VERINT

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Verba Release Notes

Verba 8.5 Release Notes (build 8.5.4809.0)

This document lists new features and fixes released in Verba 8.5 Release Notes (build 8.5.4809.0).

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Release highlights

ID	Component	Description
RI-006559	Recording - Lync/SfB	Support for Lync Panoramic Video conferences
RI-006428	Recording - Truphone	New mobile phone recording integration with Truphone
RI-006711	Recording - Singtel	New mobile phone recording integration with Singtel
RI-006534	UI - Web Interface	Updated online knowledge base and context sensitive help
RI-006840	Platform - Announcement	Lync / Skype for Business announcer service supports new call scenarios: PSTN outbound and inbound/outbound federated calls - learn more
RI-006661	Platform - Storage Management	New Amazon S3 storage target allowing storing recordings in the Amazon S3 cloud service - learn more
RI-006923	Platform - Storage Management	New generic SMTP storage target for exporting conversation to SMTP based compliance archives. Flexible configuration parameters to customize email content and metadata - learn more
RI-007123	Platform - Storage Management	New WORM storage target, IBM Tivoli Storage Manager is added

ID	First Affected	Status	Description
KI-0014	7.0 (7.0.4314.0)	Resolved in 8.6.4809.0	**Summary** There is one way audio in recordings after SIP re-invites when media bypass is active. The SfB/Lync Filter service does not recognize the SIP re-invite messages properly when media bypass is active, and the call is only partially rerouted through the proxy. This results in one way audio in the recordings after the first re-invite. The re-invite period is controlled by the session timer configured for the connection between the gateway and the SfB/Lync system. **Am I affected?** All 7.0 and later SfB/Lync recording deployments using proxy based recording are affected where media bypass is configured with SIP session timer. **Impact** The Verba SfB/Lync Filter does not recognize SIP re-invite messages properly when media bypass is active and the call is only partially rerouted through the proxy. This results in one way audio in the recordings after the first re-invite. The re-invite period is controlled by the session timer configured for the connection between the gateway and the SfB/Lync system. When the default SIP session timer setting (1800s) is used, the first re-invite is sent after 15 minutes. Thus all inbound or outbound calls longer than 15 minutes are affected. Prior to the re-invite, recordings contain both directions. **Workaround** Disabling the session timer or media bypass completely resolves the issue
KI-0016	7.0 (7.0.4314.0)	Resolved in 8.7.4831.0	**Summary** Recording failure due to new, unsupported RTP header extension in latest Skype for Business 2016 clients. **Am I affected?** Affects all Skype for Business 2016 P2P calls between UCCAPI/16.0.6741.5270 OC/16.0.6741.2021 or newer clients **Impact** - media stream processing error causes recording failure due to a new RTP header extension - more information is expected on other affected call scenarios and client/server versions - affects all Verba releases with all types of SfB/Lync recording deployments **Workaround** - currently there are no known workarounds
KI-0018	7.0 (7.0.4314.0)	Resolved in 8.8.4874.0	**Summary** Siren7 decoding problem is causing garbled decoding of voice in certain cases. **Am I affected?** All Lync/SfB recording deployments are affected. **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 **Workaround**

			- currently there are no known workarounds
KI-0030	7.0 (7.0.4314.0)	Resolved in 8.8.4966.0	**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. **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. **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 **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
KI-0047	7.0 (7.0.4314.0)	Resolved in 8.9.5075.0	**Summary** Lync / Skype for Business IM conversations might not be recorded after recording and processing 10,000 RTF based messages. **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. **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 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 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-0011	8.4 (8.4.4752.0)	Resolved in 8.5.4804.0	**Summary** Network port mirroring based SIP and SCCP recording might suffer from memory leak due to a TCP session cleanup bug found in TCP/IP reassembling **Am I affected?** All 8.4 and 8.5 port mirroring based recording deployments are affected. However Lync/SfB recording deployments are not affected, unless Mediation server based recording is used and standard SIP traffic is captured with the same component. **Impact** If the process runs out of memory and memory allocation fails for recorded sessions, then loss of recording might occur until the service restarts. The amount/speed of the memory leak highly depends on the amount of monitored traffic and the number of total TCP sessions monitored. **Workaround** There is no known workaround.

KI-0012	8.4 (8.4.4752.0)	Resolved in 8.5.4804.0	**Summary** Data retention policies (except upload and export) using the global schedule (not custom) are not executed. **Am I affected?** All 8.4 and 8.5 versions are affected. **Impact** This issue can not lead to data loss, however storage policies with non-custom schedules will not be executed. The following storage policies will only be executed when custom schedules are used: Archive in DB and Move Media, Archive in DB, Move Media, Delete, Export, Transcode, Create Phonetic Index, Delete Phonetic Index. The system does not send alerts or notification messages, there is no indication of the problem other than the policies are not running. **Workaround** Configuring a custom schedule for your data retention policy will enable the policy.
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-007032	Recording - Passive	Network port mirroring based SIP and SCCP recording might suffer from memory leak due to a TCP session cleanup bug found in TCP/IP reassembling **Impact** - If the process runs out of memory and memory allocation fails for recorded sessions, then loss of recording might occur until the service crashes/restarts. The amount/speed of the memory leak highly depends on the amount of monitored traffic and the number of total TCP sessions monitored. - It affects version 8.4 and 8.5 port mirroring based recording deployments. - Lync / SfB recording deployments are not affected, unless Mediation server based recording is used and standard SIP traffic is captured with the same component.	8.5.4804.0	2015-11-16

| RI-007181 | UI - Web Interface | Active Directory synchronization did not work when an extension - user association had to be updated.

Impact
- The problem occurs when the user association is changed for an extension, other use cases our not impacted.
- It affects version 8.5 deployments only. | 8.5.4804.0 | 2015-11-18 |
| RI-007056 | Platform - Storage Management | Storage policies using the global schedule are not executed

Data retention policies (except upload and new export) using the global schedule are not executed. There is no alert or system messages as the system does not try to execute these policies.

Impact
- The following data retention policies are affected when the global scheduling is used: Archive in DB and Move Media, Archive in DB, Move Media, Delete, Export, Transcode, Create Phonetic Index, Delete Phonetic Index.
- Upload and new export policies are not affected.
- The system does not execute these policies, only policies with custom schedule is executed.
- All 8.4 and 8.5 versions are affected.
- The system does not send alert or notification messages, there is no indication of the problem other than the policies are not running.
- Known workaround: configure custom schedules for each data retention policy. | 8.5.4804.0 | 2015-11-06 |

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

Feature Improvements

ID	Component	Description	Added in	Date
RI-006982	Recording - Proxy	Alerts about SfB / Lync and recorder connection drop/reconnection. Earlier these alerts were triggered from filter/recorder side only, which could lead to delayed alerts when these components lost network connectivity or server crashed and did not recover within a short period of time.	8.5.4784.0	2015-10-14
RI-006924	Recording - Cisco	Service watchdog timer has been added to Cisco GW recorder: it checks XCC connection and media handling threads, if any of them is stucked/in deadlock alert is generated and service is immediately terminated so sysmon can restart the service	8.5.4775.0	2015-10-02
RI-006897	Recording - Cisco IM	Cisco persistent chat rooms now available as recording rules allowing capturing the entire traffic of the room	8.5.4774.0	2015-09-30
RI-007068	Recording - Lync/SfB	The target of the announcement retargeting method is configurable now, it can use GRUU or contact address.	8.5.4804.0	2015-11-04
RI-007171	Recording - Lync/SfB	New alert when Lync / SfB Front-End connection is inactive If the Lync / SfB Front-End service is started after the Verba SfB/Lync Call Filter Service or the Verba SfB/Lync Communication Policy Service or the Verba SfB/Lync IM Filter Service, the Lync / SfB Server API might not start sending messages to these Verba services. This issue can cause loss of recording, because the application will not receive SIP messages from the API connection. This scenario can now be detected and the application automatically tries to reconnect to the server, and sends an alert.	8.5.4804.0	2015-10-29
RI-007194	Recording - Lync/SfB	New alert is sent when the Lync/SfB Filter reconnects to the Front-End server and it does not receive any messages for a certain amount of time.	8.5.4804.0	2015-11-19
RI-006907	Recording - Lync/SfB IM	Multi-tenant support is introduced in the Lync IM recorder	8.5.4774.0	2015-09-29
RI-006606	Recording - Avaya	Do not unregister extensions right after a call ended, but wait 60 seconds. If a new call is delivered right after a call ended, then the new call may was not recorded.	8.5.4749.0	2015-08-12
RI-006831	Recording - Avaya	Verify station registration every time a recording initiated.	8.5.4768.0	2015-09-24
RI-006539	UI - Web Interface	New permission: Access Secondary Recordings	8.5.4744.0	2015-07-31
RI-006540	UI - Web Interface	New permission: Customize own conversation layout	8.5.4744.0	2015-07-31
RI-006657	UI - Web Interface	Legal hold enhancements: automatic label rules can be initiated from the Search screen.	8.5.4754.0	2015-08-26
RI-006746	UI - Web Interface	When a user is deactivated manually, the system asks the user if the associated extensions should be deactivated too.	8.5.4763.0	2015-09-13

RI-006747	UI - Web Interface	Possibility to run single AD sync profile manually even if the user-deactivation threshold is reached	8.5.4763.0	2015-09-13
RI-006749	UI - Web Interface	Possibility to run single AD sync profile even if deactivated	8.5.4763.0	2015-09-13
RI-006751	UI - Web Interface	Services can be configured to Automatic (Delayed) startup.	8.5.4763.0	2015-09-11
RI-006811	UI - Web Interface	New configuration option: "Send email notification on successful AD sync runs"	8.5.4767.0	2015-09-21
RI-006512	UI - Reporting	New users without any recording report.	8.5.4741.0	2015-07-28
RI-006771	Platform - Announcement	The announcement service configuration and load balancing has been changed. The announcement servers shouldn't be listed in the filter configuration, just the announcement uri is required. The system is now using the Lync/SfB provided load balancing and failover feature.	8.5.4764.0	2015-09-15
RI-006772	Platform - Announcement	The announcement starting position has been changed from Establising to Established to avoid missing announcements in early media stage.	8.5.4764.0	2015-09-15
RI-006833	Platform - Announcement	New service statistics are implemented in the announcement service.	8.5.4768.0	2015-09-24
RI-006804	Platform - Configuration	Missing registry entries are now automatically created on the server.	8.5.4767.0	2015-09-23
RI-006806	Platform - Configuration	New extension types: "User/Agent ID" and "Persistent Chat Room"	8.5.4767.0	2015-09-22
RI-006838	Platform - Configuration	New Never Record option is introduced to allow configuring extensions/addresses where the recording is prohibited in any case.	8.5.4768.0	2015-09-24
RI-007182	Platform - Database	SQL JDBC Driver updated to version 4.2.	8.5.4804.0	2015-11-18
RI-006563	Platform - Environment	Shared recorder specific ACL handling and recording has been implemented	8.5.4746.0	2015-08-06
RI-006566	Platform - Media Processing	Dedicated media IP address can be configured now for the RTP stack, by default if this config is empty it reverts to server IP config	8.5.4746.0	2015-08-05
RI-007169	Platform - Media Processing	VOX ADPCM support added	8.5.4804.0	2015-11-02
RI-006573	Platform - Signalling	Media IP and SIP IP can now be configured as different/dedicated one for the stack	8.5.4745.0	2015-08-05
RI-007066	Platform - Signalling	SIP trunk monitoring, state up/down alerts for any SIP based recording provider supporting OPTIONS pinging	8.5.4804.0	2015-11-05
RI-007184	Platform - Signalling	SIP reassembling and processing part revised and reorganized to gain more performance	8.5.4804.0	2015-11-18
RI-006821	Platform - Storage Management	Conversation Export: Manifest File's default extension changed to xml (was ctl)	8.5.4767.0	2015-09-17
RI-006855	Platform - Storage Management	New authentication option for SMB network folders. In addition to service user based authentication, custom credentials can be configured too.	8.5.4769.0	2015-09-25
RI-006892	Platform - Storage Management	Transcoding capability added to Smarsh drive (they prefer MP3/MP4 now due to HTML5 playback)	8.5.4774.0	2015-10-01
RI-006787	Installer - Servers	Java 8 support is introduced and added to the installer, it supports both Java 7 and Java 8. The preferred version is Java 8.	8.5.4765.0	2015-09-15

RI-006942	Installer - Lync/SfB Filter	Improvements related to service account check for nested groups and the ability skip check completely.	8.5.4778.0	2015-10-06
RI-006623	Other	On-demand call handling support is introduced in Lync/SfB extension window. The users are able to keep their recordings (audio/video only) using the Lync/SfB Extension Window.	8.5.4750.0	2015-08-17

Fixes

ID	Component	Description	Fixed in	Date
RI-006641	Recording - Passive	TCP reassembling: TCP seq number overflow was not taken into account when current stream byte position was calculated. This could lead to discard subsequent TCP chunks	8.5.4753.0	2015-08-25
RI-007037	Recording - Passive	If SDP is only present in the 183(Session in Progress)/180(Ringing) messages, but not in the OK message, recording is not initialized as lack of SDP on callee side. Now 200 (call established) triggers recording but SDP in provisional response is used	8.5.4804.0	2015-11-13
RI-007039	Recording - Passive	When SCCP call caller id is blocked the CDR shows same caller and callee number leading to duplicated recordings as both caller and callee are provisioned for recording. The SCCP parser is fixed and in this case the blocked cid is identified, shown in CDR as anonymus.	8.5.4804.0	2015-11-13
RI-007186	Recording - Passive	The continuous silence generation to fill DTX gaps are limited to 30 mins to avoid huge files when call stucks in (should never happen due to RTP inactivity detection) or RTP inactivity timer has huge value	8.5.4804.0	2015-11-18
RI-006488	Recording - Proxy	Lync/SfB PSTN caller from bypass enabled trunk, simulring: in rare cases when someone has already accepted the call but Lync/SfB still forks INVITEs to other parties, the INVITE received in connected state triggers deallocating caller side ports (one negotiated SDP vs 3 new offered in multipart content) and allocating new one leading to media connectivity failure at caller side.	8.5.4739.0	2015-07-27
RI-006546	Recording - Proxy	Answering the same simring call from multiple endpoints exactly in the same time might lead to disconnected call if due to varying network delay the callee receives OK from the second answering endpoint (from our point of view) earlier. Now the media proxy module follows each forked subleg properly in the same SIP session and so does not deallocate relay ports prematurely	8.5.4745.0	2015-08-04
RI-006710	Recording - Proxy	Relay session was terminated if BYE was initiated by caller regardless which subsession the BYE was issued to. Now only the related subsession is terminated. If callee sent BYE the service worked properly.	8.5.4760.0	2015-09-02
RI-006792	Recording - Proxy	In controlled recording mode the proxy forwarded RTP to recorder when recording was not started and stream was not requested. This bug was introduced with the "shared recorders" feature.	8.5.4766.0	2015-09-17
RI-006813	Recording - Proxy	Invalid STUN messages (length sanity check) were unintentionally discarded which might lead to ICE issues (Polycom Kirk)	8.5.4767.0	2015-09-21
RI-006694	Recording - Cisco IM	Now we are able to store unlimited number of bad SQL statements in the cache files.	8.5.4758.0	2015-09-01
RI-006925	Recording - Cisco IM	When the internal pattern was not provided, the recorder could not work properly.	8.5.4775.0	2015-10-02

RI-007109	Recording - Cisco IM	Reading back conference state at start didn't closed the inputstream properly.	8.5.4804.0	2015-10-27
RI-007115	Recording - Cisco IM	On session close, the service now checks if the session is already closed. Identification of conference packets is improved.	8.5.4804.0	2015-10-26
RI-007119	Recording - Cisco IM	Deadlock occurred when a session operation didn't succeed and another thread tried to open the same session.	8.5.4804.0	2015-10-26
RI-006617	Recording - Lync/SfB	The Lync Filter component handled a SIP request as non-recorded one which has been already relayed on a proxy server and it lead to one way audio issue in simulring, team-call, and delegate scenarios.	8.5.4750.0	2015-08-18
RI-006728	Recording - Lync/SfB	In case of SfB / Lync conferences, when there are frequent reinvites (300ms-1s during 3-4 minutes in rare conditions), the recorder reinitialized the media stack unnecessarily causing media quality degradation.	8.5.4761.0	2015-09-04
RI-006977	Recording - Lync/SfB	SfB / Lync RGS Agent anonymity: recorded caller - RGS UCMA B2B agent call legs transferred into each other could not be matched leading to two recordings: one containing only some sec of media, other containing the rest of the call ending with timeout. UCMA B2B - agent leg was handled properly	8.5.4784.0	2015-10-15
RI-006978	Recording - Lync/SfB	Lync RGS Agent anonymity enabled: when both caller-UCMA B2B and UCMA B2B - agent leg is recorded by the same recorder then after the "technical" leg on the agent side of B2B (first 2-3 sec, agent creates new call to caller replacing the one with caller->agent cdr info which we merge into the same call) the leg from agent's point of view is not recorded properly as the stream directions are swapped leading to no media recording and SRTP media error warning. The caller - UCMA B2B leg is recorded properly.	8.5.4784.0	2015-10-15
RI-007193	Recording - Lync/SfB	Using mediation based recording, the ACL didn't worked correctly in some cases and led to loss of recording. It does not affect proxy based, edge based and AVMCU based recording.	8.5.4804.0	2015-11-19
RI-006598	Recording - Avaya	Yet start recording after a transferred event, because if a held connection and the active call transferred, then no established event will be received.	8.5.4749.0	2015-08-13
RI-006599	Recording - Avaya	Do not start recording after a transferred event, but wait for the Established event instead on conference+park events - if we parked the call, then stop the recording, but do not start a new recording. - if not we parked the call, then do nothing	8.5.4749.0	2015-08-13
RI-006602	Recording - Avaya	Dynamic Registration is turned off by default. Last error caused by this: if the extension got unregistered while there was an incoming alerting call, or the agent took off-hook the phone, then the new call could not be recorded.	8.5.4749.0	2015-08-12
RI-006798	Recording - Avaya	Alert was not sent when RTP timeout occurred on an extension.	8.5.4766.0	2015-09-16
RI-006854	Recording - Avaya	Do not consider very short calls where we did not receive media as RTP failure (and so re-registration should not occur)	8.5.4769.0	2015-09-25

RI-007099	Recording - Truphone	CDR metadata parsing fix	8.5.4804.0	2015-10-30
RI-006496	Recording - Desktop	On-demand call handling: keep flag is now checked not just for finished calls, but for ongoing calls as well.	8.5.4739.0	2015-07-24
RI-007042	Recording - SIPRec	In multitenant environment, tenant matching was always done by BW group id, matching purely based on extension could not be set.	8.5.4804.0	2015-11-12
RI-007141	Recording - SIPRec	SIPREC SRTP negotiation fixed, it takes now into account local capabilities instead of just accepting and copying the keys from the SDP offer. Similar changes has been done for all SIP specific recording providers	8.5.4804.0	2015-10-20
RI-006593	UI - Web Interface	Player did not work with IE 10 + Compatibility Mode (because console object is undefined)	8.5.4749.0	2015-08-14
RI-006645	UI - Web Interface	Environment administrators were not able to save environment parameters.	8.5.4753.0	2015-08-24
RI-006647	UI - Web Interface	"Time of the day" filter removed from the Search panel	8.5.4753.0	2015-08-24
RI-006731	UI - Web Interface	Email address validation: allow any characters before the @ character.	8.5.4761.0	2015-09-03
RI-006808	UI - Web Interface	When the webapp looked for related calls, it may throw an error (SQLServerException: The index 6 is out of range)	8.5.4767.0	2015-09-22
RI-006962	UI - Web Interface	Invalidate/Make Valid buttons added to extension page. The extension list shows the assigned user for invalidated extensions also.	8.5.4782.0	2015-10-09
RI-007024	UI - Web Interface	Active Directory Profile's Password was logged in the Audit Log as clear text.	8.5.4789.0	2015-10-16
RI-007031	UI - Web Interface	Advanced Call Export from the Search screen messed up the Time interval in the query description string.	8.5.4804.0	2015-11-16
RI-007055	UI - Web Interface	Call Deletion will not create backup files from now on (due to issues with WORM storage systems), instead it deletes the "main" media the last.	8.5.4804.0	2015-11-06
RI-007064	UI - Web Interface	Regular\Conversation Export permission was not granted to the Legacy Download role.	8.5.4804.0	2015-11-05
RI-007070	UI - Web Interface	License problems were not sent to users who had permission to see the License screen (the emails were sent to the target email set in the Email Settings, though).	8.5.4804.0	2015-11-04
RI-007072	UI - Web Interface	On-Demand configuration was not displayed on Media Repositories (was displayed on Combos)	8.5.4804.0	2015-11-04
RI-007087	UI - Web Interface	Firefox automatically filled the Valid Until and Avaya Password fields on the Extension details screen.	8.5.4804.0	2015-11-03
RI-007118	UI - Web Interface	Some legacy roles missed the "Personalize Conversation List Layout" permission.	8.5.4804.0	2015-10-26
RI-007120	UI - Web Interface	After playing back a call that was stored on a storage target accessible through the Storage API, the media might got deleted.	8.5.4804.0	2015-10-26
RI-007127	UI - Web Interface	Retention fields were missing from conversation detail page	8.5.4804.0	2015-10-21
RI-007128	UI - Web Interface	When a QA "Auto-Fail" question failed the whole scorecard, then some points were not set to zero	8.5.4804.0	2015-10-21

RI-007139	UI - Web Interface	If the connection to the SMTP server stuck during email sending, the email sending daemon stopped working (stuck forever).	8.5.4804.0	2015-10-20
RI-007144	UI - Web Interface	Ethical Wall events were counted in "# of Simultaneous Calls..." and "# of Recorded Hours Per Day..." license usage	8.5.4804.0	2015-10-20
RI-007114	UI - Waveforms	Waveform and segment export did not work for recordings that could be accessed via the Storage API	8.5.4804.0	2015-10-26
RI-006812	UI - Reporting	Several report displayed time values in GMT instead of the report timezone.	8.5.4767.0	2015-09-21
RI-007129	UI - Reporting	Do not count Ethical Wall events in parallel call count report.	8.5.4804.0	2015-10-21
RI-006571	Solution - Ethical Wall	Improved handling of conference data share modality.	8.5.4745.0	2015-08-06
RI-007173	Solution - Ethical Wall	Content filter/phrase based redact: only the first occurance of the phrase was redacted	8.5.4804.0	2015-10-26
RI-007122	Solution - Silent Monitoring	Central Cisco Silent Monitoring: the target party was not highlighted in red and bold style.	8.5.4804.0	2015-10-26
RI-006514	Platform - API	AddMarker API call didn't allow to add markers wit h the same name but it is not restricted.	8.5.4741.0	2015-07-28
RI-006818	Platform - API	SearchCalls API returned zero rows when status=ongoing parameter applied.	8.5.4767.0	2015-09-17
RI-006607	Platform - Database	The node manager agent was not able to register in the database.	8.5.4749.0	2015-08-12
RI-007057	Platform - Database	Update SQL script threw an error during an upgrade if Full-Text Search was available and the full-text index was already added to the section_chat table.	8.5.4804.0	2015-11-06
RI-006510	Platform - Media Processing	VMF Lync panoramic video playback fix	8.5.4739.0	2015-07-27
RI-006560	Platform - Media Processing	VMF header size was limited to 16kb which is too small in case of Lync video conferences with ICE and a high amount of SVC layers for many video streams. Now it is increased to 64kb. Old codec will not be able to decode new VMF and Silent monitoring	8.5.4744.0	2015-08-04
RI-006870	Platform - Media Processing	MS-ADPCM encoding fatal issue could resulted memory corruption leading to unpredictable behavior (crash) of recording services	8.5.4769.0	2015-09-25
RI-007176	Platform - Signalling	SIP stack: now the SRTP keys are properly negotiated based on the local capabilities instead of just accepting the first key offered by the remote side	8.5.4804.0	2015-10-20
RI-006495	Platform - Storage Management	Transcoding did not take into account source storage, defaulted to registry media folder	8.5.4739.0	2015-07-24
RI-006703	Platform - Storage Management	Old policy based export did not provide proper path for copying media after transcoding	8.5.4758.0	2015-08-28
RI-006755	Platform - Storage Management	Conversation Export: "Start Time (UTC)" filter was unusable after the filter changed to "Recent Than" and then changed back to "Start Time (UTC)"	8.5.4763.0	2015-09-11
RI-006793	Platform - Storage Management	Export: filenames are always postfixed with some guid when rename pattern is used to make sure	8.5.4766.0	2015-09-16

		filenames are unique. Now if the rename pattern contains guid elements this postfix is not concatenated		
RI-006547	Platform - Tools	TLS private key file password was displayed in clear text format in the media streamer service log file.	8.5.4745.0	2015-08-04
RI-006796	Installer - Servers	Email regex pattern is changed on the email configuration page, and the installation can be continued if the email address is not standard, the installer will just warn	8.5.4766.0	2015-09-16
RI-006954	Installer - Servers	Missing media folder fix in speech server role installer	8.5.4780.0	2015-10-07
RI-006700	Other	When media is not recorded by remote cluster's shared recorder the ongoing call in local cluster db is deleted instead of closed. That way CDR reconciliation can detect the failure if call was neither remotely nor locally recorded	8.5.4758.0	2015-08-31
RI-006776	Other	SQL transaction and so database access for the label processing service stuck when connection is lost/timed out after issuing begin transaction since after reconnecting the commit transaction is executed without matching begin transaction.	8.5.4764.0	2015-09-14
RI-006839	Other	When a Lync/SfB recorded user was invited into the conference on a mobile/work phone not set for recording (contact card) the CDR caller uri was filled with the recording provisioned Lync uri causing false matches in the CDR reconciliation process.	8.5.4768.0	2015-09-23
RI-007191	Other	Call healing: call related files were searched based on path\cdr_id*.ext which turned out to be extremly slow if there are many files (500gbyte). Now the filename is calculated based cdr information as the media processing part of recorders does, so we can directly locate the xml and media part files	8.5.4804.0	2015-11-18
RI-007192	Other	Call healing: the process could not be stopped on graceful shutdown leading to wait for processing all the previously stucked calls	8.5.4804.0	2015-11-18

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