Verba Release Notes

Announcement

Verint Financial Compliance release notes are moving

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Verba 9.3 Service Build Release Notes (build 9.3.7.5728)

This document lists new features and fixes released in Verba 9.3 Service Build Release Notes (build 9.3.7.5728).

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Release highlights

ID	Component	Description
RI-017344	Recording - Unified Call Recorder	Dial-out recording API introduced to request the recorder to call a SIP based conference or endpoint. This feature allows recording e.g. Cisco Webex meetings by capturing voice, video and screen/app share streams.
RI-017325	UI - Web Interface	Case management improvements: - Conversations can be added and removed from cases directly (no need for labels any more) - Cases have owners - Cases have status: Open, Closed - Case rules for automatic assignment of conversations to cases
RI-017412	Solution - Speech Analytics	New financial trading specific transcription solution (Scribe) with language models fine-tuned for trader voice recordings. Enhanced analytics to discover key terms, key phrases, product classes and quotes.
RI-016824	Platform - Announcement	Announcement audit log providing a log for tracking and searching announcements played by the system (or not)
RI-017488	Platform - Announcement	Announcement whitelist allowing to exclude phone numbers and SIP URIs from an announcement
RI-017544	Platform - API	New Import API to ingest data into the platform using a standard REST API, supporting all data types (voice, video, instant messaging, SMS, files, etc.).
RI-017209	Platform - Database	Microsoft SQL Server 2017 support added

RI-017229	Platform - Media Processing	Voice Activity Detection (VAD) support added to trader voice integration on the recorder side to trigger media recording, no need for VAD-capable storage codecs (e.g. Speex) any more
RI-017221	Platform - Monitoring	Voice quality check improvements: - New Voice Quality Check Details and Voice Quality Check Summary reports with the ability to filter for specific quality feature scores separately - Alerts for voice quality check can be customized for voice quality check features individually - New HTTP API to retrieve voice quality check scores for recordings
RI-017312	Installer - Servers	Upgrade to Java 11, Java 8 is no longer supported. OpenJDK 11 support added in addition to Oracle Java Runtime Environment 11. The install kit now includes the OpenJDK 11 installer.
RI-016825	Other	New controlled recording mode with auto-start which allows stopping recording for users while starting recording automatically
RI-017543	Platform - Import	Generic import source to allow importing data from legacy recording platforms with configuring field mapping and value transformation with a visual editor, supporting CSV/JSON/XML formats for metadata.

Known Critical Issues

ID	First Affected	Status	Description
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 Sykpe 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-0057	9.1 (9.1.3.5517)	Resolved in 9.3.7.5736	**Summary** Active Directory synchronization does not recognize changes on user attributes when Domain Controller fails over or load balancing is used **Am I affected?** All 9.1.0.5410 and later installations are affected where failover or load balancing is configured for the Domain Controllers. **Impact** The Verba system relies on the usnChanged attribute to identify if a user entry is changed and needs to be updated in the Verba database. This attribute is unique on all Domain Controllers but due to an issue in the Verba software, the system does not take into consideration the different usnChanged attributes and only uses the last one. In case of Domain Controller failover or in a load balancing configuration, the system might not recognize if the user is updated, because it validates the usnChanged attribute of another Domain Controller which was previously used during the AD synchronization (and not for the one which is currently connected to). Since the issue prevents the system to recognize user configuration changes, which can include recorded extension configuration, the system does not synchronize the latest information from the AD and this could lead to configuration issues and eventually data loss. The problem does not occur if the system is always connected to the same AD. **Workaround** The system should be reconfigured to connect to a single Domain Controller temporarily and prevent failover or load balancing this way. This can be achieved by configuring the direct address of the Domain Controller.

Critical Fixes

ID	Component	Description	Fixed in	Date
RI-017853	Platform - Monitoring	System Monitor service does not free up handles and increases memory load over time until service restart **Impact** All 9.3.0.5661 and later installations are affected. The Verba System Monitor service allocates Windows handles to check various aspects of the server in every 10 seconds. Due to a software bug, the service does not free up the handles after the checks and increases memory usage over time. The checks are only executed on servers with Media Repository, Recording Server and Media Repository & Recording Server roles. Servers with other roles, are not affected. Based on our tests the service increases memory usage by 400 MBytes per day. The system sends an alert if memory usage is above a specified threshold (if free memory is less than 200 MByte by default). If the service is not restarted after the memory alert, the system can get into an unstable state which could affect the performance of the server significantly which might cause loss of data.	9.3.7.5728	2019-06-06

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

Feature Improvements

ID	Component	Description	Added in	Date
RI-017476	Security	Openssl library is updated to the latest v1.0.2q	9.3.0.5620	2019-01-21
RI-017109	Recording - Passive	Integration with SAMWin contact centers to store meta information for calls	9.3.0.5565	2018-10-25
RI-017514	Recording - Proxy	New configuration option to reuse SIP TCP ports. Microsoft UM Exchange does not handle SIP requests properly if it is not received on the server port of the trunk.	9.3.0.5626	2019-01-28
RI-017590	Recording - Proxy	Late media negotiation support is configurable for SfB calls only, and it is automatically supported for SIP proxy calls	9.3.0.5646	2019-02-04
RI-017857	Recording - Proxy	SIP proxy route rules: src_ip can be FQDN from now in addition to IP addresses	9.3.7.5728	2019-06-03
RI-017835	Recording - Cisco	The hunt group pilot number is now stored in the Dialed Number field when JTAPI integration is enabled	9.3.5.5722	2019-04-21
RI-016881	Recording - Lync/SfB	Support added for Skype for Business Server 2019	9.3.0.5538	2018-08-14
RI-017020	Recording - Lync/SfB	Luware LUCS contact center integration can control recording rules to avoid recording of contact center calls when the customer does not agree (GDPR)	9.3.0.5552	2018-09-24
RI-017320	Recording - Lync/SfB	Memory, thread deadlock and SIP inactivity monitoring and detection for SfB/Lync Call Filter, SfB/Lync IM Filter, and SfB/Lync Ethical Wall services whihc is able to send alerts, restart the service and collect troubleshooting information	9.3.0.5599	2018-12-04
RI-017489	Recording - Unified Call Recorder	Movius mobile call recording integration added	9.3.0.5620	2019-01-29
RI-017749	Recording - Unified Call Recorder	The recorder services now use milliseconds for markers instead of seconds	9.3.4.5694	2019-04-08
RI-017456	Recording - IPTrade	IPTrade 9.3 metadata changes (device and call type metadata)	9.3.0.5620	2019-01-21
RI-017798	Recording - IPC	Certificate (for SIP and CTI connections) common name can now include server hostname or FQDN, not just IP address	9.3.5.5722	2019-05-14
RI-017801	Recording - IPC	Faster reestablishment of media sessions after CTI/CDR connection failure	9.3.5.5722	2019-05-10
RI-017822	Recording - IPC	CDR records are now allocated to the Recording Director which improves user experience in case of Media Recorder failure and failover because a single CDR record is available which can be played back as a single recording. New markers are created for media failover/failure events.	9.3.5.5722	2019-04-26
RI-017133	UI - Web Interface	Active Directory Synchronization Rules now supports LDAP Query validation, plus the Highest USN input has been changed to "Run Full Synchronization" checkbox which is automatically checked on change	9.3.0.5565	2018-10-11
RI-017136	UI - Web Interface	Group CSV import can be reviewed before final submission and a new setting to exclude Active Directory synchronized groups during import	9.3.0.5565	2018-10-10

RI-017178	UI - Web Interface	Filtering Criteria Relationship Across Roles setting added to the Role configuration: Extend Access (OR) / Reduce Access (AND)	9.3.0.5566	2018-10-29
RI-017179	UI - Web Interface	User Location filter has been added to the Role and Data Management Policy filtering criteria.	9.3.0.5566	2018-10-29
RI-017181	UI - Web Interface	New Active Directory synchronization alert when 15% or more of the users have been deactivated	9.3.0.5566	2018-10-27
RI-017361	UI - Web Interface	New configuration settings for conversation share: - Default Conversation Share Expiration Date (Hours) - Force Conversation Share Expiration (Hours) - Enable Conversation Share to Everyone	9.3.0.5600	2018-12-10
RI-017410	UI - Web Interface	New audit log entries: - Upload New License - Set Remote License Server - Change Usage Report Recipients	9.3.0.5605	2019-01-04
RI-017545	UI - Web Interface	Custom metadata fields can be configured to be displayed as a column or as a new line in the search grid to better suite long textual data. The length of the displayed text can also be controlled.	9.3.0.5636	2019-01-31
RI-017647	UI - Web Interface	Improved playback and download response time for supervisors when there are lots of users and groups configured in the system.	9.3.0.5667	2019-02-18
RI-017738	UI - Web Interface	New metadata field: Direction (User) which shows the direction of the conversation from the recorded user point of view (inbound or outbound).	9.3.3.5686	2019-03-29
RI-017753	UI - Web Interface	Show related Media-Only/CDR-Only records for a CDR-Only/Media-Only record	9.3.4.5694	2019-04-05
RI-017754	UI - Web Interface	New drop-down action button menu for recordings listed on the search page. The new design incorporates all existing action icons and provides a more streamlined UI.	9.3.4.5694	2019-04-04
RI-017788	UI - Reporting	New Users Without Recordings widget showing users without any recording on the configured extensions	9.3.4.5694	2019-04-25
RI-017860	Solution - Ethical Wall	Communication Policies' Regex field did not support items longer than 256 characters	9.3.7.5728	2019-05-27
RI-017454	Solution - Speech Analytics	Transcription now supports stereo files for better speaker separation	9.3.0.5620	2019-01-21
RI-017122	Platform - API	The GetMediaEncoded API call did not return the media file when it was stored on non-SMB storages	9.3.0.5565	2018-10-15
RI-017147	Platform - Configuration	PFX file-based certificate store support added for server certificates and TLS connections	9.3.0.5565	2018-10-08
RI-017499	Platform - Configuration	Media Repository connection settings for various APIs such as alerts, ethical wall audit log, etc. are now available as a server level configuration	9.3.0.5626	2019-01-28
RI-017824	Platform - Configuration	Recording rules could not be refreshed when recording services were started when their corresponding API ports were already in use by other applications on the server. The services will raise configuration alerts and will not be started.	9.3.5.5722	2019-04-26

RI-017623	Platform - Licensing	Additional information in the license activation notification to allow faster delivery of activated license keys	9.3.0.5654	2019-02-07
RI-017847	Platform - Licensing	Ethical Wall licensing will only count users who have the new Ethical Wall User permission, and only these users will be included in the rules	9.3.7.5727	2019-05-24
RI-017010	Platform - Media Processing	VP8 video codec support added for recorders	9.3.0.5552	2018-09-26
RI-017013	Platform - Monitoring	New 2-state monitors added for SIP inactivity alerts in SCOM	9.3.0.5552	2018-09-24
RI-017530	Platform - Storage Management	New high-quality storage codec configuration for Opus, Speex, and MP3	9.3.0.5636	2019-01-29
RI-017627	Platform - Storage Management	Custom metadata fields assigned to conversations are now automatically added to the metadata XML file during export. Before, custom metadata was only available in the CSV or CDR file formats.	9.3.0.5666	2019-02-13
RI-017706	Platform - Storage Management	Media file upload from a shared server is now supported on Media Repository & Recording server roles. Previously, it was only available on Recording Server roles.	9.3.1.5675	2019-03-18
RI-017799	Platform - Storage Management	Export to Bloomberg Vault is now available for voice conversations using the SFTP transfer option	9.3.5.5722	2019-05-14
RI-017505	Installer - Servers	SQL scripts are now executed on a new screen where users can follow the progress and see a real-time log to track potential error messages	9.3.0.5626	2019-01-28
RI-017458	Platform - Import	Import service can be configured to create IM transcript files on the disk during import (turned off by default)	9.3.0.5620	2019-01-18
RI-017540	Platform - Import	Bloomberg Chat import support to allow importing Instant Bloomberg (IB) conversations	9.3.0.5637	2019-01-30
RI-017567	Platform - Import	Imported instant messages can now be stored on the disk in a transcript file in addition to the database record	9.3.0.5639	2019-01-31

Fixes

ID	Component	Description	Fixed in	Date
RI-017615	Security	Cross-site scripting vulnerability fixes in the web application	9.3.0.5653	2019-02-07
RI-017711	Security	Open URL Redirection vulnerability fixed	9.3.1.5675	2019-03-13
RI-017727	Recording - Passive	Network port mirroring based recording of SIP calls might show incorrect caller vs callee and termination end cause in case of complex call flows	9.3.2.5684	2019-03-26
RI-017791	Recording - Passive	Marker start/end position might intermittently get out of range value	9.3.5.5722	2019-05-15
RI-017823	Recording - Passive	H.245 CloseChannel closes the other party's stream leading to losing media if one end re-creates the channel mid-call	9.3.5.5722	2019-04-26
RI-017397	Recording - Cisco	When UCCX/UCCE/Genesys was configured, and no Contact Center data was available for the call, then the call got inserted to the database with some delay (2-12 seconds)	9.3.0.5605	2019-01-09
RI-017598	Recording - Cisco	X-ULPFECUC FEC streams generated unsupported media alerts	9.3.0.5647	2019-02-05
RI-017672	Recording - Cisco	When UCCX/UCCE/Genesys integration was configured, then in some rare circumstances a recording stuck in the ongoing list	9.3.0.5669	2019-02-19
RI-017177	Recording - Lync/SfB	When SfB/Lync Front-End service stopped Verba Filter services terminated unexpectedly	9.3.0.5566	2018-10-30
RI-017303	Recording - Lync/SfB	Very long regular expressions used for internal number/domain pattern matching could halt the SfB/Lync Call Filter Service	9.3.0.5599	2018-12-07
RI-017593	Recording - Lync/SfB	Connection UP alerts were not generated on service start in the Filter services	9.3.0.5647	2019-02-05
RI-017733	Recording - Lync/SfB	The Proxy did not report to the Filters if no Recorders were connected. During load-balancing, the Filters might have selected a Proxy without any Recorder (which depending on the configuration could be led to either no recording or call termination).	9.3.2.5684	2019-03-25
RI-017837	Recording - Lync/SfB	The SfB/Lync Filter services (Call, IM and Ethical Wall) were ignoring the recording rules/policies while the new version of the rules was loading. In case of very large number of extensions/addresses this could theoretically cause loss of recording and sessions where the communication policies are not applied.	9.3.5.5722	2019-04-15
RI-018266	Recording - Lync/SfB	SRTP decryption failures could occur if calls longer than 1.5 days. The problem is related to the SRTP rollover counter which could be reset after 1.5 days.	9.3.3.5686	2019-04-01
RI-017806	Recording - Lync/SfB IM	Persistent chat recording didn't work when an existing room message received due to a database error	9.3.5.5722	2019-05-07
RI-017256	Recording - Unified Call Recorder	The caller and called party information was swapped for generic (non-vendor specific) SIPREC integrations	9.3.0.5579	2018-11-08

RI-017820	Recording - Unified Call Recorder	Microphone events for trader voice recording might not properly cover the conversation, for that reason, the markers are automatically extended by -/+ 1 second to compensate CTI message delays	9.3.5.5722	2019-04-26
RI-017752	Recording - IPTrade	Device changes (handset/speakers) did not create new CTI/CDR records	9.3.4.5694	2019-04-08
RI-017818	Recording - IPTrade	The system did not take into account the Unable to Access Conversations Older Than permission for turret based playback	9.3.5.5722	2019-04-26
RI-017732	Recording - Speakerbus	Changing media causes an exception if turret optimized data model is used which leads to losing that media segment	9.3.2.5684	2019-03-25
RI-017797	Recording - Speakerbus	Possible media loss due to unprocessed media changes in TALK_STATE change events	9.3.5.5722	2019-05-14
RI-017821	Recording - Speakerbus	When a conference call was terminated and the call changed back to a peer-to-peer call, the system missed this call leg	9.3.5.5722	2019-04-26
RI-017616	Recording - IPC	Configuration/extension reread might kill IPC Unigy integration when secure connection and explicitly specified (non-default) SIP and/or HTTP listener port is configured	9.3.0.5653	2019-02-07
RI-017729	Recording - IPC	Media timeout occurred because DTX triggered media session reestablishment unnecessarily	9.3.2.5684	2019-03-25
RI-017730	Recording - IPC	The local SIP port of the zone connection could not be defined, defaults to ephemeral port	9.3.2.5684	2019-03-25
RI-017795	Recording - IPC	SIP sessions migth have been established with the CCM directly instead of via the zone VIP. This might lead to not finding the recorded channel and media loss.	9.3.5.5722	2019-05-14
RI-017360	Recording - SMS	SMS recorder service crashed when incoming connection timed out	9.3.0.5600	2018-12-12
RI-017001	UI - Web Interface	Read-Only files could not be read from an SMB share	9.3.0.5552	2018-10-02
RI-017400	UI - Web Interface	Conversation playback did not work for on shared conversation page when the user had share-only access	9.3.0.5605	2019-01-09
RI-017409	UI - Web Interface	When the conversation details screen was opened using the direct access URL, then the download feature always downloaded the main media file, the others could not be downloaded	9.3.0.5605	2019-01-07
RI-017445	UI - Web Interface	Files on Netapp could not be read by the web application when Netapp ONTAP version was 8.3 or older	9.3.0.5620	2019-01-23
RI-017508	UI - Web Interface	Email sending from the web application did not take Start TLS setting into account	9.3.0.5626	2019-01-25
RI-017509	UI - Web Interface	When running Active Directory synchronization manually, and the changes are rolled back because of the high rate of the invalidated users, then the standard error page displayed instead of the meaningful error message	9.3.0.5626	2019-01-25
RI-017581	UI - Web Interface	When Force Expiration was set and the publication got Activated again, then the Expiration Date was emptied	9.3.0.5642	2019-02-01

RI-017608	UI - Web Interface	Numeric metadata values were not searched as numeric data, especially when greater than / less than operators were selected	9.3.0.5652	2019-02-06
RI-017629	UI - Web Interface	AD Synchronization Rules: Adding a new or removing an existing LDAP attribute at Phone Numbers did not trigger the full sync. Updating the group selection at Security Groups did not trigger the full sync.	9.3.0.5666	2019-02-12
RI-017686	UI - Web Interface	A warning message was missing when the Test Connection button was clicked on the Active Directory synchronization page while connection settings were empty	9.3.1.5672	2019-02-27
RI-017687	UI - Web Interface	Verba Node Manager Agent Service restart task was not generated on directory change (LogPath, AppPath, AudioPath)	9.3.1.5672	2019-02-27
RI-017707	UI - Web Interface	Call download did not work for multiple files in case of transcribed calls in read-only storage because the temp file was created on the storage	9.3.1.5675	2019-03-14
RI-017723	UI - Web Interface	Active Directory Synchronization threw an error if User Matching ID was configured	9.3.2.5684	2019-03-27
RI-017739	UI - Web Interface	Inaccurate error message when video playback fails due to unsupported playback formats for instance when trying to play back VMF files in Chrome	9.3.3.5686	2019-03-29
RI-017740	UI - Web Interface	Markers in the player were misplaced by a few pixels	9.3.3.5686	2019-03-28
RI-017747	UI - Web Interface	SMTP Storage Target email templates were not available in multi-tenant mode	9.3.4.5694	2019-04-09
RI-017815	UI - Web Interface	Downloading multiple conversations displayed a blank screen	9.3.5.5722	2019-04-30
RI-017828	UI - Web Interface	Downloading multiple files from a network storage with custom credentials results in an empty ZIP file	9.3.5.5722	2019-04-25
RI-017832	UI - Web Interface	Authorization Groups' members valid from date was the current time instead of the requested period	9.3.5.5722	2019-04-25
RI-017843	UI - Web Interface	Private conversations were playable in the View Shared Items menu	9.3.6.5725	2019-05-21
RI-017844	UI - Web Interface	Opening the Conversation Detail threw an error when the conversation had metadata	9.3.6.5725	2019-05-21
RI-017726	UI - Waveforms	Waveform service could not access SMB shares with custom credential	9.3.2.5684	2019-03-27
RI-017805	UI - Waveforms	Waveform did not work when multiple call playback was used	9.3.5.5722	2019-05-07
RI-017855	UI - Waveforms	Waveform generated from MP3 was shifted in some cases	9.3.7.5728	2019-06-03
RI-017607	UI - Reporting	User Transcription Details report did not show repeated participant information	9.3.0.5652	2019-02-06
RI-017646	UI - Reporting	CDR Reconciliation Summary report displayed the dates in the report based on UTC date instead of the selected timezone.	9.3.0.5667	2019-02-18
RI-017652	UI - Reporting	Best Performing Agent Report: missing custom chart scriptlet.	9.3.0.5667	2019-02-14

RI-017653	UI - Reporting	Agents Evaluation Details report value calculation conditions were bad.	9.3.0.5667	2019-02-14
RI-017654	UI - Reporting	Roles and Permissions report: Language property files were not used for permission names	9.3.0.5667	2019-02-13
RI-017679	UI - Reporting	Dashboard snapshot did not work over HTTPS	9.3.1.5670	2019-02-22
RI-017697	UI - Reporting	Server Status Dashboard Widget did not show services, and some other widgets' data was malformed	9.3.1.5673	2019-03-04
RI-017743	UI - Reporting	Extensions added as User/Agent ID are not taken into account in the report "User without recording". Changed valid from/to behavior (not a filter) in "Users without and recording" report. Previously it used the current time to check the validity. It now uses the report start/end time.	9.3.4.5694	2019-04-10
RI-017812	UI - Reporting	Quality Management reports (Agents Evaluation Details, Agents Skill Performance Summary, Scorecard Calibration Details, Skills Performance Summary, Skills Performance Trend) has bad weight calculation for available points.	9.3.5.5722	2019-05-06
RI-017817	UI - Reporting	Users Instant Messaging report generated empty report when conversation message count was inconsistent in database	9.3.5.5722	2019-04-26
RI-017827	UI - Reporting	Voice Quality Check Details report (simple format: csv, xls) printed the header multiple times	9.3.5.5722	2019-04-26
RI-017141	Solution - Ethical Wall	The SfB/Lync ethical wall was not able to disconnect the conference after the chaperone has left the call	9.3.0.5565	2018-10-10
RI-017151	Solution - Ethical Wall	The SfB/Lync ethical wall service did not stop properly which could lead to running multiple instances after service restart	9.3.0.5565	2018-10-08
RI-017152	Solution - Ethical Wall	The SfB/Lync ethical wall did not properly recognize the conference participants and could not enforce communication policy rules	9.3.0.5565	2018-10-08
RI-017175	Solution - Ethical Wall	SfB/Lync ethical wall presence publishing was blocked for the newly created users matching the policy	9.3.0.5566	2018-10-30
RI-017184	Solution - Ethical Wall	SfB/Lync ethical wall service could be stuck leading to blocking SIP messages on the Front-End servers	9.3.0.5566	2018-10-30
RI-017385	Solution - Ethical Wall	Optimized handling of very large number of conferences participants when the chaperone has left the call	9.3.0.5600	2019-01-08
RI-017408	Solution - Ethical Wall	The SfB/Lync ethical wall added a custom SIP header which could not be handled by Exchange UM leading to voice mail call failure	9.3.0.5605	2019-01-08
RI-017807	Solution - Ethical Wall	The presence of the contact was also blocked in case contact list blocking was configured only for the address.	9.3.5.5722	2019-05-07
RI-017841	Solution - Ethical Wall	Notification for redacted instant messages was only sent to the first 3rd party e-mail address when multiple addresses were configured	9.3.5.5722	2019-04-26
RI-017669	Solution - Quality Management	QM Random Selection threw error if a selected Agent had no access to conversations at all	9.3.0.5669	2019-02-19

RI-017748	Solution - Quality Management	When opening an existing Quality Management scorecard, the scores of the last section was not counted in the total points	9.3.4.5694	2019-04-08
RI-017466	Solution - Speech Analytics	Transcription files did not handle non-ASCII characters properly	9.3.0.5620	2019-01-17
RI-017659	Solution - Speech Analytics	Transcription for encrypted conversations could not be loaded into the player due to decryption error	9.3.0.5668	2019-02-18
RI-017703	Solution - Speech Analytics	The system tried to transcribe conversations having no recorded voice	9.3.1.5675	2019-03-19
RI-017676	Platform - API	HTTP Business API metadata template filter did not work when it was being used without a valid login	9.3.1.5670	2019-02-26
RI-017018	Platform - Configuration	SfB/Lync contact center integrations could not be enabled at server level, only at profile configurations were the related options available	9.3.0.5552	2018-09-24
RI-017455	Platform - Database	Labeling Rules were not triggered when Transcription / IM / SMS data was inserted	9.3.0.5620	2019-01-21
RI-017705	Platform - Media Processing	Voice recording playback showed wrong duration information when media files were encoded into MP3 during playback	9.3.1.5675	2019-03-18
RI-017725	Platform - Media Processing	When playing back trader voice recordings, the system automatically generates silence in case no media records are available for playback (either because the media is still under recording or missing)	9.3.2.5684	2019-03-27
RI-017463	Platform - Monitoring	Alerts were not sent/stored in time order which could cause improper handling of UP/DOWN alerts when these alerts followed each other shortly	9.3.0.5620	2019-01-18
RI-017657	Platform - Monitoring	Database connectivity checks did not work in some cases	9.3.0.5668	2019-02-18
RI-016830	Platform - Storage Management	The year 2038 problem resolved to allow configuring retention period lasting beyond 2038	9.3.0.5538	2018-08-14
RI-017383	Platform - Storage Management	Export task stopped when the Recent Than filter value was equal to the task execution schedule	9.3.0.5620	2018-12-17
RI-017518	Platform - Storage Management	Background task monitoring entry could not be created for automatic deletion tasks. The deletion policy was executed properly.	9.3.0.5636	2019-01-30
RI-017572	Platform - Storage Management	Data management policies were not executed on the expected day when weekly schedule was configured	9.3.0.5639	2019-01-31
RI-017655	Platform - Storage Management	Archiving did not work if there were calls to be archived without a media file	9.3.0.5667	2019-02-13
RI-017673	Platform - Storage Management	Storage might intermittently crash at shared record upload due to an issue in MR selection algorithm	9.3.0.5669	2019-02-19
RI-017709	Platform - Storage Management	S3 compatible storage target: Changed host handling from virtual-style to path-style. (Instead of using bucketname.verbatest.local/, using verbatest.local/bucketname/)	9.3.1.5675	2019-03-13
RI-017811	Platform - Storage Management	The upload policy did not remove the metadata XML files from the recorder after successfully upload the files to the Media Repository	9.3.5.5722	2019-05-06

RI-017713	Installer - Servers	Web Application did not work after install if the SSL certificate password contained special characters	9.3.1.5675	2019-03-12
RI-017520	Installer - Windows Desktop	File-based certificates could not be selected during install	9.3.0.5636	2019-01-30
RI-017507	Platform - Labeling	Emails were not sent due to an error in deduplicating recipients. Emails were sent twice at call start and at call end as well.	9.3.0.5626	2019-01-28
RI-017461	Platform - Import	Cisco Webex Teams (Spark) import did not work when it was disabled for 90 days or longer	9.3.0.5620	2019-01-18
RI-017658	Platform - Import	Import of Verba controlled recordings did not work	9.3.0.5668	2019-02-18
RI-017698	Platform - Import	Generic import source: timezone calculation was bad when the format string contained a timezone (%z) flag. (The global timezone is not affected).	9.3.1.5674	2019-03-08
RI-017848	Platform - Import	Cisco Webex Teams import improvements: - separate records created for P2P rooms when both participants are configured in the system - added the option to "record" rooms by title (must be added in lowercase) - improved token refresh mechanism	9.3.7.5727	2019-05-24

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