

## Verba Release Notes

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### Verba 9.6 Service Build Release Notes (build 9.6.3.6043)

This document lists new features and fixes released in Verba 9.6 Service Build Release Notes (build 9.6.3.6043).

**Document Download Date** 2024-04-18

## Known Critical Issues

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

## Critical Fixes

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

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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-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-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-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-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-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-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-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-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-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: - changed metadata parsing - added VOX metadata enrichment from CTI records - added ANI, DNIS hidden number handling - added new metadata fields: Cdm Id, External Call Id, Interaction Type	9.6.2.6015	2020-10-29

## 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-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-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-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-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 and 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-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-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-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-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-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 overflew 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-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-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-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-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-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-024141	Platform - Media Processing	Transcoded MSRDP based Skype for Business screen/application share recording could not be played back (showed green screen) if the original stream (shared window) height was an odd number	9.6.3.6043	2020-11-09
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-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	9.6.1.5995	2020-10-12



		tasks were checking the same storage target level files and updating their task status). Improved error and SFTP handling.		
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-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

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