

Verba Release Notes

Verba 9.1 Release Notes (build 9.1.3.5517)

This document lists new features and fixes released in Verba 9.1 Release Notes (build 9.1.3.5517).

Release Date 2018-01-31

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Release highlights

ID	Component	Description
RI-014823	Recording - Cisco	Genesys contact center integration for Cisco network based recording deployments with JTAPI integration. Provides enhanced Genesys related metadata, selective recording and the ability to send Verba conversation IDs to Genesys. - learn more
RI-014827	Recording - Cisco IM	File transfer capturing for Cisco IM&P / Jabber systems, requires the managed files transfer option - learn more
RI-012553	Recording - IPC	New trader voice platform integration with IPC Unigy - learn more
RI-012557	Recording - SMS	New SMS capturing capability utilizing the SMPP protocol. SMS messages are stored as a new SMS modality with a full-text search option. - learn more
RI-014842	UI - Web Interface	New dashboard framework with new widget types, drill-down capability, sharing, etc. Built-in templates for System Dashboard and Recording Assurance Dashboard. - learn more
RI-014746	Platform - Announcement	Cisco Video on Hold (VoH) and Video in Queue (ViQ) solution offering a replacement option for Cisco MediaSense - learn more
RI-012351	Platform - Configuration	Significant improvement in Active Directory synchronization time by checking changes only
RI-014839	Platform - Import	Cisco Spark IM and file archiving integration which allows importing instant messages and files from Cisco Spark rooms - learn more

ID	First Affected	Status	Description
KI-0058	7.0 (7.0.4314.0)	Resolved in 9.6.0.5944	<p>Summary Certain calls between Skype for Business and Teams or Azure VoiceMail cannot be recorded</p> <p>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.</p> <p>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.</p> <p>Workaround 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-0057	9.1 (9.1.3.5517)	Resolved in 9.3.7.5736	<p>Summary Active Directory synchronization does not recognize changes on user attributes when Domain Controller fails over or load balancing is used</p> <p>Am I affected? All 9.1.0.5410 and later installations are affected where failover or load balancing is configured for the Domain Controllers.</p> <p>Impact The Verba system relies on the usnChanged attribute to identify if a user entry is changed and needs to be updated in the Verba database. This attribute is unique on all Domain Controllers but due to an issue in the Verba software, the system does not take into consideration the different usnChanged attributes and only uses the last one. In case of Domain Controller failover or in a load balancing configuration, the system might not recognize if the user is updated, because it validates the usnChanged attribute of another Domain Controller which was previously used during the AD synchronization (and not for the one which is currently connected to). Since the issue prevents the system to recognize user configuration changes, which can include recorded extension configuration, the system does not synchronize the latest information from the AD and this could lead to configuration issues and eventually data loss. The problem does not occur if the system is always connected to the same AD.</p> <p>Workaround The system should be reconfigured to connect to a single Domain Controller temporarily and prevent failover or load balancing this way. This can be achieved by configuring the direct address of the Domain Controller.</p>

ID	Component	Description	Fixed in	Date
RI-015226	Platform - Configuration	<p>Active Directory synchronization does not run automatically using v9.1.0.5454 versions or later which introduced a new AD synchronization scheduling configuration</p> <p>Impact All v9.1.0.5454 and later deployments are affected (new installations and upgrades as well) where Active Directory synchronization is used. This issue affects automatic AD synchronization and the system does not recognize changes in the AD configuration. Automatic administration of moves, adds and changes is not possible when AD synchronization is not running. Active Directory synchronization did not run automatically because the default value of the new scheduling configuration, introduced in v9.1.0.5454, was "No scheduling". New versions have a new default value which sets the scheduling to run daily. No alert or notification is sent when the issue occurs.</p> <p>Workaround Customers with previous versions should change the scheduling configuration other than "No scheduling" and restart the Verba Web Application Service.</p>	9.1.1.5477	2018-05-24

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

Feature Improvements

ID	Component	Description	Added in	Date
RI-014709	Security	TLS handshakes are also restricted to TLSv1.0-1.2, not just TLS cipher suites for components using OpenSSL	9.1.0.5407	2018-01-19
RI-014792	Security	OpenSSL library is updated to the latest v1.0.2n	9.1.0.5408	2018-01-24
RI-012309	Recording - Cisco	Multiple CUCM clusters support added to Cisco JTAPI, a single Verba Cisco JTAPI Service can be connected to multiple CUCM clusters simultaneously	9.1.0.5408	2017-09-28
RI-012560	Recording - Cisco	UCCX 10.6 support added to the Verba Finesse Gadget	9.1.0.5389	2017-12-04
RI-015053	Recording - Cisco	Recording Rules feature has been enhanced to support UCCE and UCCX variables	9.1.1.5462	2018-03-01
RI-014777	Recording - Cisco IM	Multi-cluster support added to Cisco Jabber IM&P IM capturing and ethical wall	9.1.0.5408	2018-01-09
RI-012299	Recording - Unified Call Recorder	New end causes for turret open line recording: - Media Segmentation when recorded conversation is segmented by the timer - Voice Inactivity when recording is stopped on RTP timeout	9.1.0.5327	2017-09-27
RI-014817	Recording - Unified Call Recorder	IPv6 support introduced for the Verba Unified Call Recorder Service (active recording)	9.1.0.5410	2018-01-26
RI-014988	Recording - Unified Call Recorder	When the ACME Packet / Oracle SBC SIPREC provides a blocked caller ID in tel_num@anonymous.invalid format, the recorder will hide the caller ID in the database (stores unknown) if the call is recorded on behalf of the called party.	9.1.1.5462	2018-03-26
RI-015127	Recording - Unified Call Recorder	Transferred and forwarded calls for recorded users can be recorded when using SIPREC with ACME Packet / Oracle SBCs (SPL script required). Extension configuration required also in the system.	9.1.1.5462	2018-02-22
RI-015133	Recording - IPTrade	IPTrade playback: if display name is not available it is substituted by the owner user's Verba display name	9.1.1.5464	2018-05-07
RI-015137	Recording - IPTrade	When channel mixing enabled and the recording session information is updated after call state changes (from ringing to established), the recorder will merge the recording sessions together producing a single recording.	9.1.1.5464	2018-05-03
RI-015261	Recording - Cloud9	Metadata improvements for Cloud9 recording, calling and called party numbers are presented in every case	9.1.2.5487	2018-07-05
RI-012537	UI - Web Interface	Ongoing, On-demand and Cisco Silent Monitoring features have been integrated into the standard Search screen to provide the same capabilities for all pages	9.1.0.5383	2017-11-24
RI-014757	UI - Web Interface	Deactivated users can be hidden on the search features and Agent Selection List with a new setting: Hide Deactivated Users in Filters	9.1.0.5408	2018-01-16

RI-014961	UI - Web Interface	Recorded Platforms and Import Sources have been added to the Bulk User and Extension Update feature	9.1.1.5462	2018-04-16
RI-014972	UI - Web Interface	End Cause field has been added to the Automatic Labeling and Data Management Policy Configuration	9.1.1.5462	2018-04-04
RI-014974	UI - Web Interface	Japanese language support added	9.1.1.5462	2018-04-03
RI-015125	UI - Web Interface	Support for SMB network shares, required to access recordings, using SMB version 2 and 3	9.1.1.5462	2018-02-26
RI-015221	UI - Web Interface	New alert (.118.1.3) when the system cannot send license usage to remote licensing server	9.1.1.5477	2018-06-05
RI-012406	UI - Reporting	All reports now display the report filter criteria in the report header	9.1.0.5408	2017-10-26
RI-012780	UI - Reporting	Skills Performance Summary report renamed to Groups Skills Performance Summary. New groups sections added.	9.1.0.5408	2017-12-19
RI-015197	UI - Language	Japanese language support added	9.1.1.5477	2018-06-15
RI-014736	Solution - Ethical Wall	Data Loss Prevention (DLP) check with external ICAP servers (e.g. Symantec Protection Engine), available for Cisco Jabber file transfer	9.1.0.5408	2018-01-23
RI-014844	Solution - Ethical Wall	Cisco Spark re-active ethical wall capabilities for message removal and notification	9.1.0.5422	2018-01-31
RI-012528	Platform - Announcement	Cisco inbound announcement now can be configured to be played by the Verba Cisco Announcement Service by diverting the incoming call to the service using CURRI. This option does not require early media support on the trunk, in contrast to the CURRI and CUCM based announcement.	9.1.0.5383	2017-11-29
RI-014772	Platform - Announcement	Cisco CURRI interface now supports TLS connections	9.1.0.5408	2018-01-10
RI-015091	Platform - API	HTTP Business API returns call transcript if called with returnTranscriptDB=1 or returnTranscriptFile=1 parameters.	9.1.1.5462	2018-02-23
RI-015191	Platform - Configuration	Service user accounts are no longer required, Windows Authentication for both SQL Server connections and SMB folders now use impersonation instead. All Verba services are installed using the built-in LocalSystem account, except a few one.	9.1.1.5477	2018-06-19
RI-015196	Platform - Configuration	The system no longer requires to configure service user credentials during installation. All Verba services now run under the built-in LocalSystem service account, except the Lync/SfB Filter services on the SfB Front-End servers. In order to use Windows Authentication for SQL Server or SMB network folders, the system now uses impersonation instead.	9.1.1.5477	2018-06-15
RI-014983	Platform - Database	Recorders did not fill the media path field when a call was ongoing. When a call recording was interrupted and it stuck in an ongoing state, the database purge feature did not work.	9.1.1.5462	2018-03-27
RI-014843	Platform - Licensing	Central license management for deployments with multiple Verba instances	9.1.0.5422	2018-01-31

RI-014813	Platform - Media Processing	AAC-LD support introduced to capture Cisco TelePresence audio streams, standard storage formats are available for audio only recordings	9.1.0.5408	2018-01-05
RI-012772	Platform - Monitoring	Alert severity filed added to SNMP traps	9.1.0.5408	2017-12-12
RI-014710	Platform - Monitoring	Support for SMTP StartTLS feature	9.1.0.5407	2018-01-18
RI-012461	Platform - Storage Management	Calculated retention time is verified based on call start time in delete, increase retention and upload policies. Invalid retention times are not applied and alerts are sent.	9.1.0.5380	2017-11-20
RI-012789	Platform - Storage Management	For export policies when there is an existing .im file, the system will check the local drive and prefer to use the IM file, instead of always generating the file from the database. The exported *.im files now contain conference (group chat) participant information when available.	9.1.0.4708	2017-12-21
RI-014985	Platform - Storage Management	NetApp Snaplock Cluster/9.x support added	9.1.1.5462	2018-03-27
RI-015188	Platform - Storage Management	"Every-x-Minutes" and "Hourly" options added to the Data Retention Policies and Conversation Export configuration pages to allow configuring policies to run every x minute.	9.1.1.5477	2018-06-19
RI-015223	Platform - Storage Management	New Verint export storage target added to allow integration with Verint v15.2 systems	9.1.1.5477	2018-05-31
RI-015272	Installer - Servers	Logon as a service right is no longer required during installation	9.1.2.5490	2018-07-20
RI-015012	Platform - CDR and Archived Content Import	The CDR import and reconciliation process can now run on multiple servers without interfering with each other	9.1.1.5462	2018-03-08
RI-015024	Platform - CDR and Archived Content Import	Query optimization in reconciliation to lower the load on the Verba database	9.1.1.5462	2018-03-06
RI-014999	Offline Player	Files can be dragged and dropped into the player	9.1.1.5462	2018-03-13

Fixes

ID	Component	Description	Fixed in	Date
RI-014895	Recording - Proxy	Cisco proxy could not handle SIP headers when user information was not present which caused the proxied call to fail	9.1.0.5431	2018-02-08
RI-014896	Recording - Proxy	Relay ports might close prematurely when ICMP 11 (IP TTL elapsed) received. This caused media connection issues mostly in Proxy but also Cisco Announcement and Dial-in Recorder might be affected.	9.1.0.5431	2018-02-08
RI-014816	Recording - Cisco	Large backward jumps in RTP stream sequence numbering was not handled properly	9.1.0.5408	2018-01-03
RI-014931	Recording - Cisco	Cisco Advanced Recording Rules retries to start recording multiple times in case the Cisco platform did not start recording for some reason	9.1.0.5408	2018-02-08
RI-015256	Recording - Cisco	Cisco JTAPI Controlled Recording "Start" icon sometimes did not show after transfer events or calls involving Hunt Group numbers.	9.1.2.5485	2018-06-28
RI-016766	Recording - Cisco	When multiple CUCM clusters were configured for the Cisco JTAPI Service, on service restart, some metadata was not stored	9.1.2.5495	2018-08-01
RI-017374	Recording - Cisco	Cisco JTAPI Service could not process AddCall/RemoveCall messages when the Media Recorder sent them before the JTAPI service finished the initialization	9.1.3.5517	2018-11-29
RI-014783	Recording - Lync/SfB	Transaction lock problem in really rare circumstances the SfB/Lync Call Filter Service consumed a high amount of CPU resources when it tried to read a collection which was modified by another thread	9.1.0.5408	2018-01-04
RI-014891	Recording - Lync/SfB	Calls are dropped after re-INVITE for common area phones and multi-pool SfB environment	9.1.0.5431	2018-02-08
RI-014981	Recording - Lync/SfB	Forwarded calls were not recorded when the recorded users joined a conference call using the Call-Me-At feature.	9.1.1.5462	2018-03-27
RI-015003	Recording - Lync/SfB	Outbound calls were not recorded for IPTrade turrets using the Skype for Business integration	9.1.1.5462	2018-03-12
RI-015229	Recording - Lync/SfB	The same proxy could be added multiple times to the configuration causing creating multiple proxy instances using the same TLS connection which led to the improper allocation of messages and call setup failures.	9.1.1.5477	2018-05-17
RI-015265	Recording - Lync/SfB	Skype for Business Filter services could not establish Node Manager connections when TLS 1.2 was disabled in the OS	9.1.2.5489	2018-07-19
RI-015278	Recording - Lync/SfB	SfB meeting content import did not work when content could not be parsed properly	9.1.2.5491	2018-07-25
RI-014989	Recording - Lync/SfB IM	The SfB/Lync instant message recorder did not use the server name format setting and used NetBIOS names all the time	9.1.1.5462	2018-03-22
RI-014712	Recording - Unified Call Recorder	SIPREC: in case of midcall media renegotiation the system might reallocate media stream on other media recorder than where the call has been recorded	9.1.0.5407	2018-01-17

RI-014969	Recording - Unified Call Recorder	If SIP session timer is not supported for the recording session, then recording might timeout prematurely after 1 hour. The default timeout value is increased to 5 hours. ACME Packet / Oracle SBCs does not support session timers for SIPREC sessions before v6.4.	9.1.1.5462	2018-04-05
RI-015112	Recording - Unified Call Recorder	Metaswitch Perimeta SIPREC recording for interconnect calls produced duplicate copies for the same recorded user	9.1.1.5462	2018-03-19
RI-016813	Recording - Unified Call Recorder	When the Unified Call Recorder service added lots of markers to the call (silence markers) and the message to the Cisco JTAPI Service exceeded 16 KBytes, the message was truncated and the call was not added to the database	9.1.3.5498	2018-08-22
RI-015212	Recording - IPTrade	IPTrade turret based replay did not return all the recorded calls	9.1.1.5477	2018-06-08
RI-015019	Recording - Desktop	Agent view did not work because the service did not use the same server name format properly	9.1.1.5462	2018-03-06
RI-012264	UI - Web Interface	When saving a communication policy with a fully unchecked 'Days of Week' option, the web app automatically checked in every day. It will display an error message instead from now on.	9.1.0.5325	2017-09-25
RI-012353	UI - Web Interface	Chat conversations were not displayed on the mobile web interface	9.1.0.5341	2017-10-09
RI-014758	UI - Web Interface	Advanced Search settings did not list rows with "undefined" values when they set up a "not equals" filter	9.1.0.5408	2018-01-16
RI-014760	UI - Web Interface	Bulk User Update did not work when they filtered for Synchronizing AD Profile ID	9.1.0.5408	2018-01-16
RI-014761	UI - Web Interface	Bulk User and Extension Update could not be used to set numeric values to NULL	9.1.0.5408	2018-01-15
RI-014764	UI - Web Interface	Advanced Search feature's User and Group filters were not effective	9.1.0.5408	2018-01-13
RI-014784	UI - Web Interface	In the Extensions and Users administration, if the list was filtered and the object was saved, then the filters were cleared when users went back to the list	9.1.0.5408	2018-01-04
RI-014791	UI - Web Interface	CSV User Import cleared the extensions' Source Platforms, Import Sources and Forward Types settings	9.1.0.5408	2017-12-20
RI-014892	UI - Web Interface	Signature verification was not possible on a storage which was configured with custom credentials	9.1.0.5431	2018-02-07
RI-014958	UI - Web Interface	SMTP optimizations to use less connections and avoid unnecessary emails about errors	9.1.1.5462	2018-04-18
RI-014960	UI - Web Interface	Marker and seek bar were not re-positioned on window resize	9.1.1.5462	2018-04-17
RI-014962	UI - Web Interface	Modalities were not shown correctly extensions were exported on the extension list page	9.1.1.5462	2018-04-16
RI-014970	UI - Web Interface	Bulk CSV User Import did not use the Platforms and Import Sources when there were no Forward Types set.	9.1.1.5462	2018-04-04
RI-014971	UI - Web Interface	View Shared Items menu was not visible for users having Conversation Access Scope = Access Shared Only	9.1.1.5462	2018-04-04

RI-014979	UI - Web Interface	In case of non-standard urls (file path), the signature verification did not work	9.1.1.5462	2018-03-28
RI-014980	UI - Web Interface	Web Application did not take DBMSFailoverPartner into account	9.1.1.5462	2018-03-27
RI-015001	UI - Web Interface	Metadata field filters did not work on search page	9.1.1.5462	2018-03-13
RI-015011	UI - Web Interface	Signature Verification still threw an error when the recording was signed but not encrypted, and was on a network path which required custom credentials.	9.1.1.5462	2018-03-08
RI-015013	UI - Web Interface	Cisco Phone XML Service threw XML parser error if extension numbers / display names were very long	9.1.1.5462	2018-03-08
RI-015014	UI - Web Interface	Cisco Phone based Silent Monitoring showed 0 ongoing monitorable calls in the XML phone service	9.1.1.5462	2018-03-08
RI-015045	UI - Web Interface	Recording Rule changes were determined incorrectly (the section changes were not detected if other data has changed too)	9.1.1.5462	2018-03-02
RI-015094	UI - Web Interface	Conversation Export did not allow to export Media Files for a few storage targets, SMTP for an instance.	9.1.1.5462	2018-02-22
RI-015193	UI - Web Interface	In Multi-Tenant mode, when the Reference Administrator changed to another tenant on the Ongoing Conversations screen, then the finished conversations were shown.	9.1.1.5477	2018-06-18
RI-015204	UI - Web Interface	When a user was found in the AD and was not enabled for synchronization, and got removed from the AD then the system deactivated it	9.1.1.5477	2018-06-12
RI-015218	UI - Web Interface	Export end time showed invalid date while the job was still running	9.1.1.5477	2018-06-07
RI-015219	UI - Web Interface	Only servers with Media Repository and Media Repository & Recording Server roles were available in the Data Management Policy / Execute Only on Selected Servers setting while Recorder Server and Speech Analytics Server should be there too	9.1.1.5477	2018-06-06
RI-015220	UI - Web Interface	AD Synchronization user deactivation did not work when "Send Email Notification on Successful AD Sync Runs" was turned off	9.1.1.5477	2018-06-06
RI-015228	UI - Web Interface	Related SMS retrieved with wrong character encoding	9.1.1.5477	2018-05-22
RI-015230	UI - Web Interface	Users with Shared-Only Conversation Access were not allowed to download conversations even if they had Download Right	9.1.1.5477	2018-05-16
RI-015260	UI - Web Interface	AD Synchronization deactivates extensions when upper/lower case changes occurs in the AD	9.1.2.5487	2018-07-05
RI-015263	UI - Web Interface	AD Synchronization deactivated extensions if they are already stored with trailing spaces	9.1.2.5487	2018-07-03
RI-015267	UI - Web Interface	MSRDP files stored on storages could not be played back because the transcoding option was not offered where SMB based access was not available (HCP, EMC Centera, etc.)	9.1.2.5489	2018-07-18
RI-015271	UI - Web Interface	IM Export through player doesn't contain timestamps	9.1.2.5489	2018-07-09

RI-015277	UI - Web Interface	Group created by an Authorization Workflow was not deleted on expiration	9.1.2.5491	2018-07-24
RI-012766	UI - Reporting	Cancel report function did not work	9.1.0.5408	2017-12-13
RI-014898	UI - Reporting	Call Activity Trend report did not display all types of conversation directions	9.1.0.5434	2018-02-13
RI-014905	UI - Reporting	Scoring Classification Report did not group data	9.1.0.5434	2018-02-12
RI-014941	UI - Reporting	Extension Configuration Report fails when special characters were used for extensions	9.1.0.5437	2018-02-19
RI-014968	UI - Reporting	Call Activity Trend Report did not show call direction when XLS, CSV output format was selected	9.1.1.5462	2018-04-12
RI-014986	UI - Reporting	Peak Concurrent Conversations Trend dashboard widget sorted the data in alphabetical order instead of date	9.1.1.5462	2018-03-26
RI-015202	UI - Reporting	Dashboard Widget "Recording Server Utilization - Today" ran for a long time if there were no calls in the system	9.1.1.5477	2018-06-13
RI-015206	UI - Reporting	Group filter was not taken into account for Groups Skills Performance report	9.1.1.5477	2018-06-11
RI-014918	Solution - Ethical Wall	Cisco Jabber presence was not blocked due to the different type of presence broadcasting	9.1.0.5434	2018-02-09
RI-014919	Solution - Ethical Wall	Duplicated notifications were sent in case of Cisco Jabber ethical wall when a notification rule was triggered by headline and composing messages	9.1.0.5434	2018-02-09
RI-015077	Solution - Ethical Wall	Presence blocking: the endpoints could see each other's presence after login until they changed their presence status	9.1.1.5462	2018-02-27
RI-015200	Solution - Ethical Wall	Skype for Business CAS could not join due to miss-compiled focus invite	9.1.1.5477	2018-06-15
RI-015250	Solution - Ethical Wall	Sykte for Business aggregated presence subscription was blocked if at least one contact was configured for the contact list blocking	9.1.2.5484	2018-06-26
RI-014767	Solution - Quality Management	On the Quality Management module New Project page, if a scrollbar was visible and a warning displayed (to save the project first, for example), then users were able to scroll down infinitely	9.1.0.5408	2018-01-10
RI-014770	Solution - Quality Management	Quality Management module Add New Form threw error if pressed while the Forms List was still loading	9.1.0.5408	2018-01-10
RI-015016	Solution - Quality Management	Skills could be deleted even if scorecards were using it, and scorecards did not load in this case	9.1.1.5462	2018-03-08
RI-015030	Solution - Quality Management	When an Encrypted Conversation (without access to the private key) was selected for QM evaluation, the system tried to start playback, but that obviously would not work. The vplb file will be downloaded instead.	9.1.1.5462	2018-03-05
RI-015276	Solution - Quality Management	Scorecard feedback emails did not work because the email templates were installed into a wrong folder	9.1.2.5490	2018-07-19
RI-014794	Solution - Silent Monitoring	Web application based silent monitoring did not work due to incompatible certificates	9.1.0.5408	2018-01-23
RI-015198	Platform - Announcement	In case of Cisco CDR reconciliation, if any of from or to is parsed as empty, the defined external	9.1.1.5477	2018-06-15

		trunk/gw list is not taken into account and the call might be imported as not recorded on "external" party's behalf		
RI-014973	Platform - API	GetExtensions HTTP Busines API function did not work	9.1.1.5462	2018-04-03
RI-015194	Platform - API	In a Multi-Tenant environment the servers could not request Verba API certificate from the MR	9.1.1.5477	2018-06-18
RI-015233	Platform - API	GetCallInformation API call stuck when returnInvitation parameter was true	9.1.1.5477	2018-05-14
RI-014793	Platform - Configuration	Corrupt certificates were generated intermittently and TLS connections could not be established	9.1.0.5408	2018-01-24
RI-015131	Platform - Configuration	File-based TLS authentication did not validate the trust chain properly	9.1.1.5462	2018-02-20
RI-014725	Platform - Database	Data was truncated during transcription or IM export when values were greater than 4096 characters	9.1.0.5407	2018-01-19
RI-015092	Platform - Database	Instant Messages were stored in the wrong format if they contained Line Feed \n but no Carriage Return \r	9.1.1.5462	2018-02-23
RI-015254	Platform - Environment	Never record is interpreted at tenant level now, i.e. if there is a never record extension in the other target then the call is still recorded in the current tenant (tenant of recorded party) but not in the other	9.1.2.5484	2018-06-26
RI-014805	Platform - Media Processing	Skype for Business/Lync endpoints use Siren codec with 16 Kbps but Polycom VVX endpoints might use 24 Kbps a well in which case media was not recorded	9.1.0.5408	2018-01-11
RI-012757	Platform - Storage Management	EMC Centera registration error caused unnecessary application failure	9.1.0.5408	2017-12-18
RI-014879	Platform - Storage Management	IM conversations could not be exported when there was no file based transcript file available	9.1.0.5427	2018-02-06
RI-014949	Platform - Storage Management	Storage policies with scheduling (both policy and service-based scheduling) did not take Number of hours / Days / Weeks configuration into account. Scheduling and task execution happened on every hour or day or week.	9.1.0.5437	2018-02-13
RI-015067	Platform - Storage Management	In case of a custom scheduled storage policy, if the server is in a timezone where daylight saving is not defined, the scheduling calculated wrong next execution time	9.1.1.5462	2018-02-27
RI-015070	Platform - Storage Management	Metadata XML files were not generated for instant message exports when data was generated from database to local disk	9.1.1.5462	2018-02-27
RI-015089	Platform - Storage Management	Modifications to Storage Folders were not effective in the Search feature because the folders were cached.	9.1.1.5462	2018-02-23
RI-015231	Platform - Storage Management	SMS export did not work for local (native) drive	9.1.1.5477	2018-05-16
RI-015273	Installer - Servers	The installer used HTTP instead of HTTPS for the certificate generation during install	9.1.2.5490	2018-07-20
RI-015182	Platform - CDR and Archived Content Import	SfB CDR reconciliation did not properly consider the Wait Time for Recorder's CDR setting which could lead to false import of missing CDRs	9.1.1.5477	2018-06-20

RI-014847	Platform - Import	Instant message import did not handle unicode characters properly	9.1.0.5424	2018-01-31
RI-015135	Platform - Import	Cisco MediaSense import service did not handle server certificates properly	9.1.1.5464	2018-05-07
RI-015015	Offline Player	In case the downloaded .vplb file contains multiple media files (audio and audio-video), only the audio was played	9.1.1.5462	2018-03-08

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