

## Verba Release Notes

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### Verba 9.5 Release Notes (build 9.5.13.6058)

This document lists new features and fixes released in Verba 9.5 Release Notes (build 9.5.13.6058).

**Release Date** 2020-02-11

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

#### Release highlights

ID	Component	Description
RI-019470	Recording - Microsoft Teams	Microsoft Teams recording integration: <ul style="list-style-type: none"><li>- Voice, video and screen/app share recording</li><li>- Integration with the official Compliance Recording API (using recorder bots)</li><li>- Support for all types of Teams endpoints and call scenarios</li><li>- Deployment architectures for Azure and hybrid or on-prem deployments</li></ul>
RI-019071	Recording - Symphony	Symphony voice call recording integration: <ul style="list-style-type: none"><li>- SIPREC based integration with Symphony Recording Bridge</li><li>- Secure RTP</li><li>- Opus audio codec support</li><li>- Support for 2N recording</li><li>- Support for user location-based recording stream redirection</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-021770	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="621 369 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>	9.5.5.5985	2020-07-07

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

## Feature Improvements

ID	Component	Description	Added in	Date
RI-018972	Security	OpenSSL library is updated to the latest v1.1.1d	9.5.0.5894	2020-01-15
RI-019972	Security	Server security configuration to enable or disable TLS versions now works for Java services too	9.5.1.5911	2020-03-17
RI-021548	Security	OpenSSL library is updated to the latest v1.1.1g	9.5.4.5979	2020-06-25
RI-020362	Recording - Cisco	Genesys integration (for Cisco JTAPI) can be turned off for the individual Extensions by disabling the new Genesys T-Server in the Recorded Platforms setup	9.5.2.5947	2020-04-15
RI-020579	Recording - Cisco	Generate an alert when the connection to the Genesys T-Server goes down	9.5.2.5953	2020-04-29
RI-018978	Recording - Cisco IM	Connection up and down alerts added when IM&P server connects and disconnects to and from the Compliance service.	9.5.0.5894	2020-01-13
RI-023573	Recording - Lync/SfB IM	Instant message blocking mode when all recording servers are unavailable	9.5.7.6011	2020-07-21
RI-020165	Recording - Microsoft Teams	New notification/announcement setting for the Microsoft Teams Bot service which can enable or disable recording notifications on the service level	9.5.2.5928	2020-04-01
RI-020170	Recording - Microsoft Teams	Environment configuration now includes Microsoft Teams tenant information used by the Microsoft Teams Bot service	9.5.2.5928	2020-03-31
RI-020312	Recording - Microsoft Teams	Service performance counters added for the Microsoft Teams Bot service	9.5.2.5944	2020-04-10
RI-020315	Recording - Microsoft Teams	Performance optimizations for the Microsoft Teams Bot service	9.5.2.5944	2020-04-09
RI-020416	Recording - Microsoft Teams	Improved alerts for the Microsoft Teams Bot service to detect connection failures with the Unified Call Recorder service	9.5.2.5950	2020-04-23
RI-021115	Recording - Microsoft Teams	New modality field on the participant list reflecting the modality used by the participant	9.5.3.5973	2020-06-02
RI-021124	Recording - Microsoft Teams	The SSL certificate will be automatically bound at startup to the HTTPS ports used by the Microsoft Teams Bot service. Manual port binding is no longer required.	9.5.3.5973	2020-05-15
RI-021125	Recording - Microsoft Teams	New configuration for video and VBSS stream resolutions. The configured resolution will be used as the preferred resolution at subscription. Configurable resolutions: 1080p, 720p, 540p, 360p, 240p, 180p. The resolution of the video stream can be lower than the requested resolution based on network conditions and the resolution of the source streams.	9.5.3.5973	2020-05-15
RI-021127	Recording - Microsoft Teams	The Microsoft Teams Bot service supports Never Record setting for configured extensions	9.5.3.5973	2020-05-15
RI-021133	Recording - Microsoft Teams	New blocking mode added to the Microsoft Teams Bot service (Block Calls When Recording Server Unavailable). The bot will not join a call if it cannot assign the call to an available recorder. If the bot cannot fail-over to an available recorder, it will terminate the ongoing call. A new alert is raised in these cases.	9.5.3.5973	2020-05-14
RI-021134	Recording - Microsoft Teams	Participant information is only inserted into the database at the end of the conversation	9.5.3.5973	2020-05-12

RI-021136	Recording - Microsoft Teams	Certificate-based authentication is added for Graph API in the Microsoft Teams Bot service	9.5.3.5973	2020-05-11
RI-021137	Recording - Microsoft Teams	Microsoft Teams Bot service is now using Graph API v1.0 by default	9.5.3.5973	2020-05-11
RI-023621	Recording - Microsoft Teams	Optimized media socket allocation in the Microsoft Teams Bot service to improve performance and call setup time	9.5.8.6017	2020-08-10
RI-023628	Recording - Microsoft Teams	Improved failover handling in the Microsoft Teams Bot service for the Unified Call Recorder service connections: - in case the Block Calls when Recording Server Unavailable setting is enabled, the service will terminate the bot connection with Teams if the recording service connection fails - in case this setting is disabled, the bot will continuously try to connect to a recording service until the call ends	9.5.8.6017	2020-09-07
RI-018966	Recording - Avaya	Deduplication for Avaya 2N recording	9.5.0.5894	2020-01-16
RI-018981	Recording - Avaya	Recording tone generation for recorded calls (requires AES and CM 6.3 or later)	9.5.0.5894	2020-01-10
RI-018982	Recording - Avaya	Secondary Recording Server option added to the Avaya DMCC Service	9.5.0.5894	2020-01-09
RI-018989	Recording - Avaya	Avaya ESBC (Enterprise Session Border Controller) recording support added using SIPREC	9.5.0.5894	2020-01-02
RI-023634	Recording - Avaya	AESDown alert is sent when CallControlListener cannot be added indicating a TSAPI link failure between the AES and CM	9.5.8.6017	2020-09-04
RI-018923	Recording - Unified Call Recorder	Absolute / Discrete call splitting time (5, 10, 15, 20, 60 minutes) in addition to relative to improve deduplication and make search more user-friendly	9.5.0.5894	2020-01-29
RI-018931	Recording - Unified Call Recorder	Call splitting timers are only applied on non-handset calls: - IPC Unigy: based on device information - BT IPTrade turret based recording: based on device information - BT IPTrade TPO based recording: based on call type information (DDI and intercom calls are treated as handset calls) - BT ITS: based on device information	9.5.0.5894	2020-01-27
RI-019534	Recording - IPTrade	New Force Recording Media On Director setting which overrides the Media Recorder selection and prevents mid-call failover to a remote Media Recorder for IP Trade calls	9.5.0.5894	2020-02-11
RI-020858	Recording - IPTrade	Support for BT IP Trade broadcast call types added with the ability to recognize display name changes	9.5.3.5969	2020-05-22
RI-018922	Recording - BT ITS	New alert for BT ITS IPSI TTP packet loss with configurable threshold	9.5.0.5894	2020-01-29
RI-019507	Recording - BT ITS	Support for 2 and 6 ms voice framing added to BT IT ITS / IPSI recording	9.5.0.5894	2020-02-14
RI-020360	Recording - BT ITS	BT ITSAnywhere supported added (VCS turrets)	9.5.2.5947	2020-04-17
RI-019584	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	9.5.0.5894	2020-01-31
RI-021871	Recording - SIPRec	WebRTC recording support added through AudioCodes Mediant SBCs using SIPREC. Support for VP8 and H.264 video codecs, Opus audio codec.	9.5.6.5990	2020-07-14

RI-023579	Recording - Symphony	Symphony XML import for instant message and file attachment capture, and CDR reconciliation for voice and screen share recordings	9.5.7.6011	2020-08-27
RI-023876	Recording - Symphony	Canceled Symphony calls are recognized and no longer marked as failed recordings	9.5.8.6023	2020-09-15
RI-018934	UI - Web Interface	Export Audit Log entry now contains the export filter criteria, and a link to show the list of exported conversation records	9.5.0.5894	2020-01-23
RI-018944	UI - Web Interface	Full text search improvements: - Search for phrases (multiple words) - Search for exact phrases or words - Ability to use * for prefix terms	9.5.0.5894	2020-01-22
RI-018963	UI - Web Interface	Private and Important filters have been moved to the Advanced Criteria section	9.5.0.5894	2020-01-16
RI-019001	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	9.5.0.5894	2019-12-16
RI-019055	UI - Web Interface	New single user column, displayed by default (instead of From Verba, To Verba)	9.5.0.5894	2019-11-25
RI-019061	UI - Web Interface	Playback reason is extended to conversation view (IM, SMS) and download	9.5.0.5894	2019-11-22
RI-019120	UI - Web Interface	New Audi Log Events for applying new or updated configurations on servers (e.g. Apply Extension Configuration, Apply Encryption Key Configuration, Restart Service, etc.)	9.5.0.5894	2019-10-30
RI-019147	UI - Web Interface	Apache Tomcat version is upgraded to 9.0.27	9.5.0.5894	2019-10-25
RI-019184	UI - Web Interface	The Web-based UI can be embedded in Microsoft Teams tabs	9.5.0.5894	2019-10-17
RI-019259	UI - Web Interface	When deleting export jobs, users can decide if they want to keep the exported calls or not	9.5.0.5894	2019-10-07
RI-019364	UI - Web Interface	Marker option added to Text Search so that multiple markers can be searched (All of these, Any of these, None of these)	9.5.0.5894	2019-09-04
RI-019504	UI - Web Interface	New Conversation List Layout configuration window which includes filtering, categories and improved usability	9.5.0.5894	2020-02-14
RI-019583	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).	9.5.0.5894	2020-01-31
RI-020121	UI - Web Interface	New simplified multi-call download which allows downloading multiple records by selecting checkboxes across multiple pages. The result is a single ZIP file containing the audio or video files (other content types are not supported) and a CSV file with the same metadata displayed on the search screen and an HTML file which can be used to see the list of the downloaded files with their associated metadata	9.5.1.5922	2020-03-24
RI-020125	UI - Web Interface	The Mute Recording feature is now available on the Ongoing Conversations screen	9.5.1.5922	2020-03-26
RI-020158	UI - Web Interface	Invalidated users are no longer visible on the Role User Association screen	9.5.2.5928	2020-04-01

RI-020576	UI - Web Interface	Technical Call Identifier filter added to the Advanced Search	9.5.3.5953	2020-04-30
RI-020645	UI - Web Interface	Adding and updating Recorder Line PIN code generation to the My Account page	9.5.2.5958	2020-05-08
RI-020646	UI - Web Interface	CDR-Only Records Without Related Media are not hidden by default because it makes the queries run longer	9.5.2.5958	2020-05-07
RI-020655	UI - Web Interface	Azure AD synchronization now supports group filters	9.5.2.5958	2020-04-23
RI-021874	UI - Web Interface	Absolute time in the timeline is now available as an alternative option in the player, in addition to the existing timer	9.5.6.5990	2020-07-10
RI-021875	UI - Web Interface	New date and time interval selector on the search page to easily set intervals such as last 15 minutes, last 1 hour, today, this week, etc.	9.5.6.5990	2020-07-10
RI-021876	UI - Web Interface	The player is able to save settings such as volume, playback speed, show/hide markers, skip silence, and absolute/relative timer. The settings are saved in the browser cookies on the local computer.	9.5.6.5990	2020-07-10
RI-022064	UI - Web Interface	Improved translations for German, French, Japanese, Korean and Russian languages	9.5.6.5995	2020-07-08
RI-023520	UI - Web Interface	Direction (User) field is added the configurable metadata columns in advanced export	9.5.7.6011	2020-08-24
RI-023719	UI - Web Interface	The duration filter now supports milliseconds to make sure the specified seconds are correctly filtered in the Data Retention Policy, Conversation Export, Labeling Rules, Role features	9.5.8.6018	2020-09-09
RI-024216	UI - Web Interface	v9.5 Web Application compatibility added with v9.6 Hub deployments	9.5.10.6039	2020-11-11
RI-024333	UI - Web Interface	New Identity Provider (IdP) option: Authentication with Reverse Proxy which allows single-sign-on deployment where the IdP is providing the authentication information in HTTP request headers via a reverse proxy deployed in front of the Tomcat application server	9.5.10.6039	2020-12-08
RI-026973	UI - Web Interface	Tomcat OpenSSL upgraded to 1.1.1k (APR 1.2.27)	9.5.11.6055	2021-04-06
RI-018976	UI - Reporting	Conversation Access Event Details (previously Call Playback Event Details) now includes all access events: Playback, Download, View, Export	9.5.0.5894	2020-01-13
RI-019330	UI - Reporting	Generated reports can be saved on network drive (w/ custom credentials)	9.5.0.5894	2019-09-20
RI-020018	UI - Reporting	Recorded User is added to the Conversation Access Event Details report	9.5.1.5911	2020-02-17
RI-020648	UI - Reporting	Custom Chromium version can be used for dashboard snapshot generation	9.5.2.5958	2020-05-06
RI-020789	UI - Reporting	New report: Conversations with No Media Details showing records where recorded media is not available	9.5.3.5966	2020-05-18
RI-021108	UI - Reporting	New report: Users showing configured users with assigned extensions, roles and groups	9.5.3.5972	2020-05-27
RI-021555	UI - Reporting	Users report is updated to show additional information such as application access and last login data	9.5.4.5979	2020-06-17
RI-023545	UI - Reporting	New Export Summary report showing information about all configured export policies and jobs executed in the system in the defined date interval	9.5.7.6011	2020-08-10

RI-023875	UI - Reporting	New Users Conversation Volume report showing the total number of recorded conversations for users	9.5.8.6023	2020-09-15
RI-019655	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'.	9.5.0.5899	2020-02-20
RI-018971	Platform - Announcement	Announcement whitelist takes only the external party into account, which makes the definition of the whitelist matching pattern easier	9.5.0.5894	2020-01-15
RI-022068	Platform - API	Related call support added to DeleteCall and KeepCall HTTP API calls	9.5.6.5999	2020-08-03
RI-019208	Platform - Configuration	New role in the system, called Hub. Hub allows using sites across multiple VFC instances: - Recording Servers can redirect recording streams across multiple VFC instances (regions with separate VFC deployments) - Instances are registered in the Hub - Site information with associated recorded extensions (line/URI/User ID) and servers are shared across all registered extensions - Application Servers (Media Repository) in the instances initiating the connection and the configuration update to the Hub and then the Hub distributes the new configuration to all instances	9.5.0.5894	2019-10-15
RI-019345	Platform - Configuration	Site configuration: - Sites link users (their recorded lines/URIs/User IDs) and servers together to configure a preference for the location of the recording - Sites can be organized into site groups, e.g. 2 data centers in a city/country - Recording Servers can understand site/location information for regulated/recorded users and can redirect recording streams to another server configured for the site which the user belongs to - Supported integrations: Symphony (using SIP 300 REDIRECT to route the SIP INVITE to the preferred Recording Server)	9.5.0.5894	2019-09-16
RI-019998	Platform - Configuration	Secure SIP port certificates are now validated at service startup	9.5.1.5911	2020-03-09
RI-018933	Platform - Database	For improved database performance, the system no longer lookups related conversations automatically, only on user request	9.5.0.5894	2020-01-23
RI-019099	Platform - Database	New built-in Verba System account which is assigned to data entries, audit logs, etc. Users are not able to login with this account.	9.5.0.5894	2019-11-06
RI-020574	Platform - Database	Reorganize database table indexes are only done once a week on the weekends by default	9.5.2.5953	2020-05-04
RI-024637	Platform - Database	The database Index Rebuild process is automatically stopped after 24 hours to avoid blocking normal operation by the database maintenance process	9.5.10.6045	2020-12-22
RI-027092	Platform - Database	The search was slow in certain cases because the SQL Server has built the wrong execution plan	9.5.11.6056	2021-04-14
RI-024927	Platform - Licensing	License violation alerts include more detailed information about the current license	9.5.11.6046	2021-01-25
RI-018988	Platform - Media Processing	Voice Activity Detection (VAD) and Automatic Gain Control (AGC) are improved to handle line noise better	9.5.0.5894	2020-01-06
RI-020778	Platform - Media Processing	New high-resolution video transcoding options added: 1440p and 2160p	9.5.2.5963	2020-05-07



RI-021241	Platform - Media Processing	After video call was deescalated to voice, the last video frame was kept during the voice-only part in the transcoded media	9.5.3.5975	2020-06-11
RI-023336	Platform - Media Processing	Media Streamer Service cache performance improvement for playback to avoid duplicate transcoding	9.5.7.6009	2020-08-10
RI-019080	Platform - Monitoring	Adding a new Alert View to the SCOM MP, for the alerts with a state greater than or equal 254	9.5.0.5894	2019-11-13
RI-019085	Platform - Monitoring	Change the Alert View in SCOM to filter to a whole range instead of specific states	9.5.0.5894	2019-11-12
RI-019635	Platform - Monitoring	SCOM updated with BT ITS specific alerts	9.5.0.5899	2020-02-21
RI-018967	Platform - Storage Management	Network shares with custom credentials can be defined for Export and Download as ZIP File (previously called Direct Download) exports	9.5.0.5894	2020-01-16
RI-019230	Platform - Storage Management	Users can define which Media Repository Server should execute the export. It allows better alignment with the geographical locations of the export targets.	9.5.0.5894	2019-10-11
RI-019499	Platform - Storage Management	CSRF (Cross-Site Request Forgery) header support added to DELL EMC Isilon SmartLock integration	9.5.0.5894	2020-02-17
RI-020099	Platform - Storage Management	There was a delay in media stitching/download when the SQL Server was busy with retrieving calls for data retention policy	9.5.1.5922	2020-03-23
RI-020352	Platform - Storage Management	Transcoding support added for non-SMB storages. Media files are now downloaded to the Application Server/Media Repository, transcoded and then the transcoded version is uploaded to the original storage target and kept in the local cache on the server. EMC Centera (and EMC ECS using the Centera API) storage targets are not supported for transcoded.	9.5.2.5947	2020-04-22
RI-021774	Platform - Storage Management	Possible handle leak resolved and connection error handling improved for SFTP export	9.5.6.5990	2020-07-13
RI-023536	Platform - Storage Management	New instant message formatting is available for SMTP exports (IMTranscript2)	9.5.7.6011	2020-08-14
RI-023549	Platform - Storage Management	Direct export policy option that enables fast and high volume automatic and continuous export of data directly from the Recording Servers. Direct upload policy option that enables fast and high volume upload of data to the storage targets without running database queries.	9.5.7.6011	2020-08-05
RI-023567	Platform - Storage Management	File attachments (file shares, file transfers) can be viewed and exported inline with instant message conversations for Skype for Business and Symphony (XML import)	9.5.7.6011	2020-07-21
RI-023873	Platform - Storage Management	Filtering of CDRs without media is done in the Storage Service for performance reasons	9.5.8.6023	2020-09-16
RI-023963	Platform - Storage Management	New SMTP export target fields to display date and time values in the recorded user timezone: [IMTranscript2_InUserTimezone], [UserTimezone], [StartDateTimeInUserTimezone], [StartDateInUserTimezone], [StartTimeInUserTimezone], [EndDateTimeInUserTimezone], [EndDateInUserTimezone], [EndTimeInUserTimezone]	9.5.9.6032	2020-10-05
RI-023971	Platform - Storage Management	VSFT secure file upload protocol connection timeout is now configurable	9.5.9.6032	2020-10-08
RI-020369	Platform - CDR and Archived Content	Skype for Business CDR reconciliation improvements: - the Passive Recorder Service can optionally create	9.5.2.5947	2020-04-14

Import

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

RI-019365	Platform - Labeling	Automatic labels can be set up based on markers (e.g. markers can store DTMF information)	9.5.0.5894	2019-09-04
RI-021101	Platform - Import	Generic Import: Improve the UI with Field Path Item reorder functionality and hide the not used input fields	9.5.3.5972	2020-06-04
RI-021110	Platform - Import	Generic import source: Add XPath filtering functionality support	9.5.3.5972	2020-05-26
RI-023342	Platform - Import	Failed multipart content is logged into a separate folder (limited size) instead of a log file for the Import API	9.5.7.6009	2020-07-20
RI-023955	Platform - Import	Playback, download, and export support for legacy calls stored on Hitachi Content Platform and migrated from Verint v11	9.5.9.6032	2020-09-29
RI-024330	Platform - Import	<p>Migration from Verint v15 WFO platform allowing importing of historical recordings:</p> <ul style="list-style-type: none"> <li>- Support for archived calls only</li> <li>- Supported archive mediums: SMB folder, EMC Centera, Hitachi Content Platform (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 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>- Users, Groups, and Extension can be migrated from v15.2 systems. The Users' conversation access scope is not migrated.</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>	9.5.10.6039	2020-12-09

## Fixes

ID	Component	Description	Fixed in	Date
RI-020110	Security	Possible CSV command injection vulnerability resolved when a malicious user can make Excel running commands. For more information, see <a href="https://owasp.org/www-community/attacks/CSV_Injection">https://owasp.org/www-community/attacks/CSV_Injection</a>	9.5.1.5922	2020-03-25
RI-020111	Security	Vulnerability resolved which made it possible to update user passwords without enforcing password rules on the administrator pages	9.5.2.5944	2020-03-25
RI-020122	Security	Vulnerability resolved when the web application infrastructure details (version number) were disclosed with the error message	9.5.1.5922	2020-03-24
RI-020123	Security	Vulnerability resolved when the system sent previously saved Active Directory passwords in plain text during Connection Test	9.5.1.5922	2020-03-24
RI-019525	Recording - Cisco	Cisco network-based recording with JTAPI integration: conversations had not been inserted into the database or got stuck ongoing in very rare cases	9.5.0.5894	2020-02-12
RI-019630	Recording - Cisco	Cisco JTAPI call details were not added to the Barger party's recording in case of Barge calls (Called information and Agent/User ID)	9.5.0.5899	2020-02-24
RI-020004	Recording - Cisco	Cisco Unity voice mail calls were not recorded due SCCP protocol changes	9.5.1.5911	2020-03-05
RI-020013	Recording - Cisco	Cisco JTAPI service did not associate conference participants with users	9.5.1.5911	2020-02-28
RI-020575	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	9.5.3.5953	2020-05-04
RI-021246	Recording - Cisco	Unchanged Genesys metadata were not stored for the next call of an extension	9.5.3.5975	2020-06-10
RI-021550	Recording - Cisco	In very rare cases, the Unified Call Recorder service sent the call end event twice to the Cisco JTAPI service which caused an error and an alert was raised. No data was lost.	9.5.4.5979	2020-06-23
RI-022057	Recording - Cisco	The Verba Unified Call Recorder service could not connect via IPv6 to the Verba Cisco JTAPI Service if FQDN or hostname was configured	9.5.6.5995	2020-07-28
RI-022072	Recording - Cisco	In the case of Cisco JTAPI integration, when the participant information contained special characters, then the files were not uploaded because of a character conversion problem	9.5.6.5999	2020-07-30
RI-019606	Recording - Lync/SfB	Skype for Business calls to Azure Voice Mail did not work when the SfB user was configured for proxy-based recording	9.5.0.5898	2020-02-21
RI-020120	Recording - Lync/SfB	False SRTP decryption alerts were raised for SfB - Teams interop calls	9.5.1.5922	2020-03-19
RI-021109	Recording - Lync/SfB	Skype for Business Filter services stuck at startup when the Secure API certificate was not found	9.5.3.5972	2020-05-26
RI-023339	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	9.5.7.6009	2020-08-03

RI-024928	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.	9.5.11.6046	2021-01-18
RI-023965	Recording - Lync/SfB IM	The Skype for Business IM recorder could not create an XML file for the conferences when direct export/upload configuration was used	9.5.9.6032	2020-09-30
RI-020181	Recording - Microsoft Teams	Unified Call Recorder service might have crashed after configuring Microsoft Teams Bot service connection with an FQDN which could not be resolved	9.5.2.5933	2020-04-02
RI-020354	Recording - Microsoft Teams	Unified Call Recorder service could not continue recording for Teams calls after call splitting timer expired (2 hours by default)	9.5.2.5947	2020-04-22
RI-020412	Recording - Microsoft Teams	After a participant changed the screen/app share source, the system stopped recording the stream	9.5.2.5950	2020-04-23
RI-020413	Recording - Microsoft Teams	Meeting participants were not inserted into the database in some rare cases	9.5.2.5950	2020-04-23
RI-020415	Recording - Microsoft Teams	The application secret was stored as a clear text in the local registry on the server. After upgrade, the secret has to be re-entered on the configuration interface.	9.5.2.5950	2020-04-23
RI-020771	Recording - Microsoft Teams	The connection between the Microsoft Teams Bot and the Unified Call Recorder service might have stuck and the system could not record calls	9.5.2.5963	2020-05-14
RI-021116	Recording - Microsoft Teams	Conversations could not be found when extensions were not configured in an environment/tenant when multi-tenancy was enabled	9.5.3.5973	2020-05-27
RI-021121	Recording - Microsoft Teams	Source platform was not filled in the database record	9.5.3.5973	2020-05-21
RI-021122	Recording - Microsoft Teams	P2P escalation to group call was not reflected in the database and there was no new recording started	9.5.3.5973	2020-05-19
RI-021123	Recording - Microsoft Teams	The connection between the Microsoft Teams Bot and the Unified Call Recorder services could be stuck in a registration state which prevented call recording. No alerts were raised.	9.5.3.5973	2020-05-18
RI-021135	Recording - Microsoft Teams	The Microsoft Teams Bot service subscribed for video or VBSS streams of the call participants even if these modalities were not configured for the recorded user	9.5.3.5973	2020-05-12
RI-021138	Recording - Microsoft Teams	The service ignored the 'Number of Recorded Video Participants' configuration and it was limited for 4 video streams	9.5.3.5973	2020-05-06
RI-021140	Recording - Microsoft Teams	The Microsoft Teams Bot service could not parse anonymous caller which caused missing CDR entries in the database	9.5.3.5973	2020-05-06
RI-021553	Recording - Microsoft Teams	Connection recovery mechanisms improved in the Unified Call Recorder service with the Microsoft Teams Bot service in case of partial connection failures	9.5.4.5979	2020-06-18
RI-021860	Recording - Microsoft Teams	When the Microsoft Teams Bot service was not able to answer a call because the call was already terminated, the call was not properly terminated in the service which could lead to unnecessary memory consumption in the long run	9.5.6.5990	2020-07-16
RI-021862	Recording - Microsoft Teams	Direct routed calls were identified as internal calls	9.5.6.5990	2020-07-15
RI-021863	Recording - Microsoft Teams	Guest users were not stored as participants	9.5.6.5990	2020-07-15

RI-021864	Recording - Microsoft Teams	The Microsoft Teams Bot tried to use a connection intermittently to the Unified Call Recorder service which was already closed and it required ~5 seconds to find a new live connection	9.5.6.5990	2020-07-08
RI-021865	Recording - Microsoft Teams	The Microsoft Teams Bot service didn't subscribe to the VBSS stream if the user was never a dominant speaker	9.5.6.5990	2020-07-08
RI-023622	Recording - Microsoft Teams	Teams calls/meetings longer than 45 minutes could not be recorded if there was no participant change or any activity (mute/unmute, video on/off, etc.) during the 45 minutes	9.5.8.6018	2020-09-07
RI-024040	Recording - Microsoft Teams	HSTS response headers were missing for HTTPS listeners on 9440 and 10100 ports for the Microsoft Teams Bot service	9.5.9.6033	2020-10-06
RI-024041	Recording - Microsoft Teams	When multi-tenancy was disabled, the Microsoft Teams Bot service used the 0000 environment ID and the recordings were uploaded into the 0000 folder	9.5.9.6033	2020-10-13
RI-019501	Recording - Avaya	Avaya DMCC Service tried the next (backup) CM when got "Access code invalid" error during extension registration	9.5.0.5894	2020-02-14
RI-022071	Recording - Avaya	The Avaya DMCC/JTAPI Service tried to register extensions where the Recorded Platform was not configured for Avaya (the system raised alerts)	9.5.6.5999	2020-07-30
RI-023635	Recording - Avaya	The Avaya DMCC/JTAPI Service will not go to the next CM on "terminalExcluded" and "InvalidDeviceStateException" errors, and will not try to register extensions while AES Connection error handling is in progress	9.5.8.6017	2020-09-04
RI-024042	Recording - Avaya	Preferred Codecs list was incorrect in the hint of the Avaya Recorder / Avaya DMCC / Preferred Codec server configuration	9.5.9.6033	2020-10-12
RI-027094	Recording - Avaya	The Avaya DMCC/JTAPI Service did not register subsequent extensions if an extension in the list could not be registered due to "Softphone must be enabled" error was received	9.5.11.6056	2021-04-08
RI-019024	Recording - Centile	Centile connector service did not insert new database fields such as file size, modality, etc.	9.5.0.5894	2019-12-02
RI-018915	Recording - Unified Call Recorder	Markers overlapping segmented calls were stored inaccurately	9.5.0.5894	2020-01-30
RI-018938	Recording - Unified Call Recorder	In case of terminating the recording with call timeout (no call end event received, not trader voice recording), the end time of the record was the time of timeout occurred instead of the last media received	9.5.0.5894	2020-01-23
RI-020363	Recording - Unified Call Recorder	Conference participants were not inserted at video escalation or CDR update	9.5.2.5947	2020-04-14
RI-020573	Recording - Unified Call Recorder	Due to SQL performance reasons, participant information is available only at conversation end	9.5.2.5953	2020-05-04
RI-021637	Recording - Unified Call Recorder	Media file recovery after a service crash might fail for BT IPTrade, IPC Unigy or Speakerbus calls when Voice Activity Detection (VAD) is not enabled	9.5.5.5985	2020-07-02
RI-018965	Recording - IPTrade	If CDR was updated with the same caller/callee number/URI then a possible display name/line label change was skipped and not reflected in the CDR	9.5.0.5894	2020-01-16
RI-020410	Recording - IPTrade	When using Voice Activity Detection (VAD) for BT IP Trade recording, voice clipping could occur at the end of the recording if the media recording session was very short (few seconds or less)	9.5.2.5950	2020-04-23

RI-020787	Recording - IPTrade	BT IPTrade recording with separate streams for caller and callee (no mixing) crashed the recorder service. Alert was raised. The issue affected v9.5.2.5950 or later releases only.	9.5.3.5966	2020-05-19
RI-021557	Recording - IPTrade	After TPO failover, the system might not detect number changes for calls and stored the initial number only	9.5.5.5985	2020-07-01
RI-021560	Recording - IPTrade	BT IPTrade TPO recording: call type was determined only for the master call leg but not for turret legs	9.5.5.5985	2020-06-30
RI-023882	Recording - IPTrade	IPTrade turret based playback was very slow due to the wrong execution plan compiled by SQL Server	9.5.8.6025	2020-09-24
RI-018964	Recording - BT ITS	BT ITS trader name metadata was not properly looked up if the trader was configured with extended trader ID and it did not match the legacy ID and provisioning source was TMS file	9.5.0.5894	2020-01-16
RI-019631	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	9.5.0.5899	2020-02-24
RI-020096	Recording - BT ITS	BT username metadata field was updated on the media record if this information was arrived after creating the media/vox record (next media/vox record contained this information properly)	9.5.1.5922	2020-03-24
RI-021544	Recording - BT ITS	Line label changes from TMS/LDAP did not trigger refreshing the line label information on the calls	9.5.4.5979	2020-06-25
RI-019004	Recording - IPC	The Line Description and the Direction fields were missing from the IPC Unigy Metadata Template in case of some specific upgrade paths	9.5.0.5894	2019-12-13
RI-019571	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	9.5.0.5894	2020-02-04
RI-019963	Recording - IPC	IPC Unigy CTI connection up (Recording Provider Up) alert was sent out with wrong alert type (Recording Provider Down)	9.5.1.5911	2020-03-18
RI-020002	Recording - IPC	Unified Call Recorder Service could not be started in rare cases after server power failure due to corrupted local SQL cache	9.5.1.5911	2020-03-06
RI-020639	Recording - IPC	Recording for IPC Unigy softclients did not work because the recorder did not offer AES_CM_128_HMAC_SHA1_80 for SRTP	9.5.2.5958	2020-05-11
RI-020772	Recording - Cloud9	Cloud9 import failed when microphone was set for device type in case of ring down calls	9.5.2.5963	2020-05-14
RI-023326	Recording - Desktop	Screen capturing and popup could not be triggered based on agent/user ID, only by source/destination number	9.5.7.6009	2020-08-14
RI-022060	Recording - Symphony	Symphony EML import did not work for specific HTML and inline image content	9.5.6.5995	2020-07-27
RI-018929	UI - Web Interface	Group Membership Primary flag was reset to the Default group when the administrator could not see the Primary checkbox (because of the HideFeatures setting)	9.5.0.5894	2020-01-27
RI-019550	UI - Web Interface	Azure AD and ADFS SSO did not work when the web application was behind a load balancer because the wrong Redirect URI was sent to the SSO server	9.5.0.5894	2020-02-06
RI-020101	UI - Web Interface	"End of retention" field couldn't be saved in Conversation Layout configuration	9.5.1.5922	2020-03-20

RI-020103	UI - Web Interface	Verify Signature displayed "Signature file not found" when the files were stored on non-SMB/DFS storage targets	9.5.1.5922	2020-03-20
RI-020106	UI - Web Interface	After an upgrade from 9.4 or older version, if a user was removed from the AD before the first Verba AD Sync run, then the user was not deactivated, because her Object GUID was not set in the Verba database	9.5.1.5922	2020-03-19
RI-020154	UI - Web Interface	User Bulk Update modified users out of scope when the Enable Modality Based Direction Rules is enabled and the updated fields contained Modalities	9.5.1.5923	2020-03-30
RI-020155	UI - Web Interface	Import Sources were visible in all tenants	9.5.1.5923	2020-03-30
RI-020178	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	9.5.2.5928	2020-03-30
RI-020317	UI - Web Interface	Login screen did not work when the session expired on a dashboard	9.5.2.5944	2020-04-09
RI-020357	UI - Web Interface	The Audit Log Details report did not filter for the tenant	9.5.2.5947	2020-04-21
RI-020577	UI - Web Interface	The group supervisor was not able to search on the users already removed from the supervised group	9.5.2.5953	2020-04-30
RI-020583	UI - Web Interface	Administrators with Ready-Only Extensions permissions could invalidate extensions when they had Users/Groups Update permission	9.5.2.5953	2020-04-28
RI-020642	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	9.5.2.5958	2020-05-08
RI-020786	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	9.5.3.5966	2020-05-19
RI-021102	UI - Web Interface	Error occurred when deleting an export task while it was still running	9.5.3.5972	2020-06-04
RI-021559	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	9.5.5.5985	2020-07-01
RI-021780	UI - Web Interface	The group name was not fully visible in forms with group selection option	9.5.7.6011	2020-07-07
RI-022055	UI - Web Interface	Web Application did not work in cloud mode for Node Manager when Java Runtime version 11 was used	9.5.6.5995	2020-07-28
RI-022075	UI - Web Interface	Background Tasks page export did not generate the file with proper data	9.5.6.6001	2020-08-04
RI-022076	UI - Web Interface	Extension deactivation did not work instantly when the client's timezone was behind GMT	9.5.6.6001	2020-08-04
RI-023327	UI - Web Interface	User Filter using "Synchronizing AD Profile ID" did not work on the Users List screen	9.5.7.6009	2020-08-14
RI-023332	UI - Web Interface	The group could not be deleted if there was a Shared Item referencing it	9.5.7.6009	2020-08-12
RI-023519	UI - Web Interface	The first Active Directory Profile was not select-able on the Active Directory Profiles List screen in Russian language	9.5.7.6011	2020-08-24
RI-023587	UI - Web Interface	Role filtering criteria did not support international characters	9.5.7.6013	2020-08-26
RI-023879	UI - Web Interface	Selecting the Excel export option on the Alert Management page resulted in a blank page	9.5.8.6025	2020-09-24

RI-023884	UI - Web Interface	User group membership will not be updated when the user is primarily synchronized by an AD Profile which should not synchronize users. Membership update incorrectly happened when the user started to be merged by another AD Profile.	9.5.8.6025	2020-09-23
RI-023887	UI - Web Interface	Audio segment download in player did not work for trader voice recordings with stitched media	9.5.8.6025	2020-09-22
RI-023890	UI - Web Interface	Search was very slow for trader voice conversations due to the wrong execution plan compiled by SQL Server	9.5.8.6025	2020-09-21
RI-024047	UI - Web Interface	When using a direct link to open the Conversation Details, the Protect icon did not work and the Related Calls icon was visible even if it was not working (and now removed)	9.5.9.6034	2020-10-07
RI-024066	UI - Web Interface	The selected Identity Providers were displayed as "Available" too when cloning an existing Role	9.5.9.6035	2020-10-27
RI-024211	UI - Web Interface	Home Page setting did not work with Integrated Windows Authentication (IWA)	9.5.10.6039	2020-11-17
RI-024215	UI - Web Interface	Users were able to bypass playback restriction when the multiple playback feature was used	9.5.10.6039	2020-11-12
RI-024334	UI - Web Interface	Advanced Export was visible on the Search screen even if the user did not have the "Conversations List Export" permission. The server threw an error when the user tried to use it without a permission.	9.5.10.6039	2020-12-07
RI-024338	UI - Web Interface	Bulk Media download was available even if the user had no "Download a Conversation" permission	9.5.10.6039	2020-11-30
RI-024517	UI - Web Interface	The newly created users were not put into the groups which were selected on the AD profile's New Users' Properties when the Synchronize Security Groups checkbox was not turned on.	9.5.10.6044	2020-12-10
RI-024634	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	9.5.10.6045	2020-12-24
RI-024938	UI - Web Interface	If the user did not have "Customize Conversation Export Target Folder" permission, then the Direct Download feature did not work	9.5.11.6046	2021-01-08
RI-024941	UI - Web Interface	Media files bigger than 2 GB cannot be downloaded and played back from the web application	9.5.11.6046	2021-01-07
RI-024942	UI - Web Interface	The e-mail generated by the Send URL feature displays question marks for non-ASCII characters	9.5.11.6046	2021-01-06
RI-026363	UI - Web Interface	When the Active Directory Synchronization had a custom schedule in a redundant deployment, and Media Repository 1 executed the sync, then Media Repository 2 computed the wrong "Next Time of Execution" and locked the database for a few hours unnecessarily	9.5.11.6054	2021-03-01
RI-027494	UI - Web Interface	Playback of a Desktop Screen recording was audio-only after the VF file was converted to MP4 and got deleted	9.5.13.6058	2021-05-03
RI-027495	UI - Web Interface	After the VF file was removed by a delete policy, the remaining audio record could not be played back from any browsers except Internet Explorer. This was because the Video Codec ID was still filled in, and so the streamer service was not being used to transcode the audio to a format playable by Chrome.	9.5.13.6058	2021-05-03



RI-021778	UI - Waveforms	The waveform was not available for Skype for Business screen/application share recordings if SMB storage was used with custom credentials	9.5.6.5990	2020-07-08
RI-020098	UI - Reporting	Voice Quality Check Details report only returned the top 100 random records	9.5.1.5922	2020-03-23
RI-020783	UI - Reporting	Dashboard templates were only available in the reference environment/tenant	9.5.2.5966	2020-05-20
RI-020792	UI - Reporting	Dashboard filters did not work in widget configuration for pre-populated lists	9.5.2.5966	2020-05-13
RI-021104	UI - Reporting	Conversations Length Trend Dashboard Widget did not work but displayed a SQL error	9.5.3.5972	2020-06-03
RI-021242	UI - Reporting	Users CDR Reconciliation Summary report group filters did not work	9.5.3.5975	2020-06-11
RI-021244	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	9.5.3.5975	2020-06-10
RI-023329	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	9.5.7.6009	2020-08-13
RI-023331	UI - Reporting	An alert was generated each time a report was created: Could not upload xxx report (xxx.pdf) to null (when report upload was not enabled)	9.5.7.6009	2020-08-13
RI-023524	UI - Reporting	When adding a group filter to the Call Activity Trend report, it did not get generated	9.5.7.6011	2020-08-19
RI-023531	UI - Reporting	Voice Quality Check Details report Voice Quality criteria were not in parenthesis and they use the OR operator so that could cause a mistake if there were other criteria too	9.5.7.6011	2020-08-18
RI-023624	UI - Reporting	Dashboard localization did not work	9.5.7.6015	2020-09-02
RI-023868	UI - Reporting	The Conversation Access Event Details report supported the English language only	9.5.8.6022	2020-09-14
RI-024212	UI - Reporting	The Server Capacity report did not work and the system generated 0kb reports (no report output) with exceptions in the log files	9.5.10.6039	2020-11-16
RI-024339	UI - Reporting	Server Configuration with Profile report: when there were multiple profiles for the same role, then only one of the profiles' settings were shown	9.5.10.6039	2020-11-30
RI-024362	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.	9.5.10.6039	2020-12-09
RI-024474	UI - Reporting	Dashboard snapshot schedule was not correct when the creation time converted to UTC resulted in a longer time then 24 hours	9.5.10.6044	2020-12-09
RI-019654	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.	9.5.0.5899	2020-02-20
RI-019656	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.	9.5.0.5899	2020-02-13

RI-021551	Solution - Ethical Wall	When single directional presence blocking was configured, user A who should have seen the user B's presence was not able to see the user B's presence after login until the first presence change of user B due to blocked presence probing	9.5.4.5979	2020-06-22
RI-024939	Solution - Quality Management	Quality Management Form Custom Field titles and values were not saved	9.5.11.6046	2021-01-08
RI-020781	Platform - Announcement	Call setup failed intermittently when Cisco outbound announcement was configured	9.5.3.5966	2020-05-21
RI-018959	Platform - API	AttachMetaData API call returned affected rows = 0 when there was no metadata attached to the call yet	9.5.0.5894	2020-01-20
RI-019976	Platform - API	GetMediaEncoded API call did not take the format parameter into account and always returned WAVE files	9.5.1.5911	2020-03-16
RI-020285	Platform - API	Attach Metadata HTTP Business API call did not work for ongoing conversations	9.5.2.5940	2020-04-07
RI-023328	Platform - API	HTTP Business API Ongoing Conversation Search did not work without Authentication (when the API Key did not require authentication)	9.5.7.6009	2020-08-13
RI-023517	Platform - API	SearchCalls API added one minute to the received end time parameter	9.5.7.6011	2020-08-25
RI-023967	Platform - API	Provisioning API getStoragePolicies and getStoragePolicy returned a StorageFolder even when the policy had no Storage Folder (then returned a dummy folder with id 0)	9.5.9.6032	2020-10-08
RI-024639	Platform - API	SearchCalls API threw error when searching for ongoing calls without the end time parameter	9.5.10.6045	2020-12-13
RI-018958	Platform - Configuration	If User and Group Full DN information contained special characters, the users were continuously activated and deactivated by Active Directory Synchronization	9.5.0.5894	2020-01-20
RI-019144	Platform - Configuration	Service reread failure after a Refresh Extension Configuration or an Apply Communication Policy Configuration tasks were not displayed and considered as errors	9.5.0.5894	2019-10-25
RI-020581	Platform - Configuration	CSP certificates might refer to a KSP key and the system was unable to load the key in that case	9.5.2.5953	2020-04-29
RI-020773	Platform - Configuration	In the case of IPv6 address in the Media Repository HTTP URL, JTAPI service URL, and Recorder Server URL, the host part was not parsed properly	9.5.2.5963	2020-05-13
RI-019989	Platform - Database	The update-for-9.4.sql script threw an error under certain circumstances when there were calls marked as Private	9.5.1.5911	2020-03-10
RI-020006	Platform - Database	Database connection error handling improved to reduce unnecessary alerts	9.5.1.5911	2020-03-04
RI-020356	Platform - Database	The Daily Maintenance Job threw an error when the same ccdr_id existed in section1 and section2 tables	9.5.2.5947	2020-04-21
RI-021556	Platform - Database	Snapshot Isolation update conflict could result in partial data updates in e.g. Active Directory synchronization when recorded extensions were not added	9.5.4.5979	2020-06-15
RI-021558	Platform - Database	Disposal Log entries were not created	9.5.5.5985	2020-07-01
RI-023522	Platform - Database	Maintenance job execution timeout was one hour when it was called from the Web Application	9.5.7.6011	2020-08-19
RI-024342	Platform - Database	The upload process prevented Maintenance Job from running and vice versa	9.5.10.6039	2020-11-27

RI-024633	Platform - Database	The following deletion functions did not work since 9.5.9.6037: - On-Demand call deletion after call buffer expires (Storage Service) - Deletion of CDRs where there was no voice activity for trader voice recording (Unified Call Recorder Service) - Deleting records during deduplication (Storage Service) - Manual deletion on the Web UI (Web Application Service) In all cases, the related services raised an alert on failed deletion attempts.	9.5.10.6045	2020-12-31
RI-021099	Platform - Licensing	License Usage was not logged when there were multiple tenants	9.5.3.5972	2020-06-05
RI-024218	Platform - Licensing	License Usage was not counted after a Web Application restart until the daily license check or visiting the license screen	9.5.10.6039	2020-10-22
RI-024636	Platform - Licensing	License: Media Monitor (CDR Reconciliation) check counted non-voice Extensions too	9.5.10.6045	2020-12-22
RI-019511	Platform - Media Processing	Storage Service and/or Media Codec could crash when mixing video in specific layouts	9.5.0.5894	2020-02-13
RI-019512	Platform - Media Processing	If mobile video recording changes the aspect ratio (landscape/portrait, mobile is rotated 90 degrees), the video layout did not adapt to it and distorted the picture	9.5.0.5894	2020-02-13
RI-019536	Platform - Media Processing	Media records stuck in ongoing state could prevent users to playback calls referencing the media channel	9.5.0.5894	2020-02-11
RI-019613	Platform - Media Processing	Transcoding for desktop screen capture did not work when the total resolution if the screens were higher than 2048x2048 pixel	9.5.0.5898	2020-02-18
RI-020572	Platform - Media Processing	If Siren stream had loss the decoding might crash during transcoding	9.5.2.5953	2020-05-04
RI-020582	Platform - Media Processing	In rare cases, video streams might have had a color defect at mixing	9.5.2.5953	2020-04-29
RI-020776	Platform - Media Processing	In the case of MP4 transcoding, when there was a long gap in the video (video was turned off and on again), then instead of showing black screen, the last frame was repeated	9.5.2.5963	2020-05-13
RI-021237	Platform - Media Processing	Memory consumption could increase temporarily dramatically (up to 4-6 GBytes) if there was a gap in the video stream during MP4 encoding	9.5.3.5975	2020-06-12
RI-021547	Platform - Monitoring	Memory leak in OpenSSL 1.1.1 caused memory issues for the following services: - Node Manager Agent - System Monitor  In the case of the Node Manager Agent service, the service could leak 10 MBytes per hour when e.g. the Service Control page as open in the web application.	9.5.4.5979	2020-06-25
RI-018951	Platform - Storage Management	Export did not work for Bloomberg voice	9.5.0.5894	2020-01-21
RI-019059	Platform - Storage Management	The number of maximum files for media stitching was limited to 512, it is unlimited from now on	9.5.0.5894	2019-11-23
RI-019368	Platform - Storage Management	The Encrypt and Sign policy tried to re-encrypt the files which were already encrypted when a new certificate was selected	9.5.0.5894	2019-09-03
RI-019605	Platform - Storage Management	EMC Isilon SmartLock secure API connection did not work	9.5.0.5898	2020-02-14

RI-019967	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	9.5.1.5911	2020-03-18
RI-019987	Platform - Storage Management	The upload policies in a multitenant environment do not take into account the tenant EID if the policy did not contain filters	9.5.1.5911	2020-03-12
RI-019992	Platform - Storage Management	Player based video transcoding did not work on SMB shares with custom credentials	9.5.1.5911	2020-03-09
RI-020016	Platform - Storage Management	Playback did not work in some cases for imported calls from a Verint WFO system when the medial files (TAR) were archived on EMC Centera	9.5.1.5911	2020-02-27
RI-020108	Platform - Storage Management	Deduplication did not work due to database transaction rollback issues	9.5.1.5922	2020-03-18
RI-020124	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.	9.5.1.5922	2020-03-27
RI-020179	Platform - Storage Management	Metadata XML files for CDR-only records were not uploaded to EMC Centera and ECS	9.5.2.5933	2020-04-03
RI-020353	Platform - Storage Management	SfB application share (RDP only) recordings could not be transcoded on SMB storages when custom SMB credentials were used	9.5.2.5947	2020-04-22
RI-020585	Platform - Storage Management	.g729 files were not properly handled at export and playback, transcoding showed an error message about not supported codec	9.5.2.5953	2020-04-28
RI-020854	Platform - Storage Management	SfB application share (VMF files) recordings could not be transcoded on SMB storages when custom SMB credentials were used	9.5.3.5969	2020-05-25
RI-020856	Platform - Storage Management	Data retention times beyond 2038 could not be applied on Netapp SnapLock	9.5.3.5969	2020-05-25
RI-021100	Platform - Storage Management	Export failed randomly from Amazon S3 and Amazon S3 compatible storage targets	9.5.3.5972	2020-06-05
RI-021243	Platform - Storage Management	Export of encrypted calls might not export the encryption info file if the media was not to be transcoded	9.5.3.5975	2020-06-10
RI-021245	Platform - Storage Management	Call export did not work if the voice transcoding format specified was the same as the original file format	9.5.3.5975	2020-06-10
RI-021640	Platform - Storage Management	Connection error with EMC Isilon SmartLock when special characters were used in API credentials	9.5.5.5985	2020-07-02
RI-021775	Platform - Storage Management	Metadata XML files were not exported using the advanced export feature when media stitching was enabled for CDR-Only records	9.5.6.5990	2020-07-10
RI-021776	Platform - Storage Management	During policy-based export, metadata XML files were not decrypted even if decryption was enabled for the policy	9.5.6.5990	2020-07-10
RI-021779	Platform - Storage Management	SMTP export did not work and Storage service crashed if the size of the file attachment was smaller then 2 Bytes	9.5.6.5990	2020-07-08
RI-023515	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	9.5.7.6011	2020-08-25
RI-023588	Platform - Storage Management	Upload/Move/Copy policies did not work for EMC ECS configured with S3 Compatible integration due to wrong chunked response processing	9.5.7.6013	2020-08-04

RI-023631	Platform - Storage Management	Trader voice recording playback did not work if retrieving the media records from the database took more than 30 seconds	9.5.8.6017	2020-09-08
RI-023636	Platform - Storage Management	File attachment upload failed if there was at least one failed upload attempt before	9.5.8.6017	2020-08-31
RI-023735	Platform - Storage Management	Policy task execution was not visible on the background task page when there was an error in policy execution	9.5.8.6021	2020-09-11
RI-023871	Platform - Storage Management	Advanced Export manifest file contained the temporary file path of the media files if the file was to be transcoded or stitched	9.5.8.6023	2020-09-17
RI-023883	Platform - Storage Management	Advanced Export and Export Policy could show invalid records count at the end of the task if new, matching records were inserted to the database while the task was running	9.5.8.6025	2020-09-24
RI-023897	Platform - Storage Management	Media stitching for playback and export was very slow for trader voice conversations due to the wrong execution plan compiled by SQL Server	9.5.8.6025	2020-09-24
RI-023953	Platform - Storage Management	On-demand conversation processing SQL queries might fail after a long idle time. Alerts were raised and queries were executed again.	9.5.8.6027	2020-09-30
RI-023970	Platform - Storage Management	Recent than/older than filtering for advanced export did not work as expected because the reference date was based on the current time and not on the export schedule	9.5.9.6032	2020-10-08
RI-023975	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	9.5.9.6032	2020-10-06
RI-023976	Platform - Storage Management	Policy-based upload ignored policy level retention period setting if Prefer User Retention was enabled and the value was empty	9.5.9.6032	2020-10-06
RI-024039	Platform - Storage Management	Policy based export ignored the "Encrypt XML metadata" checkbox on UI and encrypted all the time when the media was encrypted	9.5.9.6033	2020-10-14
RI-024065	Platform - Storage Management	The wrong file was played back in some cases in the player in case of Verint v11 migrated calls which were stored on Hitachi Content Platform	9.5.9.6035	2020-10-28
RI-024471	Platform - Storage Management	The User-preferred retention settings is not applied intermittently, because the database record is not updated with the final User information yet when the storage already started to process the recording	9.5.10.6044	2020-12-11
RI-024931	Platform - Storage Management	Advanced Export: CSV metadata was not properly escaped if it contained delimiter, newline, or " characters	9.5.11.6046	2021-01-14
RI-024934	Platform - Storage Management	Storage Management and Speech Analytics services startup failed if there was no SQL connection	9.5.11.6046	2021-01-14
RI-024936	Platform - Storage Management	The priority of the upload policies was not properly handled and in case multiple upload policies were matching the call the system did not take into account the configured priority setting	9.5.11.6046	2021-01-11
RI-024937	Platform - Storage Management	The User-preferred data retention setting was not applied intermittently if the upload policy did not have a filter or the call was still in the ongoing table while the upload policy started to process the call	9.5.11.6046	2021-01-11
RI-026971	Platform - Storage Management	Deduplication policy related improvements and fixes: - the policy did not check if the media had been uploaded for all CDR/Media records, so it might have failed to	9.5.11.6055	2021-04-12

		delete or copy the related ones and the processing policy was retried in the next schedule - the policy did not give up processing (committing conversation as processed) conversations that were under retention - processing secondary records might have continued with the next policy before the related primary pair had been processed by the policy		
RI-026972	Platform - Storage Management	Retention information was lost after executing the "Archive in DB" policy	9.5.11.6055	2021-04-06
RI-024933	Platform - Media Streaming	When both Verba\LocalIP and LocalIP6 were empty, the Media Streamer service started normally but did not start listening on. Now it will throw a configuration error/alert.	9.5.11.6046	2021-01-14
RI-024472	Installer - Servers	The private key of the generated server certificate was not exportable	9.5.10.6044	2020-12-10
RI-019517	Platform - CDR and Archived Content Import	Cisco CDR Column Filters configuration did not work for Cisco CDR reconciliation	9.5.0.5894	2020-02-13
RI-019524	Platform - CDR and Archived Content Import	Cisco CDR reconciliation could not filter out calls on shared lines which were handled by non-recorded users	9.5.0.5894	2020-02-12
RI-020368	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	9.5.2.5947	2020-04-14
RI-020491	Platform - CDR and Archived Content Import	In the case of persistent SQL Server connection errors, the system might have skipped CDRs during reconciliation	9.5.2.5952	2020-04-24
RI-020644	Platform - CDR and Archived Content Import	The CDR Import service crashed during recheck when it tried to delete a failed CDR	9.5.2.5958	2020-05-08
RI-020767	Platform - CDR and Archived Content Import	CDR import was unable to update Skype for Business conference participants	9.5.2.5963	2020-05-15
RI-021552	Platform - Labeling	Labeling did not work in case of special characters were used in the configuration	9.5.4.5979	2020-06-18
RI-020490	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	9.5.3.5952	2020-04-28
RI-021112	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.	9.5.3.5972	2020-05-26
RI-021777	Platform - Import	Import from external Verba system did not work for encrypted files	9.5.6.5990	2020-07-10
RI-022070	Platform - Import	Verint v11 to Verba migration threw a SQL error when there was an unconfigured EMC Media in the Verint database	9.5.6.5999	2020-08-03
RI-023335	Platform - Import	Import did not work from local disk or network share where the path included a dot (.) character	9.5.7.6009	2020-08-11
RI-023944	Platform - Import	Recorded Party field parsing caused "stoi argument out of range" errors.	9.5.9.6032	2020-09-25
RI-023959	Platform - Import	Migration from Verint v11 did not pull all of the Verint "Media" as Verba "Storage Target" so calls possibly could be migrated without a Storage Target property	9.5.9.6032	2020-09-28
RI-023964	Platform - Import	Unescaped null character in the input caused SQL errors for generic import source	9.5.9.6032	2020-10-02

RI-024038	Platform - Import	Verba import did not work for previously exported calls from a Verba system when calls were encrypted originally and were decrypted during export	9.5.9.6033	2020-10-14
RI-024209	Platform - Import	Verba Import did not work for recordings where there was a partial mismatch (e.g. timestamp) in the name of the media file and metadata XML file	9.5.10.6039	2020-11-23
RI-024213	Platform - Import	Verint Migration: Back-Office calls were not assigned to Verba users. If a Front-Office call could be assigned to multiple Verba users, then the migration failed.	9.5.10.6039	2020-11-16
RI-024930	Platform - Import	Migration from Verint 15.2: Back Office Source Records was counted incorrectly, it showed less than the actual number of rows to migrate	9.5.11.6046	2021-01-18
RI-025941	Platform - Import	Verint import (dual consolidation) improvements and fixes: <ul style="list-style-type: none"> <li>- improved timestamp parsing and handling</li> <li>- session ID added to internal cache to handle trader voice records better</li> <li>- Device Type metadata field added</li> <li>- improved connection handling</li> <li>- fixed direction field parsing</li> <li>- fixed start/end time and duration parsing</li> <li>- changed metadata parsing</li> <li>- added VOX metadata enrichment from CTI records</li> <li>- added ANI, DNIS hidden number handling</li> <li>- added new metadata fields: Cmd Id, External Call Id, Interaction Type</li> <li>- Media records were missing for Cisco recordings</li> <li>- From Info/To Info fields are now filled with names</li> </ul>	9.5.11.6050	2021-02-03

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