

# Verba Release Notes

## Verba 9.0 Release Notes (build 9.0.2.5398)

This document lists new features and fixes released in Verba 9.0 Release Notes (build 9.0.2.5398).

**Release Date** 2017-10-06

**Document Download Date** 2023-03-31

### Updates

Since the release of this major version, the following updates were released:

[9.1](#) (build 9.1.3.5517)

[9.2](#) (build 9.2.4.5627)

[9.3](#) (build 9.3.7.5736)

[9.4](#) (build 9.4.9.5892)

[9.5](#) (build 9.5.13.6058)

[9.6](#) (build 9.6.19.7343)

[9.7](#) (build 9.7.7.7871)

[9.8](#) (build 9.8.1.8070)

### Release highlights

ID	Component	Description
RI-011002	UI - Web Interface	New player/viewer design with full-size and vector based waveform, resizable panels, enhanced usability
RI-011783	Solution - Ethical Wall	Lync/SfB contact list blocking feature which can prohibit a user to add a blocked contact to the address book or to retrieve/list blocked contacts from the central directory
RI-011156	Solution - Speech Analytics	Speech transcription feature to allow speech-to-text conversation for multiple languages with full-text search and transcription playback capabilities
RI-011800	Platform - Announcement	New Cisco recording announcement service supporting both inbound (existing capability) and outbound call scenarios using External Call Control Profiles and CURRI
RI-011447	Platform - Storage Management	Central data retention and processing policies (move, archive, delete, transcode, voice quality check, etc.) can now be executed on multiple servers simultaneously providing better scalability and high availability
RI-011112	Platform - Import	CyberTwice eRecorder HD recorded conversation import integration, a new type of storage target is also available to provide media playback/download capabilities when the media file is not imported

RI-011122	Platform - Import	Symphony integration to allow importing Symphony instant messaging conversations and file transfers using the EML file format
RI-011394	Platform - Import	Cloud9 C9 Trader integration to allow importing recorded conversations sent by the soft-turrets
RI-012118	Platform - Import	RingCentral integration to allow importing recorded conversations from the RingCentral cloud platform

ID	First Affected	Status	Description
KI-0045	<a href="#">7.0</a> (7.0.4314.0)	Resolved in <a href="#">9.0.2.5381</a>	<p><b>Summary</b> In case an invalid regular expression is used for internal number patterns, calls are not recorded.</p> <p><b>Am I affected?</b> 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.</p> <p><b>Impact</b> 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.</p> <p><b>Workaround</b> 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 <a href="https://demo.verba.com/verba/test/regex.jsp">https://demo.verba.com/verba/test/regex.jsp</a>            Enter the regexp value in the input box, then press the Test button to verify the expression.</p>
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 Sykpe 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>
KI-0036	<a href="#">8.9</a> (8.9.5008.0)	Resolved in <a href="#">9.0.0.5229</a>	<p><b>Summary</b> In case a large number (hundreds) of concurrent conference calls are active or there is a large number of participants (100+) in a single conference call, the SIP message queue on</p>

the SfB Front-End Server can significantly increase. This causes delays in call setup and other aspects of call control actions. As a result, users may experience a slow or unresponsive UI.  
 The root cause of the issue is the Verba Lync/SfB Call Filter Service, running on the SfB FE Servers, which is not able to process the large number of SIP NOTIFY and BE-NOTIFY CONFERENCE messages in a timely manner.

**Am I affected?**

All version 8.9 or later Lync/SfB recording deployment using proxy based recording is affected.  
 However, Mediation or AVMCU based recording deployments are not affected.

**Impact**

- Due to the large number of SIP BE-NOTIFY and NOTIFY MESSAGES, the Verba Lync/SfB Call Filter Service spends an increased amount of time with processing, causing an increase in the SIP message queues on the FE Servers, which can cause a delay in call setups and other call control actions.  
 - As a result, users may experience a slow or unresponsive UI.

**Workaround**

Until the issue is permanently resolved, the following temporary workaround is available:  
 The AM script file for the Verba Lync/SfB Call Filter Service needs to be replaced to disable SIP NOTIFY/BE-NOTIFY CONFERENCE message processing in Verba. As a result, the above issue will be fixed, but the Verba system will no longer store conference participant information.

Critical Fixes

ID	Component	Description	Fixed in	Date
RI-012519	Recording - Passive	<p>In case an invalid regular expression is used for internal number patterns, calls are not recorded.            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.</p> <p><b>Workaround</b>            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 <a href="https://demo.verba.com/verba/test/regex.jsp">https://demo.verba.com/verba/test/regex.jsp</a>            Enter the regexp value in the input box, then press the Test button to verify the expression.</p> <p><b>Impact</b>            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.</p>	9.0.2.5381	2017-11-24
RI-011045	Recording - Lync/SfB	<p>In case a large number (hundreds) of concurrent conference calls are active or there is a large number of participants (100+) in a single conference call, the SIP message queue on the SfB Front-End Server can significantly increase. This causes delays in call setup and other aspects of call control actions. As a result, users may experience a slow or unresponsive UI.            The root cause of the issue is the Verba Lync/SfB Call Filter Service, running</p>	9.0.0.5229	2017-08-01

on the SfB FE Servers, which is not able to process the large number of SIP NOTIFY and BE-NOTIFY CONFERENCE messages in a timely manner.

**Impact**

- All version 8.9 or later Lync/SfB recording deployment using proxy based recording is affected.
- However, Mediation or AVMCU based recording deployments are not affected.
- Due to the large number of SIP BE-NOTIFY and NOTIFY MESSAGES, the Verba Lync/SfB Call Filter Service spends an increased amount of time with processing, causing an increase in the SIP message queues on the FE Servers, which can cause a delay in call setups and other call control actions.
- As a result, users may experience a slow or unresponsive UI.

RI-012970	Recording - Lync/SfB IM	<p>Lync / Skype for Business IM conversations might not be recorded after recording and processing 10,000 RTF based messages.</p> <p>All Lync / Skype for Business IM recording deployments are affected. This issue affects IM conversations which are using the RTF format. Lync 2013 or newer desktop clients are using the RTF format for P2P IM conversation when both participants are using a desktop client. Conferences, mobile, and consumer Skype conversations are not affected by this issue.</p> <p>Workaround The RTF message format can be disabled by a client policy, for more information see <a href="https://docs.microsoft.com/en-us/powershell/module/skype/set-csclientpolicy">https://docs.microsoft.com/en-us/powershell/module/skype/set-csclientpolicy</a>, DisableRTFIM</p> <p><b>Impact</b></p> <ul style="list-style-type: none"><li>- 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.</li><li>- The service stops processing RTF based instant messages after approx. 10,000 RTF messages (after all Windows handles are consumed)</li><li>- No alert or notification sent when the issue occurs</li></ul>	9.0.2.5398	2018-01-01
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If you are using the effected components, we recommend a software update.

## Feature Improvements

ID	Component	Description	Added in	Date
RI-010877	Security	Installer security enhancements: - Server certificate and Web Application SSL certificate selection options (from WCS or generate self-signed) - configure credentials for Verba Administrator and Verba API user accounts - strong password rules, no default passwords	9.0.0.5229	2017-08-28
RI-011890	Security	OpenSSL library is updated to the latest v1.0.2l	9.0.0.5229	2017-08-04
RI-011101	Recording - Proxy	New SIP domains exception list implemented for not relaying calls belonging to these SIP domains	9.0.0.5229	2017-07-25
RI-011396	Recording - Proxy	Enhanced routing rules can be defined for the SIP proxy, routing rules can be based on source IP address, source URI, destination URI	9.0.0.5229	2017-05-18
RI-011582	Recording - Proxy	Multiple SIP listener ports can be specified for the SIP proxy component to allow more advanced routing configuration in CUCM	9.0.0.5229	2017-03-31
RI-011614	Recording - Cisco	Support for shared server configurations using Cisco network based recording	9.0.0.5229	2017-03-20
RI-012367	Recording - Cisco IM	Cisco IM&P multi-cluster support added for IM capturing	9.0.0.5346	2017-10-18
RI-010995	Recording - Lync/SfB	SfB conference hosts can now be identified in conference participant information	9.0.0.5229	2017-08-09
RI-011590	Recording - Lync/SfB	SfB/Lync Call Filter service is able to restore the original transferor if an inbound PSTN call is transferred to another recorded extension with inbound announcement	9.0.0.5229	2017-03-29
RI-011228	Recording - Unified Call Recorder	Support for Huawei UC platforms using the dial-in recorder based integration	9.0.0.5229	2017-06-29
RI-011248	Recording - Unified Call Recorder	Tango Networks Mobile Recording integration	9.0.0.5229	2017-06-23
RI-011178	Recording - Dial-in	SRTP and TLS support for the dial-in recorder	9.0.0.5229	2017-07-13
RI-011217	Recording - Radio	New radio platform integration: Zenitel AlphaCom SIP recording	9.0.0.5229	2017-07-06
RI-010904	UI - Web Interface	Search hit highlight for instant messaging conversations and speech transcriptions to show search hits with contextual information	9.0.0.5229	2017-08-21
RI-011040	UI - Web Interface	New user location field to store the geographical location of the user, can be automatically populated through Active Directory synchronization	9.0.0.5229	2017-08-01
RI-011054	UI - Web Interface	Data management events are listed under Conversation Audit Log on the Conversation Detail screen	9.0.0.5229	2017-07-31
RI-011059	UI - Web Interface	New login/authentication option by providing Active Directory credentials, new permission: Windows Login and Password Authentication Enabled	9.0.0.5229	2017-07-30
RI-011117	UI - Web Interface	Phone number/address masking capability to hide sensitive information, such as customer phone numbers, on the search screen	9.0.0.5229	2017-07-23
RI-011200	UI - Web Interface	Timezone of date/time metadata is configurable for conversation export	9.0.0.5229	2017-07-10
RI-011305	UI - Web Interface	Observer Group and Observer User added to the Active Directory synchronization, Bulk User Update and Bulk User Import features	9.0.0.5229	2017-06-13
RI-011321	UI - Web Interface	Ability to define the validity period for label sharing and override the "Unable to Access Conversations Older than" permission	9.0.0.5229	2017-06-07

RI-011338	UI - Web Interface	Awareness notification on the number of affected records for data management policies (e.g. deletion)	9.0.0.5229	2017-06-02
RI-011432	UI - Web Interface	Updated chart library with HTML5/Javascript chart support, Adobe Flash is no longer required	9.0.0.5229	2017-05-05
RI-011450	UI - Web Interface	Ability to add up to 10 custom user fields (previously it was 5)	9.0.0.5229	2017-05-03
RI-011492	UI - Web Interface	Group logo feature is removed from the user interface and from reporting	9.0.0.5229	2017-04-25
RI-011596	UI - Web Interface	Verba servers can be deactivated to disable features such as applying recording rules, configuration, etc.	9.0.0.5229	2017-03-24
RI-011648	UI - Web Interface	Start DateTime and End DateTime columns GMT variants added to the search list layout displaying timezone for the date/time columns when exporting the search results to xls/csv/pdf	9.0.0.5229	2017-03-09
RI-012035	UI - Web Interface	New menu structure to reflect recent changes and provide better usability with simpler and cleaner structure	9.0.0.5229	2017-09-04
RI-012117	UI - Web Interface	French and Russian language support added	9.0.0.5229	2017-09-05
RI-012152	UI - Web Interface	Audit Log report displays conversation export filter criteria	9.0.0.5310	2017-09-05
RI-012273	UI - Web Interface	Server configuration tasks are executed simultaneously, instead of serial processing to speed up configuration updates	9.0.0.5335	2017-09-25
RI-012422	UI - Web Interface	On-Demand Conversations Buffer page is now using the standard search page	9.0.0.5360	2017-11-01
RI-012438	UI - Web Interface	"Older Than" filter added to the Conversation Export page	9.0.1.5364	2017-11-08
RI-012743	UI - Web Interface	Advanced Search: The following fields will support "Defined" and "Undefined" operators from now on: Storage Folder, Encryption, Signature, Forward Reason	9.0.2.5386	2017-11-29
RI-010914	UI - Reporting	New Users Speech Transcript Details report showing the speech-to-text transcription for conversations	9.0.0.5229	2017-08-21
RI-011441	UI - Reporting	New Agents Scoring Classifications report showing scorecard classification summary information grouped by agents and projects	9.0.0.5229	2017-05-04
RI-012030	UI - Reporting	New Extension Configuration report to show extension configuration changes historically and help to detect configuration issues	9.0.0.5229	2017-09-04
RI-012032	UI - Reporting	New Roles, Permissions and Users report showing permission configuration for roles with listing users with the given role	9.0.0.5229	2017-09-04
RI-012033	UI - Reporting	New Disposal Log and Disposal Log by User Location reports showing summary information for deleted conversations, requires disposal log collection enabled	9.0.0.5229	2017-09-04
RI-011211	Solution - Quality Management	New N/A option for multiple choice questions, allowing to select an answer, which does not affect the score value	9.0.0.5229	2017-07-07
RI-011299	Solution - Quality Management	Scorecards can be exported to and downloaded in PDF format on the scoring screen	9.0.0.5229	2017-06-14
RI-011436	Solution - Quality Management	Invalidated agents are listed at the end of the list and marked with (*) when creating a project	9.0.0.5229	2017-05-05
RI-011060	Platform - Announcement	SfB/Lync announcement service can forward calls to a configurable destination when the called party is offline/not available/busy in case of inbound announcement scenarios	9.0.0.5229	2017-07-30
RI-012409	Platform - Announcement	The SfB/Lync Announcement Service can selectively turn off the notification for team calls. If the original callee is not recorded then there won't be an announcement during the call even if someone is recorded from the callee's group. This feature is turned off by default.	9.0.0.5360	2017-10-26
RI-010795	Platform - API	HTTP Business API: Search call API now supports multiple "anynum", "anyname" parameters	9.0.0.5229	2017-07-17

RI-010941	Platform - API	New HTTP Business API call: GetLocations to retrieve the list of Verba servers	9.0.0.5229	2017-08-16
RI-012458	Platform - API	Secondary option added to the Search Calls API (new parameter: secondary=1)	9.0.2.5386	2017-11-22
RI-011107	Platform - Configuration	Merge capability for Active Directory synchronization profiles allowing a single user to be synced via multiple profiles by merging/combining the configuration (extensions, groups, roles) from each matching profile	9.0.0.5229	2017-07-25
RI-011604	Platform - Configuration	The system now uses Fully Qualified Domain Name (FQDN) instead of NetBios name for server identification, existing server configurations are not updated for backward compatibility	9.0.0.5229	2017-03-21
RI-011927	Platform - Configuration	Data source configuration allowing to select one or more Recorded Platforms and/or Import Sources for recorded extensions/addresses, so that certain numbers/addresses are recorded only on selected platforms	9.0.0.5229	2017-05-30
RI-011696	Platform - Database	Azure SQL support to allow using the Microsoft Azure SQL service, instead of the Microsoft SQL Server	9.0.0.5229	2017-02-24
RI-011699	Platform - Database	Optimized storage format for instant message conversations in the database to reduce storage requirements	9.0.0.5229	2017-02-23
RI-011328	Platform - Media Processing	MP3 audio and MP4 video decoding support to allow importing files in these formats	9.0.0.5229	2017-06-07
RI-012522	Platform - Media Processing	New audio/voice codec file formats available for recorders: - PCM A-Law 8KHz - PCM U-Law 8KHz - MSADPCM 8KHz - Speex 8KHz - Speex VAD 8KHz	9.0.2.5382	2017-11-29
RI-011592	Platform - Monitoring	Multiple SNMP trap targets can be defined to support redundant configurations where the system sends traps to all defined targets	9.0.0.5229	2017-03-27
RI-011908	Platform - Monitoring	New Notification alert level, data management policies now send alerts with the new notification level for policy execution results	9.0.0.5229	2017-07-12
RI-011918	Platform - Monitoring	Unique alert IDs and alert levels are now reflected in Windows Event Log entries	9.0.0.5229	2017-06-30
RI-011922	Platform - Monitoring	Log masking capability to filter out sensitive information from service log files such as customer phone numbers	9.0.0.5229	2017-06-14
RI-010977	Platform - Storage Management	New user based retention option which can override policy based retention period settings, the field can be populated through Active Directory synchronization	9.0.0.5229	2017-08-14
RI-011157	Platform - Storage Management	Active Directory based authentication and authorization option for Hitachi Content Platform	9.0.0.5229	2017-07-17
RI-011253	Platform - Storage Management	Disposal log which collects summary information for deleted conversations, disabled by default	9.0.0.5229	2017-06-22
RI-011331	Platform - Storage Management	Transcoding related settings are no longer directly available under Speech Indexing policies, separate transcoding policies can be defined	9.0.0.5229	2017-06-05
RI-011990	Platform - Storage Management	New storage target: Microsoft Azure Storage using the Azure Storage REST API (in addition to the existing SMB based integration)	9.0.0.5229	2017-03-03
RI-012083	Platform - Storage Management	Transcription export capabilities: - [Transcription] placeholder for SMTP targets - VTR and native transcription file export for file based export targets	9.0.0.5229	2017-08-31
RI-012431	Platform - Storage Management	Backward compatibility with Verba v7.x upload protocol	9.0.1.5362	2017-11-03



RI-011029	Platform - Tools	New Powershell Deployment Toolkit cmdlets for certificate generation: New-VerbaCertificateRequest, New-VerbaSSLCertificate, New-VerbaCACertificate, New-VerbaServerCertificate	9.0.0.5229	2017-08-03
RI-011124	Installer - Servers	New configuration option for AlwaysOn Multisubnet Failover and Failover Partner MSSQL features	9.0.0.5229	2017-07-21
RI-011601	Installer - Servers	New version number format: major_version.minor_version.service_release_version.build_number (earlier service release versions were only reflected in build numbers)	9.0.0.5229	2017-03-21
RI-011688	Installer - Servers	Deprecated services removed from the installer and configuration (transcoder, sorter, remote capture, legacy Cisco recorder, gateway recorder, legacy IP Trade recorder)	9.0.0.5229	2017-02-27
RI-012130	Installer - Servers	New installer parameter SKIPREGISTRATIONCHECK, to skip the server registration check and force the server name registration format with the SERVERNAMEFORMAT parameter, where 0 = NETBIOS, 1 = FQDN	9.0.0.5310	2017-09-11
RI-012441	Platform - CDR and Archived Content Import	Additional safeguards around handling SQL deadlocks better	9.0.0.5368	2017-11-10
RI-012549	Platform - CDR and Archived Content Import	If Skype for Business QoE report is available then the RTP counters are now stored in the Verba database. QoE query has been optimized to run faster.	9.0.2.5388	2017-12-08
RI-010933	Platform - Import	New data import framework to standardize and support existing and new import capabilities, new import source and import policy configurations	9.0.0.5229	2017-08-17
RI-011048	Platform - Import	New service configuration settings for Cisco CDR reconciliation to filter based on specific Cisco CDR fields (e.g. device ID and IP)	9.0.0.5229	2017-08-01
RI-011126	Platform - Import	New import source: Verba to allow importing recordings from other Verba systems using the new import service framework, web based import option is removed	9.0.0.5229	2017-07-20
RI-011381	Platform - Import	New import sources: SfB/Lync and Cisco CDR to allow CDR import and reconciliation using the new import framework, previous server/service level configuration is removed	9.0.0.5229	2017-05-24

## Fixes

ID	Component	Description	Fixed in	Date
RI-011400	Recording - Passive	SCCP/H323 video calls: 1 sec phantom call leg can be recorded besides the actual call when video was recorded	9.0.0.5229	2017-05-15
RI-012329	Recording - Proxy	In case of several (100s) large SIP NOTIFY messages (e.g. large contact list), the Proxy service did not respond in time causing Filter and Media Collector timeouts which led to increased SIP processing queues on the SfB/Lync Front-End servers. SIP NOTIFY message processing was enabled inadvertently in certain v8.9 builds only.	9.0.0.5335	2017-10-05
RI-012464	Recording - Proxy	False alerts might be generated for Proxy - Recorder connections due to improper Keep Alive message handling in the proxy service in case of ungraceful termination of TCP connections	9.0.2.5386	2017-11-20
RI-012312	Recording - Cisco	An application deadlock could occur in The Cisco JTAPI Service and SQL INSERTS could stop. A restart of the service was required to continue.	9.0.0.5335	2017-10-02
RI-012443	Recording - Cisco	Using Cisco JTAPI controlled recording, the conversation was not displayed on the user interface after call transfer	9.0.1.5373	2017-11-20
RI-012465	Recording - Cisco	Cisco JTAPI Controlled Recording "Start" record did not show the correct MAC Address after a transfer	9.0.2.5386	2017-11-20
RI-012544	Recording - Cisco	Cisco JTAPI Service did not start using CUCM v7.x	9.0.2.5386	2017-11-30
RI-010879	Recording - Cisco IM	Mobile Cisco Jabber app could not parse HTML based notification only plain text	9.0.0.5229	2017-08-28
RI-012146	Recording - Cisco IM	Most recent persistent chat messages were not shown	9.0.0.5310	2017-09-06
RI-012345	Recording - Cisco IM	Group chat recording notification didn't work for Cisco IM&P 11.5 or later	9.0.0.5338	2017-10-06
RI-010985	Recording - Lync/SfB	In case of SfB application share recording, the system could generate multiple media files and upload did not work	9.0.0.5229	2017-08-10
RI-011444	Recording - Lync/SfB	SfB/Lync call setup fails when an outbound announcement is configured and the user initiates hand-off transfer	9.0.0.5229	2017-05-04
RI-011623	Recording - Lync/SfB	Lync/SfB Filter services could not initialize due to language dependency in Windows Performance Counters	9.0.0.5229	2017-03-16
RI-011912	Recording - Lync/SfB	If both the caller and the callee had the same number/URI in a recorded session, the conversation was recorded twice	9.0.0.5229	2017-07-06
RI-012371	Recording - Lync/SfB	The Lync/SfB Call Filter sent the unmodified SIP/SDP to the Media Collector components installed on the Edge servers which caused the recorder to look for media on the wrong RTP addresses in case of relayed calls. This led to the loss of recording when the Advanced Relay Mode setting was turned on.	9.0.0.5348	2017-10-20
RI-012375	Recording - Lync/SfB	Conversation blocking did not work in the Lync/SfB Call Filter service in case of recorder or media collector failure	9.0.0.5351	2017-10-24
RI-012432	Recording - Lync/SfB	The Verba SfB/Lync IM Recorder Service inadvertently closed the ongoing voice/video conversation part of the conference call in the database (media files were not affected) when there was a SfB/Lync IM Recorder failover during the conference.	9.0.1.5362	2017-11-03
RI-012444	Recording - Lync/SfB	CPU usage was increased and log files filled up quickly for the Verba SfB/Lync Call Filter Service on the Front-End	9.0.1.5373	2017-11-17

Servers when the Verba SfB/Lync Announcement Service was shut down. The issue only affects deployments where the Enable Advanced API Security setting is enabled.

RI-012517	Recording - Lync/SfB	When the Enable SIP Header Tagging settings was disabled (required for non-standard devices, e.g. Kirk), Lync/SfB voice/video calls were not recorded	9.0.2.5381	2017-11-26
RI-012044	Recording - Lync/SfB IM	The SfB/Lync IM Filter Service could not add the recording notification message to the message if the endpoint was a UCMA endpoint and it used the plain text message format	9.0.0.5229	2017-09-02
RI-012397	Recording - Lync/SfB IM	Instant messages sent by a Web Client with Sfb Web Component (noticed at 6.0.9319.272) did not get recorded/captured	9.0.0.5355	2017-10-26
RI-012445	Recording - Lync/SfB IM	High CPU and memory usage when the Verba SfB/Lync IM Recorder Service could not connect to the database for a long time (days)	9.0.1.5373	2017-11-16
RI-012324	Recording - Unified Call Recorder	When the clock of the Recording Director and the Media Recorder was out of sync, the start and end time of the recordings were not correct	9.0.0.5332	2017-10-04
RI-012425	Recording - Unified Call Recorder	Recorded voice/video conversations could stuck in ongoing state in the database, because the end time of the recordings is not valid. This issue is related to deployments where the Recording Director and the Media Recorder roles are installed separately, and effects all call flows. A tool is available to update both database and CDR XML with the correct end time information for effected recordings.	9.0.1.5362	2017-11-07
RI-011177	Recording - IPTrade	Open line ports were closed unintentionally due to unreliable network connections, recording stopped on these open lines	9.0.0.5229	2017-07-14
RI-011645	Recording - IPTrade	IPTrade turret playback: shared line calls placed by other agents were listed	9.0.0.5229	2017-03-10
RI-012341	Recording - Desktop	Due to a DB backward compatibility check issue, 8.9 and 9.0 DB schema was considered as legacy and modality id, cdr files were not updated	9.0.0.5338	2017-10-06
RI-012565	Recording - Desktop	If screen capturing was paused by the user and before the call-end it was not resumed then the state was held for the next call as well and recording was started in paused state	9.0.2.5391	2017-12-12
RI-011173	Recording - Dial-in	Playback did not handle storage location properly, always considered files to be on the local drive	9.0.0.5229	2017-07-14
RI-011232	Recording - Dial-in	Configuration was not updated when user language was changed	9.0.0.5229	2017-06-28
RI-012440	Recording - Radio	The service could not be configured or access through the internal API	9.0.0.5368	2017-11-14
RI-011072	UI - Web Interface	Clicking on 'Find and List Conversation Exports' link led to dead page (when coming from the Background Tasks list)	9.0.0.5229	2017-07-27
RI-011168	UI - Web Interface	Full-text search did not retrieve the proper results when multiple words were used in a single phrase	9.0.0.5229	2017-07-15
RI-011578	UI - Web Interface	When creating a new metadata template with an already existing name, the application did not add it, and no error was provided	9.0.0.5229	2017-03-31
RI-011784	UI - Web Interface	User Bulk Update: when only the validity filter was set for the Extension part, then the SQL was invalid	9.0.0.5229	2017-02-01
RI-011809	UI - Web Interface	The Date field on the Group membership history page did not sort correctly	9.0.0.5229	2017-01-26

RI-011811	UI - Web Interface	An error occurred when the Active Directory synchronization log opened after a search was applied on the synchronization profiles screen	9.0.0.5229	2017-01-26
RI-011813	UI - Web Interface	Player showed WMV when MP4 transcoding finished	9.0.0.5229	2017-01-26
RI-012147	UI - Web Interface	Playback from EMC Centera, Amazon S3, IBM Tivoli TSM, Azure Storage, Hitachi Content Platform, CyberTwice did not work in IE and Firefox	9.0.0.5310	2017-09-06
RI-012292	UI - Web Interface	Error Message was "null" when a call could not be deleted because of the retention rules	9.0.0.5326	2017-09-21
RI-012427	UI - Web Interface	Setting "Unable to Access Conversations Older than" to zero did not enforce accessing records for an unlimited time range	9.0.1.5362	2017-11-06
RI-012433	UI - Web Interface	New Bulk User Update could not be saved when some update fields were configured	9.0.1.5362	2017-11-03
RI-012507	UI - Web Interface	On-Demand Call Buffer paging did not work properly, the page is now integrated into the main Search screen	9.0.2.5386	2017-11-02
RI-012524	UI - Web Interface	Checkboxes were disabled on the Conversation Export page when the target was SFTP	9.0.2.5382	2017-11-29
RI-012551	UI - Web Interface	When the duration interval criteria was set under the search menu, the search did not work. It showed the loading screen only.	9.0.2.5388	2017-12-06
RI-012745	UI - Web Interface	Marked audio segment download did not work	9.0.2.5394	2017-12-14
RI-012746	UI - Web Interface	Playback speed control did not work in Internet Explorer	9.0.2.5394	2017-12-14
RI-010913	UI - Reporting	Agents Evaluation Details, Agents Evaluation Summary, Agents Scoring Classifications, Scorecard Calibration Details reports were showing invalid classification labels after updating the classification settings	9.0.0.5229	2017-08-21
RI-011190	UI - Reporting	Not Recorded and Incorrect Conversations Details report fixes: - missing property files caused empty lines in the report - SQL error when media length field was 0 - incorrect data was shown due to changes in the database fields	9.0.0.5229	2017-07-12
RI-011511	UI - Reporting	Quality Assurance dashboard widgets did not work when text type questions were used on forms	9.0.0.5229	2017-04-20
RI-012323	UI - Reporting	Average Score by Question, Agents Evaluation Details, Scorecard Calibration Details, Question Score Details, Audit Log Details reports were throwing SQL exception when special characters were entered into text type inputs	9.0.0.5332	2017-10-04
RI-011551	Solution - Ethical Wall	Participants containing special characters were not handled properly, causing errors in rule processing	9.0.0.5229	2017-04-06
RI-012260	Solution - Ethical Wall	Communication Policies: the system did not check if at least one participant or "Everyone" was selected for "Participant A" and "Participant B"	9.0.0.5335	2017-09-25
RI-012370	Solution - Ethical Wall	3rd party notifications were sent only to the first e-mail address	9.0.0.5346	2017-10-12
RI-012395	Solution - Ethical Wall	Only the first 3rd party notification was sent when multiple values were defined	9.0.0.5347	2017-10-12
RI-012169	Solution - Quality Management	N/A value was not handled correctly when calculating available max point for "Multi Choice Question" on the scoring page	9.0.0.5313	2017-09-06
RI-012336	Platform - Announcement	Lync/SfB announcement service crashed randomly after playing announcements for inbound or outbound peer-to-peer calls	9.0.0.5340	2017-10-04

RI-012424	Platform - Announcement	The SfB/Lync Announcement Service ignored the maintenance mode	9.0.1.5362	2017-11-07
RI-011184	Platform - API	During user update through the Provisioning API, the recording mode of the extensions associated with the user were set to Do Not Record	9.0.0.5229	2017-07-13
RI-012330	Platform - API	Search Calls API did not work with metadata filters	9.0.0.5335	2017-10-05
RI-012439	Platform - API	AddMarker API call "start" and "end" mode did not work	9.0.1.5364	2017-11-08
RI-012360	Platform - Configuration	Generating server certificates could fail on Windows Server 2008R2	9.0.0.5342	2017-10-10
RI-012442	Platform - Configuration	Configuration settings longer than 1024 (in case of multiple values) and 8000 (in case of single values) could not be stored	9.0.1.5373	2017-11-20
RI-012446	Platform - Configuration	Encrypted database connection could not be configured for the Web Application	9.0.1.5377	2017-11-23
RI-012550	Platform - Configuration	DTMF control/record configuration is now available for the Unified Call Recorder Service	9.0.2.5388	2017-12-08
RI-011882	Platform - Media Processing	If a video call did not contain video or there was a big audio or video gap, MP4 transcoding stalled	9.0.0.5229	2017-08-10
RI-012018	Platform - Media Processing	H.264 FUA parsing: in case of packet loss mid-FUA, we skip the next valid packet causing decoding artifacts	9.0.0.5229	2017-01-23
RI-010794	Platform - Monitoring	Alerts containing '&' character were not inserted into the database	9.0.0.5229	2017-07-17
RI-011158	Platform - Monitoring	Alerts containing special characters were not inserted into the alerts database	9.0.0.5229	2017-07-17
RI-011774	Platform - Monitoring	General server alerts (memory usage, disk capacity, service failures) were sent with Critical level instead of Error alert level	9.0.0.5229	2017-02-06
RI-012320	Platform - Monitoring	Performance reports (Media Collector & Proxy, Unified Recorder performance based load-balancing): some counters might have intermittently false (very high) values	9.0.0.5331	2017-10-02
RI-010955	Platform - Storage Management	Total/processed counter was incorrect in the policy execution report notification alert	9.0.0.5229	2017-08-15
RI-011185	Platform - Storage Management	Increase retention time policy did not get applied on archived conversations	9.0.0.5229	2017-07-12
RI-012096	Platform - Storage Management	SMB storage access stopped working after a while when custom credentials were configured to authorize access to SMB storage folders	9.0.0.5229	2017-08-30
RI-012114	Platform - Storage Management	Export to external Verba system failed when the conversation had markers	9.0.0.5229	2017-09-05
RI-012310	Platform - Storage Management	Encrypt and Sign policy: if the files have not yet been uploaded and the policy run on these conversations then despite the missing files the processing was considered successful	9.0.0.5330	2017-09-28
RI-012342	Platform - Storage Management	Screen recordings were not exported, instead, the media file referenced by the URL field was exported	9.0.0.5338	2017-10-06
RI-012366	Platform - Storage Management	Download, playback, move and export functions did not work using the Azure REST API due to issues with case sensitivity	9.0.0.5346	2017-10-18
RI-012411	Platform - Storage Management	IM export did not follow the YYYY/MM/DD folder structure	9.0.2.5386	2017-10-26
RI-012421	Platform - Storage Management	Hitachi Content Platform upload failed with "Upload from/to the same location is not allowed" error message	9.0.0.5360	2017-11-03

RI-012436	Platform - Storage Management	Upload to Azure Storage failed intermittently	9.0.1.5364	2017-11-08
RI-012543	Platform - Storage Management	Export to Hitachi Content Platform, EMC Centera, IBM TSM, Amazon S3, Azure Storage, EMC ECS did not follow the YYYY/MM/DD folder structure	9.0.2.5386	2017-11-30
RI-012744	Platform - Storage Management	Export from EMC Centera did not export metadata XML files	9.0.2.5382	2017-11-29
RI-011016	Installer - Servers	SQL script execution failed during installation due to timeout	9.0.0.5229	2017-08-07
RI-011663	Installer - Servers	In some cases, the service user account group membership validation in the AdditionalRoles.msi did not work due to Windows language dependency issues	9.0.0.5229	2017-03-07
RI-011609	Installer - Lync/SfB Filter	Windows user account group membership query failed	9.0.0.5229	2017-03-20
RI-012463	Platform - CDR and Archived Content Import	Lync/SfB CDR Reconciliation: if both participants are recorded and the call was not recorded, it was imported only for the caller party (instead of both)	9.0.2.5386	2017-11-20
RI-012523	Platform - CDR and Archived Content Import	The Lync / Skype for Business CDR reconciliation process might not process all CDRs when there is at least one missing CDR found. The system uses a batch based processing for each 100 recorded extension. Due to a software bug, the application applies the start datetime of the last missing CDR as the start datetime for the query interval, instead of the original start datetime defined by the process scheduler (start datetime of the last processed call in the previous reconciliation cycle). It could produce false reports for CDR reconciliation, since the process will not query the CDR database with the proper date interval. For instance if the process finds a missing CDR in the 2nd batch, the 3rd and all consecutive batches will use the start datetime of the missing CDR from the 2nd batch, instead of the original query interval.	9.0.2.5382	2017-11-29
RI-010956	Platform - Import	Never Record setting was not taken into account during import or CDR reconciliation	9.0.0.5229	2017-08-15
RI-010986	Platform - Import	New configuration options for SfB/Lync CDR reconciliation: P2P, PSTN and conference calls can be switched on/off to adopt to the capabilities of recording method being used	9.0.0.5229	2017-08-10
RI-010994	Platform - Import	SfB conference participants were not properly updated in existing records during CDR reconciliation	9.0.0.5229	2017-08-09

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