

Verba Release Notes

Verba 8.8 Service Build Release Notes (build 8.8.4966.0)

This document lists new features and fixes released in Verba 8.8 Service Build Release Notes (build 8.8.4966.0).

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Release highlights

ID	Component	Description
RI-008856	Recording - Cisco	New Cisco CUBE recording option is implemented based on standard SIPREC. available from IOS 15.6.1(T) - learn more
RI-008975	Recording - Lync/SfB	New supported modalities for Lync/SfB recording: Screen and Application Share. It allows recording of RDP and VBSS streams on the network. - learn more
RI-008976	Recording - Lync/SfB	New supported modalities for Lync/SfB recording: Whiteboard, Poll and Q&A, Files Sharing for meetings. It allows importing/archiving of content shared over a meeting from the Lync/SfB archives. - learn more
RI-008979	Solution - Legal Compliance	General availability of the new compliance workflows including case management, playback authorization requests, approval workflows, playback preview, etc. - learn more
RI-008633	Platform - Media Processing	New Opus audio/voice support is added for Cisco Jabber 11.0 - learn more
RI-008471	Platform - Storage Management	New Voice Quality Check storage policy is implemented to check the quality of the voice recordings and detect noise, garbled voice and other artifacts. The new policy sends email alerts. - learn more
RI-008512	Platform - Storage Management	New File Verification storage policy is implemented to check media inventory and detect missing files. The new policy sends email alerts. - learn more
RI-008571	Platform - Storage Management	Legal hold support is added to EMC Centera and Hitachi Content Platform. The legal hold status of the conversations in Verba is now reflected in the supported storage platforms as well. - learn more
RI-008584	Platform - Storage Management	New Increase Retention Period storage policy is implemented to allow increasing the retention period configured on the storage target. The new retention setting is updated on the supported storage platforms as well: NetApp SnapLock, EMC Isilon SmartLock, EMC Centera, and Hitachi Content Platform. - learn more

ID	First Affected	Status	Description
KI-0018	7.0 (7.0.4314.0)	Resolved in 8.8.4874.0	<p>Summary Siren7 decoding problem is causing garbled decoding of voice in certain cases.</p> <p>Am I affected? All Lync/SfB recording deployments are affected.</p> <p>Impact - Intermittently causes garbled voice recording when Siren7 voice codec is used for the call - The recording quality is varying for the garbled recordings, from light impact to severe degradation of quality - Siren7 voice codec is mainly used for Lync 2010 Windows endpoints and Skype for Business 2015 IOS/Android devices when network is degraded - Siren7 voice codec is also used for Lync 2010/2013 and Skype for Business 2015 meetings during poor network conditions</p> <p>Workaround - currently there are no known workarounds</p>
KI-0030	7.0 (7.0.4314.0)	Resolved in 8.8.4966.0	<p>Summary In a HA deployment, when multiple Verba Recording Servers are configured, then if the network connection goes down on any of the Verba Recording Servers, all IM communication stops as some of the Cisco IM&P Servers will not be able to establish the connection to another Verba Recording Server, causing all IM to stop. Cisco IM&P Servers are not able to reconnect to the Verba Recording Server after the connection is broken.</p> <p>Am I affected? All Verba deployments configured for Cisco IM recording or ethical wall are affected where multiple Verba Recording Servers are deployed in a failover configuration. All Cisco IM&P versions are affected.</p> <p>Impact - Recording/Compliance server failover does not work, the Cisco IM&P Server is not able to properly detect Verba Recording Server network failures - All IM communication is blocked by the Cisco IM&P Servers (compliance mode) if Fire&Forget is disabled</p> <p>Workaround Cisco has fixed the issue and released an updated library. Now the library correctly handles OS level TCP keep alive. In addition to replacing the library, two registry entries are required under HKLM\SYSTEM\CurrentControlSet\Services\Tcpip\Parameters: KeepAliveTime=10 and KeepAliveInterval=5000. A server restart is required for the new settings to take effect. https://quickview.cloudapps.cisco.com/quickview/bug/CSCvb32957</p>
KI-0047	7.0 (7.0.4314.0)	Resolved in 8.9.5075.0	<p>Summary Lync / Skype for Business IM conversations might not be recorded after recording and processing 10,000 RTF based messages.</p> <p>Am I affected? All Lync / Skype for Business IM recording deployments are affected. This issue affects IM conversations which are using the RTF format. Lync 2013 or newer desktop clients are using the RTF format for P2P IM conversation when both participants are using a desktop client. Conferences, mobile, and consumer Skype conversations are not affected by this issue.</p> <p>Impact - When the instant message is transmitted using the RTF format, the Verba Lync / SfB IM Filter application (on the FE servers) can use all available Window handles due to the improper deallocation of the RTF parser. - The service stops processing RTF based instant messages after approx. 10,000 RTF</p>

messages (after all Windows handles are consumed)
- No alert or notification sent when the issue occurs

Workaround

- The RTF message format can be disabled by a client policy, for more information see <https://docs.microsoft.com/en-us/powershell/module/skype/set-csclientpolicy>, DisableRTFIM

KI-0045 [7.0](#)
(7.0.4314.0)

Resolved
in
[9.0.2.5381](#)

Summary

In case an invalid regular expression is used for internal number patterns, calls are not recorded.

Am I affected?

All version 7.x or later recording deployments where the Verba Passive Recorder Service, the Verba Media Collector and Proxy Service and the Verba Unified Call Recorder Service are used for recording could be affected.

Impact

Calls are not recorded by the related service when an invalid regular expression is applied for one of the following settings:

- Passive Recorder \ Basics \ Internal Number Pattern
- Media Collector and Proxy \ General \ Internal Domain, Numbers Pattern
- Unified Call Recorder \ Recording Providers \ General \ Internal Domain, Numbers Pattern

The system uses these configuration settings to identify the direction of recorded calls. The affected services do not raise an alarm, except the Verba Unified Call Recorder Service which will send a CallProcessing alert.

Workaround

Remove any invalid regular expressions from the following configuration settings:

- Passive Recorder \ Basics \ Internal Number Pattern
- Media Collector and Proxy \ General \ Internal Domain, Numbers Pattern
- Unified Call Recorder \ Recording Providers \ General \ Internal Domain, Numbers Pattern

An online regexp validator is available to verify regexp patterns at

<https://demo.verba.com/verba/test/regex.jsp>

Enter the regexp value in the input box, then press the Test button to verify the expression.

KI-0058 [7.0](#)
(7.0.4314.0)

Resolved
in
[9.6.0.5944](#)

Summary

Certain calls between Skype for Business and Teams or Azure VoiceMail cannot be recorded

Am I affected?

All Skype for Business recording installations are affected where the recorded users can call Teams users or place voicemail messages in Azure VoiceMail.

Impact

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.

Workaround

Currently there is no workaround other than disabling Teams or Azure VM calling entirely for the recorded users.

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.

KI-0031 [8.5](#)
(8.5.4809.0)

Resolved
in
[8.8.4974.0](#)

Summary

Lync/SfB Front-End service restart can cause the failure of the Verba SfB/Lync Call Filter, the Verba SfB/Lync IM Filter and the Verba SfB/Lync Communication Policy service. After the FE service restart, these Verba services will not process SIP messages anymore until restarting the affected Verba services.

Am I affected?

All Verba version 8.5 and later deployments are affected where SfB/Lync recording or ethical wall is used.

Impact

- Conversation recording will not work after the Front-End service restart on the affected SfB/Lync server
- Communication policies (ethical wall) will not work after the Front-End service restart on the affected SfB/Lync server

Workaround

Restarting the affected Verba services resolves the issue. Until upgrading to a Verba version where the issue is resolved, it is advised to update operational procedures with the following:
Restart the Verba SfB/Lync Call Filter, Verba SfB/Lync IM Filter and Verba SfB/Lync Communication Policy services after restarting the Front-End service.

Critical Fixes

ID	Component	Description	Fixed in	Date
RI-009559	Recording - Cisco IM	<p>In a HA deployment, when multiple Verba Recording Servers are configured, then if the network connection goes down on any of the Verba Recording Servers, all IM communication stops as some of the Cisco IM&P Servers will not be able to establish the connection to another Verba Recording Server, causing all IM to stop. Cisco IM&P Servers are not able to reconnect to the Verba Recording Server after the connection is broken.</p> <p>Cisco has fixed the issue and released an updated library. Now the library correctly handles OS level TCP keep alive. In addition to replacing the library, two registry entries are required under HKLM\SYSTEM\CurrentControlSet\Services\Tcpip\Parameters: KeepAliveTime=10 and KeepAliveInterval=5000. A server restart is required for the new settings to take effect. https://quickview.cloudapps.cisco.com/quickview/bug/CSCvb32957</p> <p>Impact</p> <ul style="list-style-type: none"> - Recording/Compliance server failover does not work, the Cisco IM&P Server is not able to properly detect Verba Recording Server network failures - All IM communication is blocked by the Cisco IM&P Servers (compliance mode) if Fire&Forget is disabled - All Cisco IM&P versions are affected - All Verba deployments configured for Cisco IM recording or ethical wall are affected where multiple Verba Recording Servers are deployed in a failover configuration 	8.8.4966.0	2016-10-04
RI-008860	Platform - Media Processing	<p>Siren7 decoding problem is fixed. This issue causes garbled decoding in certain cases.</p> <p>Impact</p> <ul style="list-style-type: none"> - Intermittently causes garbled voice recording when Siren7 voice codec is used for the call - The recording quality is varying for the garbled recordings, from light impact to severe degradation of quality - Siren7 voice codec is mainly used for Lync 2010 Windows endpoints and Skype for Business 2015 IOS/Android devices when network is 	8.8.4874.0	2016-07-29

degraded
- Siren7 voice codec is also used for Lync 2010/2013 and Skype for
Business 2015 meetings during poor network conditions

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

Feature Improvements

ID	Component	Description	Added in	Date
RI-008437	Security	Openssl library is updated to the latest v1.0.2h	8.8.4872.0	2016-05-19
RI-008629	Security	Resources (e.g. images, scripts) are no longer available over HTTP if "HTTPEEnabled" is turned off, the request will be redirected to HTTPS	8.8.4898.0	2016-07-07
RI-008635	Security	Default server error pages have been changed so that an attacker cannot find out what application server we are using	8.8.4897.0	2016-07-06
RI-008657	Security	Hardened TLS/SSL cipher suites offered, weak ciphers are disabled according to PCI DSS v3.2	8.8.4894.0	2016-07-01
RI-008366	Recording - Passive	New recording rule options for modalities and call directions	8.8.4873.0	2016-05-23
RI-008992	Recording - Passive	Support for Cisco ERSPAN v2 and v3 in GRE encapsulation.	8.8.4921.0	2016-08-01
RI-008986	Recording - Cisco IM	New recording rule options for modalities and call directions: Internal, Federated In, Federated Out, External, and Conference	8.8.4923.0	2016-08-02
RI-008395	Recording - Lync/SfB	When the call is relayed (via the Verba Proxy or Edge) then the relay address is stored in a new metadata field and the original IPs are kept in the source and destination IP fields.	8.8.4872.0	2016-05-09
RI-008578	Recording - Lync/SfB	New Record Forwarded Calls support added to Lync/SfB recording. It allows recording of Lync/SfB conversations where the call leg can be related to a recorded user. For example: forwarded calls, transferred calls, team calls, etc.	8.8.4905.0	2016-07-16
RI-008593	Recording - Lync/SfB	Lync/SfB conference participant list parsing is changed. Now historical conference events are cached and can be matched to call legs establishing after receiving these events in focus call leg.	8.8.4903.0	2016-07-14
RI-008676	Recording - Lync/SfB	Advanced SIP tagging feature is introduced to support non-standard endpoints such as Acano and Kirk	8.8.4893.0	2016-06-29
RI-008716	Recording - Lync/SfB	Integration with Anywhere365 contact center is added with additional meta information	8.8.4890.0	2016-06-21
RI-008464	Recording - Lync/SfB IM	Lync/SfB IM Recorder stores From/To IP addresses and device IDs	8.8.4918.0	2016-07-27
RI-008605	Recording - Avaya	New recording rule options for call directions: Internal, PSTN In, PSTN Out, External, Conference	8.8.4902.0	2016-07-11
RI-008612	Recording - Avaya	Removing and re-adding listeners when an extension is successfully re-registered to the AES	8.8.4901.0	2016-07-11
RI-008368	Recording - Unified Call Recorder	New recording rule options for modalities and call directions	8.8.4873.0	2016-05-23
RI-009143	Recording - Desktop	The screen capture multiplexer service now supports custom credentials for accessing SMB storage targets	8.8.4945.0	2016-08-12
RI-009160	Recording - Desktop	The desktop agent is now able to handle concurrent screen recording sessions	8.8.4945.0	2016-08-09
RI-008379	UI - Web Interface	New LDAP failover servers can be configured for AD synchronization with a comma-separated list of host names	8.8.4873.0	2016-05-18

RI-008503	UI - Web Interface	New HTML5 video tag based playback option for compatible browsers including Chrome and Firefox	8.8.4913.0	2016-07-22
RI-008563	UI - Web Interface	Participant Set can be exported to Excel, RTF and PDF formats	8.8.4906.0	2016-07-18
RI-008617	UI - Web Interface	New Skip Silence feature in the player which allows skipping long silence period automatically during playback	8.8.4900.0	2016-07-11
RI-008640	UI - Web Interface	After email settings are verified, the system asks the administrator if they want to apply the settings to all Configuration Profiles	8.8.4897.0	2016-07-06
RI-008642	UI - Web Interface	New user role based filter option for conversation access control.	8.8.4897.0	2016-07-06
RI-008671	UI - Web Interface	Agent View supports multiscreen environments. The supervisor can retrieve the primary or the screen in focus of the monitored agent.	8.8.4893.0	2016-06-30
RI-008688	UI - Web Interface	Access to conversations through direct URLs is changed. The system enforces access control for direct URLs. For backward compatibility, this option can be disabled.	8.8.4892.0	2016-06-26
RI-008693	UI - Web Interface	New AD synchronization alert when extension configuration update fails	8.8.4892.0	2016-06-26
RI-008696	UI - Web Interface	AD synchronization enhancements: - stores the profile name and ID for audit log entries (instead of the user created the profile) - audit log of adding/removing users through AD synchronization - the name of the AD synchronization profile is now included in the alert messages	8.8.4892.0	2016-06-26
RI-008978	UI - Web Interface	New target codec selection option is available for ad-hoc video transcoding in the player	8.8.4892.0	2016-08-01
RI-009013	UI - Web Interface	German and Korean language support added	8.8.4921.0	2016-08-01
RI-009114	UI - Web Interface	In Internet Explorer 9 and above the system uses the HTML5 audio tag based player, instead of the Windows Media Player Active-x plugin	8.8.4934.0	2016-08-08
RI-009055	UI - Reporting	New capacity management reports are available: Recorded Users and Extensions, Server Capacity, and Storage Target Capacity	8.8.4925.0	2016-08-03
RI-008454	Solution - Quality Management	New filters for QM projects: Exists Related Call (boolean), Participant Set (extension)	8.8.4918.0	2016-07-28
RI-008460	Solution - Quality Management	Conversations can be individually added/removed to/from QM projects. There are 2 new permissions controlling this feature: Add Conversation to Evaluation Projects, Remove Conversations from Evaluations Projects	8.8.4918.0	2016-07-28
RI-008673	Solution - Quality Management	New auto-answer form questions are implemented based on labels	8.8.4893.0	2016-06-29
RI-008739	Solution - Quality Management	Scorecards are locked when an evaluator starts the evaluation, so other evaluators can not open them	8.8.4887.0	2016-06-12
RI-009236	Platform - Announcement	Custom delay can be configured for prompts in conferences for PSTN participants to avoid collision with SfB/Lync Conference Announcement Service prompts	8.8.4955.0	2016-09-12
RI-008411	Platform - API	New Verba API to retrieve call mute state has been implemented	8.8.4872.0	2016-05-06

RI-009443	Platform - API	SearchCalls HTTP API can be used to filter based on metadata values (example: meta=Default:Phone XML List=Item1), also, metadata can be listed by adding returnMetadata=1 parameter.	8.8.4963.0	2016-09-22
RI-008604	Platform - Configuration	New conversation directions are introduced: Internal, PSTN In, PSTN Out, Federated In, Federated Out, External, Conference, Contact Center In, and Contact Center Out. Existing conversation directions are updated in the following way: Internal -> Internal, Conference Incoming -> PSTN In, Federated In Outgoing -> PSTN Out, Federated Out External -> External	8.8.4902.0	2016-07-11
RI-008383	Platform - Database	Media recording and IM transcript file size information is now stored in the database and displayed on the search interface.	8.8.4873.0	2016-05-16
RI-008400	Platform - Database	The system now stores the recorded source platform identifier and allows searching and filtering based on the information.	8.8.4872.0	2016-05-08
RI-008500	Platform - Database	New media error codes: Corrupted File, Missing File	8.8.4913.0	2016-07-22
RI-008381	Platform - Storage Management	Video transcoding is now supported by new transcode storage policy. Transcoding process can now run tasks in parallel (number of worker threads is configurable).	8.8.4873.0	2016-05-16
RI-008410	Platform - Storage Management	Adding data retention policy batching to avoid big result sets and SQL Server overloading	8.8.4872.0	2016-05-06
RI-008822	Platform - Storage Management	New File Extension filter option for data retention policies for Delete and Export policies	8.8.4879.0	2016-05-31
RI-009142	Platform - Storage Management	Temporary file cache for specific storage targets (EMC Centera, Hitachi Content Platform, IBM TSM, Amazon S4): TTL of cached files can be configured, cached files are stored only for a certain amount of time (by default it is 1 hour)	8.8.4945.0	2016-08-12
RI-008778	Platform - Tools	New offline Verba Player to allow playing back encrypted conversations outside of the Verba system	8.8.4884.0	2016-06-08
RI-008666	Installer - Servers	Apache Tomcat version is upgraded to 8.0.36	8.8.4893.0	2016-07-01
RI-008453	Platform - CDR and Archived Content Import	New recording failure and media length mismatch alerts are introduced. There was a single alert before containing both information. The new alerts contain the list of affected calls too.	8.8.4918.0	2016-07-28
RI-009449	Platform - CDR and Archived Content Import	If Lync/SfB QoE reports are checked there is a new option to skip those calls where report is not available	8.8.4961.0	2016-09-19

Fixes

ID	Component	Description	Fixed in	Date
RI-009487	Security	Active Directory Profile password was stored in clear text in the database.	8.8.4965.0	2016-09-29
RI-009211	Recording - Passive	Silent monitoring did not work due to a recent ACL handling change	8.8.4951.0	2016-08-24
RI-009238	Recording - Passive	When both participants in a recorded call are configured for recording with the configuration option to create a single recording, the call was assigned only to the caller but not to the callee	8.8.4955.0	2016-09-12
RI-009499	Recording - Passive	The wrong detection of character coding led to generating invalid metadata XML files for Cisco SCCP calls when the display name contained a special char. Database records were not affected.	8.8.4965.0	2016-09-23
RI-008660	Recording - Proxy	Nested multipart SIP/SDP parsing is fixed. It caused loss of recording in the following case: E911 call with location information in the INVITE messages.	8.8.4893.0	2016-07-01
RI-008991	Recording - Proxy	Remote capture: when the network interface could not be opened for capturing, immediate reopening led to high CPU utilization	8.8.4921.0	2016-08-01
RI-008556	Recording - Cisco	Cisco phone based silent monitoring was not working intermittently when a call was received by a hunt group	8.8.4907.0	2016-07-19
RI-008720	Recording - Cisco	Cisco phone based silent monitoring listed every monitor-able call even if the user did not have rights to see them	8.8.4890.0	2016-06-20
RI-008994	Recording - Cisco	Cisco Network Based Recording: source and destination IP address fields were filled incorrectly. Now it is filled only for the recorded party based on media source address.	8.8.4921.0	2016-08-01
RI-009188	Recording - Cisco	Using the Cisco Network Based Recording, if a call ended when a new call was started using the same internal Cisco call ID, the new recording was closed too	8.8.4945.0	2016-08-18
RI-009547	Recording - Cisco	Cisco Jabber endpoints generate invalid RTP timestamps in case of silence suppression / VAD enabled streams, which led to discarding an entire stream (caller or called party) during processing. It affected both recording and silent monitoring.	8.8.4966.0	2016-10-13
RI-008670	Recording - Cisco IM	Email notification thread could not create directory for email notification	8.8.4893.0	2016-06-30
RI-009209	Recording - Cisco IM	When unexpected or malformed packets have received the compliance server could not create a proper response which caused the stuck of the connection between IM&P and compliance server. Now a default response is introduced. The default response can be configured available values are pass and handle.	8.8.4952.0	2016-08-24
RI-008389	Recording - Lync/SfB	When the Lync/SfB Call Filter rereads the proxy settings then it did not refresh the priority and subnet configuration	8.8.4873.0	2016-05-10
RI-008478	Recording - Lync/SfB	The Lync/SfB Call Filter service could not assign a proxy to a SIP session if the SIP message did not contain SDP. It caused false alerts.	8.8.4915.0	2016-07-26
RI-008497	Recording - Lync/SfB	Lync/SfB announcement did not work when the announcement was configured with priority	8.8.4913.0	2016-07-22

RI-008536	Recording - Lync/SfB	Simulring calls were not recorded when one of the devices sent a BYE request for the call and after that one of the other devices answered the call	8.8.4909.0	2016-07-20
RI-008553	Recording - Lync/SfB	Luware integration: consultative transfer might lookup wrong caller related metainfo	8.8.4907.0	2016-07-19
RI-008773	Recording - Lync/SfB	Luware integration: customer number was not extracted properly in case of a PSTN caller	8.8.4884.0	2016-06-08
RI-009130	Recording - Lync/SfB	When the original called party answers a team call, the system still might show the forward reason as team call	8.8.4945.0	2016-08-16
RI-009144	Recording - Lync/SfB	Due to improper SIP message parsing, "tel" numbers were stored in the database even when SIP URIs were present	8.8.4945.0	2016-08-12
RI-009146	Recording - Lync/SfB	Support for the latest attributes in the ICE messages of the consumer Skype gateways to prevent bypassing the recorded Sfb Edge servers in certain call scenarios (consumer Skype - Skype for Business for iPhone external calls)	8.8.4945.0	2016-08-12
RI-009180	Recording - Lync/SfB	Screen and application share (over RDP) recording did not work when the capturing was done on AVMCUs	8.8.4945.0	2016-08-18
RI-009185	Recording - Lync/SfB	When the "Do not reroute/realy calls" mode was configured, the ACL could not match to the extensions when the new conversation types were used	8.8.4945.0	2016-08-18
RI-009193	Recording - Lync/SfB	Screen and application share presenter change (using RDP) was not detected properly in all cases and led to processing error	8.8.4945.0	2016-08-18
RI-009239	Recording - Lync/SfB	Luware integration: when the subject header is available only, the call is considered as a contact center call disregarding the content header. This resulted in non-recorded Lync/SfB conference calls when the conference has a subject and Luware integration is enabled.	8.8.4955.0	2016-09-12
RI-009240	Recording - Lync/SfB	Possible one-way audio calls, when the advanced media relay mode and media-bypass are enabled, and the call proceeds via mediation instead of the gateway	8.8.4955.0	2016-09-12
RI-009458	Recording - Lync/SfB	When a SIP session on hold was destroyed after 5 minutes, contact center headers for Luware integration were lost too	8.8.4957.0	2016-09-15
RI-009484	Recording - Lync/SfB	Memory leak has been fixed when the Verba SfB/Lync Call Filter, Verba SfB/Lync IM Filter and Verba SfB/Lync Communication Policy service tries to reconnect to the Front-End service when it is not available. The affected service leaks approx. 30 MByte / hour.	8.8.4966.0	2016-09-30
RI-009500	Recording - Lync/SfB	Luware integration: in case of consultative transfer between agents (non contact center leg) the previous contact center session context was not propagatged and so calls were not marked as related	8.8.4965.0	2016-09-23
RI-009020	Recording - Lync/SfB IM	In SfB 2016 (16.0.4266.1003 or newer), HTML encoding has changed in the client and it caused a decoding issue and the recorder stored empty fields	8.8.4929.0	2016-08-05
RI-009023	Recording - Lync/SfB IM	Transaction timeout issue is resolved when a large number of messages were waiting for processing. It also affected XML transcript file writing.	8.8.4928.0	2016-08-05
RI-008857	Recording - Avaya	When special characters were included in the UUI field, calls were not recorded	8.8.4875.0	2016-05-25

RI-008511	Recording - Unified Call Recorder	Default call/media inactivity timeout increased from 30 sec to 5 mins	8.8.4912.0	2016-07-21
RI-009242	Recording - Unified Call Recorder	SIPREC: audio->video escalation was not handled properly, leading to audio only recording in case of mid-call video escalation	8.8.4955.0	2016-09-12
RI-009244	Recording - Unified Call Recorder	Conference participant markers were not added properly, each had the start time of the call instead of the join time	8.8.4955.0	2016-09-12
RI-008630	Recording - Desktop	In case of Citrix terminal server deployments, RDP session termination is not graceful in all cases, which leads to false application crash alerts.	8.8.4898.0	2016-07-07
RI-008641	Recording - Desktop	Call End event might be missed if during mid-call extension list is refreshed to a list not containing the current extension which triggered screen recording. In this case, extension changes were applied mid-call instead of in the idle state. This led to not stopping the ongoing recording (stopped only at app exit) and skipping recording for new calls (since recording is going on).	8.8.4897.0	2016-07-06
RI-008900	Recording - Desktop	Using the Verba Screen Capture Codec, several artifacts were present when black text was on red or blue background	8.8.4874.0	2016-07-13
RI-009137	Recording - Desktop	Possible memory leak in Windows Media transcoding fixed for screen capture multiplexing	8.8.4945.0	2016-08-15
RI-009158	Recording - Desktop	Screen content was not multiplexed to recovered recordings after a recording service failure	8.8.4945.0	2016-08-10
RI-009215	Recording - Desktop	Screen recording in focus mode (when only the screen in focus is captured) did not work properly when certain full screen applications were used	8.8.4950.0	2016-08-22
RI-008468	UI - Web Interface	Send ".118.2.1" (WEBAPP_AD_SYNC_ERROR) instead of ".100.0.12" (COMMON_DATABASE_ISSUE) when AD Sync fails	8.8.4917.0	2016-07-27
RI-008490	UI - Web Interface	MP4 files were downloaded as WMV in case of video recordings	8.8.4913.0	2016-07-23
RI-008546	UI - Web Interface	AD sync profile synchronized phone numbers even if "Synchronize Phone Numbers" was not turned on when it was used earlier, and the extension attribute settings were saved into the database.	8.8.4908.0	2016-07-19
RI-008622	UI - Web Interface	Group hierarchy was not handled properly when a user removed from a group via the AD synchronization (he was not removed from the parent groups)	8.8.4900.0	2016-07-10
RI-008623	UI - Web Interface	On the search page, "Phone Number (From or To Party)" did not support the * (asterisk) character, only the % (percent)	8.8.4900.0	2016-07-08
RI-008663	UI - Web Interface	After the "User Must Change Password at Next Logon" checkbox was turned on for a user, the system asked for the new password but the user was not able to change it because the web application has kept asking the new password again and again.	8.8.4893.0	2016-07-01
RI-008838	UI - Web Interface	When "Metadata and Markers" was set up for "Matches a value in the list", then an error was thrown	8.8.4877.0	2016-05-29
RI-009190	UI - Web Interface	Player did not work for HTML5 audio tag based players in Internet Explorer	8.8.4945.0	2016-08-17
RI-009200	UI - Web Interface	Configuration Profile settings had been reset during an upgrade if the profile was created as a copy of a default profile ("Copy Settings from Profile" was set).	8.8.4953.0	2016-08-30

RI-009205	UI - Web Interface	One could execute AD Synchronization simultaneously if went into the AD Sync Profile details screen and clicked on "Run this Active Directory Profile Now".	8.8.4953.0	2016-08-25
RI-009217	UI - Web Interface	Call Playback Event Details XLS report did not include the archived calls and filtered for the calls start time instead of the time of the event (PDF version worked well).	8.8.4950.0	2016-08-22
RI-009224	UI - Web Interface	Role clone function did not work, an exception was thrown	8.8.4954.0	2016-09-08
RI-009225	UI - Web Interface	User - Group configuration did not work with Internet Explorer	8.8.4954.0	2016-09-07
RI-009226	UI - Web Interface	Intermittent "NullPointerException" happened on the On-Demand buffer when "File Format" column was added to the Search List Layout	8.8.4954.0	2016-09-05
RI-009228	UI - Web Interface	Intermittent "NullPointerException" happened when "Recording Failed" column was added to the Search List Layout	8.8.4954.0	2016-09-05
RI-009229	UI - Web Interface	Encrypted recordings (using legacy encryption) were not decrypted during download	8.8.4954.0	2016-09-02
RI-009237	UI - Web Interface	Removing "Finished conversations without recorded media file" at the Database Monitoring->Database Purging menu also removed the records imported by the CDR Reconciliation, Ethical Wall audit log entries	8.8.4955.0	2016-09-12
RI-009252	UI - Web Interface	Configuration changes were not shown in some cases. Apply extension configuration failed when there were many affected servers.	8.8.4954.0	2016-09-11
RI-009447	UI - Web Interface	"Show secondary recordings" icon was not available in Conversations / My Conversations, Important Conversations, Private Conversations	8.8.4962.0	2016-09-19
RI-009451	UI - Web Interface	"Configuration tasks to be executed": if a server failed, then tasks related to other servers were not executed	8.8.4961.0	2016-09-16
RI-009462	UI - Web Interface	Chinese characters were not visible in PDF export	8.8.4956.0	2016-09-13
RI-009488	UI - Web Interface	Bulk User Update add / remove groups did not take Group Hierarchy into account	8.8.4965.0	2016-09-28
RI-009489	UI - Web Interface	On the user's Group Assignment tab when the "Show indirect groups too" was turned on and the user had indirect group memberships, saving the configuration changed the indirect group memberships to direct.	8.8.4965.0	2016-09-27
RI-009491	UI - Web Interface	CSV User Import did not work (white screen was shown after the CSV file uploaded).	8.8.4965.0	2016-09-27
RI-008385	UI - Reporting	Groups Performance Summary report filtering did not work	8.8.4873.0	2016-05-15
RI-008487	UI - Reporting	Groups Evaluation Summary and Group Performance Summary reports displayed different number of group members	8.8.4914.0	2016-07-25
RI-008555	UI - Reporting	Group filters retrieved data only for the primary group of the user	8.8.4907.0	2016-07-19
RI-008647	UI - Reporting	Question Score Details report filter options did not work	8.8.4896.0	2016-07-04
RI-008668	UI - Reporting	Groups Evaluation Summary report retrieved incorrect data	8.8.4893.0	2016-06-30
RI-008846	UI - Reporting	Reports did not work if a special character was in the company name	8.8.4877.0	2016-05-28

RI-008977	UI - Reporting	Simultaneous Calls report did not work with week and quarter steps	8.8.4877.0	2016-05-28
RI-009060	UI - Reporting	Average Score By Question now uses the conversation start time as a filter. The questions are in the same order as on the form designer.	8.8.4925.0	2016-08-03
RI-008449	Solution - Ethical Wall	Phrase filter takes into account non-alphabetic chars as whitespaces	8.8.4872.0	2016-05-03
RI-008451	Solution - Ethical Wall	Regex content filter returned invalid result if the content had been already redacted	8.8.4872.0	2016-05-02
RI-008980	Solution - Ethical Wall	Phrase filtering did not work for non-Latin1 characters	8.8.4872.0	2016-05-03
RI-009475	Solution - Ethical Wall	In order for the content policy to take effect, the Filename and size filter now needs both the filename and the size to be a match for the transferred data.	8.8.4955.0	2016-09-12
RI-009483	Solution - Ethical Wall	File transfer block issue has been fixed. The application generated the wrong response code.	8.8.4966.0	2016-09-30
RI-008456	Solution - Quality Management	New questions intermittently could not be added to the form	8.8.4918.0	2016-07-28
RI-008459	Solution - Quality Management	QM Evaluators saw every evaluation in "Show Evaluations" menu, not only the ones they were allowed to	8.8.4918.0	2016-07-28
RI-008484	Solution - Quality Management	QA records are not removed from the database after a call was deleted	8.8.4914.0	2016-07-25
RI-008534	Solution - Quality Management	QM / Show Evaluations displayed the wrong # of conversations when Advanced Search Criteria was used	8.8.4910.0	2016-07-20
RI-008689	Solution - Quality Management	Score classification setup did not work (values intermittently changed automatically)	8.8.4892.0	2016-06-26
RI-008740	Solution - Quality Management	Values of text type questions were not saved	8.8.4887.0	2016-06-11
RI-009444	Solution - Quality Management	When a QM Project was deleted, some scorecard data remained in the database and was shown in the reports.	8.8.4963.0	2016-09-21
RI-008698	Solution - Speech Analytics	Query timeout was too low, and the system was not able to process calls. The default setting is increased to a reasonable value.	8.8.4892.0	2016-06-23
RI-009162	Platform - API	GetExtensions API did not send <ScreenCaptureEnabled>	8.8.4945.0	2016-08-09
RI-008638	Platform - Configuration	The configuration of the never-record and relay-only extensions contained invalid extensions.	8.8.4897.0	2016-07-06
RI-009477	Platform - Configuration	Incoming and Outgoing directions intermittently stored in accesslist.xml as "pstn-in" and "pstn-out" instead of "incoming" and "outgoing"	8.8.4964.0	2016-09-22
RI-008601	Platform - Database	IM search did not work when Full-Text Search feature was not installed on the SQL Server	8.8.4902.0	2016-07-12
RI-008930	Platform - Database	Updating the call end cause field (transfer flows), might collide with call linking trigger, causing false alert and database reconnection intermittently.	8.8.4874.0	2016-06-27
RI-008489	Platform - Media Processing	In MP4 transcoding, in case of silence suppression and there is a gap in the voice stream, then silence voice frames are generated. This results in more fluent motion because of the proper audio and video stream syncing.	8.8.4913.0	2016-07-25

RI-008727	Platform - Monitoring	SNMP v2 trap PDU did not include the sysUpTime variable	8.8.4889.0	2016-06-16
RI-008779	Platform - Monitoring	When the monitoring service could not query the service executable for version information, the service-related performance counters were not available	8.8.4884.0	2016-06-07
RI-008940	Platform - Monitoring	After I/O failure (for example disk full), log file was not reopened and logging could never recover from the I/O issues	8.8.4874.0	2016-06-16
RI-009073	Platform - Monitoring	Performance report might report enormous network conditions leading to false overloaded recording conditions intermittently for short periods	8.8.4924.0	2016-08-03
RI-008687	Platform - Storage Management	Exporting calls to external Verba Media Repository referenced wrong file path and exporting failed	8.8.4892.0	2016-06-27
RI-009123	Platform - Storage Management	Using SMB custom credentials, impersonation is enforced in all cases when SMB files cannot be opened	8.8.4933.0	2016-08-08
RI-009126	Platform - Storage Management	Recordings were not encrypted when the storage target was not accessible during upload	8.8.4945.0	2016-08-16
RI-009140	Platform - Storage Management	Retention hold was not applied on the catalog files on Hitachi Content Platform	8.8.4945.0	2016-08-15
RI-009147	Platform - Storage Management	When configuring an SMTP storage target for export, an IM file was sent instead of the voice recording	8.8.4945.0	2016-08-12
RI-009151	Platform - Storage Management	The tenant and namespace information in the URLs of the Hitachi Content Platform URL were stripped for DNS lookups. It is now configurable.	8.8.4945.0	2016-08-11
RI-009455	Platform - Storage Management	If all conversations in a policy batch (1000 conversation) fails, the policy processing stuck with reprocessing the same conversations	8.8.4959.0	2016-09-15
RI-009178	Platform - CDR and Archived Content Import	Conference participants were imported multiple times (based on different modalities). Now participants are properly filtered by modality as well	8.8.4945.0	2016-08-19
RI-009461	Platform - CDR and Archived Content Import	Lync/SfB conference sessions might be reimported from previous runs if the conference was a recurring conference	8.8.4956.0	2016-09-14
RI-009187	Platform - Labeling	When email notification was configured for the recorded party and the recorded party was the called party, the notification was not sent out	8.8.4945.0	2016-08-18

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