

# Verba Release Notes

## Verba 9.4 Release Notes (build 9.4.9.5892)

This document lists new features and fixes released in Verba 9.4 Release Notes (build 9.4.9.5892).

**Release Date** 2019-07-31

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

### Release highlights

ID	Component	Description
RI-018070	Recording - BT ITS	BT ITS trader voice recording integration: <ul style="list-style-type: none"> <li>- Certified BT ITS recording solution</li> <li>- IPSI based recording, no TDM support</li> <li>- 2N and N+1 recorder configurations</li> <li>- 2N CTI resiliency deployment option</li> <li>- Compatible with trader voice recording data model (only)</li> <li>- Support for VAD (voice activity detection) and media segmentation for long calls</li> <li>- All types of recording mix layouts are supported</li> <li>- Support for TMS file and/or LDAP based configuration read</li> <li>- Scalable, resilient architecture using the standard Verba Recording Director and Media Recorder configurations - <a href="#">learn more</a></li> </ul>
RI-018145	Platform - Database	Database performance improvements for large scale installations: <ul style="list-style-type: none"> <li>- Database insert throughput increased</li> <li>- Partitioning for large tables</li> <li>- Bulk operations with daily maintenance jobs</li> </ul>
RI-017988	Platform - Import	Migration from Verint v11.x FT platform allowing importing of historical recordings: <ul style="list-style-type: none"> <li>- Support for archived calls only</li> <li>- Supported archive mediums: SMB folder or EMC Centera (tapes, DVDs or any other removable media is not supported)</li> <li>- Storage targets are automatically created based on the archive configuration in Verint</li> <li>- All Verint v11 file formats and codecs are supported: wave file using G.729, G.723.1 or G.726</li> <li>- Encrypted calls are not supported</li> <li>- Both back office and front office (trader voice) calls can be imported</li> <li>- Migrated calls are assigned to users defined in Verba based on their associated recorded extensions (Trader ID / Extension or Phone Number / SIP URI)</li> </ul>

ID	First Affected	Status	Description
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 Skype 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-0059	<a href="#">9.4</a> (9.4.9.5892)	Resolved in <a href="#">9.5.5.5985</a>	<p><b>Summary</b> Call Detail Records (CDR) for the current day are incorrectly deleted from the database during the daily database maintenance job.</p> <p><b>Am I affected?</b> All v9.5.2.5947 and v9.4.8.5848 or later installations could be affected.</p> <p><b>Impact</b> After invoking the database purge function for ongoing calls that are stuck in the system, the daily database maintenance job can delete all call records from the database table, that stores the records for the current day, resulting in data loss. The problem can occur if the same CDR entry exists in the ongoing and the indexed finished table. In this instance, the purged records are moved to the non-indexed finished table, and a duplication occurs in the index finished table's data. The same issue can occur in one other, infrequent circumstance. The recorder service includes a process to resolve calls that are in an incorrect state, this process can move the duplicated CDR to the index table from the non-indexed table.</p> <p><b>Workaround</b> CDR information can be restored from the metadata XML files created by the recording services and stored along with the media file on the configured storage target.</p> <p>A patch is available for both v9.4 and v9.5 system which fixes the maintenance job code.</p>

ID	Component	Description	Fixed in	Date
RI-021786	Platform - Database	<p data-bbox="621 226 1144 310">Call Detail Records (CDR) for the current day are incorrectly deleted from the database during the daily database maintenance job</p> <p data-bbox="621 338 699 359"><b>Impact</b></p> <p data-bbox="621 367 1144 800">After invoking the database purge function for ongoing calls that are stuck in the system, the daily database maintenance job can delete all call records from the database table, that stores the records for the current day, resulting in data loss. The problem can occur if the same CDR entry exists in the ongoing and the indexed finished table. In this instance, the purged records are moved to the non-indexed finished table, and a duplication occurs in the index finished table's data. The same issue can occur in one other, infrequent circumstance. The recorder service includes a process to resolve calls that are in an incorrect state, this process can move the duplicated CDR to the index table from the non-indexed table.</p> <p data-bbox="621 835 1040 884">All v9.5.2.5947 and v9.4.8.5848 or later installations could be affected.</p> <p data-bbox="621 919 1128 1024">CDR information can be restored from the metadata XML files created by the recording services and stored along with the media file on the configured storage target</p>	9.4.8.5863	2020-07-07

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

## Feature Improvements

ID	Component	Description	Added in	Date
RI-017950	Security	New server security configuration to enable or disable TLS versions: TLS v1, TLS v1.1, TLS v1.2 to restrict secure connections to system components	9.4.0.5738	2019-07-05
RI-017975	Security	ECDHE is offered/enabled in TLS connections	9.4.0.5738	2019-06-25
RI-018493	Security	Openssl library is updated to the latest v1.0.2s	9.4.0.5747	2019-07-30
RI-020150	Security	Server security configuration to enable or disable TLS versions now works for Java services too	9.4.8.5843	2020-03-17
RI-018613	Recording - Cisco	The Cisco JTAPI Service can determine and override the call direction based on the internal number pattern (the Gateway Addresses is not used anymore)	9.4.0.5766	2019-08-08
RI-020493	Recording - Cisco	Generate an alert when the connection to the Genesys T-Server goes down	9.4.8.5851	2020-04-29
RI-017758	Recording - Lync/SfB	SIP activity watching period in Filter takes into account server local time instead of UTC, also we can define on which days of the week this should be active.	9.4.0.5694	2019-04-09
RI-018659	Recording - Lync/SfB	Microsoft Skype for Business Front-End Server SDK (serveragent.dll) updated from the latest CUs for SfB 2015 (CU9) and SfB 2019 (CU1)	9.4.0.5766	2019-07-31
RI-018889	Recording - Avaya	Avaya UCID is stored in the Technical Identifier (native_id) field	9.4.3.5816	2019-11-14
RI-018088	Recording - Unified Call Recorder	When no Media Recorder is available at session establishment, the service responds with service unavailable (SIP 503 response code), in order to force the remote peer to move the session to the next available recorder/trunk	9.4.0.5738	2019-05-06
RI-018232	Recording - Unified Call Recorder	Trigger Failover Recovery (load-rebalancing) feature for BT ITS, IPC Unigy and BT IP Trade recording	9.4.0.5738	2019-04-08
RI-018259	Recording - BT ITS	BT ITS dashboard displaying TTP status, CTI status, etc.	9.4.0.5738	2019-04-02
RI-018865	Recording - BT ITS	New Pending status added to the BT ITS TTP Status widget which shows when a TTP connection is being established	9.4.3.5816	2019-11-28
RI-018878	Recording - BT ITS	TTP subscription throttling implemented to optimize the load on the BT ITS IPSI cards during TTP connection initialization	9.4.3.5816	2019-11-26
RI-018883	Recording - BT ITS	Improvements for BT ITS recording: - IPSI trace info commands are logged separately  - New timers: TTP Initialization Timeout and Established TTP Timeout (instead of one TTP failure timer) - Media Recorder preference configuration now accepts TTP ranges too (not only Voice Recorder Cluster IDs)	9.4.3.5816	2019-11-23
RI-020376	Recording - BT ITS	BT ITSAnywhere supported added (VCS turrets)	9.4.8.5848	2020-04-17

RI-017925	Recording - IPC	Integration with IPC DataExchange API to allow importing trader voice conversation from the IPC Unigy 360 cloud platform	9.4.0.5738	2019-07-15
RI-019602	Recording - IPC	In the case of IPC Unigy CCM failover and agent/CDR refresh failure with error code 503, the system does not try to reestablish the recording sessions, it waits until the other CCM becomes active	9.4.6.5833	2020-01-31
RI-018020	Recording - Cloud9	New Call Type metadata field to store the call types: Click to Call, Ring Down, Shout Down	9.4.0.5738	2019-06-06
RI-018559	Recording - Cloud9	New audio format configuration for Cloud 9 recordings	9.4.0.5772	2019-08-28
RI-017911	UI - Web Interface	All conversation participants are displayed in the player under that conversation details tab	9.4.0.5738	2019-07-22
RI-018028	UI - Web Interface	The Content Server sends audio for playback in PCM 16Khz format instead of MP3 by default (configurable)	9.4.0.5738	2019-06-04
RI-018081	UI - Web Interface	Auto-complete is disabled on forms to avoid the accidental saving of ambiguous data	9.4.0.5738	2019-05-14
RI-018208	UI - Web Interface	New configuration for daily jobs schedule (default schedule for Active Directory synchronization, license check, database maintenance jobs for SQL Server Express Editions, expired reports deletion) under Web Application / Miscellaneous / Daily Jobs Start At (Server Timezone)	9.4.0.5738	2019-04-11
RI-018214	UI - Web Interface	Allows adjusting media during playback to help users cope with time synchronization issues. Lack of accurate server time synchronization could cause that CDR-only records reference media inaccurately.	9.4.0.5738	2019-04-10
RI-018459	UI - Web Interface	Ability to acknowledge and clear all listed alerts	9.4.0.5747	2019-07-25
RI-018634	UI - Web Interface	New authentication options: - Azure Active Directory (AAD) - Active Directory Federation Service (ADFS) New Identity Providers (IdP) configuration through Roles to enable/disable the new authentication modes in addition to the existing Database Credentials, Integrated Windows Authentication (IWA) and Active Directory (LDAP) options.	9.4.0.5766	2019-08-03
RI-018719	UI - Web Interface	Playback is available for ongoing CDR-Only records on the Ongoing Calls page which allows playing back e.g. open line recordings where the segmentation timer has not yet closed the CDR-Only record in the database. Finished Media-Only records were and still are playable regardless of the status of the related CDR-Only record(s).	9.4.1.5780	2019-10-02
RI-018788	UI - Web Interface	The Web Application supports SMB encryption for storage targets where direct playback is available	9.4.1.5781	2019-10-04
RI-018795	UI - Web Interface	Markers now displayed in case of adjusted media records. The markers also follow the default and manual media stitching adjustment settings.	9.4.1.5783	2019-10-14
RI-018845	UI - Web Interface	The player can display the actual/absolute time during playback, not just relative time	9.4.3.5816	2019-12-06
RI-018900	UI - Web Interface	Valid Until is added to the Users list screen when the Show Expired feature is turned on	9.4.4.5822	2020-01-13

RI-018909	UI - Web Interface	Several improvements for Audit Log: - Object Name, Object Type, Object ID are standard across all events (where applicable) - Exported calls can now be tracked in the audit log the same way as downloaded records - Numerous minor improvements for consistent information across the events	9.4.4.5822	2019-12-16
RI-019472	UI - Web Interface	Search and export improvements in CDR-Only record handling. CDR-Only records without related media are automatically excluded from search (new filter options are available).	9.4.5.5825	2020-01-31
RI-020291	UI - Web Interface	Invalidated users are no longer visible on the Role User Association screen	9.4.8.5844	2020-04-01
RI-020592	UI - Web Interface	Adding and updating Recorder Line PIN code generation to the My Account page	9.4.8.5854	2020-05-08
RI-020593	UI - Web Interface	CDR-Only Records Without Related Media are not hidden by default because it makes the queries run longer	9.4.8.5854	2020-05-07
RI-023119	UI - Web Interface	Improved translations for German, French, Japanese, Korean and Russian languages	9.4.9.5864	2020-07-08
RI-023220	UI - Web Interface	Apache Tomcat version is upgraded to 9.0.37	9.4.9.5866	2020-08-13
RI-018120	UI - Reporting	New Upload Status widget showing the status of upload queues on the recorders	9.4.0.5738	2019-04-29
RI-018578	UI - Reporting	Dashboard snapshot timers now configurable to allow adjusting loading/waiting times	9.4.0.5766	2019-08-10
RI-018894	UI - Reporting	User Name (Login) field is added to Audit Log Details report	9.4.4.5822	2020-01-14
RI-018896	UI - Reporting	Improved Call Playback Event Details report to optionally list exported and downloaded conversations too	9.4.4.5822	2020-01-13
RI-019020	UI - Reporting	"Source Platform" filter added to the User CDR Reconciliation Summary report	9.4.4.5822	2019-12-03
RI-019026	UI - Reporting	"Recording Failed" - "Yes/No" filter added to the Not Recorded and Incorrect Conversation Details report	9.4.4.5822	2019-12-02
RI-019130	UI - Reporting	Platform Call ID added to Voice Quality Check Details report to be able to match 2N recordings	9.4.4.5822	2019-10-29
RI-019156	UI - Reporting	New column in the Users CDR Reconciliation Summary report which counts the number of calls where the number of RTP packets is below a threshold (report setting)	9.4.4.5822	2019-10-24
RI-019157	UI - Reporting	Search query is added to the XLS version of the Audit Log Details report	9.4.4.5822	2019-10-24
RI-019185	UI - Reporting	RTP Count information is added to the Non-Recorded and Incorrect Conversations Detail report	9.4.4.5822	2019-10-17
RI-023951	UI - Reporting	New Users Conversation Volume report showing the total number of recorded conversations for users	9.4.9.5870	2020-09-15
RI-019653	Solution - Ethical Wall	Skype for Business 'Call me in' scenarios are evaluated as the user's sip:uri who requested the call me in. It allows the user to use any number for 'Call me in'.	9.4.7.5840	2020-02-20
RI-019491	Platform - Announcement	Announcement whitelist only takes into account the external party in the call	9.4.5.5825	2020-01-16

RI-018826	Platform - API	New HTTP Business API call to mark ongoing calls for deletion (finished calls can be deleted too)	9.4.2.5801	2019-10-25
RI-023116	Platform - API	Related call support added to DeleteCall and KeepCall HTTP API calls	9.4.9.5864	2020-08-03
RI-018001	Platform - Configuration	Retention Period (days) can be configured through Active Directory synchronization by selecting an AD attribute	9.4.0.5738	2019-06-14
RI-018729	Platform - Configuration	Voice Activity Detection (VAD) is now enabled for all trader voice integrations by default	9.4.1.5780	2019-09-30
RI-018764	Platform - Configuration	The default call segmentation timer for trader voice recording is now reduced to 15 minutes	9.4.1.5781	2019-10-11
RI-024716	Platform - Database	The database Index Rebuild process is automatically stopped after 24 hours to avoid blocking normal operation by the database maintenance process	9.4.9.5882	2020-12-22
RI-027344	Platform - Database	The search was slow in certain cases because the SQL Server has built the wrong execution plan	9.4.9.5889	2021-04-14
RI-017971	Platform - Environment	Additional IPv6 support added: - Web based silent monitoring - Desktop agent (screen capture, mute) - Storage and export targets - Import sources	9.4.0.5738	2019-06-25
RI-018462	Platform - Licensing	New license page under System / License when the latest v5 licenses are used for easier tracking license usage, per tenant-based information in case of multi-tenant deployments	9.4.0.5747	2019-07-24
RI-018463	Platform - Licensing	New license usage reports for reporting on historical license usage: - License Usage Details (historical daily usage information with monthly summary for peak usage) - License Usage Summary (historical monthly usage information per tenant)	9.4.0.5747	2019-07-24
RI-017954	Platform - Media Processing	New audio format support added for migrations from Verint platforms: - WAVE G.723.1 Mono/Stereo - WAVE G.729 Mono/Stereo - WAVE G.722 Mono/Stereo - WAVE G.726 Mono/Stereo	9.4.0.5738	2019-07-04
RI-018006	Platform - Media Processing	Support for WAVE files with large metadata in the header added for migration and import from 3rd party platforms	9.4.0.5738	2019-06-12
RI-018064	Platform - Media Processing	New global setting to adjust media stitching to compensate server clock drifts in case of trader voice recording	9.4.0.5738	2019-05-20
RI-017965	Platform - Storage Management	Improved performance for export jobs, in some cases export can work 100% faster than before	9.4.0.5738	2019-07-01
RI-018021	Platform - Storage Management	SMTP storage target service level configuration settings now include timeout, certificate, and startTLS	9.4.0.5738	2019-06-06
RI-018079	Platform - Storage Management	SMTP export performance improvements: - Persistent SMTP connections introduced to avoid connection handshake overhead - Base64 encoding performance improvement	9.4.0.5738	2019-05-14

RI-018112	Platform - Storage Management	SMTP export now supports metadata template fields as well	9.4.0.5738	2019-05-02
RI-018695	Platform - Storage Management	Integration with DELL EMC Unity File Level Retention (FLR) storages	9.4.1.5780	2019-09-23
RI-018718	Platform - Storage Management	Improved handling of intermittent SMB/DFS access denied errors to avoid raising unnecessary alerts	9.4.1.5780	2019-10-02
RI-018846	Platform - Storage Management	Transcoding support for Verint export to allow exporting voice recordings not supported by the Verint platform	9.4.3.5816	2019-12-06
RI-018862	Platform - Storage Management	During the execution of the storage policies, the system tries to execute the SQL statements multiple times before raising an alert	9.4.3.5816	2019-11-29
RI-018895	Platform - Storage Management	Metadata export is now available for additional storage/export targets (AWS S3, Azure Storage, etc.)	9.4.4.5822	2020-01-13
RI-018913	Platform - Storage Management	The pbx_login_id field can be mapped to a custom metadata field during Verint WFO exports	9.4.4.5822	2019-12-13
RI-019590	Platform - Storage Management	CSRF (Cross-Site Request Forgery) header support added to DELL EMC Isilon SmartLock integration	9.4.6.5833	2020-02-18
RI-020143	Platform - Storage Management	There was a delay in media stitching/download when the SQL Server was busy with retrieving calls for data retention policy	9.4.8.5843	2020-03-23
RI-020286	Platform - Storage Management	Performance optimization for SFTP based exports to improve upload speed	9.4.8.5844	2020-04-09
RI-018494	Installer - Servers	Install Kit updates: - Microsoft SQL Server 2017 Express Edition - Microsoft Visual C++ Redistributable for Visual Studio 2015, 2017 and 2019 - Microsoft ODBC Driver 17 for SQL Server - OpenJDK Java Runtime 11.0.4	9.4.0.5747	2019-07-30
RI-018824	Installer - Servers	Install kit now includes the latest OpenJDK 11.0.5 MSI installer package (instead of the files and PowerShell script-based installation)	9.4.2.5801	2019-10-25
RI-020323	Platform - CDR and Archived Content Import	Skype for Business CDR reconciliation improvements: - the Passive Recorder Service can optionally create database records even if the RTP threshold is not reached - the CDR reconciliation process can match and store the RTP counters available in the SfB QoE database and captured by the Verba recorders, the alerts raised in case of missing recording contains both RTP counter values - the Not-Recorded and Incorrect Conversation Details report shows both RTP counters when available	9.4.8.5845	2020-04-14
RI-018010	Platform - Import	Generic import source now supports absolute media file path when defined in the CDR data. It also tries to locate the media files without the folder information.	9.4.0.5766	2019-06-12
RI-018348	Platform - Import	Testing option for generic imports which allows validating configuration settings such as field mapping, etc.	9.4.0.5738	2019-03-13
RI-018693	Platform - Import	Imported overlapping trader voice media records (e.g. duplicate recordings) are not filtered out during stitching to avoid echo during playback	9.4.0.5774	2019-09-23



RI-018706	Platform - Import	Verint migration improvements: <ul style="list-style-type: none"> <li>- Pause feature to suspend the migration process and resume it later</li> <li>- Export capability for the subsets list and status page</li> <li>- Direction (User) field is available for trader voice recordings</li> <li>- Improved handling of duplicate recordings during playback to avoid echo</li> <li>- SQL scripts required for the migration are no longer executed automatically from the installer, have to be manually executed</li> </ul>	9.4.0.5774	2019-09-17
RI-018781	Platform - Import	Generic Import Source: Verba 8 Instant Message import improvements	9.4.1.5781	2019-10-07
RI-019479	Platform - Import	Generic Importer regexp function no longer requires a capture group. Also added trace level logging for all function handling substring, regexp, replace, if, equal ...	9.4.5.5825	2020-01-24
RI-023118	Platform - Import	Failed multipart content is logged into a separate folder (limited size) instead of a log file for the Import API	9.4.9.5864	2020-07-20

## Fixes

ID	Component	Description	Fixed in	Date
RI-017999	Security	Database password was logged as clear text in the Content Server and Media Streamer, and the Import Service log file	9.4.0.5738	2019-06-14
RI-018007	Security	Import source logs contained passwords from configurations in plain text	9.4.0.5738	2019-06-12
RI-018619	Security	Cross-site scripting (XSS) vulnerability fixes for multi tenant environments	9.4.0.5766	2019-08-07
RI-018763	Security	XML External Entity (XXE) Vulnerability fixed: external entities (for example DTDs) were resolved	9.4.1.5780	2019-09-03
RI-018806	Security	Web Server Universal XSS vulnerability resolved for the internal Web Application API	9.4.2.5801	2019-11-11
RI-023237	Security	Multiple security and vulnerability fixes and configuration changes for the Web Application: <ul style="list-style-type: none"> <li>- Cross-site scripting (XSS) vulnerability fixes</li> <li>- Weak ciphers removed from TLS configuration</li> <li>- HTTP security headers updated</li> <li>- Web Application logging changes to hide version and code specific information</li> <li>- 3rd party Javascript library updates</li> <li>- Improved secure cookie handling</li> </ul>	9.4.9.5866	2020-08-11
RI-018499	Recording - Proxy	Controlled recording: when both participants are recorded in the same call, if any of them stops recording, the recorder requests the media collector to stop streaming related media which stopped the recording of the other user too	9.4.0.5747	2019-07-30
RI-018016	Recording - Cisco	If the directory number started with #, the system could not determine the caller and called parties properly and user assignment did not work properly either	9.4.0.5738	2019-06-07
RI-018732	Recording - Cisco	Memory leak in Cisco JTAPI Service when the Genesys integration was configured. After no more memory left for the Java process, the system stopped inserting records into the database and the service had to be restarted. CDR information had to manually imported with only limited metadata (without any Genesys specific information) for calls recorded under this period.	9.4.1.5780	2019-09-27
RI-018773	Recording - Cisco	SIP proxy between Cisco Voice Portal (CVP) and CUCM fails when multiple proxies are defined for high availability on the CVP side	9.4.1.5781	2019-10-10
RI-019587	Recording - Cisco	Cisco network-based recording with JTAPI integration: silence, cross-talk, and DTMF marker positions were stored with 0 position	9.4.6.5833	2020-02-18
RI-019636	Recording - Cisco	Cisco JTAPI service did not associate conference participants with users	9.4.7.5840	2020-02-28
RI-019648	Recording - Cisco	Cisco JTAPI call details were not added to the Barger party's recording in case of Barge calls (Called information and Agent ID)	9.4.7.5840	2020-02-24
RI-021787	Recording - Cisco	If the Verba Cisco JTAPI Service was stopped meanwhile it was processing an End Call event, then the call could stick in the ongoing records	9.4.8.5863	2020-07-06

RI-021788	Recording - Cisco	Unchanged Genesys metadata were not stored for the next call of an extension	9.4.8.5863	2020-07-06
RI-017968	Recording - Cisco IM	Persistent Chat Room conversations were not associated to Verba users	9.4.0.5738	2019-06-27
RI-017984	Recording - Lync/SfB	Incoming calls to a Response Group or Call Park service did not work when recording announcement was configured	9.4.0.5738	2019-06-21
RI-017991	Recording - Lync/SfB	Controlled auto-start recorded extensions did not invoke announcement in Skype for Business conferences	9.4.0.5738	2019-06-19
RI-018042	Recording - Lync/SfB	Snom interoperability issues resolved in UCMA B2B calls involving the Verba proxy	9.4.0.5738	2019-05-29
RI-018176	Recording - Lync/SfB	In the case of recording of Edge-based calls, the same call is assigned to two recorders (by the media collector and the proxy server). In some circumstances, the Lync/SfB Window Extension triggered controlled recording on the recorder which doesn't receive actual media.	9.4.0.5738	2019-04-16
RI-018498	Recording - Lync/SfB	The recording announcement got into a loop in case of delegate/team call/simring when the call was coming in through a gateway where SIP refer was enabled	9.4.0.5747	2019-07-30
RI-018565	Recording - Lync/SfB	Decoding artifacts could appear in Skype for Business video conference recordings	9.4.0.5766	2019-08-23
RI-018570	Recording - Lync/SfB	Users could not stop call recording in the Lync/SfB Window Extension in some cases	9.4.0.5766	2019-08-21
RI-018640	Recording - Lync/SfB	SfB: delegated calls were not recorded on behalf of the impersonated calling user if 3rd party call recording was enabled	9.4.0.5766	2019-08-02
RI-018653	Recording - Lync/SfB	The Lync/SfB Window Extension didn't check if the call was assigned to the user or not and in case of supervisors, it could start recording for other users.	9.4.0.5766	2019-07-31
RI-018737	Recording - Lync/SfB	The URI for the impersonated announcement call leg in conference calls is changed from verba.announcement to invalid.to	9.4.1.5780	2019-09-27
RI-018786	Recording - Lync/SfB	Skype for Business - Acano calls were recorded with artifacts when Edge Server was involved	9.4.1.5781	2019-10-07
RI-023111	Recording - Lync/SfB	Log masking in Skype for Business/Lync Filter Services could lead to failure in logging which could interrupt the normal operation of the service and cause loss of recordings	9.4.9.5864	2020-08-04
RI-027348	Recording - Lync/SfB	The SfB Filter service didn't take into account the keep-alive timeout configuration properly. In the case of a congested network, the proxy could have exceeded 5 seconds response window which caused the filter to drop the connection.	9.4.9.5889	2021-01-18
RI-019651	Recording - Lync/SfB IM	The SfB/Lync Chat Recorder Service was not able to execute the SQL commands after an SQL Server connection failure from the SQL cache if the size of the cache was larger then 2000 entries	9.4.7.5840	2020-02-17
RI-018849	Recording - Avaya	The Avaya DMCC/JTAPI Service tried to register extensions where the Recorded Platform was not configured for Avaya (the system raised alerts)	9.4.3.5816	2019-12-06

RI-018901	Recording - Avaya	Avaya UCID was not written into the Technical Identifier (native_id) field in some call scenarios	9.4.4.5822	2020-01-09
RI-019597	Recording - Avaya	Avaya DMCC Service tried the next (backup) CM when got "Access code invalid" error during extension registration	9.4.6.5833	2020-02-14
RI-018572	Recording - Unified Call Recorder	Participant display name was inserted as non-unicode into the participant list	9.4.0.5766	2019-08-16
RI-018705	Recording - Unified Call Recorder	The connection between the Recording Director and the Media Recorder was intermittently lost and alerts were raised due to improper handling of messages in very rare cases	9.4.0.5774	2019-09-18
RI-018843	Recording - Unified Call Recorder	In case of a very fast graceful Media Recorder restart, the Recording Director was not able to recognize the restart and did not reallocate ongoing recording sessions to other Media Recorders which caused loss of recording for the ongoing calls (next call was recorded properly)	9.4.3.5816	2019-12-07
RI-018897	Recording - Unified Call Recorder	If fail over was triggered by network timeout between the Recording Director and the Media Recorder, the failed Media Recorder did not release the RTP ports in all cases. This could lead to exhausting the configured port range on the server which could cause data loss and recording failure. An alert was generated by the system in that case.	9.4.4.5822	2020-01-13
RI-018500	Recording - IPTrade	Recording rules execution process dropped the turret connections when the recording rules have changed. With the new solution, the changes will affect the next call. In case of open lines (TPO based recording), we recommend a logout and login due to the nature of these call scenarios to make sure the new recording rules are applied to the affected traders.	9.4.0.5747	2019-07-30
RI-018666	Recording - IPTrade	CDR records were not created after call segmentation when recording was configured with Remote Media Recorder(s). In this case, the Recording Director is connected to a Media Recorder running on another server. Media records were still created, but corresponding CDR records were not. In case of TPO based recording, the recordings could not be found when searching by users. This error generates a Call Processing alert: cannot update/terminate recording.	9.4.0.5772	2019-09-10
RI-018724	Recording - IPTrade	Automatic Gain Control (AGC) caused distorted audio for BT IP Trade recordings when Voice Activity Detection (VAD) was enabled even if AGC was disabled	9.4.1.5780	2019-10-01
RI-018818	Recording - IPTrade	If Voice Activity Detection (VAD) is enabled for stereo recording, media was not recorded and start time became invalid leading to SQL errors	9.4.2.5801	2019-10-29
RI-018819	Recording - IPTrade	Multiple participants on behalf of the caller were unexpected and parsed incorrectly, leading to SQL data truncation error	9.4.2.5801	2019-10-25
RI-018553	Recording - BT ITS	Invalid LDAP query was generated when just a single Recorder Cluster ID was configured	9.4.0.5772	2019-08-29
RI-018555	Recording - BT ITS	CDR records might be created even when they are expected to be filtered out due to the Recording Cluster configuration (CDRs created by cstMoved event)	9.4.0.5772	2019-08-28

RI-018789	Recording - BT ITS	Memory leak in checking the BT Heartbeat and Directory Service status on Media Recorder servers	9.4.1.5782	2019-10-14
RI-018804	Recording - BT ITS	BT ITS cstCallMoved (call routed through 2 DLIC based on the dialed number) was not interpreted properly and led to splitting a CDR record unnecessarily. Also, it could enumerate traders in participant list who were actually not connected to the line.	9.4.2.5801	2019-11-12
RI-018813	Recording - BT ITS	Physically disconnected BT ITS turret's media channels carry 0xFF which decoded as A-law which triggered constant Voice Activity Detection (VAD) which started media recording	9.4.2.5801	2019-11-05
RI-018831	Recording - BT ITS	BT ITS Heartbeat service keepalive detection might fail if global_ipconfig.txt download and service (re)starts take more than the default 12 sec leading to unexpected BT service restarts and media record outage	9.4.2.5801	2019-10-22
RI-018869	Recording - BT ITS	During LDAP synchronization, the download status was not verified and when the system read LDAP at the same time when BT ITS updated the LDAP directory, the data could become inconsistent until the next LDAP read	9.4.3.5816	2019-11-28
RI-018891	Recording - BT ITS	Wrong DDI/Line label is stored for the far end participants when there was a Phantom DDI with same ID as another Line Label	9.4.3.5816	2019-11-13
RI-019649	Recording - BT ITS	If BT ITS TTP staggering time for a given TTP was longer than TTP initialization timeout, recorder considered TTP as failed for a short period of time. This resulted in a false TTP Down alert and in the case of dynamic load balancing of TTPs, it could trigger a Media Recorder failover unnecessarily	9.4.7.5840	2020-02-24
RI-018092	Recording - IPC	IPC Unigy CDR event feed might be stuck after network connection issues, leading to loss of CDR records	9.4.0.5738	2019-05-03
RI-018707	Recording - IPC	IPC Unigy ongoing CDR records were closed after CDR subscription/connection CTI failure and were not re-created after the failure	9.4.0.5774	2019-09-17
RI-018800	Recording - IPC	IPC Unigy N+1 Recording Director redundancy created CDR records on both active/passive Recording Director servers	9.4.1.5785	2019-10-17
RI-018820	Recording - IPC	Talk state markers are lost after CDR segmentation	9.4.2.5801	2019-10-25
RI-018912	Recording - IPC	The Line Description and the Direction fields were missing from the IPC Unigy Metadata Template in case of some specific upgrade paths	9.4.4.5822	2019-12-13
RI-018914	Recording - IPC	A deadlock could occur at TCP/TLS connection brokering for outbound SIP requests if connection establishment was slow. This could lead to loss of data for a short period of time. An alert was raised.	9.4.4.5822	2019-12-12
RI-019603	Recording - IPC	Media recording could stop when there was a Media Recorder failure at the same time when there was a new media session establishment	9.4.5.5826	2020-02-04
RI-020289	Recording - IPC	IPC Unigy CTI connection up (Recording Provider Up) alert was sent out with wrong alert type (Recording Provider Down)	9.4.8.5844	2020-04-07

RI-020588	Recording - IPC	Recording for IPC Unigy softclients did not work because the recorder did not offer AES_CM_128_HMAC_SHA1_80 for SRTP	9.4.8.5854	2020-05-11
RI-017976	Recording - Cloud9	Cloud9 Media Foundation alert was falsely triggered while the feature was installed on the server	9.4.0.5738	2019-06-24
RI-020657	Recording - Cloud9	Cloud9 import failed when microphone was set for device type in case of ring down calls	9.4.8.5855	2020-05-14
RI-024117	Recording - Cloud9	Cloud9 Recording System API integration did not work and C9 clients were unable to upload data to the Recording Server (affects 9.4.9.5864 or later builds only)	9.4.9.5877	2020-10-15
RI-017913	Recording - Desktop	If there are multiple ongoing calls for the same user, the desktop agent auto-mute feature mutes the last established call only	9.4.0.5738	2019-07-19
RI-018698	Recording - Desktop	Screen and voice recording multiplexer generated invalid VF files	9.4.0.5774	2019-09-19
RI-018424	Recording - SMS	Strange character was stored at the beginning of each MMS message due to parsing errors	9.4.0.5738	2019-02-19
RI-017926	UI - Web Interface	Daily Active Directory synchronization did not run in case it was disabled on one of the Media Repository/Application Servers, because this server logged that AD synchronization was executed even though it was disabled.	9.4.0.5738	2019-07-12
RI-018080	UI - Web Interface	Storage targets defined with a '\' (backslash) character at the end caused the Web Application to fail to find the files	9.4.0.5738	2019-05-14
RI-018631	UI - Web Interface	Send Authorization Requests Permission did not give access for the Search menu when the user had no access to conversations otherwise	9.4.0.5766	2019-08-05
RI-018632	UI - Web Interface	Applying the extension configuration in one of the tenants triggered the apply configuration task on all the tenants. It still will trigger for all of the tenants if they do it in the reference environment (0000)	9.4.0.5766	2019-08-05
RI-018633	UI - Web Interface	The Active Directory synchronization did not invalidate such users in Verba whose login name was modified in the AD	9.4.0.5766	2019-08-05
RI-018687	UI - Web Interface	Multi-Tenant reference administrator saw the reference environment's metadata template fields in the Data Retention Policy and Conversation Details screens instead if the selected environment's fields	9.4.0.5774	2019-09-24
RI-018702	UI - Web Interface	Deleting the recording rule while it was still assigned to an extension caused an error	9.4.0.5774	2019-09-18
RI-018703	UI - Web Interface	In Multi-Tenant mode, if the Recorder Server did not belong to the Reference Environment, then On-Demand call keep and deletion did not work	9.4.0.5774	2019-09-18
RI-018731	UI - Web Interface	If a marker is added without selecting a timeframe in the player, then the marker is created with NaN:NaN-NaN:NaN interval	9.4.1.5780	2019-09-28
RI-018733	UI - Web Interface	When selecting an entry under the "Group Membership History" page the "Group Membership Configuration" did not come up	9.4.1.5780	2019-09-27
RI-018738	UI - Web Interface	The delete button was visible for conversation records under retention and error was shown	9.4.1.5780	2019-09-26

		when the user attempted to delete the record. The button is no longer displayed for records under retention.		
RI-018769	UI - Web Interface	Database Purging threw error when pressing "Delete record(s)" / "Update record(s)" button	9.4.1.5781	2019-10-10
RI-018771	UI - Web Interface	Duration filter did not work when the minute was greater than 59	9.4.1.5781	2019-10-10
RI-018775	UI - Web Interface	When a new Environment was created, the Dashboard Widgets and the Identity Providers were not copied from the Reference Environment's roles	9.4.1.5781	2019-10-08
RI-018796	UI - Web Interface	Cancel filter for related media search issue: canceling a search for the related media records always jumped back to page 1 instead of the last visited page	9.4.1.5783	2019-10-14
RI-018802	UI - Web Interface	Ongoing IM conversation didn't work after the participant view changes because of a wrong SQL statement	9.4.2.5801	2019-11-13
RI-018817	UI - Web Interface	The BT ITS Source Platform was not available in the Search and Data Management Policy features	9.4.2.5801	2019-10-29
RI-018822	UI - Web Interface	Storage Folder Path could not be updated when only leading or trailing spaces were changed	9.4.2.5801	2019-10-25
RI-018832	UI - Web Interface	Saved query search audit log entry was logged as different event type for each saved entry and did not contain the name of the saved query	9.4.2.5801	2019-10-22
RI-018833	UI - Web Interface	The transcode button did not work in the Conversation View	9.4.2.5801	2019-10-22
RI-018834	UI - Web Interface	Azure AD secret was visible on the Active Directory synchronization configuration page	9.4.2.5801	2019-10-22
RI-018850	UI - Web Interface	Data Retention Policy created by a 8.x version could not be saved and "The Data Management Policy has not been updated" error message was shown	9.4.3.5816	2019-12-04
RI-018871	UI - Web Interface	The Mobile login page and the Cisco IP Phone Login page did not work because there was no way to select an Identity Provider. The first allowed Identity Provider will be assumed (Database Credentials and Windows Active Directory only).	9.4.3.5816	2019-11-27
RI-018885	UI - Web Interface	Storage Download / Stitching popup did not work for the first time in Internet Explorer 11 if the stitching took at least 1 second	9.4.3.5816	2019-11-20
RI-018899	UI - Web Interface	Special characters were not displayed in the details section of the Audit Log list screen	9.4.4.5822	2020-01-13
RI-018902	UI - Web Interface	Private and Important checkboxes were not turned on in the player when the call was marked as Private/Important	9.4.4.5822	2020-01-08
RI-018903	UI - Web Interface	Background Tasks list End Time column was converted to the user's timezone two times	9.4.4.5822	2020-01-07
RI-018908	UI - Web Interface	When a user was moved between Active Directory Profiles, then the system removed the user from the groups which were set up in both profiles	9.4.4.5822	2019-12-17
RI-019493	UI - Web Interface	Azure and ADFS SSO did not work when the web application was behind a load balancer because	9.4.5.5827	2020-02-06

		the wrong Redirect URI was sent to the SSO server		
RI-019586	UI - Web Interface	Signature validation was very slow in the case of 100K+ calls were recorded on a single day	9.4.6.5833	2020-02-18
RI-020144	UI - Web Interface	Verify Signature displayed "Signature file not found" when the files were stored on non-SMB/DFS storage targets	9.4.8.5843	2020-03-20
RI-020152	UI - Web Interface	The update-for-9.4.sql script threw an error under certain circumstances when there were calls marked as Private	9.4.8.5843	2020-03-10
RI-020374	UI - Web Interface	The Audit Log Details report did not filter for the tenant	9.4.8.5848	2020-04-21
RI-020495	UI - Web Interface	Administrators with Ready-Only Extensions permissions could invalidate extensions when they had Users/Groups Update permission	9.4.8.5851	2020-04-28
RI-020589	UI - Web Interface	Playback of the transcoded video file did not work when the files were stored on a NAS accessible by custom credentials, and the record was signed	9.4.8.5854	2020-05-08
RI-020595	UI - Web Interface	The group supervisor was not able to search on the users already removed from the supervised group	9.4.8.5854	2020-04-30
RI-020658	UI - Web Interface	Playback of the transcoded video file did not work when the files were stored on a WORM storage and the transcoded file was not on the storage but only in the local file cache, because the original file was sent for playback.	9.4.8.5855	2020-05-13
RI-020797	UI - Web Interface	Verify Signature displayed error when the recordings were signed but not encrypted and the files were stored on storage that did not support UNC path	9.4.8.5857	2020-05-19
RI-021568	UI - Web Interface	The Audit Log Types could not be inserted into the database when the Verba database collation differed from the default collation of the database server	9.4.8.5860	2020-07-01
RI-021785	UI - Web Interface	The group name was not fully visible in forms with group selection option	9.4.8.5863	2020-07-07
RI-023110	UI - Web Interface	The group could not be deleted if there was a Shared Item referencing it	9.4.9.5864	2020-08-12
RI-023114	UI - Web Interface	Background Tasks page export did not generate the file with proper data	9.4.9.5864	2020-08-04
RI-023115	UI - Web Interface	Extension deactivation did not work instantly when the client's timezone was behind GMT	9.4.9.5864	2020-08-04
RI-023217	UI - Web Interface	User Filter using "Synchronizing AD Profile ID" did not work on the Users List screen	9.4.9.5866	2020-08-14
RI-023947	UI - Web Interface	Selecting the Excel export option on the Alert Management page resulted in a blank page	9.4.9.5870	2020-09-24
RI-023949	UI - Web Interface	Send URL feature did not work	9.4.9.5870	2020-09-24
RI-023950	UI - Web Interface	Audio segment download in player did not work for trader voice recordings with stitched media	9.4.9.5870	2020-09-22
RI-024715	UI - Web Interface	"Not Equal to" and "Does not match a value in the list" Group filters in Data Retention Policies, Roles Conversation Access Filters etc did not work properly because matched the User even if it was a member of the group just had another membership too	9.4.9.5882	2020-12-24



RI-024803	UI - Web Interface	Media files bigger than 2 GB cannot be downloaded and played back from the web application	9.4.9.5886	2021-01-07
RI-024804	UI - Web Interface	The e-mail generated by the Send URL feature displays question marks for non-ASCII characters	9.4.9.5886	2021-01-06
RI-018860	UI - Waveforms	Archived conversations stored on an SMB folder with custom credentials did not have waveform	9.4.3.5816	2019-11-29
RI-017894	UI - Reporting	Reports were sent by a random Media Repository instead of the one that generated them	9.4.0.5738	2019-04-11
RI-018506	UI - Reporting	Date values on the dashboard were displayed in the wrong timezone	9.4.0.5747	2019-07-26
RI-018630	UI - Reporting	Empty report filters were displayed when no filter was defined for a report	9.4.0.5766	2019-08-05
RI-018799	UI - Reporting	Dashboard snapshots did not work due to a missing configuration file on the server	9.4.1.5786	2019-10-17
RI-018848	UI - Reporting	User and Group information was missing from the Voice Quality Details reports	9.4.3.5816	2019-12-06
RI-018855	UI - Reporting	Dashboard snapshot did not use common timeout configuration	9.4.3.5816	2019-12-02
RI-018892	UI - Reporting	Custom reports could not be added	9.4.4.5822	2020-01-14
RI-018906	UI - Reporting	Dashboard snapshot did not work when multiple dashboards were generated	9.4.4.5822	2019-12-18
RI-020142	UI - Reporting	Voice Quality Check Details report only returned the top 100 random records	9.4.8.5843	2020-03-23
RI-021262	UI - Reporting	Users CDR Reconciliation Summary report group filters did not work	9.4.8.5858	2020-06-11
RI-021263	UI - Reporting	Voice Quality Check report issues: - the report showed that there was an "Overall Score less than 75" filter even when there was no filter at all - group filter did not work	9.4.8.5858	2020-06-10
RI-023218	UI - Reporting	When creating a Voice Quality Check Details report with a group filter, then the users, which were already removed from the group, were included in the report	9.4.9.5866	2020-08-13
RI-024721	UI - Reporting	Dashboard snapshot schedule was not correct when the creation time converted to UTC resulted in a longer time then 24 hours	9.4.9.5882	2020-12-09
RI-024723	UI - Reporting	Dashboard snapshot schedule was late when the creation time converted to UTC resulted in a negative time. For example, 7:30 AM Hong Kong time should be created at -0:30AM UTC. That was not converted to 11:30PM.	9.4.9.5882	2020-12-09
RI-027345	UI - Reporting	Roles and Permissions report did not work	9.4.9.5889	2021-04-06
RI-017924	Solution - Ethical Wall	Multiple notifications were sent in case of content filter notify policy	9.4.0.5738	2019-07-15
RI-018050	Solution - Ethical Wall	Communication Policies' Regex field did not support items longer than 256 characters	9.4.0.5738	2019-05-27
RI-018504	Solution - Ethical Wall	Ethical Wall rules update didn't initialize the ethical wall library used for the rule validator. Only web application restart could initialize the library.	9.4.0.5747	2019-07-29

RI-019643	Solution - Ethical Wall	Skype for Business DataShare in conferences (whiteboard, PPT share, polls, Q&A, etc.) was evaluated improperly which resulted in allowing these scenarios if the DataShare session policy configured with IM allow policy.	9.4.7.5840	2020-02-20
RI-019644	Solution - Ethical Wall	Evaluation of the phone numbers changed to use the numbers without the domain part. When it was using the numbers with the domain-part, it didn't match any phone number based ethical wall rules e.g.: phone number as a conference participant, PSTN calls, phone number as simring.	9.4.7.5840	2020-02-13
RI-018888	Solution - Speech Analytics	Transcripts longer than 4096 bytes were not inserted into the database (alert was raised)	9.4.3.5816	2019-11-14
RI-017978	Platform - Announcement	The Lync/SfB announcement did not work when the domain name contained a mix of lower case and capital letters	9.4.0.5738	2019-06-24
RI-018805	Platform - Announcement	Outbound calls were considered inbound by the Cisco announcement service when the user is configured for inbound announcement only	9.4.2.5801	2019-11-12
RI-017931	Platform - API	REST import API did not work for SMS data when the SMS text was delivered as a CDR field instead of a file	9.4.0.5738	2019-07-11
RI-017958	Platform - API	REST import API did not work when "media errors", "direction", "cause", "signaling" and "retarget reason" fields were not defined (although these are not mandatory)	9.4.0.5738	2019-07-03
RI-018669	Platform - API	Provisioning Web Service CreateExtension threw NullPointerException when the requester user did not belong to the Reference Environment	9.4.0.5772	2019-09-10
RI-020288	Platform - API	Attach Metadata HTTP Business API call did not work for ongoing conversations	9.4.8.5844	2020-04-07
RI-021269	Platform - API	GetMediaEncoded API call did not take the format parameter into account and always returned WAVE files	9.4.8.5858	2020-05-29
RI-024718	Platform - API	SearchCalls API threw error when searching for ongoing calls without the end time parameter	9.4.9.5882	2020-12-13
RI-027343	Platform - API	Import REST API fixes and improvements: - the API restricts access for users created in the reference environment/tenant only - the work folder was not cleaned up after successful import - a new work folder setting is introduced	9.4.9.5889	2021-04-27
RI-017917	Platform - Configuration	The configuration of the Phonetic Search and the Speech Transcription were not separated after the services were seperated	9.4.0.5738	2019-07-18
RI-018501	Platform - Configuration	The system did not send all recorded extensions to the servers after Active Directory synchronization in very rare cases	9.4.0.5747	2019-07-29
RI-018670	Platform - Configuration	The system deactivated the users whose Full DN was changed in the Active Directory	9.4.0.5772	2019-09-09
RI-018691	Platform - Configuration	Changing the logging properties (Maximum Log File Size (bytes), Maximum Number of Log Files) of the Verba Unified Call Recorder Service, the Media Collector & Proxy Service, the SMS Recorder Service, the Communication Policy Server Service, the Cisco Announcement Service, the Centile Connector Service, the	9.4.0.5774	2019-09-23

		MediaSense Connector Service, the Screen Capture Service did not trigger service restart and were not applied.		
RI-018700	Platform - Configuration	Passwords with a length greater than 76 characters did not work	9.4.0.5774	2019-09-19
RI-018851	Platform - Configuration	Consent could not be granted for Azure Active Directory synchronization when the system was deployed on Azure behind an Azure Application Gateway	9.4.3.5816	2019-12-03
RI-019601	Platform - Configuration	Memory leak in Node Manager Agent service at service state query	9.4.6.5833	2020-02-10
RI-017937	Platform - Database	Database upgrade script threw an error when creating Roles in a Multi-Tenant environment	9.4.0.5738	2019-07-10
RI-018767	Platform - Database	Full-text search and search hit highlight didn't work in case of non-western languages	9.4.1.5781	2019-10-11
RI-019639	Platform - Database	The update-for-9.4.sql script threw an error under certain circumstances when there were calls marked as Private	9.4.7.5840	2020-02-26
RI-020373	Platform - Database	The Daily Maintenance Job threw an error when the same ccdr_id existed in section1 and section2 tables	9.4.8.5848	2020-04-21
RI-021261	Platform - Database	Snapshot Isolation update conflict could result in partial data updates in e.g. Active Directory synchronization when recorded extensions were not added	9.4.8.5858	2020-06-15
RI-021567	Platform - Database	Disposal Log entries were not created	9.4.8.5860	2020-07-01
RI-021267	Platform - Licensing	License Usage was not logged when there were multiple tenants	9.4.8.5858	2020-06-05
RI-017983	Platform - Media Processing	Media stitching: if media is to be mixed from a media file starting from more than the 7.6 minutes offset, the stitching was incorrect	9.4.0.5738	2019-06-21
RI-018495	Platform - Media Processing	Intermittently the audio of the multiplexed video file can have artifacts during playback in case of screen capture recordings	9.4.0.5747	2019-07-30
RI-018725	Platform - Media Processing	Automatic Gain Control (AGC), which maintains the output volume level of the audio signals for the voice recordings, is now configurable separately for each integration supported by the Unified Call Recorder service	9.4.1.5780	2019-10-01
RI-018829	Platform - Media Processing	DTMF timing issue led to not recognizing DTMF codes (control commands like ondemand keep)	9.4.2.5801	2019-10-24
RI-018842	Platform - Media Processing	Downloading and stitching was slow for migrated trader voice calls from Verint v11	9.4.3.5816	2019-12-09
RI-020594	Platform - Media Processing	If Siren stream had loss the decoding might crash during transcoding	9.4.8.5854	2020-05-04
RI-017912	Platform - Monitoring	System Monitor might refer the server by hostname instead of FQDN in alerts	9.4.0.5738	2019-07-22
RI-018015	Platform - Monitoring	Generic system monitor alerts were not inserted into the alerts database due to a wrong default setting	9.4.0.5738	2019-06-11
RI-018425	Platform - Monitoring	Database connectivity check did not work after connection failures (services can send alerts on database connection issues)	9.4.0.5738	2019-02-18

RI-018622	Platform - Monitoring	Recorder services raised false alerts on duplicate key violation errors	9.4.0.5766	2019-08-07
RI-019506	Platform - Monitoring	Configuration changes for the System Monitor Service did not trigger service rereads or restarts	9.4.6.5833	2020-02-14
RI-018808	Platform - Signalling	Non-UTF8 characters in the metadata fields, received from the signaling protocols, were not stored properly	9.4.2.5801	2019-11-06
RI-017918	Platform - Storage Management	Too many playback requests from EMC Centera could cause Storage Service crash	9.4.0.5738	2019-07-18
RI-017920	Platform - Storage Management	When SFTP server did not return authentication mode, the service could crash	9.4.0.5738	2019-07-17
RI-018003	Platform - Storage Management	Verba upload might be stuck if at the TLS handshake and key exchange, the TCP connection lost without TCP reset	9.4.0.5738	2019-06-14
RI-018397	Platform - Storage Management	Custom port settings were ignored for S3 Compatible storage targets	9.4.0.5738	2019-02-28
RI-018398	Platform - Storage Management	In case of database failure during locking a call at data retention policy processing, the service might crash	9.4.0.5738	2019-02-28
RI-018560	Platform - Storage Management	Bloomberg Vault voice export generated invalid recSiteId values which resulted in failed exports	9.4.0.5766	2019-08-27
RI-018673	Platform - Storage Management	Parsing errors when exporting Instant Messages containing empty lines	9.4.0.5772	2019-09-05
RI-018696	Platform - Storage Management	Voice Quality Check configured total score alert threshold was ignored and the default value (75%) was used only	9.4.0.5774	2019-09-23
RI-018716	Platform - Storage Management	In the case of media stitching, the CDR related files, including the transcript and metadata XML files, were not downloaded to the cache. The player could not display the transcription for the trader voice conversations.	9.4.1.5780	2019-10-03
RI-018722	Platform - Storage Management	Deduplication, encryption and signing data management policies were not automatically filtering out records under retention and raised errors during policy execution. The system does not allow executing these policies on records under retention.	9.4.1.5780	2019-10-01
RI-018730	Platform - Storage Management	Move and Archive data management policies only applied user-level retention settings, policy-based settings were ignored	9.4.1.5780	2019-09-30
RI-018774	Platform - Storage Management	If multiple Media Repositories are available in the home Verba instance (cluster), shared recorders did not terminate ongoing CDRs in some cases	9.4.1.5781	2019-10-10
RI-018776	Platform - Storage Management	Storage service on the Media Repository servers crashed when CDR information was sent in a shared server configuration with custom metadata	9.4.1.5781	2019-10-08
RI-018807	Platform - Storage Management	Do not show upload policies in "Execute Only After Another Policy Executed" because the system was unable to support this criteria	9.4.2.5801	2019-11-11
RI-018844	Platform - Storage Management	Export did not work for instant messages containing " (quote) character	9.4.3.5816	2019-12-07
RI-018847	Platform - Storage Management	Instant message export did not work for imported conversations	9.4.3.5816	2019-12-06

RI-018872	Platform - Storage Management	IP Trade turret based playback and transcription did not work for trader voice recordings	9.4.3.5816	2019-11-27
RI-018879	Platform - Storage Management	Timezone was inaccurate for date and time values in the manifest file and custom CSV metadata files for export	9.4.3.5816	2019-11-25
RI-018898	Platform - Storage Management	Playback did not work when SMB share with custom credentials was used	9.4.4.5822	2020-01-13
RI-019599	Platform - Storage Management	EMC Isilon SmartLock secure API connection did not work	9.4.6.5833	2020-02-14
RI-019637	Platform - Storage Management	Playback did not work for Imported Verint TAR files that are stored on EMC Centera	9.4.7.5840	2020-02-27
RI-019640	Platform - Storage Management	Conversations marked for deletion (deleted ongoing) were never uploaded and so moved to the nosql folder	9.4.7.5840	2020-02-26
RI-020137	Platform - Storage Management	Deduplication of encrypted records (Avaya, Skype for Business, Passive SIP) could invalidate crypto information when the secondary recording was considered better than the primary copy. This caused the file to be unusable.	9.4.8.5843	2020-03-27
RI-020145	Platform - Storage Management	Deduplication did not work due to database transaction rollback issues	9.4.8.5843	2020-03-20
RI-020148	Platform - Storage Management	Exporting instant messages in a multitenant environment (when the transcript file was not available on the storage) resulted in an incorrect output path	9.4.8.5843	2020-03-18
RI-020290	Platform - Storage Management	Metadata XML files for CDR-only records were not uploaded to EMC Centera and ECS	9.4.8.5844	2020-04-03
RI-020795	Platform - Storage Management	Data retention times beyond 2038 could not be applied on Netapp SnapLock	9.4.8.5857	2020-05-25
RI-021268	Platform - Storage Management	Export failed randomly from Amazon S3 and Amazon S3 compatible storage targets	9.4.8.5858	2020-06-05
RI-021566	Platform - Storage Management	Connection error with EMC Isilon SmartLock when special characters were used in API credentials	9.4.8.5860	2020-07-02
RI-021784	Platform - Storage Management	SMTP export did not work and Storage service crashed if the size of the file attachment was smaller than 2 Bytes	9.4.8.5863	2020-07-08
RI-023946	Platform - Storage Management	Possible handle leak resolved and connection error handling improved for SFTP export	9.4.9.5870	2020-09-25
RI-024018	Platform - Storage Management	In case of data was modified by other processes during executing the deletion transaction in the deduplication policy, the failed transaction was not retried, instead of alert was raised and processing was reattempted only at the next policy run	9.4.9.5871	2020-10-06
RI-024130	Platform - Storage Management	Export and import of Skype for Business IM conversations did not work when IM transcript file creating was enabled in the recorder service	9.4.9.5878	2020-11-04
RI-024730	Platform - Storage Management	Improved handling of Increase Retention policy failures in case of EMC Isilon SmartLock	9.4.9.5884	2021-01-06
RI-024802	Platform - Storage Management	Transcript of voice calls could not be exported to an SMTP target	9.4.9.5886	2021-01-07
RI-024880	Platform - Storage Management	Advanced Export: CSV metadata was not properly escaped if it contained delimiter, newline, or " characters	9.4.9.5887	2021-01-15

RI-027611	Platform - Storage Management	Improved SFTP connection error and timeout handling	9.4.9.5892	2021-04-30
RI-018029	Installer - Servers	The installer did not use TLS 1.2 for certificate requests during install	9.4.0.5738	2019-06-03
RI-018556	Installer - Servers	The installer did not insert the value of the SQL failover partner into the registry	9.4.0.5772	2019-08-28
RI-018727	Installer - Servers	Speech Analytics server role did not include the Storage Management service which is required for transcribing trader voice conversations	9.4.1.5780	2019-09-30
RI-018823	Installer - Servers	Microsoft ODBC Driver 17 could not be selected in the installer and in the server configuration	9.4.2.5801	2019-10-25
RI-018837	Installer - Servers	Update script update-for-8.9.sql threw an error and stopped when upgrading from 8.9.5096 or later	9.4.2.5801	2019-10-21
RI-024720	Installer - Servers	The private key of the generated server certificate was not exportable	9.4.9.5882	2020-12-10
RI-018792	Installer - Windows Desktop	Desktop Recorder/Agent installer opens the Windows Certificate Store when browsing server certificates	9.4.1.5783	2019-10-14
RI-018801	Installer - Windows Desktop	The Verba codec installer did not ask for the password of the certificate file	9.4.1.5785	2019-10-16
RI-018884	Integrations	The Finesse Gadget did not work for instant message conversations	9.4.3.5816	2019-11-21
RI-018000	Platform - CDR and Archived Content Import	Cisco Reconciliation: when a call was not established but the duration was greater than 0, the system considered the call to be imported and disregard the 'Do not import not answered calls' option	9.4.0.5738	2019-06-14
RI-018024	Platform - CDR and Archived Content Import	Cisco reconciliation imported missing records only when it was missing for both the caller and callee parties when both parties configured for recording	9.4.0.5738	2019-06-05
RI-018278	Platform - CDR and Archived Content Import	Reconciliation re-check did not work for Cisco calls	9.4.0.5738	2019-03-29
RI-018623	Platform - CDR and Archived Content Import	In case of Cisco UC CDR import and reconciliation, if the directory for failed CVS files is not available, the service did not create it automatically and moving the failed files failed.	9.4.0.5766	2019-08-07
RI-020321	Platform - CDR and Archived Content Import	Some of the policy settings are not refreshed on-the-fly for Import policies which are running non-scheduled	9.4.8.5845	2020-04-14
RI-020418	Platform - CDR and Archived Content Import	In the case of persistent SQL Server connection errors, the system might have skipped CDRs during reconciliation	9.4.8.5849	2020-04-24
RI-020591	Platform - CDR and Archived Content Import	The CDR Import service crashed during recheck when it tried to delete a failed CDR	9.4.8.5854	2020-05-08
RI-020711	Platform - CDR and Archived Content Import	CDR import was unable to update Skype for Business conference participants	9.4.8.5856	2020-05-15
RI-017961	Platform - Import	Import service might crash at termination/shutdown	9.4.0.5738	2019-07-03
RI-018055	Platform - Import	Cisco Webex Teams (Spark) segmentation did not work for both participants when both participants were configured for recording	9.4.0.5738	2019-05-24

RI-018057	Platform - Import	CSV column header fields were not case sensitive in generic import	9.4.0.5738	2019-05-23
RI-018467	Platform - Import	The scheduler was enabled for API based import sources, now it is automatically disabled	9.4.0.5747	2019-07-23
RI-018629	Platform - Import	Import policy scheduler was not disabled for API based import sources and could interrupt API calls: Cloud 9, REST API and Verint	9.4.0.5766	2019-08-06
RI-018735	Platform - Import	Playback did not work when imported trader voice calls included media records with no media file reference	9.4.1.5780	2019-09-27
RI-018815	Platform - Import	REST Import API did not handle 'fileshare' modality correctly	9.4.2.5801	2019-10-30
RI-018867	Platform - Import	Migration from Verint 15.1 (legacy) based system did not work	9.4.3.5816	2019-11-28
RI-018886	Platform - Import	Import from Verint v11 stored the type of the vertical/device instead of the number of the handset	9.4.3.5816	2019-11-18
RI-018887	Platform - Import	Import from Verint v11 did not work for calls previously imported into the Verint system (formatid=201)	9.4.3.5816	2019-11-15
RI-018905	Platform - Import	Duplicated Front Office records were created during the import from Verint v11 systems	9.4.4.5822	2019-12-19
RI-018910	Platform - Import	Import from Verint v11 systems did not work when the Archive.dbo.Media table had the override_expiry column	9.4.4.5822	2019-12-16
RI-019091	Platform - Import	Generic Import did not work for input with character encoding UTF16-LE and UTF16-BE	9.4.2.5801	2019-11-07
RI-019598	Platform - Import	Selecting the number of Front Office CTI records from the EWareCalls database was slow in the case of Verint v11 migration	9.4.6.5833	2020-02-14
RI-020672	Platform - Import	CSV file import failed using the generic importer when the last character was a number in the CSV file and it contained a NULL character	9.4.8.5855	2020-04-28
RI-021266	Platform - Import	Generic import: Improve possible value handling of expressions for constants. In case of "IF" function value can be picked from possible value list.	9.4.8.5858	2020-06-05
RI-023117	Platform - Import	Verint v11 to Verba migration threw a SQL error when there was an unconfigured EMC Media in the Verint database	9.4.9.5864	2020-08-03
RI-024017	Platform - Import	Import did not work from local disk or network share where the path included a dot (.) character	9.4.9.5871	2020-10-08
RI-024221	Platform - Import	Migration from Verint did not pull all of the Verint "Media" as Verba "Storage Target" so calls possibly could be migrated without a Storage Target property	9.4.9.5879	2020-11-16
RI-024222	Platform - Import	Verint Migration: Back-Office calls are not assigned to Verba users; if a Front-Office call can be assigned to multiple Verba users, then the migration fails	9.4.9.5879	2020-11-16

## Download your software

You can download the latest Verba releases at [support.verba.com](https://support.verba.com).

## Updates to this document

This document may be updated after it is released. Check for updates to this document at [releases.verba.com](https://releases.verba.com).

## Access to support

Verba customers that have purchased support have access to support through [support.verba.com](https://support.verba.com).

*Copyright © Verba Technologies and/or its affiliates. All rights reserved.*

This document is provided under a the Verba End User License Agreement containing restrictions on use and disclosure and is protected by intellectual property laws. Unless expressly provided in any written license agreement from Verba, the delivery of this document does not give you any license to intellectual property.

Without limiting the rights under copyright, no part of this document may be reproduced, stored in or introduced into a retrieval system, or transmitted in any form or by any means, or for any purpose (including, but not limited to reverse engineering), without the express written permission of Verba Technologies.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

Third party product names appearing in this document may be trademarks of their respective owners.