Verba Release Notes

Announcement

Verint Financial Compliance release notes are moving

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

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Verba 3.5 SR4 Release Notes (build 3.5.4000)

This document lists new features and fixes released in Verba 3.5 SR4 Release Notes (build 3.5.4000).

Release Date	2007-08-15
Document Download Date	2026-11-12

Release highlights

ID	Component	Description
RI-001827	Recording - Cisco	Phone XML service support in Cisco UCM Express environment
RI-001826	UI - Web Interface	Video player and call list thumbnail support for video calls
RI-001828	UI - Web Interface	Bulk user import can now update existing users which in turn allows reimport
RI-001529	Platform - Environment	Support for Java Runtime Environment 6
RI-001829	Platform - Monitoring	Verba server connectivity monitoring and alerting

Known Critical Issues

There are no known issues in this build.

Critical Fixes

There are no new critical fixes in this build.

Feature Improvements

ID	Component	Description	Added in	Date
RI-001847	Recording - Cisco	New MAC address field for Extensions enables to use Verba XML Service in CUCM Express environment, where phone XML service parameters cannot be defined. By adding MAC address to an extension, the Verba XML Service is able to automatically determine the user attached to the given extension. MAC address is automatically provided in each service URL request by Cisco IP phones in a CUCM environment.		2014-08-10
RI-001831	UI - Web Interface	Improved bulk user import allows updates to profile information and extension assignments of existing users		2014-08-10
RI-001832	UI - Web Interface	New View Last Calls by Verba Servers improves and replaces Recent calls by Location page.		2014-08-10
RI-001833	UI - Web Interface	New User and group assignment history feature now allows to modification of assignments back in time		2014-08-10
RI-001834	UI - Web Interface	New View Last Calls by Extensions page shows last calls for each configured extension number.		2014-08-10
RI-001835	UI - Web Interface	New right click option in call lists enables right click on a caller party phone number or a called party phone number field to display calls for the given number only		2014-08-10
RI-001836	UI - Web Interface	New highlight feature in call lists allows last selected call to remain highlighted on return, even if user navigates away from call list		2014-08-10
RI-001837	UI - Web Interface	Verba Player area now includes larger waveform display pane		2014-08-10
RI-001838	UI - Web Interface	Support for new Verba video features including the optional transcoding functionality and Verba Unified Media Codec installer		2014-08-10
RI-001839	UI - Web Interface	New User must change password at next logon field in user configuration and in bulk user import/update		2014-08-10
RI-001840	UI - Web Interface	New configuration settings for recording status notification feature allows setting language and display timeout		2014-08-10
RI-001841	UI - Web Interface	User import from Microsoft Active Directory is now able to read extension number information		2014-08-10
RI-001842	UI - Web Interface	New conditional filtering function (begins with, ends with, contains, etc.) is introduced on Search page		2014-08-10
RI-001843	UI - Web Interface	Support for video thumbnail display in the call lists for video recordings		2014-08-10
RI-001844	UI - Web Interface	New call event history feature on the call detail page allows displaying all events related to call		2014-08-10
RI-001845	UI - Web Interface	Improved bulk user import/update feature now supports groups		2014-08-10
RI-001846	UI - Web Interface	New group membership control provides more sophisticated access control within the group. E.g. a group supervisor does not have to be a group member any more, so other group supervisors will not able to view her/his calls.		2014-08-10

RI-001848	UI - Web Interface	New copy URL feature introduced on call lists	2014-08-10
RI-001502	UI - Waveforms	New caching mechanism for waveform and thumbnail generation reduces load on web server, once a waveform or thumbnail is generated it is saved into a cache file and next time the file is loaded directly	2014-08-10
RI-001849	UI - Waveforms	Full support for new video formats: cmfx (Verba Media Format) and wmv (Windows Media Video)	2014-08-10
RI-001850	UI - Waveforms	Higher resolution wave display and improved picture generation speed	2014-08-10
RI-001851	UI - Waveforms	New thumbnail generation feature for video recordings.	2014-08-10
RI-001531	UI - Language	"Location" is no longer used, it is replaced by Verba Server terminology, which refers to a Verba server running Verba Recording Server or Verba Media Repository component or both.	2014-08-10
RI-001532	UI - Language	"Default Group" is replaced by "Primary Group" terminology, which refers to a mandatory group for each user, which determines various behavior in Verba Web Application.	2014-08-10
RI-001533	UI - Language	"Search List Template" is no longer used, it is replaced by "Call List Layout Template".	2014-08-10
RI-001530	Platform - Environment	Apache Tomcat upgraded from 5.5.9 to 6.0.14.	2014-08-10
RI-001830	Platform - Monitoring	New connectivity feature enables monitoring connections between Verba servers and sending alerts on connection failures.	2014-08-10

Fixes

ID	Component	Description	Fixed in	Date
RI-001503	Recording - Passive	Wrong call direction information in various situations		2014-08-10
RI-001504	Recording - Passive	Increased memory usage in special situations with advanced RTP processing		2014-08-10
RI-001505	Recording - Passive	Generating unnecessary large media files in special situations with advanced RTP processing		2014-08-10
RI-001506	Recording - Passive	G.729 codec handling issue in special situations		2014-08-10
RI-001508	Recording - Passive	Database reconnection problems in special situations		2014-08-10
RI-001507	Recording - Cisco	Recording problems due to non-compliant RTP stream timestamp usage in third party, non-Cisco telephone endpoints		2014-08-10
RI-001511	Recording - Cisco	Timezone handling issues on phone interface		2014-08-10
RI-001512	Recording - Cisco	Interface issues when phone user has no calls		2014-08-10
RI-001513	Recording - Cisco	Issues with marker function		2014-08-10
RI-001514	Recording - Cisco	Locked users, users with expired password and users waiting for password change on next logon should not be able to reach phone XML interface		2014-08-10
RI-001515	UI - Web Interface	Missing download event in the event log for multiple media file download function		2014-08-10
RI-001516	UI - Web Interface	Issues with PDF export of User list		2014-08-10
RI-001517	UI - Web Interface	Problems during XLS export of User list during non-Latin-1 characters		2014-08-10
RI-001518	UI - Web Interface	Missing user insert event in the event log during bulk user import		2014-08-10
RI-001519	UI - Web Interface	Comment Templates should appear in alphabetic order on Call Detail page		2014-08-10
RI-001520	UI - Web Interface	Connection problems with named SQL server instances		2014-08-10
RI-001521	UI - Web Interface	E-mail address should not be required in user configuration page and bulk user import		2014-08-10
RI-001522	UI - Web Interface	Verba Reporting Tool error if the company name contains apostrophe ( ) character		2014-08-10
RI-001523	UI - Web Interface	Report Viewer unable to display reports with charts in special situations		2014-08-10
RI-001524	UI - Web Interface	User list CSV export action fails to export non ISO 8859-1 characters		2014-08-10
RI-001525	UI - Web Interface	Error on database status page in special situations		2014-08-10
RI-001526	UI - Web Interface	Non-alphabetical order of groups on the user page		2014-08-10
RI-001527	UI - Web Interface	Media playback issues under Firefox		2014-08-10
RI-001528	UI - Web Interface	Time zone problems with timeline		2014-08-10
RI-001510	Platform - Configuration	Truncating very long gateway list configurations		2014-08-10
RI-001509	Platform - Monitoring	Recording inactivity monitoring could not be enabled in special situations		2014-08-10

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