

Verba Release Notes

Announcement

Verint Financial Compliance release notes are moving

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

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Verba 9.2 Release Notes (build 9.2.4.5627)

This document lists new features and fixes released in Verba 9.2 Release Notes (build 9.2.4.5627).

Release Date 2018-07-31

Document Download Date 2025-06-22

Release highlights

ID	Component	Description
RI-015527	Recording - IPTrade	BT IPTrade TPO based recording to allow recording open lines and DDIs directly from the TPO centrally, instead of turret side recording. Using TPO based recording, the system will only record a single media stream for open lines, instead of recording the same stream multiple times at the turret side.
RI-015369	UI - Web Interface	Timeline view for search results to better visualize related conversations
RI-015460	UI - Reporting	Pro-active compliance dashboard widgets including ethical wall log, top violating users, violations by modality, etc.
RI-015489	UI - Reporting	eDiscovery dashboard widgets including legal holds, cases, approval workflows, etc.
RI-015492	UI - Reporting	Data governance dashboard widgets including disposal log, encryption status, data source summary, storage target summary, etc.
RI-015667	Solution - Speech Analytics	Verint Eliza speech transcription technology is now integrated into the Verba platform supporting 40+ languages with optional language customization and phonetic boosting
RI-015746	Platform - Database	New data model for trader voice recording integrations to store a single copy of the media in case of mixed recording channels or TPO based recording where multiple calls/sessions are referencing a single media

entry. The system now handles 3 record types: standard, CDR-only and media-only. Supported trader voice integrations: IPTrade, IPC Unigy, Speakerbus.

RI-015548 Platform - Licensing

License activation is now required for installations. To activate the license, customers and partner have to contact Verba Support and send the activation code displayed on the license page, Verba Support will send back the activated license.

RI-016745 Platform - Storage Management

New Verint export storage target added to allow integration with Verint v15.2 systems

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>

Critical Fixes

There are no new critical fixes in this build.

Feature Improvements

ID	Component	Description	Added in	Date
RI-015334	Security	File-based PFX certificates are now supported in Verba secure upload protocol	9.2.0.5521	2018-07-19
RI-015923	Security	Openssl library is updated to the latest v1.0.2o	9.2.0.5521	2018-07-12
RI-015575	Recording - Passive	Long call segmentation/splitting is now available for passive recorder (e.g. Skype for Business recording)	9.2.0.5521	2018-05-29
RI-016974	Recording - Cisco	Cisco music on hold streams can be recognized even if bidirectional media streams are established. It allows the recorders (using proxy based recording for Cisco video endpoints) to properly identify music on hold segments which are not recorded.	9.2.2.5549	2018-09-18
RI-016975	Recording - Cisco	Ad-hoc conferences were not recorded when the conference was hosted by the recorded user using proxy based recording for Cisco video endpoints	9.2.2.5549	2018-09-18
RI-015574	Recording - Lync/SfB	Call legs of the same conference call can now be assigned to multiple recorders to allow better scaling in case of screen/app share recording when there are lot of recorded participants in the same conference call	9.2.0.5521	2018-05-29
RI-015676	Recording - Lync/SfB	For SfB and Cisco proxy based recording, the system now stores the IP address of the SfB Front-End servers and the CUCM nodes controlling the recorded call. The information is available in the metadata XML file.	9.2.0.5521	2018-04-05
RI-015438	Recording - Unified Call Recorder	Added Silk, MS-RTA and Speex support to Dial-in provider	9.2.0.5521	2018-06-28
RI-016737	Recording - Unified Call Recorder	Long call segmentation/splitting is now available for unified recorder (e.g. Cisco network-based recording), not just for trader voice recording	9.2.0.5521	2018-05-29
RI-015464	Recording - IPTrade	Improved recording rule handling for BT IPTrade recording to avoid unnecessary media streams	9.2.0.5521	2018-06-25
RI-015631	Recording - IPTrade	IPTrade microphone/talk state changes are now stored as markers in Verba	9.2.0.5521	2018-04-18
RI-015784	Recording - IPTrade	Media Recorder mid-call failover support added for BT IPTrade	9.2.0.5521	2018-03-05
RI-015817	Recording - IPTrade	New custom metadata template for BT IPTrade recording storing Slot, Type, Channel ID, Device ID information	9.2.0.5521	2018-03-01
RI-016740	Recording - IPTrade	The system can now determine on a recorder port basis if the call is to be handled as secondary or as primary (2N/dual recording)	9.2.0.5521	2018-07-25
RI-017198	Recording - IPTrade	IPTrade turret based playback now showing primary recordings only by default when duplicate (2N) recording is enabled, secondary recordings can be also returned with changing the configuration	9.2.3.5569	2018-11-07
RI-017260	Recording - IPTrade	IPTrade HTTP(S) based replaybox integration with user authentication is now available in addition to the existing TCP based option	9.2.3.5570	2018-11-22

RI-015306	Recording - Speakerbus	The system can now determine on a port/ICDS connection basis if the call is to be handled as secondary or as primary (2N/dual recording)	9.2.0.5521	2018-07-25
RI-016738	Recording - IPC	IPC Unigy PTT state changes are now stored as markers in Verba	9.2.0.5521	2018-04-18
RI-016739	Recording - IPC	The system can now determine on zone connection basis if the call is to be handled as secondary or as primary (2N/dual recording)	9.2.0.5521	2018-07-25
RI-016796	Recording - IPC	Line description metadata is added	9.2.0.5537	2018-08-08
RI-017263	Recording - Cloud9	Cloud9 import sends alert when Media Foundation (Windows Server 2012 or newer) / Desktop Experience (Windows Server 2008 R2) is missing. It is required for MP4 audio files processing.	9.2.3.5570	2018-11-21
RI-016000	Recording - SIPRec	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.	9.2.0.5521	2018-02-22
RI-017092	Recording - Hardware	New checkbox on Group CSV Import: Do not Modify Active Directory Synchronized Groups (turned on by default)	9.2.3.5562	2018-10-10
RI-015283	UI - Web Interface	Label Rule text search has been enhanced to search in IM, Transcript and SMS data too	9.2.0.5521	2018-07-27
RI-015284	UI - Web Interface	Primary/Secondary and CDR-only/Media-only fields have been added to the search list and call details.	9.2.0.5521	2018-07-27
RI-015291	UI - Web Interface	Supervisor / Group Membership Import, CSV import to allow applying supervisor configurations which cannot be derived from the AD groups structures (organization units, security groups)	9.2.0.5521	2018-07-26
RI-015350	UI - Web Interface	Multitenant support for Agent View	9.2.0.5521	2018-07-16
RI-015361	UI - Web Interface	Enhanced Active Directory Synchronization with a new configuration which allows using LDAP filters to drive the configuration across all synchronization profiles	9.2.0.5521	2018-07-10
RI-015622	UI - Web Interface	Home page configuration for users which is automatically opened after login	9.2.0.5521	2018-04-23
RI-016989	UI - Web Interface	Label filter option has been added to Users Speech Transcript Details report	9.2.2.5550	2018-09-19
RI-016995	UI - Web Interface	Windows Media Player ActiveX controls are replaced in Firefox with HTML5 audio/video tag based player	9.2.3.5552	2018-09-24
RI-017089	UI - Web Interface	AD Synchronization Rules now supports LDAP Query validation, plus the Highest USN input has been changed to "Run Full Synchronization" checkbox which is automatically checked on change	9.2.3.5562	2018-10-11
RI-017091	UI - Web Interface	Group CSV Import will not commit the changes right after the file uploaded but shows a preview of the changes and the user can decide if they want to apply or cancel the changes.	9.2.3.5562	2018-10-10
RI-017193	UI - Web Interface	The "Keep CDR" setting is now available for the Delete Data Management Policy even if the	9.2.3.5569	2018-11-08

Recycle Bin feature is not enabled. The "Enable custom SQL field on export page" configuration has been removed.

RI-017302	UI - Web Interface	The Data Management Policy page shows a confirmation popup window if the policy does not contain a filter and would possibly run on all conversations in the database	9.2.4.5580	2018-12-03
RI-015509	UI - Reporting	Call Playback report now shows Verba From, Verba To, playback reason columns	9.2.0.5521	2018-06-18
RI-015932	UI - Reporting	New dashboard snapshot feature allowing users to send dashboard snapshot in email automatically. The email contains the dashboards in PDF and/or images as attachments.	9.2.0.5521	2018-06-19
RI-017292	UI - Reporting	New Voice Quality Check Details and Voice Quality Check Summary reports with the ability to filter for specific quality feature scores separately	9.2.4.5580	2018-12-07
RI-017077	Solution - Ethical Wall	Improved, multi-threaded database connection handling added to Cisco Ethical Wall service to allow processing and storing a large number of events continuously	9.2.3.5560	2018-10-03
RI-015423	Platform - Announcement	Performance improvements for announcement media streaming through optimized network handling	9.2.0.5521	2018-07-02
RI-015688	Platform - Announcement	CURRI URL can now override diversion target coming from the configuration if present for outbound Cisco recording announcement. In this way, the system can control which trunks are used for the outbound announcement call legs.	9.2.0.5521	2018-04-03
RI-015721	Platform - Announcement	If internal numbers pattern is not configured, the announcement can be enabled for internal-internal calls as well	9.2.0.5521	2018-03-21
RI-015404	Platform - Configuration	Reduced time of initial creation of timezones in the database by running the jobs in batches	9.2.0.5521	2018-07-04
RI-015950	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.	9.2.0.5521	2018-06-01
RI-016742	Platform - Configuration	Announcement Only recording mode for deployments where Verba onlky provides announcement for certain endpoints without recording	9.2.0.5525	2018-07-30
RI-016894	Platform - Database	A separate SQL script is now available for 8.x to 9.x upgrades when IM capturing is used, to convert the database schema. Previously, the script could fail due to timeout on large datasets.	9.2.1.5544	2018-08-23
RI-015388	Platform - Media Processing	NAT handling (RTP latching) added to media services to enable cloud based configurations where recording and/or announcement is deployed in the cloud	9.2.0.5521	2018-07-05
RI-015940	Platform - Media Processing	Speex, Opus, VMF and MS-RDP files after recorder crash can now be recovered and closed properly at next recorder restart	9.2.0.5521	2018-06-08
RI-015969	Platform - Media Processing	Improved audio and video streaming to lower jitter in packet sending	9.2.0.5521	2018-04-04

RI-017206	Platform - Media Processing	G723.1 voice codec added to allow playback and waveform generation for recordings (imported) in this format	9.2.3.5569	2018-10-30
RI-015309	Platform - Monitoring	SCOM package improvements: - Alert descriptions in SCOM - Self-resolving alerts in SCOM (Down/Up alerts) - Alert severity changes - Safety rules removed	9.2.0.5521	2018-07-24
RI-015550	Platform - Monitoring	Voice quality check alert which is sent during voice quality checks when the overall score is below a configurable threshold	9.2.0.5521	2018-06-06
RI-016780	Platform - Monitoring	Alert descriptions are revised and updated to allow better understanding of the alerts	9.2.0.5534	2018-08-06
RI-016892	Platform - Monitoring	Performance counters now included in media recorder overload alert	9.2.1.5544	2018-08-24
RI-017300	Platform - Monitoring	New notification alert for all types Data Management Policy changes (added, updated, deleted)	9.2.4.5580	2018-12-03
RI-015926	Platform - Signalling	NAT handling added to SIP services to enable cloud based configuration where recording is deployed in the cloud	9.2.0.5521	2018-07-05
RI-015407	Platform - Storage Management	Voice quality checks score results are stored as custom metadata so they are searchable, viewable and exportable. The system no longer only displays the overall score but publishes the detailed results (e.g. noise, silence) separately.	9.2.0.5521	2018-07-04
RI-015447	Platform - Storage Management	Archiving and upload processes now have dedicated SQL connections to improve performance	9.2.0.5521	2018-06-27
RI-015557	Platform - Storage Management	Copy data management policy which can copy data from one storage target to another without removing the data from the original location, the database records are updated to the new storage target.	9.2.0.5521	2018-06-05
RI-015625	Platform - Storage Management	Deduplication of 2N/dual recordings as a data management policy which removes duplicate recordings when 2N recording is used and keeps the best copy only	9.2.0.5521	2018-04-21
RI-015858	Platform - Storage Management	Support for Opus audio codec as a storage codec in *.ogg file format	9.2.0.5521	2018-02-23
RI-017090	Platform - Storage Management	The Storage Management service allows configuring authentication mode for SMB/DFS network folders. The default is impersonation, but the system can be configured to use "net use" when a storage action is executed between multiple storage targets with different Windows user credentials.	9.2.3.5562	2018-10-11
RI-017222	Platform - Storage Management	Alerts for voice quality check can be customized for voice quality check features individually	9.2.3.5574	2018-11-13
RI-017301	Platform - Storage Management	Read-only EMC Centera / EMC ECS storage targets can be defined to allow playing back or downloading imported conversations where there is no need to store/add new files	9.2.4.5580	2018-12-03
RI-015908	Installer - Servers	Upgrade to latest Apache Tomcat 9 version	9.2.0.5521	2018-07-28
RI-016993	Installer - Servers	The Speech Analytics service is removed from all Recording Server roles including the combined Media Repository & Recording Server role, and	9.2.3.5552	2018-09-24

only available on the Speech Analytics Server
and Media Repository Server roles

RI-015487	Platform - CDR and Archived Content Import	SfB CDR reconciliation and import performance optimization	9.2.0.5521	2018-06-20
RI-015665	Platform - CDR and Archived Content Import	Skype for Business group chat participants can now be imported using the CDR reconciliation and import policy. CDR reconciliation is still not possible for instant messaging.	9.2.0.5521	2018-04-10
RI-015327	Platform - Import	Verba import now supports importing encrypted calls from another Verba system, when the certificate used for encryption is available in the destination systems as well	9.2.0.5521	2018-07-20
RI-016820	Platform - Import	New Cisco MediaSense import source which allows importing of exported/archived Cisco MediaSense recordings (JSON, Wave)	9.2.1.5547	2018-08-22
RI-017080	Platform - Import	MediaSense import source: 'source' and 'destination' detection based on 'XRefCi' numeric values	9.2.3.5560	2018-10-02
RI-017101	Platform - Import	MediaSense import: better handling partial data in incoming JSON meta data	9.2.3.5564	2018-10-17

Fixes

ID	Component	Description	Fixed in	Date
RI-015280	Security	XSS vulnerability on remote licensing server and recording server name pages	9.2.0.5521	2018-07-28
RI-016911	Security	Certain passwords were sent in plain text to the browser in the server configuration. Only users with proper permissions could access these pages.	9.2.1.5545	2018-08-31
RI-016912	Security	The Investigator role setting on the Group Configuration - Assign Users page was not properly validated in the application	9.2.1.5545	2018-08-31
RI-017265	Recording - Proxy	Recording rule (ACL) validation did not take into account diversion SIP header based participants	9.2.3.5570	2018-11-20
RI-015453	Recording - Cisco	Cisco JTAPI determined Owner User ID only when the call object was initialized so sometimes the Agent ID was not being set to the Owner User ID	9.2.0.5521	2018-06-26
RI-018663	Recording - Cisco	Storage capacity did not work for Cisco network-based recordings because the Cisco JTAPI Service did not insert the file size information into the database	9.2.4.5627	2019-09-04
RI-017194	Recording - Lync/SfB IM	Skype for Business persistent chat recording did not work due to SQL statement issues	9.2.3.5569	2018-11-08
RI-016983	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	9.2.1.5545	2018-08-22
RI-017103	Recording - Unified Call Recorder	When recording rules (ACL) was disabled, the call direction based on internal number regexp was not calculated, leading to undefined call directions in the database	9.2.3.5566	2018-10-24
RI-015461	Recording - IPTrade	IPTrade recording might cause service failure when a non-provisioned turret started to send RTP streams and the turret sent an RTP packet with different size other than the expected codec frame size	9.2.0.5521	2018-06-25
RI-015629	Recording - IPTrade	In case of recording channel mixing, outbound calls might be split into two recordings at least, one during alerting, another after connected state	9.2.0.5521	2018-04-19
RI-017094	Recording - IPTrade	IPTrade turret based playback did not work because the extension list provided by IPTrade did not match the recordings	9.2.3.5562	2018-10-09
RI-017275	Recording - IPTrade	IPTrade turret based playback returned conversations without media	9.2.3.5570	2018-11-12
RI-016990	Recording - Cloud9	Cloud9 import intermittently failed when HTTP and HTTPS listeners were used at the same time	9.2.3.5551	2018-09-24
RI-016992	Recording - Cloud9	Cloud9 Group ID metadata filed was not properly parsed	9.2.3.5552	2018-09-25
RI-016998	Recording - Cloud9	Recording rules (ACL) did not work for Cloud9, because the trader user ID was not properly mapped to the recorded extension field	9.2.3.5555	2018-09-27

RI-015387	Recording - Dial-in	The Dial-in service ignored the SNAT/Public IP and IPv6 address configuration	9.2.0.5521	2018-07-05
RI-015968	Recording - SIPRec	Participant list might contain invalid call end time/length for some participant(s)	9.2.0.5521	2018-04-05
RI-015976	Recording - SIPRec	Metaswitch Perimeta SIPREC recording for interconnect calls produced duplicate copies for the same recorded user	9.2.0.5521	2018-03-19
RI-016001	Recording - SIPRec	SIPStack/SIPREC: SIP stripping for tel: uri-s fixed. protocol was never stripped due to we expected only sip or sips.	9.2.0.5521	2018-02-22
RI-015282	UI - Web Interface	Signature verification signaled a difference when the From or To field was empty	9.2.0.5521	2018-07-27
RI-015362	UI - Web Interface	Cisco IP Phone Service XML login / password authentication did not work but showed a strange error with HTTP Status 400	9.2.0.5521	2018-07-10
RI-015551	UI - Web Interface	AD Synchronization Profiles did not update End Time when the AD's Highest USN had not changed since the last execution	9.2.0.5521	2018-06-05
RI-015639	UI - Web Interface	Marker and seek bar were not re-positioned on window resize	9.2.0.5521	2018-04-17
RI-016973	UI - Web Interface	Conversations menu appeared for users regardless of access level, no conversations were listed	9.2.2.5549	2018-09-18
RI-016980	UI - Web Interface	AD Synchronization deactivated extensions even if "Synchronized by Active Directory" was turned off	9.2.2.5549	2018-09-18
RI-016985	UI - Web Interface	Transcript pane was not scrollable in popped out player window	9.2.2.5550	2018-09-21
RI-017000	UI - Web Interface	If a session got invalidated but the web application was not notified, then the Session Monitor screen threw an error	9.2.3.5555	2018-09-26
RI-017087	UI - Web Interface	Extensions read from the Active Directory were not split based on semi-colon (;) characters, however, they were split in the previous versions	9.2.3.5562	2018-10-15
RI-017104	UI - Web Interface	Speech Search did not work when the files had already been moved from the default media folder	9.2.3.5566	2018-10-24
RI-017201	UI - Web Interface	Administrative list screens paging did not work with Japanese language	9.2.3.5569	2018-11-06
RI-017264	UI - Web Interface	Tenant names were automatically resolved based on the tenant IDs entered on the login screen. The system no longer resolves the IDs to names.	9.2.3.5570	2018-11-21
RI-017274	UI - Web Interface	Users with Shared-Only and No Conversation Access Scope were able to see their own calls	9.2.3.5570	2018-11-14
RI-017288	UI - Web Interface	Email address validation did not accept hyphens (-) in the domain part	9.2.3.5571	2018-11-23
RI-017297	UI - Web Interface	Conversation Export did not work when they started from the Search menu and filtered for the Recording Server	9.2.4.5580	2018-12-04
RI-015917	UI - Waveforms	Waveform did not work for encrypted WMV/WMA and MP4/3 files	9.2.0.5521	2018-07-18
RI-015392	UI - Reporting	Report specific fields were not saved, the default values were used next time	9.2.0.5521	2018-07-05

RI-016969	UI - Reporting	Audit log report hid events which did not have a user (like login attempts). The report shows them with username "Unknown" from now on	9.2.1.5548	2018-09-04
RI-016996	UI - Reporting	The chart on the Recording Minute Usage report was not viewable in PDF output when hundreds of users were included	9.2.3.5552	2018-09-24
RI-017088	UI - Reporting	Drill down capability did not work in the Authorization Requests Summary by User dashboard widget	9.2.3.5562	2018-10-15
RI-017172	UI - Reporting	Users Instant Message Conversations report returned truncated data when the IM contained the ; (semicolon) character	9.2.3.5567	2018-10-29
RI-017267	UI - Reporting	Agents Evaluation Details report: when the scorecard had a multi-line note (single line worked), the scorecard header fields stretched too much, leading to missing information	9.2.3.5570	2018-11-16
RI-016786	Solution - Ethical Wall	When Skype for Business presence blocking was configured and blocked for a contact, the presence of other contacts (not blocked) was not updated	9.2.0.5536	2018-08-07
RI-016955	Solution - Ethical Wall	Explanation in notifications did not get inserted into the notification text	9.2.1.5548	2018-09-17
RI-017083	Solution - Ethical Wall	Content Filter notification explanation was not parsed by the engine	9.2.3.5560	2018-10-03
RI-016997	Solution - Quality Management	QM evaluate icon was shown for all users' calls, but it should be shown only for QM Agents' calls	9.2.3.5555	2018-09-28
RI-015343	Solution - Speech Analytics	Transcription did not work when media was encrypted	9.2.0.5521	2018-07-17
RI-017085	Solution - Speech Analytics	When files were stored on SMB share, phonetic indexing did not work due to SQL Server impersonation issue	9.2.3.5562	2018-10-15
RI-015710	Platform - Announcement	Cisco recording announcement fixes: - multiple announcements were played in call transfer scenarios - transformed numbers were not taken into account when checking if an announcement is needed	9.2.0.5521	2018-03-26
RI-015298	Platform - Configuration	Recording notification setting was not decoded as UTF-8 resulted configuration mismatch and garbled notification messages	9.2.0.5521	2018-07-26
RI-015541	Platform - Configuration	The version number of Java services were not displayed correctly	9.2.0.5521	2018-06-08
RI-016982	Platform - Database	Database connections checked isolation level for every connection open event which generated an entry in the SQL Server log	9.2.2.5549	2018-09-18
RI-015980	Platform - Media Processing	VF file decoding (e.g. screen capturing and legacy encryption) might allocate unnecessarily huge memory during playback	9.2.0.5521	2018-03-07
RI-015501	Platform - Monitoring	Alert throttling fixed to avoid alert flooding while the System Monitoring service is down	9.2.0.5521	2018-06-19
RI-015947	Platform - Monitoring	The Verba SfB/Lync Call Filter Service, the Verba SfB/Lync IM Filter Service, and the Verba SfB/Lync Communication Policy Service use separate alert IDs	9.2.0.5521	2018-06-04
RI-017084	Platform - Monitoring	Conversation inactivity checks did not work due to SQL Server impersonation issue	9.2.3.5562	2018-10-15

RI-017202	Platform - Monitoring	Recording activity check did not work because the database was queried with the NetBIOS name, instead of the FQDN	9.2.3.5569	2018-11-05
RI-017276	Platform - Monitoring	SMTP Date header was in local time with +0000 UTC offset	9.2.3.5570	2018-11-22
RI-015339	Platform - Storage Management	Voice quality check did not work for short call, the system now automatically skips calls shorter than 15 seconds	9.2.0.5521	2018-07-18
RI-015389	Platform - Storage Management	Media files could not be accessed (e.g. playback, voice quality check) when media was encrypted and stored on non-SMB storage (e.g Amazon S3, HCP, EMC Centera, etc.)	9.2.0.5521	2018-07-05
RI-015609	Platform - Storage Management	When using SFTP export targets, folder creation might failed	9.2.0.5521	2018-04-27
RI-016744	Platform - Storage Management	For screen/app share transcoding, if the voice recording was stored on WORM, the voice media was not downloaded for stitching resulting in video without audio	9.2.0.5526	2018-07-31
RI-016751	Platform - Storage Management	False alert was generated when call ended with timeout during policy based upload	9.2.0.5529	2018-08-01
RI-016967	Platform - Storage Management	Media files stored on DFS namespaces could not be accessed for playback and download. A timeout could occur for SMB/DFS network folders during listing conversations.	9.2.1.5548	2018-09-04
RI-016968	Platform - Storage Management	SFTP export did not work for certain SFTP server configurations because the directories were not closed when checking directory structure	9.2.1.5548	2018-09-04
RI-016978	Platform - Storage Management	Insert to background task database table did not work and generated error log entries and alerts for No SQL, No Upload Policy, Legal Hold and Ondemand actions. There was no impact on policy execution.	9.2.2.5549	2018-09-18
RI-016991	Platform - Storage Management	If "Do not allow storage of credentials or .NET Passports for network authentication" Network access policy is enabled, the system was unable to mount DFS shares with custom credentials	9.2.3.5551	2018-09-24
RI-017192	Platform - Storage Management	Deduplication policy: when one CDR pair did not have the same number of media records as the other, the service might crashed	9.2.3.5569	2018-11-12
RI-017259	Platform - Storage Management	File download and playback did not work for trader voice recordings when the Storage Management Service could not authenticate with impersonation to network folders	9.2.3.5570	2018-11-23
RI-017290	Platform - Storage Management	Secondary recording flag (2N recording) was not set for conversations recorded by shared recorders	9.2.3.5574	2018-11-29
RI-017487	Platform - Storage Management	The CSV column separator configuration in export policies was not applied	9.2.4.5598	2019-01-25
RI-018534	Platform - Storage Management	Storage might not process all the calls for a policy, skipped calls are processed later in next schedule(s)	9.2.4.5624	2019-08-13
RI-015399	Platform - CDR and Archived Content Import	DBMSMultiSubnetFailover option was not handled by the SQL connection	9.2.0.5521	2018-07-05
RI-015486	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	9.2.0.5521	2018-06-20

RI-016758	Platform - Labeling	Bulk Label Add/Remove operations failed when the database default collation was different from the SQL Server default collation, and false event log entries were generated on each attempt	9.2.0.5531	2018-08-02
RI-016900	Platform - Import	Skype for Business archived content importer (EML files) parser did not parse dates properly	9.2.1.5545	2018-08-28
RI-016960	Platform - Import	The "Internal Domain, Numbers Pattern" setting of the Import Service was not available on the UI	9.2.1.5548	2018-09-10
RI-016965	Offline Player	When downloading an encrypted conversation in VPLB format, then the temporary VPLB file (from another download) may be added to the VPLB file itself	9.2.1.5548	2018-09-04

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