording - Lync/SfB	Invalid and empty SIP header/field name caused parsing exception and calls could not be recorded for certain Skype for Business 2015 calls after upgrading to 2021 February CU. The reported issue was related to the following call scenario: Mac users were unable to make outbound calls and receive an RGS call.	9.6.8.6375	2021-03-12

RI-023997	Recording - Lync/SfB IM	The Skype for Business IM recorder could not create an XML file for the conferences when direct export/upload configuration was used	9.6.1.5995	2020-09-30
RI-024027	Recording - Microsoft Teams	HSTS response headers were missing for HTTPS listeners on 9440 and 10100 ports for the Microsoft Teams Bot service	9.6.1.5995	2020-10-06
RI-024028	Recording - Microsoft Teams	When multi-tenancy was disabled, the Microsoft Teams Bot service used the 0000 environment ID and the recordings were uploaded into the 0000 folder	9.6.1.5995	2020-10-13
RI-024138	Recording - Microsoft Teams	Microsoft Teams Bot service was installed with the wrong default value for the Recording Notification setting and recording was still controlled by the system while it should not have been	9.6.2.6022	2020-11-05
RI-024177	Recording - Microsoft Teams	Transcoding application share recording to MP4/WMV might miss the voice part after the application share is stopped	9.6.4.6072	2020-11-24
RI-024181	Recording - Microsoft Teams	The phone numbers were not parsed properly in the case of conference calls. Therefore, the phone numbers were not added to the participants list.	9.6.4.6072	2020-11-24
RI-024187	Recording - Microsoft Teams	In the case of controlled recording, the ongoing control entry stuck when the call was put on hold and resumed or the P2P call was escalated into conference.	9.6.4.6072	2020-11-23
RI-024200	Recording - Microsoft Teams	The Microsoft Teams Bot Service didn't take into account the recording rule configuration of the delegator in the case of delegated calls. Now the bot service applies the recording rules defined for the delegator for the delegated calls answered or initiated by a delegate.	9.6.4.6072	2020-11-18
RI-024236	Recording - Microsoft Teams	On-premise Skype for Business users were not parsed by the Teams Bot Service. The users were not added as conference participants and caused missing CDR info in the case of P2P calls.	9.6.4.6104	2020-11-27
RI-024243	Recording - Microsoft Teams	When a user configured for recording only audio in Verba, the recording notification was shown in the case of app share only calls too.	9.6.4.6104	2020-11-25
RI-024687	Recording - Microsoft Teams	The Microsoft Teams Bot service automatically started controlled recording if participant change update received during the period when the recorded user has not yet joined but the bot was already part of the call.	9.6.5.6178	2020-12-23
RI-024826	Recording - Microsoft Teams	When the bot was not able to answer a call because of missing parts of the call invite, the bot didn't register the call as a non-answered call. It caused the bot to still allocate resources for handling the call and the allocated resources were not disposed until the service was restarted.	9.6.5.6191	2021-01-07
RI-024827	Recording - Microsoft Teams	Handling of Teams tenant IDs was case sensitive. If the tenant ID came from the environments.xml file then it was uppercase which caused that the bot to skip metadata retrieval (participant UPN lookup) from Azure AD because it didn't find the graph client for the user's tenant ID from the signaling which was lower case.	9.6.5.6191	2021-01-07

RI-025921	Recording - Microsoft Teams	The video stream of the guest users was ignored and the bot never subscribed to them	9.6.6.6302	2021-02-17
RI-026103	Recording - Microsoft Teams	The Microsoft Teams Bot service didn't release resources properly, which caused that the bot could exceed the video socket limit of the Microsoft SDK (1000). After exceeding the limit, the service could not answer calls with video and application share modalities and raised alerts.	9.6.6.6312	2021-02-23
RI-024033	Recording - Avaya	Preferred Codecs list was incorrect in the hint of the Avaya Recorder / Avaya DMCC / Preferred Codec server configuration	9.6.1.5995	2020-10-12
RI-025887	Recording - Centile	The duration of the stereo recordings (AU files) was double the length of the call	9.6.6.6278	2021-02-10
RI-024122	Recording - Unified Call Recorder	If the Recording Director and the Media Recorder is separated and either File Share, Poll/Q&A, Whiteboard or SMS modality was enabled in addition to Voice/Video or Screen Share (but not all modalities), then the recording rule became invalid end the call was not recorded at all. Alerts were raised with "Cannot register call on media recorder" error.	9.6.2.6021	2020-11-04
RI-024700	Recording - Unified Call Recorder	Recovering ongoing calls after recording server crash could not determine the end time of the calls and inserted CDRs with 0 duration which prevented the user from playing back the recordings using the CDRs for trader voice recordings (playback only worked for the media records)	9.6.5.6179	2021-01-04
RI-024785	Recording - Unified Call Recorder	Unified Call Recorder applied call segmentation for video and screen/application share recordings, which led to keyframe/video decoding issues after splitting the record into a new one. Call segmentation is disabled for video and screen/application share streams.	9.6.5.6185	2021-01-07
RI-025013	Recording - Unified Call Recorder	The Unified Call Recorder service no longer creates new records at video escalation when the audio format is set to VMF	9.6.6.6237	2021-01-15
RI-025906	Recording - Unified Call Recorder	If VOX/VAD triggered recording generated invalid start time, it could have led to Unified Call Recorder service crash and memory leak at call segmentation. The system generated call processing and low memory alerts.	9.6.6.6298	2021-02-15
RI-023895	Recording - IPTrade	IPTrade turret based playback was very slow due to the wrong execution plan compiled by SQL Server	9.6.0.5987	2020-09-24
RI-024098	Recording - BT ITS	If a second device connected to the same call on the turret, the recorder stopped recording on the first device	9.6.4.6154	2020-10-19
RI-024154	Recording - BT ITS	BT ITS LDAP provisioning queries could take too much time during service start which could prevent the service from starting as Windows considered it a service failure after a timeout and killed the process prematurely	9.6.3.6043	2020-11-16
RI-025011	Recording - BT ITS	If BT ITSLink server sent the dialed number multiple times, the dialed digits were concatenated and appeared multiple times	9.6.6.6237	2021-01-21
RI-024786	Recording - Speakerbus	In some case, the system sent a false call processing error alerts if a device change happened on the line	9.6.5.6185	2021-01-07

RI-024100	Recording - Cloud9	Cloud9 Recording System API integration did not work and C9 clients were unable to upload data to the Recording Server (affects 9.6.0.5983 or later builds only)	9.6.2.6015	2020-10-15
RI-024182	Recording - Cloud9	In case of short or 0 length Cloud9 Ogg media files the import service could not import the recording using the Cloud9 Call Data API	9.6.4.6072	2020-11-24
RI-024185	Recording - Cloud9	Cloud9 Call Data API import did not use the Work Folder setting and used the default application work folder instead for media files	9.6.4.6072	2020-11-23
RI-024201	Recording - Cloud9	The Enable Media Filtering Workaround could not be changed. From now on it is disabled by default because it is no longer needed due to Cloud9 Call Data API changes.	9.6.4.6072	2020-11-18
RI-024787	Recording - Cloud9	Cloud9 Recording System API based integration did not work intermittently due to an uninitialized connection timeout	9.6.5.6186	2021-01-07
RI-026230	Recording - Desktop	The desktop agent application did not update the status icon after the connection with the Web Application was recovered	9.6.7.6340	2021-03-01
RI-025678	Recording - SIPRec	Metaswitch Perimeta: caller/callee was swapped in case of interconnecting calls	9.6.6.6245	2021-01-28
RI-026110	Recording - SIPRec	After a call was put on hold, the Unified Call Recorder stopped recording the call and if the call was resumed, the system did not continue recording the call. The issue affects SIPREC integrations using the generic SIPREC implementation (Sonus SBC, Avaya ESBC, Cisco CUBE).	9.6.6.6312	2021-02-22
RI-023943	Recording - Symphony	Screen/application share modality was not properly determined for SIPREC sessions and the system stored these streams as video recordings	9.6.0.5987	2020-08-27
RI-024005	Recording - Symphony	Symphony calls were not assigned to users	9.6.1.5995	2020-09-29
RI-024302	Recording - Genesys	The Cisco JTAPI Service tried to connect to a T-Server with Backup role	9.6.4.6134	2020-12-03
RI-023605	UI - Web Interface	The player buttons FWD and END, didn't work properly. If not applicable the button will be grayed out.	9.6.0.5974	2020-08-25
RI-023609	UI - Web Interface	Video playback area in Internet Explorer didn't fit properly to screen size. In some cases, when the screen resolution was under 1080p, it overflowed into the conversation details section.	9.6.0.5974	2020-08-25
RI-023902	UI - Web Interface	Selecting the Excel export option on the Alert Management page resulted in a blank page	9.6.0.5987	2020-09-24
RI-023909	UI - Web Interface	Send URL feature did not work	9.6.0.5987	2020-09-24
RI-023910	UI - Web Interface	User group membership will not be updated when the user is primarily synchronized by an AD Profile which should not synchronize users. Membership update incorrectly happened when the user started to be merged by another AD Profile.	9.6.0.5987	2020-09-23
RI-023915	UI - Web Interface	Audio segment download in player did not work for trader voice recordings with stitched media	9.6.0.5987	2020-09-22

RI-023918	UI - Web Interface	Search was very slow for trader voice conversations due to the wrong execution plan compiled by SQL Server	9.6.0.5987	2020-09-21
RI-023985	UI - Web Interface	Ad hoc transcoding jobs were executed by any of the Media Repository / Application Servers (whichever has seen the job first) and the transcoded video was not available for playback on the server where the user was connected to	9.6.1.5995	2020-10-07
RI-024010	UI - Web Interface	The Audit Log details were double-escaped, so "-" strings and HTML tables (Search parameters) were garbled	9.6.1.5995	2020-09-25
RI-024056	UI - Web Interface	The scroll bar was missing in the conversation metadata tab in the player	9.6.2.6015	2020-10-20
RI-024063	UI - Web Interface	When using a direct link to open the Conversation Details, the Protect icon did not work and the Related Calls icon was visible even if it was not working (and now removed)	9.6.2.6015	2020-10-07
RI-024070	UI - Web Interface	The selected Identity Providers were displayed as "Available" too when cloning an existing Role	9.6.2.6015	2020-10-27
RI-024143	UI - Web Interface	If a user did not have the "Customize Conversation Export Target Folder" role then updating an advanced export configuration page caused an error	9.6.3.6043	2020-11-09
RI-024149	UI - Web Interface	Users were able to bypass playback restriction when the multiple playback feature was used	9.6.3.6043	2020-11-12
RI-024166	UI - Web Interface	Home Page setting did not work with Integrated Windows Authentication (IWA)	9.6.4.6062	2020-11-17
RI-024227	UI - Web Interface	Bulk Media download was available even if the user had no "Download a Conversation" permission	9.6.4.6104	2020-11-30
RI-024235	UI - Web Interface	The video player's full-screen button didn't work in browsers other than Internet Explorer. The minimize button on the player's title bar disappeared in case of any error.	9.6.4.6104	2020-11-27
RI-024239	UI - Web Interface	Copy URL icon was not shown on conversations	9.6.4.6104	2020-11-26
RI-024242	UI - Web Interface	In the case of text search, the Unicode characters were not encoded properly in the transcript view	9.6.4.6104	2020-11-25
RI-024415	UI - Web Interface	Advanced Export was visible on the Search screen even if the user did not have the "Conversations List Export" permission. The server threw an error when the user tried to use it without a permission.	9.6.4.6145	2020-12-07
RI-024417	UI - Web Interface	Cloud9 Call Data API import source configuration page did not work	9.6.4.6145	2020-12-04
RI-024607	UI - Web Interface	The newly created users were not put into the groups which were selected on the AD profile's New Users' Properties when the Synchronize Security Groups checkbox was not turned on.	9.6.4.6154	2020-12-10
RI-024625	UI - Web Interface	The Cisco Finesse gadget could not authenticate with HTTP Basic authentication method.	9.6.5.6169	2020-12-23
RI-024788	UI - Web Interface	Media files bigger than 2 GB cannot be downloaded and played back from the web application	9.6.5.6186	2021-01-07
RI-024789	UI - Web Interface	The e-mail generated by the Send URL feature displays question marks for non-ASCII characters	9.6.5.6186	2021-01-06

RI-024831	UI - Web Interface	If the user did not have "Customize Conversation Export Target Folder" permission, then the Direct Download feature did not work	9.6.5.6194	2021-01-08
RI-024832	UI - Web Interface	The bulk media download HTML file playback does not work when the exported media file name starts with one of the following characters: +, -, @, =, ;	9.6.5.6194	2021-01-08
RI-025781	UI - Web Interface	In the case of large voice transcripts (approx. 20k words), the search hit highlight could not process the transcript, therefore the transcript didn't contain any highlighted words.	9.6.6.6265	2021-02-05
RI-025936	UI - Web Interface	Video transcoding did not start in Azure environments because the hostname resolved by the web application did not match the hostname resolved by the Storage Service	9.6.6.6305	2021-02-18
RI-025938	UI - Web Interface	When a Controlled auto-start recording started, only the Administrator was able to stop the recording	9.6.6.6305	2021-02-18
RI-026238	UI - Web Interface	The Cisco Finesse gadget didn't query the ongoing calls properly because it took the extension and user criteria from the 'Search' tab into account which could hold wrong data because the browser considered them as auto-fill fields	9.6.7.6341	2021-03-01
RI-026241	UI - Web Interface	When the Active Directory Synchronization had a custom schedule in a redundant deployment, and Media Repository 1 executed the sync, then Media Repository 2 computed the wrong "Next Time of Execution" and locked the database for a few hours unnecessarily	9.6.7.6342	2021-03-01
RI-021162	UI - Waveforms	Waveform always showed on peak when static there was noise in the call. Now data is normalized by the visualization script.	9.6.0.5944	2020-06-09
RI-026509	UI - Waveforms	Selective audio download did not work when the wave file is on a network drive with Custom Credentials	9.6.8.6376	2021-03-16
RI-023937	UI - Reporting	The Conversation Access Event Details report supported the English language only	9.6.0.5987	2020-09-14
RI-024152	UI - Reporting	The Server Capacity report did not work and the system generated 0kb reports (no report output) with exceptions in the log files	9.6.3.6043	2020-11-16
RI-024229	UI - Reporting	Server Configuration with Profile report: when there were multiple profiles for the same role, then only one of the profiles' settings were shown	9.6.4.6104	2020-11-30
RI-024230	UI - Reporting	Recorded Users and Extensions report did not show the Distinct Total value in case of the CSV format	9.6.4.6104	2020-11-30
RI-024399	UI - Reporting	Dashboard snapshot schedule was not correct when the creation time converted to UTC resulted in a longer time than 24 hours	9.6.4.6145	2020-12-09
RI-024400	UI - Reporting	Dashboard snapshot schedule was late when the creation time converted to UTC resulted in a negative time. For example, 7:30 AM Hong Kong time should be created at -0:30AM UTC. That was not converted to 11:30PM.	9.6.4.6145	2020-12-09
RI-024823	UI - Reporting	Quality Management Form Custom Field titles and values were not saved	9.6.5.6191	2021-01-08

RI-024857	UI - Reporting	Agents Evaluation Details report's CSV format contained the column headers multiple times	9.6.6.6204	2021-01-12
RI-024702	Solution - Speech Analytics	If the case of video recording with mixed audio, the voice transcript included everything twice	9.6.5.6179	2021-01-04
RI-024231	Platform - Announcement	In the case of Cisco announcement, if callee was forwarded from one to other recorded participant, multiple announcements were played (one for each hop)	9.6.4.6104	2020-11-30
RI-023979	Platform - API	Provisioning API getStoragePolicies and getStoragePolicy returned a StorageFolder even when the policy had no Storage Folder (then returned a dummy folder with id 0)	9.6.1.5995	2020-10-08
RI-024613	Platform - API	SearchCalls API threw an error when searching for ongoing calls without the end time parameter	9.6.4.6156	2020-12-13
RI-024846	Platform - API	When a User was created via the Provisioning API without a password, then the web application threw an error	9.6.5.6197	2021-01-11
RI-025691	Platform - API	Import REST API did not work intermittently due to an uninitialized connection timeout	9.6.6.6249	2021-01-29
RI-025726	Platform - API	Import REST API fixes and improvements: - the API did not work when user-based authentication was enabled and the user was created with the new password storing/hashing method - the API restricts access for users created in the reference environment/tenant only - the work folder was not cleaned up after successful import - a new work folder setting is introduced	9.6.6.6259	2021-01-29
RI-024093	Platform - Configuration	Server certificate validation timeout was too short in some rare cases and validation failed during the startup of the following services: Web Application Service, Cisco JTAPI Service, Cisco Compliance Service, Avaya DMCC/JTAPI Service	9.6.2.6015	2020-10-20
RI-024233	Platform - Database	The upload process prevented Maintenance Job from running and vice versa	9.6.4.6104	2020-11-27
RI-024685	Platform - Database	The following deletion functions did not work since 9.6.4.6145: - On-Demand call deletion after call buffer expires (Storage Service) - Deletion of CDRs where there was no voice activity for trader voice recording (Unified Call Recorder Service) - Deleting records during deduplication (Storage Service) - Manual deletion on the Web UI (Web Application Service) In all cases, the related services raised an alert on failed deletion attempts.	9.6.5.6178	2020-12-31
RI-024112	Platform - Licensing	License Usage was not counted after a Web Application restart until the daily license check or visiting the license screen	9.6.2.6015	2020-10-22
RI-024689	Platform - Licensing	License: Media Monitor (CDR Reconciliation) check counted non-voice Extensions too	9.6.5.6178	2020-12-22
RI-024141	Platform - Media Processing	Transcoded MSRDP based Skype for Business screen/application share recording could not be	9.6.3.6043	2020-11-09

		played back (showed green screen) if the original stream (shared window) height was an odd number		
RI-026260	Platform - Media Processing	Transcoding desktop screen captures (.vf files) did not work	9.6.6.6349	2021-03-04
RI-024007	Platform - Monitoring	Unsupported SNMP v3 is removed from configuration dropdown and the default value is to version 2	9.6.1.5995	2020-09-28
RI-024837	Platform - Monitoring	When an SNMP trap was sent successfully it was inserted into the database with unsuccessful SNMP sending status	9.6.5.6195	2021-01-11
RI-023603	Platform - Storage Management	Export and import of Skype for Business IM conversations did not work when IM transcript file creating was enabled in the recorder service	9.6.0.5974	2020-08-25
RI-023896	Platform - Storage Management	Media stitching for playback and export was very slow for trader voice conversations due to the wrong execution plan compiled by SQL Server	9.6.0.5987	2020-09-24
RI-023898	Platform - Storage Management	Advanced Export and Export Policy could show invalid records count at the end of the task if new, matching records were inserted to the database while the task was running	9.6.0.5987	2020-09-24
RI-023899	Platform - Storage Management	Advanced Export manifest file contained the temporary file path of the media files if the file was to be transcoded or stitched	9.6.0.5987	2020-09-17
RI-023982	Platform - Storage Management	Recent than/older than filtering for advanced export did not work as expected because the reference date was based on the current time and not on the export schedule	9.6.1.5995	2020-10-08
RI-023988	Platform - Storage Management	In case of data was modified by other processes during executing the deletion transaction in the deduplication policy, the failed transaction was not retried, instead of alert was raised and processing was reattempted only at the next policy run	9.6.1.5995	2020-10-06
RI-023989	Platform - Storage Management	Policy-based upload ignored policy level retention period setting if Prefer User Retention was enabled and the value was empty	9.6.1.5995	2020-10-06
RI-023999	Platform - Storage Management	On-demand conversation processing SQL queries might fail after a long idle time. Alerts were raised and queries were executed again.	9.6.1.5995	2020-09-30
RI-024014	Platform - Storage Management	Recorded Party field parsing caused "stoi argument out of range" errors in the generic import	9.6.1.5995	2020-09-25
RI-024023	Platform - Storage Management	Policy based export ignored the "Encrypt XML metadata" checkbox on UI and encrypted all the time when the media was encrypted	9.6.1.5995	2020-10-14
RI-024025	Platform - Storage Management	Duplicate email attachments were sent during policy-based SMTP export of voice calls when the email template had attachments configured.	9.6.1.5995	2020-10-14
RI-024032	Platform - Storage Management	The system showed wrong export statistics for Bloomberg Voice on the user interface (multiple tasks were checking the same storage target level files and updating their task status). Improved error and SFTP handling.	9.6.1.5995	2020-10-12
RI-024045	Platform - Storage Management	SMTP export sent extra emails while checking for transcript (.vtr) file	9.6.1.5995	2020-10-14

RI-024069	Platform - Storage Management	The wrong file was played back in some cases in the player in case of Verint v11 migrated calls which were stored on Hitachi Content Platform	9.6.2.6015	2020-10-28
RI-024139	Platform - Storage Management	Connection failed to EMC Centera when secondary server was configured due to wrong connection string parsing	9.6.3.6043	2020-11-09
RI-024163	Platform - Storage Management	When the user tried to replay a media for a trader voice call which was not yet placed on the storage that caused the media to be unplayable for any further attempts	9.6.4.6062	2020-11-18
RI-024171	Platform - Storage Management	Instant message export via SMTP did not work when the default attachment content type was changed. The content type of the email body was always text/html even in the case of plain text content (e.g. line breaks were ignored).	9.6.4.6062	2020-11-16
RI-024624	Platform - Storage Management	The priority of the upload policies was not properly handled and in case multiple upload policies were matching the call the system did not take into account the configured priority setting	9.6.5.6178	2020-12-16
RI-024751	Platform - Storage Management	Improved handling of Increase Retention policy failures in case of EMC Isilon SmartLock	9.6.5.6183	2021-01-06
RI-024829	Platform - Storage Management	Transcript of voice calls could not be exported to an SMTP target	9.6.5.6191	2021-01-07
RI-024854	Platform - Storage Management	The User-preferred data retention setting was not applied intermittently if the upload policy did not have a filter or the call was still in the ongoing table while the upload policy started to process the call	9.6.5.6201	2021-01-11
RI-024875	Platform - Storage Management	Azure Blob based storage target was slow in case of a large number of files in the container (>500K)	9.6.6.6207	2021-01-14
RI-024878	Platform - Storage Management	Storage Management and Speech Analytics services startup failed if there was no SQL connection	9.6.6.6207	2021-01-14
RI-024879	Platform - Storage Management	Advanced Export: CSV metadata was not properly escaped if it contained delimiter, newline, or " characters	9.6.6.6209	2021-01-14
RI-025787	Platform - Storage Management	Incomplete or wrong parameters in the Rename Files option on the Advanced Export configuration page caused an infinite loop and memory leak in the Storage Service	9.6.6.6265	2021-02-05
RI-025899	Platform - Storage Management	When performing a Search of Conversations using for example Singapore time zone and performing an advanced export, the result in the CDR CSV file export displayed the time zone of each call in GMT rather than Singapore time zone	9.6.6.6285	2021-02-12
RI-026102	Platform - Storage Management	When deleting a conversation on the web interface which was stored on an EMC Centera storage, then the CDR data was not deleted from the database	9.6.6.6312	2021-02-23
RI-026287	Platform - Storage Management	Deduplication policy related improvements and fixes: - the policy did not check if the media had been uploaded for all CDR/Media records, so it might have failed to delete or copy the related ones and the processing policy was retried in the next schedule - the policy did not give up processing	9.6.7.6349	2021-02-24

(committing conversation as processed)  
 conversations that were under retention  
 - processing secondary records might have continued with the next policy before the related primary pair had been processed by the policy

RI-026505	Platform - Storage Management	If listing a local upload folder failed due to a corrupted file system, the upload policy stuck and couldn't continue	9.6.8.6376	2021-03-17
RI-026508	Platform - Storage Management	In rare cases, when the Storage Management Service was looking for matching policies related to a call, and the call hadn't been updated in the database yet, a Policy processing error: no upload policy alert was raised. The call was processed and uploaded later just fine.	9.6.8.6376	2021-03-16
RI-024877	Platform - Media Streaming	When both Verba\LocalIP and LocalIP6 were empty, the Media Streamer service started normally but did not start listening on. Now it will throw a configuration error/alert.	9.6.6.6207	2021-01-14
RI-023716	Installer - Servers	The private key of the generated server certificate was not exportable	9.6.0.5983	2020-09-10
RI-024136	Installer - Servers	Test SQL connection in the installer showed an error when the database had already exist	9.6.3.6043	2020-11-05
RI-023995	Platform - Import	Unescaped null character in the input caused SQL errors for generic import source	9.6.1.5995	2020-10-02
RI-024008	Platform - Import	Migration from Verint v11 did not pull all of the Verint "Media" as Verba "Storage Target" so calls possibly could be migrated without a Storage Target property	9.6.1.5995	2020-09-28
RI-024048	Platform - Import	Verint import (dual consolidation) fixes: - fixed direction field parsing - fixed start/end time and duration parsing	9.6.2.6015	2020-10-22
RI-024120	Platform - Import	Generic Import from CSV files showed incorrect information about the total number of importable calls	9.6.2.6015	2020-11-03
RI-024121	Platform - Import	Import Service crashed after service start if Verint Import Source was enabled and if the Verba Server IP configuration was incorrect	9.6.2.6015	2020-11-03
RI-024135	Platform - Import	Verba import did not work for previously exported calls from a Verba system when calls were encrypted originally and were decrypted during export	9.6.1.5995	2020-10-14
RI-024156	Platform - Import	Verint Migration: Back-Office calls were not assigned to Verba users. If a Front-Office call could be assigned to multiple Verba users, then the migration failed.	9.6.3.6043	2020-11-16
RI-024190	Platform - Import	Verba Import did not work for recordings where there was a partial mismatch (e.g. timestamp) in the name of the media file and metadata XML file	9.6.4.6072	2020-11-23
RI-024205	Platform - Import	Verint import (dual consolidation) improvements: - improved timestamp parsing and handling - session ID added to internal cache to handle trader voice records better - Device Type metadata field added - improved connection handling	9.6.4.6072	2020-11-16
RI-024692	Platform - Import	Generic Import XML reading issue in case of single line XML files	9.6.5.6178	2020-12-21

RI-024905	Platform - Import	Migration from Verint 15.2: Back Office Source Records was counted incorrectly, it showed less than the actual number of rows to migrate	9.6.6.6214	2021-01-18
RI-025841	Platform - Import	In the case of multi-tenant setup, the imported media and metadata XML files were not put under the tenant ID specific folder	9.6.6.6271	2021-02-08
RI-025908	Platform - Import	The Import Service configuration reread might have timeout when the policy was initializing at the time when the configuration reread request was triggered	9.6.6.6298	2021-02-12

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