

Verba Release Notes

Verba 9.6 Release Notes (build 9.6.19.7343)

This document lists new features and fixes released in Verba 9.6 Release Notes (build 9.6.19.7343).

Release Date 2020-09-10

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ID	First Affected	Status	Description
KI-0058	7.0 (7.0.4314.0)	Resolved in 9.6.0.5944	<p>Summary Certain calls between Skype for Business and Teams or Azure VoiceMail cannot be recorded</p> <p>Am I affected? All Sykpe for Business recording installations are affected where the recorded users can call Teams users or place voicemail messages in Azure VoiceMail.</p> <p>Impact Certain Skype for Business calls cannot be recorded when a recorded Skype for Business user is calling a Teams user and one of the participants is outside of the corporate network, or a recorded Skype for Business user is placing an Azure VoiceMail message. This limitation is caused by the new call setup procedure, and specifically in ICE negotiation, introduced in Teams and Azure VoiceMail, which prevents the recording system to redirect and force the calls to the Skype for Business Edge Server where the Media collector can fork the related media streams. Since the system is not able to capture the media streams related to these calls, these calls are not recorded. No alerts are raised unless CDR reconciliation is enabled.</p> <p>Workaround Currently there is no workaround other than disabling Teams or Azure VM calling entirely for the recorded users.</p> <p>We are actively working on implementing a new solution which extends the capabilities of the Proxy Server to be able to relay these type of calls too. It requires a major change in the architecture by allowing the Proxy Server to relay calls with external participants through a public interface. It also means that that calls which are currently routed through the Skype for Business Edge Server and forked by the Media Collector Service will be routed through the Proxy Servers that same way as calls with internal or PSTN participants. We are currently targeting July 2020 with the enhanced version of the Proxy Server.</p>
KI-0060	9.6 (9.6.19.7343)	Resolved in 9.6.3.6043	<p>Summary A query error leads to an increasing size of the local database cache on the Media Recorders storing VOX/voice activity events which leads to performance degradation and affects media processing which can cause data loss in recorded conversations. The problem was introduced in v9.6 with the new feature which can avoid creating unnecessary CDRs for long open line calls without any media activity.</p> <p>Am I affected? All v9.6 trader voice recording deployments (BT ITS, BT IPTrade, IPC Unigy and Speakerbus) are affected where VOX/VAD triggered media recording is configured and Media Recorders and Recording Directors are deployed on separate servers. Note: v9.6 Unified Call Recorder service executable can be potentially deployed on top of previous installations too.</p> <p>Impact</p> <ul style="list-style-type: none"> - The issue manifests after many weeks or months of deployment (depending on server load and server performance) and once the size of the cache reaches a critical size the issue becomes more and more evident - Parts of affected media records might become choppy/bad quality/some seconds missing -Voice quality check reports packet loss and affected media records in UI/search/call details are marked with packet loss media processing error - In the case of BT ITS integration TTP packet loss alerts are triggered <p>Workaround It is recommended to manually delete the local cache database in a maintenance window, every 1-2 weeks depending on server load on Media</p>

Recorder servers (Recorder Servers acting as Media Recorder role for Unified Call Recorder service):

1. Stop the Verba System Monitor and Unified Call Recorder services
2. Delete verba_install_folder\work\unified rec\dbcache\voxhistory.db file
3. Start the stopped services

Critical Fixes

ID	Component	Description	Fixed in	Date
RI-021153	Recording - Lync/SfB	<p>Certain calls between Skype for Business and Teams or Azure VoiceMail cannot be recorded</p> <p>Impact All Sykpe for Business recording installations are affected where the recorded users can call Teams users or place voicemail messages in Azure VoiceMail.</p> <p>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>	9.6.0.5944	2020-06-10
RI-024146	Recording - Unified Call Recorder	<p>A query error leads to an increasing size of the local database cache on the Media Recorders storing VOX/voice activity events which leads to performance degradation and affects media processing which can cause data loss in recorded conversations. The problem was introduced in v9.6 with the new feature which can avoid creating unnecessary CDRs for long open line calls without any media activity.</p> <p>Impact All v9.6 trader voice recording deployments (BT ITS, BT IPTrade, IPC Unigy and Speakerbus) are affected where VOX/VAD triggered media recording is configured and Media Recorders and Recording Directors are deployed on separate servers. Note: v9.6 Unified Call Recorder service executable can be potentially deployed on top of previous installations too.</p> <ul style="list-style-type: none">- The issue manifests after many weeks or months of deployment (depending on server load and server performance) and once the size of the cache reaches a critical size the issue becomes more and more evident- Parts of affected media records might become choppy/bad quality/some seconds missing-Voice quality check reports packet loss and affected media records in UI/search/call details are marked with packet loss media processing error	9.6.3.6043	2020-11-13

- In the case of BT ITS integration TTP packet loss alerts are triggered

Workaround

It is recommended to manually delete the local cache database in a maintenance window, every 1-2 weeks depending on server load on Media Recorder servers (Recorder Servers acting as Media Recorder role for Unified Call Recorder service):

1. Stop the Verba System Monitor and Unified Call Recorder services
2. Delete verba_install_folder\work\unified rec\dbcache\voxhistory.db file
3. Start the stopped services

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

Feature Improvements

ID	Component	Description	Added in	Date
RI-024159	Security	Apache Tomcat application server hardening: - CBC hash algorithm ciphers have been removed - HSTS Max Age has been increased to one year (was 90 days)	9.6.4.6062	2020-11-20
RI-025927	Security	OpenSSL library is updated to the latest v1.1.1j	9.6.6.6304	2021-02-18
RI-026723	Security	OpenSSL library is updated to the latest v1.1.1k	9.6.9.6391	2021-03-26
RI-030537	Security	OpenSSL library is updated to the latest v1.1.1l	9.6.16.6995	2021-12-15
RI-030602	Security	Upgrade to the latest Log4j 2.17.1 version (from Log4j 1.2.17)	9.6.17.7145	2022-02-16
RI-030989	Security	The private key password for the SSL certificate configuration can be defined in an encrypted format in the Apache Tomcat server.xml configuration file (previously it was plain text only)	9.6.17.7145	2022-02-16
RI-031402	Security	Unused Spring jar files are removed from the web application. These files could be flagged by security scanners due to recent Spring vulnerabilities such as CVE-2022-22965.	9.6.18.7315	2022-04-22
RI-031451	Security	OpenSSL library is updated to the latest v1.1.1n	9.6.18.7315	2022-04-22
RI-031633	Security	OpenSSL library is updated to the latest v1.1.1o	9.6.19.7343	2022-05-19
RI-023492	Recording - Passive	Passive Recorder does not release/invite conference announcement again at recording segmentation	9.6.0.5969	2020-08-19
RI-030714	Recording - Cisco	Optimized handling of asynchronous event processing to determine IP address of the devices using Cisco JTAPI to avoid delays in database inserts	9.6.17.7145	2022-02-16
RI-030852	Recording - Cisco	Support for multi-fork recording through CUBE Media Proxy to allow 2N recording using Cisco network-based recording	9.6.17.7145	2022-02-16
RI-024016	Recording - Cisco IM	Cisco Webex Teams chat import and API throttling improvements to avoid API overload	9.6.1.5995	2020-08-10
RI-023509	Recording - Lync/SfB	If the capture interface cannot be recovered then the Media Collector & Proxy service will be automatically restarted and an alert is raised	9.6.0.5971	2020-08-24
RI-023510	Recording - Lync/SfB	A new Call Processing alert is generated when the Media Collector & Proxy service is not able to allocate media ports	9.6.0.5971	2020-08-24
RI-030718	Recording - Lync/SfB	Luware: Call As a Service - Process new metadata information to create proper CDR for these call flows	9.6.17.7145	2022-02-16
RI-031685	Recording - Lync/SfB	The Verba SfB/Lync Filter Service now can use and prioritize the gateway/SBC's IP address in the case of subnet-based proxy assignment.	9.6.19.7343	2022-05-19
RI-023637	Recording - Microsoft Teams	Recording announcements can no longer be configured for Teams recording due to Microsoft restrictions. Configurable announcement policies for P2P calls are coming later in Microsoft Teams as a built-in feature.	9.6.0.5981	2020-09-08
RI-024046	Recording - Microsoft Teams	Microsoft Teams Bot service supports maintenance mode which allows gracefully draining the server before shutting down the service	9.6.4.6145	2020-10-15
RI-024175	Recording - Microsoft Teams	The Microsoft Teams Bot service is now able to reread the following configuration values without restart:	9.6.4.6062	2020-10-15

- Log level
- Compress RAW audio to G.711
- Bidirectional/Stereo Recording
- Number of Recorded Video Participants
- Preferred Video Resolution
- Preferred Screen Share Resolution
- Separated Screen Share Record
- Start Recording After Recorded User Joined
- Block Calls when Recording Server Unavailable

RI-024610	Recording - Microsoft Teams	New configuration added 'Record non-configured extensions'. If turned on, the Microsoft Teams Bot service will start recording those extensions too which are not added to the Verba configuration with all modalities. The extensions added to the configuration are interpreted as usual. By default, the setting is turned off.	9.6.4.6154	2020-12-07
RI-024611	Recording - Microsoft Teams	Microsoft Teams Bot Service is now running on .NET 4.8. All dependencies (Teams Calling SDK v1.2, Teams Bot Media SDK v1.19) updated to the latest versions.	9.6.4.6154	2020-11-19
RI-026918	Recording - Microsoft Teams	Microsoft Teams conditional recording for voice/video/screen: <ul style="list-style-type: none"> - New extension configuration is introduced which adds the capability of recording a user only in the case of meetings where external participants are present. The recording is initiated when the first external party enters the meeting and it is terminated when there are no remaining external users in the meeting. - New extension configuration is introduced which adds the capability of recording only the video stream of external participants. If turned on, the Verba Microsoft Teams Bot service won't subscribe for internal participants' video streams. - New extension configuration is introduced which adds the capability of recording only scheduled meetings (queried via the Graph API). Two additional configurations are added according to this feature. The recording trigger can be the meeting organizer or the meeting subject. 	9.6.9.6410	2021-03-09
RI-026922	Recording - Microsoft Teams	The Microsoft Bot Media SDK was updated to 1.20.0.348	9.6.9.6410	2021-03-09
RI-028148	Recording - Microsoft Teams	PSTN number support added to the never record feature for the Microsoft Teams Bot service.	9.6.12.6666	2021-06-29
RI-029858	Recording - Microsoft Teams	Microsoft Teams bot grouping feature added for voice recording. The bot grouping allows grouping the recorded streams of the recorded users participating in the same meeting. When enabled, a single audio stream is sent to the bot until the group limit is reached. When the bot grouping is enabled, the following features are not supported for the user handled by the bot grouping: <ul style="list-style-type: none"> - Video/ Screen Share recording - Controlled recording - Never record (recording mode) - record only if external user is participating - record video only for external participants - record only scheduled meeting 	9.6.15.6904	2021-11-11
RI-029865	Recording - Microsoft Teams	New metadata template added for Microsoft Teams. Available metadata fields: Meeting Subject, Meeting Organizer ID, Meeting Organizer Name, and Compliance Policy	9.6.15.6904	2021-11-11
RI-029866	Recording - Microsoft Teams	New configuration: Internal Domain, Numbers Pattern - Defines the tenants and number ranges that have to be considered as internal in the case of direction identification of the calls.	9.6.15.6904	2021-11-11

RI-030543	Recording - Microsoft Teams	The Verba Microsoft Teams Bot service's meeting subject retrieval procedure extended with the Graph.onlineMeetings endpoint. Therefore the application needs an additional permission: OnlineMeetings.Read.All. Also, an Application Access Policy needs to be defined on the Teams tenant please refer to the Knowledge Base for more information. Only applicable if the additional Microsoft Teams type metadata is needed or Microsoft Teams meeting specific recording rules are used.	9.6.16.6995	2021-12-15
RI-030766	Recording - Microsoft Teams	The Microsoft Teams Bot service now utilizes a counter to track the number of used video sockets. If the number of sockets reaches the limit's 99% it sends an unavailable response to the health probe requests.	9.6.17.7145	2022-02-16
RI-030767	Recording - Microsoft Teams	The Microsoft Teams Bot service now implements a new algorithm to monitor and close timed out conversations. In various cases, the calls got stuck and still consumed resources which could led resource allocation issues.	9.6.17.7145	2022-02-16
RI-031289	Recording - Microsoft Teams	The Microsoft Media Platform SDK health status was added to the Microsoft Teams Bot service's health probe so the load balancers can detect if the Media SDK is in a heavily loaded state and the bot should not receive any new invites.	9.6.18.7315	2022-04-22
RI-031442	Recording - Microsoft Teams	The shared server feature has been added to the Microsoft Teams Bot Service and a single Microsoft Teams Bot and Recorder infrastructure can be shared across multiple VFC instances	9.6.18.7315	2022-04-22
RI-026026	Recording - Microsoft Teams IM	Microsoft Teams instant message, attachment capture and archiving: <ul style="list-style-type: none"> - Event/webhook (DLP) based API integration, where the Teams platform sends all updates once the recorder subscribes - Support for on-prem, cloud and hybrid deployments - Supports always-on recording mode only - Supports all instant message scenarios, teams, channels, P2P, and meeting chats - Supports all formatting options, emojis, giphys, stickers, and other apps - Limitation: no selective capturing/archiving support, only tenant-wide capturing - Limitation: chat sessions initiated from external domains won't be captures 	9.6.6.6305	2021-02-18
RI-027864	Recording - Microsoft Teams IM	Forward proxy configuration support for Microsoft Teams IM provider	9.6.11.6542	2021-04-22
RI-028320	Recording - Microsoft Teams IM	New service counters for Unified IM Recorder: <ul style="list-style-type: none"> - Number of new events in last 15 minutes - Number of new events in last 1 hour New service alert for Unified IM Recorder for inactivity alarm (disabled by default) with the following service level settings: <ul style="list-style-type: none"> - Enable Recording Inactivity Alert - Minutes Between Recording Inactivity Checks - Recording Inactivity: New Message Events Threshold 	9.6.12.6666	2021-07-16
RI-028834	Recording - Microsoft Teams IM	Participant cache refresh timer can be configured for minutes (earlier it was hours) to allow more frequent update of the participants for groups and channels	9.6.13.6790	2021-09-22
RI-028877	Recording - Microsoft Teams IM	Conversation Detail Record is no longer created for bot participants	9.6.13.6790	2021-09-22
RI-029517	Recording - Microsoft Teams IM	Improved Microsoft Teams Graph API subscription management and logging to better recognize configuration issues	9.6.14.6851	2021-10-15

RI-030973	Recording - Microsoft Teams IM	Added support for P2P and Group chat replies	9.6.18.7315	2022-04-22
RI-031023	Recording - Microsoft Teams IM	Microsoft Teams chat messages (P2P and group chat, excluding channels) are now cached in memory to avoid ignoring messages due to participant query delays. This way we can record those earlier messages as well.	9.6.17.7145	2022-02-16
RI-031475	Recording - Microsoft Teams IM	Microsoft has changed the license model for chat and channel archiving integrations which have to be defined when using the APIs. The following licensing models are available: - model=A is restricted to applications performing a security or compliance function, and requires a supported license. In the future, apps will also be required to pay for the messages they consume beyond the seeded capacity. - model=B is restricted to applications that do not perform a security or compliance function. model=B is free to use today; however, in the future, apps will pay based on the number of messages they consume. There are no licensing requirements for model=B. - Evaluation Mode (default) enables access to APIs with limited usage per requesting application for evaluation purposes. Change notifications will not be sent if the limit is exceeded.	9.6.18.7315	2022-04-22
RI-027265	Recording - Avaya	Avaya Password added to the Active Directory Synchronization and Provisioning API	9.6.10.6456	2021-04-15
RI-028233	Recording - Avaya	Improve the Avaya DMCC Recorder to not try to register non-numeric Extensions, and not go to the next CM in case of InvalidActiveDeviceState and InvalidParameterValue errors	9.6.12.6666	2021-07-07
RI-021884	Recording - Unified Call Recorder	New configuration setting for trader voice recording integrations (Do Not Keep Openline CDRs Without VOX Activity) which can avoid creating unnecessary CDRs for long open line calls without any media activity.	9.6.0.5954	2020-07-28
RI-024124	Recording - Unified Call Recorder	The default value for the "Do Not Keep CDRs without VOX Activity" setting is changed to "Only at Call Segmentation" (from "Yes")	9.6.2.6015	2020-11-04
RI-024129	Recording - Unified Call Recorder	Improved media processing when a large number of recordings (100s) starts exactly at the same time triggered by voice activity	9.6.2.6015	2020-11-03
RI-026105	Recording - Unified Call Recorder	Minimum RTP port range limits are removed when configuring the RTP port range for the service (Media Port Range Begin, Media Port Range End) to allow deployments where the RTP port range has to be kept as narrow as possible. Previously, the RTP port range was limited to a minimum of 64 / CPU core.	9.6.6.6312	2021-02-23
RI-027771	Recording - Unified Call Recorder	E-Dialer integration via REST API for Cisco network based recording and BT ITS recording. The integration allows the creation of CDR-Only records based on the information sent by the dialer to the system.	9.6.11.6526	2021-05-22
RI-028208	Recording - Unified Call Recorder	Integration with the Verizon Meeting platform using SIP based dial-in recording where the meeting host ID and the meeting ID are transmitted using DTMF codes	9.6.12.6666	2021-07-05
RI-029558	Recording - Unified Call Recorder	Verizon SBC interoperability improvement for Veizion conference recording	9.6.14.6851	2021-10-15
RI-029782	Recording - Unified Call Recorder	In case of a large amount of CTI/CDR records and absolute call splitter timer, the splitting might have taken 1-2 seconds causing such length of gap between termination of previous and starting of current segment's recording	9.6.15.6904	2021-11-11

RI-030809	Recording - Unified Call Recorder	Verizon conference recording CDR enhancements: - Participant information - Conference bridge name - Employee ID	9.6.17.7145	2022-02-16
RI-027914	Recording - IPTrade	BT IPTrade TPO recording: metadata reflects the TPO side known display name of the recorded party as it might be more valuable for open lines/DDIs (provides line/DDI name instead of trader/username)	9.6.12.6666	2021-06-10
RI-024237	Recording - BT ITS	In the case the trader ID changed from 0 (unknown) to a valid ID midcall, the system stopped all recordings and expected new connections from the new trader. With the improved functionality, the system continues recording and updates the trader ID.	9.6.4.6104	2020-11-26
RI-025010	Recording - BT ITS	In the case of BT ITS integration, which does not enforce recording rules, the recorder still tries to lookup recording rules/recorded extension to support direct upload/export, shared server features	9.6.6.6237	2021-01-21
RI-027714	Recording - BT ITS	Calling number identification in ongoing list is updated immediately after it is received (it was only updated at call end previously)	9.6.11.6542	2021-03-23
RI-026444	Recording - IPC	Local SIP Port can be configured in the IPC Zone configuration widget	9.6.8.6372	2021-03-12
RI-028299	Recording - IPC	IPC Unigy optimized port utilization: the same port is offered for secure and non-secure streams in SDP to make the required port range narrower	9.6.12.6666	2021-06-30
RI-030720	Recording - IPC	IPC Unigy - There was no alerting if media channel establishment (SIP) failed	9.6.17.7145	2022-02-16
RI-024202	Recording - Cloud9	Improved error handling for Cloud9 Call Data API based import when the service is unable to process the media file, the data is kept (no longer ignored) in a separate failed media folder on the server	9.6.4.6072	2020-11-18
RI-023491	Recording - Dial-in	Dial-in Recorder: add support for call segmentation and improved silence gap filling for silence suppression/DTX	9.6.0.5969	2020-08-19
RI-026656	Recording - SIPRec	Support for Mitel Border Gateway (v11) recording via SIPREC	9.6.9.6386	2021-03-23
RI-023900	Recording - Symphony	Canceled Symphony calls are recognized and no longer marked as failed recordings	9.6.0.5987	2020-09-15
RI-031239	Recording - Symphony	Symphony XML import source memory usage optimization for large input files	9.6.18.7315	2022-04-22
RI-027408	Recording - Genesys	New integration with the Genesys Pure Engage on-premise contact center platform: - Integration with Genesys SIP Server for media stream recording - Integration with Genesys T-Server for CTI - Always-on and selective recording	9.6.10.6460	2021-02-16
RI-028311	Recording - Genesys	New configuration: Skip Duplicate Records. In the case of 2N CTI recording, the Verba Genesys CTI service will only insert the CDR-Only record into the database, if the records were not inserted before. This ensures that only one CDR-Only record is created for every call.	9.6.12.6666	2021-07-16
RI-028312	Recording - Genesys	T-Server connection alert throttling is introduced. The service will send alerts only in the case of a lost connection.	9.6.12.6666	2021-07-16
RI-029216	Recording - Zoom	Integration with the Zoom cloud-based meeting and calling platform: - Archiving Zoom Meetings and Zoom Phones recordings for configured users	9.6.13.6790	2021-09-22

		<ul style="list-style-type: none"> - Integration with public Zoom APIs - Support for voice, video, and screen & application share modalities - Unaltered download and import of media files (MP3, M4A, MP4) - Import of meeting and phone call metadata - CDR reconciliation with Zoom call/meeting logs to identify not recorded or archived calls - Configurable query intervals through import policy schedule - Multi-tenant support, the ability to configure any number of Zoom tenants as separate import sources in any environment/tenant - Support for forward proxy based configurations 		
RI-030446	Recording - Zoom	Added support for "individual recordings" change on Zoom API for Meetings - now if an extension is set for audio-only recording, the system will import the recording specifically created for the recorded user covering the period the given user was present at the meeting. This feature is only supported for audio, the video file will still contain the entire meeting.	9.6.16.6995	2021-12-15
RI-030462	Recording - Zoom	Zoom Phones import query now leverages end-time based filtering, which drastically reduces the "safety lookback" overlap period needed for queries, slightly reducing API load	9.6.16.6995	2021-12-15
RI-030471	Recording - Zoom	The Zoom Phone and Zoom Meeting import source can raise an alert if there are only 2000 API calls have left to reach the API rate limit	9.6.16.6995	2021-12-15
RI-030472	Recording - Zoom	Better recovery for transient network issues for Zoom Meetings - now retry cycles try import later for meetings that's failed only at participant query while the meetings archiving query succeeded. These retries happen once a day.	9.6.16.6995	2021-12-15
RI-030482	Recording - Zoom	Zoom Meeting participant list is now cached during import and reused during CDR reconciliation, reducing API load if CDR reconciliation is also enabled	9.6.16.6995	2021-12-15
RI-031076	Recording - Zoom	Import/archiving of Zoom external meetings (meetings hosted by external Zoom users) if individual recordings for archiving setting is configured in the local Zoom tenant. Limitations: <ul style="list-style-type: none"> - Only recorded internal participant will be recognized, external participant or non-recorded internal participants will not be stored - Host will always be unknown - Meeting topic will be unknown 	9.6.17.7145	2022-02-16
RI-023463	UI - Web Interface	Apache Tomcat version is upgraded to 9.0.37	9.6.0.5966	2020-08-13
RI-023592	UI - Web Interface	All HTTP traffic is automatically redirected to HTTPS by default in the Web Application	9.6.0.5974	2020-08-28
RI-023673	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	9.6.0.5677	2020-09-09
RI-024058	UI - Web Interface	Improved group filter performance in Data Retention Policies, Roles Conversation Access Filters etc.	9.6.2.6015	2020-10-19
RI-024095	UI - Web Interface	Start Search Automatically is disabled by default for new installations to improve search performance for large databases. It can be enabled in the service configuration.	9.6.2.6015	2020-10-19
RI-024134	UI - Web Interface	"Search conference participants" renamed to "Search All Participants"	9.6.2.6015	2020-10-19

RI-024406	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	9.6.4.6145	2020-12-08
RI-024794	UI - Web Interface	Two new configuration options for the Cisco Finesse Gadget: - TryAutoLogin (default: true): when the gadget loaded it tries to retrieve a token with the credentials used for logging into Finesse. - ErrorPopup (default: true): if disabled then no error pop up will appear, only the status bar will reflect the error messages.	9.6.5.6187	2021-01-07
RI-025848	UI - Web Interface	Updated Web Application dependencies: Puppeteer (v7.0.4), embedded Chromium (v90.0.4403.0)	9.6.6.6277	2021-02-10
RI-025918	UI - Web Interface	New Identity Provider (IdP) option: JSON Web Token (JWT) based authentication (RFC 7519)	9.6.6.6302	2021-02-17
RI-025922	UI - Web Interface	Apache Tomcat version is upgraded to 9.0.43	9.6.6.6302	2021-02-17
RI-025925	UI - Web Interface	Improved web interface optimized for mobile devices	9.6.6.6304	2021-02-18
RI-026016	UI - Web Interface	Default datetime settings for search: for Today, and Last X Minutes filters use the end of the current day time instead of the current time	9.6.6.6308	2021-02-19
RI-026778	UI - Web Interface	The maximum size of the heap memory of Tomcat web application server is increased from 1GB to 2GB by default	9.6.9.6401	2021-04-01
RI-027467	UI - Web Interface	Updated Web Application dependencies: Puppeteer (v9.0.0), embedded Chromium (v91.0.4469.0)	9.6.10.6465	2021-04-28
RI-027484	UI - Web Interface	Improved configuration validation for bulk extension updates	9.6.11.6510	2021-04-30
RI-027728	UI - Web Interface	Custom legal disclaimer messages can be added to the login screen via the web UI customization/brandind feature	9.6.11.6541	2021-05-07
RI-028175	UI - Web Interface	New configuration available to control the visibility of labels, which is effective for all users including Supervisors	9.6.12.6666	2021-07-01
RI-028260	UI - Web Interface	Updated Web Application dependencies: Puppeteer (v10.1.0), embedded Chromium (v92.0.4512.0)	9.6.12.6666	2021-07-12
RI-028418	UI - Web Interface	The Meeting ID and Technical ID fields added to the Conversation List Layout Configuration, and Meeting ID added to the Conversation Details and the Advanced Search	9.6.13.6790	2021-09-22
RI-028670	UI - Web Interface	The Data Retention Policies showed all Background Task records for a given policy, and that can result in a huge dataset. It will show the last three tasks from now on.	9.6.13.6790	2021-09-22
RI-028847	UI - Web Interface	Apache Tomcat version is upgraded to 9.0.50	9.6.13.6790	2021-09-22
RI-028862	UI - Web Interface	Improvements for built-in accounts: - Verba Administrator user account cannot be deleted (only invalidated) - Verba API User account cannot be deleted - Verba System account cannot be managed through the UI and cannot be used to login into the system	9.6.13.6790	2021-09-22
RI-028923	UI - Web Interface	Video transcoding job monitoring improvements: - Users can view their pending and ongoing transcoding jobs on the Search page - Information about the number of transcoding jobs in the	9.6.13.6790	2021-09-22

		<ul style="list-style-type: none"> processing queue before the submitted job - Administrators can view all pending and ongoing transcoding jobs on the Background Tasks page - New Retry option for failed transcoding jobs - New Cancel option for pending and failed jobs 		
RI-029408	UI - Web Interface	Login ID is no longer stored in a browser cookie. It can be turned on under Web Application / Password Policy / Store Login ID in Cookie	9.6.14.6851	2021-10-15
RI-029409	UI - Web Interface	<ul style="list-style-type: none"> Default password requirements have changed for user accounts: - Account lockout will be turned on (after 5 failed attempts) - Passwords have to be a minimum of 8 characters, must include capital, numeric, special - Do not allow password reuse by default (remember and prevent reuse of the last 10 passwords) 	9.6.14.6851	2021-10-15
RI-029431	UI - Web Interface	OPTIONS HTTP method has been restricted	9.6.14.6851	2021-10-15
RI-029432	UI - Web Interface	New configuration option to prevent simultaneous login with the same Login ID (configurable, turned off by default), and decrease default session timeout to 15 minutes (configurable)	9.6.14.6851	2021-10-15
RI-029560	UI - Web Interface	Apache Tomcat version is upgraded to 9.0.54	9.6.14.6851	2021-10-15
RI-029733	UI - Web Interface	Updated Web Application dependencies: Puppeteer (v10.4.0), embedded Chromium (v93.0.4577.0)	9.6.15.6904	2021-11-11
RI-029844	UI - Web Interface	Support for the X-Forwarded-By request header is added to generate full URLs when it is present (e.g. when using a reverse proxy in front of the web application server like IIS)	9.6.15.6904	2021-11-11
RI-029845	UI - Web Interface	New permission introduced to grant "Download IM Attachment" without the need for granting "Download a Conversation" permission in order to view/download IM attachments for advanced chat data model (e.g. Teams).	9.6.15.6904	2021-11-11
RI-030191	UI - Web Interface	The prevent simultaneous login with the same Login ID feature now supported across multiple Media Repository servers	9.6.16.6995	2021-12-15
RI-030908	UI - Web Interface	Updated Web Application dependencies: Puppeteer (v13.2.0), embedded Chromium (v99.0.4844.16)	9.6.17.7145	2022-02-16
RI-031180	UI - Web Interface	New configuration option (Mobile Host Prefixes) to redirect requests to the mobile web application	9.6.17.7145	2022-02-16
RI-031214	UI - Web Interface	New fields added to the Search Layout and Conversation Details screens: From RTP Packets, To RTP Packets	9.6.18.7315	2022-04-22
RI-031259	UI - Web Interface	Ability to remove a Legal Hold Label from conversations individually. It is tied to a new permission, Remove Legal Hold From Conversations, which is not granted to any roles by default.	9.6.18.7315	2022-04-22
RI-031394	UI - Web Interface	Custom User Fields have been added to the Conversation List layout	9.6.18.7315	2022-04-22
RI-031459	UI - Web Interface	Try reading from the Active Directory again for three times if there was a network problem during AD Synchronization	9.6.18.7315	2022-04-22
RI-031500	UI - Web Interface	Updated Web Application dependencies: Puppeteer (v13.6.0), embedded Chromium (v101.0.4950.0)	9.6.18.7315	2022-04-22
RI-031635	UI - Web Interface	Apache Tomcat version is upgraded to 9.0.62, APR 1.2.33 (OpenSSL 1.1.1o)	9.6.19.7343	2022-05-19

RI-020986	UI - Reporting	Improved CSV report format, all report produces a valid CSV file	9.6.0.5939	2020-04-20
RI-023933	UI - Reporting	New Users Conversation Volume report showing the total number of recorded conversations for users	9.6.0.5987	2020-09-15
RI-028679	UI - Reporting	Several report enhancements: - The Filtering Criteria and Identity Providers are added to the existing Roles and Permissions Report - The "Access Type" ("User" or "Supervisor") and "Roles" fields are added to the Audit Log and Conversation Access reports - Group filter option is added to CDR Reconciliation reports - New report: Announcement Users Configuration showing the announcement related configuration for the users - New Excel Export link for Extensions - New Excel Export link for Active Directory Synchronization Profiles - New Excel Export link for Data Management Policies - Source Platform filter option is added to existing reports - Performance improvements for Voice Quality Check reports - Agent terminology is replaced to User in all reports - Enhanced report selection where user can type the report name to filter the list	9.6.13.6790	2021-09-22
RI-028849	UI - Reporting	Conversation Count Trend widget improvements: - New filtering options: Platform, Import Source - Date filtering did not work	9.6.13.6790	2021-09-22
RI-028934	UI - Reporting	Dashboard date interval settings did not use the calendar units for days, weeks, months, etc. to define the first interval and used the current date and time instead of using the beginning of the calendar unit. E.g. Today: 2021-08-28 Time interval: Last 2 months Time interval: 2021-06-28 - 2021-08-28 Time steps: 6/2021 (4 days were calculated only from the month while it should have been the full month) 7/2021 (full month) 8/2021 (partial, but it is normal because the remaining part of the current month is in the future)	9.6.13.6790	2021-09-22
RI-031608	UI - Reporting	Group filter added to Users Without Recording Report	9.6.19.7343	2022-05-19
RI-027587	Solution - Speech Analytics	Server Name Indication support added to TLS for the Speechmatics integration	9.6.11.6542	2021-04-30
RI-020993	Platform - API	All internal and external APIs now use HTTP Basic Authentication by default	9.6.0.5939	2020-04-16
RI-026251	Platform - API	New version (3) of the provisioning API is available with the following key improvements: - Extended attributes for User management: retention, custom fields, announcement settings, etc. - Extended attributes for Extension management: type, recording rule, recorded platform, etc.	9.6.7.6349	2021-03-05
RI-028256	Platform - API	Provisioning API can be used by tenant-level users (previously it was only available for service/hosting providers)	9.6.12.6666	2021-07-07
RI-029648	Platform - API	Improved error messages for multi-part content parsing issues for the Import REST API	9.6.15.6904	2021-11-11
RI-031012	Platform - API	Legal Hold API allows creating and removing litigation holds in the system programmatically	9.6.17.7145	2022-02-16

RI-031257	Platform - API	Legal Hold API permission changes by adding the new Remove Legal Hold From Conversations permission which is required when removing a user from legal hold	9.6.18.7315	2022-04-22
RI-031393	Platform - API	User Custom Fields added to the Search API, and End Time can be filtered by the endTimeFrom and endTimeTo parameters	9.6.18.7315	2022-04-22
RI-031580	Platform - API	SearchCalls and GetCallInformation APIs returns the attached labels if the returnLabels=1 parameter is added to the request	9.6.19.7343	2022-05-19
RI-020958	Platform - Configuration	Performance improvements for Azure AD synchronization to support a large number of users	9.6.0.5939	2020-04-23
RI-026537	Platform - Configuration	New external Recording Server deployment option for environments where the connection between the Recording Servers and the rest of the recorder infrastructure (database server, storage, application servers, etc.) is limited by strict security and firewall rules. A typical use case is when a hybrid architecture is deployed with components on-premise and in the cloud which requires changing the communication between the cloud and the on-premise components from a push to a pull approach.	9.6.8.6378	2021-03-17
RI-027730	Platform - Configuration	Revised NIC/capture interface listing to provide more information and interfaces which might be discarded due to special drivers involved (e.g. NIC teaming)	9.6.11.6542	2021-05-07
RI-027738	Platform - Configuration	Node Manager connection can be optionally encapsulated into HTTPS to support strict firewall and forward proxy configurations	9.6.11.6541	2021-05-11
RI-020237	Platform - Database	Microsoft JDBC driver (used by Java based services such as Web Application, Cisco JTAPI, Cisco IM&P, Avaya DMCC) is updated to version 8.2	9.6.0.5919	2020-03-25
RI-023512	Platform - Database	Upload policy can run during maintenance job execution to avoid long-running maintenance jobs blocking the upload functionality	9.6.0.5971	2020-08-19
RI-024690	Platform - Database	The database Index Rebuild process is automatically stopped after 24 hours to avoid blocking normal operation by the database maintenance process	9.6.5.6178	2020-12-22
RI-027072	Platform - Database	The search was slow in certain cases because the SQL Server has built the wrong execution plan	9.6.10.6456	2021-04-08
RI-027336	Platform - Database	Improved call record insert performance by removing the possibilities for long running queries (e.g. legal hold management)	9.6.10.6456	2021-04-22
RI-028347	Platform - Database	Improved legal hold performance for the advanced voice (incl. trader voice) data model	9.6.13.6790	2021-09-22
RI-029755	Platform - Database	Data management policies are no longer paused during database maintenance jobs to better utilize the SQL Server resources	9.6.15.6904	2021-11-11
RI-029765	Platform - Database	The default schedule for the maintenance jobs has changed from 22:00 to 20:00 (SQL Server local time) when the maintenance jobs are configured as SQL Server jobs (not applicable to maintenance run by the Web Application Server)	9.6.15.6904	2021-11-11
RI-029767	Platform - Database	Improved database table index rebuild process which runs every days (instead of weekly)	9.6.15.6904	2021-11-11
RI-030991	Platform - Database	Significant optimization for labeling rules to support large databases. We switched to an entirely database based implementation which made the Verba Labeling Service obsolete.	9.6.17.7145	2022-02-16

RI-031250	Platform - Database	When the Archived Conversations checkbox was turned on in the Search settings, then the search was slow in case of large databases	9.6.18.7315	2022-04-22
RI-031378	Platform - Database	Database maintenance jobs did not run on secondary replica databases when SQL Server Always-on Availability Groups were used. The maintenance jobs are not installed automatically but can be created manually so the secondary replica can use the jobs when the primary replica is down.	9.6.18.7315	2022-04-22
RI-023668	Platform - Licensing	Multi-tenant license allocation and enforcement which can be used to allocate licenses to individual tenants from the license pool. License enforcement is also tenant-based when this option is enabled.	9.6.0.5981	2020-06-29
RI-024996	Platform - Licensing	License violation alerts include more detailed information about the current license	9.6.6.6236	2021-01-25
RI-029753	Platform - Media Processing	New Intel based MP4 encoder added for video transcoding	9.6.15.6904	2021-11-11
RI-031607	Platform - Media Processing	Media stitching for advanced voice data (e.g. trader voice) performance improved for GSM-FR based audio	9.6.19.7343	2022-05-19
RI-024195	Platform - Monitoring	Customizable alert severities and selective alert sending option added for the System Monitor service on the servers	9.6.4.6072	2020-11-20
RI-024470	Platform - Monitoring	BT ITS TTP packet loss alerts added to SCOM MP and SNMP MIB files	9.6.4.6150	2020-11-16
RI-024752	Platform - Monitoring	The event ID attribute is added to SNMP traps	9.6.5.6183	2020-12-09
RI-026196	Platform - Monitoring	SCOM package and SNMP MIB updated with new alerts for Microsoft Teams Bot, Genesys CTI and Unified IM Recorder services	9.6.6.6318	2021-02-23
RI-026743	Platform - Monitoring	The import service sends an alert when an import source cannot be started due to a bad configuration	9.6.9.6397	2021-03-30
RI-027474	Platform - Monitoring	New system monitoring module which monitors server time and detects and logs abrupt time jumps which might cause issues for other services	9.6.10.6466	2021-04-29
RI-021944	Platform - Storage Management	Microsoft Azure Blob Storage support (in addition to existing Azure File Storage)	9.6.0.5954	2020-06-22
RI-023901	Platform - Storage Management	Filtering of CDRs without media is done in the Storage Service for performance reasons	9.6.0.5987	2020-09-16
RI-023983	Platform - Storage Management	VSFT secure file upload protocol connection timeout is now configurable	9.6.1.5995	2020-10-08
RI-023993	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]	9.6.1.5995	2020-10-05
RI-023994	Platform - Storage Management	New SMTP export target field ISPLATFORM([value], [true], [false] optional) to define conditional values based on the value of the platform field	9.6.1.5995	2020-10-02
RI-024105	Platform - Storage Management	New SMTP export metadata field added for HTML formatted emails: [IMTranscript2_HTML] and [IMTranscript2_HMTL_InUserTimezone]	9.6.2.6015	2020-11-02

RI-024118	Platform - Storage Management	Export task page showed end time as 1 January 1970 01:00:00 for ongoing advanced export tasks. From now on it will be blank. Changed both start time and end time column formatting to match the logged in user locale.	9.6.2.6015	2020-11-04
RI-024874	Platform - Storage Management	The Storage Management can use the "Conversation export direct download target folder" setting of the Web Application to temporarily store the files before it is available for download. If this setting is undefined, it will continue to use the local work directory on the server.	9.6.6.6205	2021-01-13
RI-025009	Platform - Storage Management	Storage upload optimization: if too many records couldn't be found in the database or no upload policy was matching, the upload could be stuck or was slow. These records are not processed separately with lower priority, so other/normal records can be processed faster.	9.6.6.6237	2021-01-21
RI-026246	Platform - Storage Management	Dual archiving feature added which allows storing the recordings on 2 different storage targets. The system can upload/copy 2 copies of the same file to 2 different storage targets when this option is enabled. During playback, download, or export, the system will seamlessly attempt to access the files on the first storage target, and if for some reason that is not available, it will turn to the second storage target.	9.6.7.6349	2021-03-05
RI-027435	Platform - Storage Management	Improved SFTP connection error and timeout handling	9.6.11.6542	2021-04-28
RI-027601	Platform - Storage Management	Integration with iTernity iCAS storage middleware. The system automatically applies the retention period on the files, using the iCAS file level retention feature, when the files are moved/uploaded to iCAS. The system uses the standard SMB protocol for file operations.	9.6.11.6541	2021-04-16
RI-028420	Platform - Storage Management	Significant performance improvement in data retention management for the advanced voice (incl. trader voice) data model which makes the deletion process much faster. After this improvement, the system will not try to check for each Media-Only record if there are related CDR-Only records with higher retention during the execution of the deletion, instead it relies on the retention period configuration of the Media-Only records.	9.6.13.6790	2021-09-22
RI-029154	Platform - Storage Management	Stuck video transcoding handling improvements: - Automatic detection of stuck transcoding jobs, creation of alerts, and crash dump - Set stuck transcoding job to an error state, already started ones back to starting state before service restart - Check available free memory before creating a transcoding job	9.6.13.6790	2021-09-22
RI-029516	Platform - Storage Management	Improved log database table handling for advanced export jobs to avoid database locking	9.6.14.6851	2021-10-15
RI-029574	Platform - Storage Management	New SMTP template IMTranscript4_HTML with table design for standard IM data model	9.6.14.6851	2021-10-15
RI-029587	Platform - Storage Management	Updated SFTP library to support more 'Key Exchange' algorithms. Now "diffie-hellman-group14-sha256, diffie-hellman-group16-sha512, diffie-hellman-group18-sha512" are also supported.	9.6.14.6851	2021-10-15
RI-029612	Platform - Storage Management	Verint Import Source changes: - Changed the memory cache to a persistent cache - Added conditional deduplication filter to the import manager for old records	9.6.14.6851	2021-10-15
RI-030548	Platform - Storage Management	Encryption and signing capabilities are added for external Recording Server configurations. Both encryption and signing are available as server-level settings (instead of data management policies) and can	9.6.16.6995	2021-12-15

be applied to all recorded data only (no filtering) during the upload process. The crypto information is also uploaded and re-used during the import process.

RI-030985	Platform - Storage Management	New WORM storage target support, IBM Cloud Object Storage (COS) is added as an S3 Compatible storage target. It supports WORM features such as object lock and legal hold as well.	9.6.17.7145	2022-02-16
RI-031156	Platform - Storage Management	The Data Retention default schedule will be Hourly from now on (previously it was weekly, configurable)	9.6.17.7145	2022-02-16
RI-031176	Platform - Storage Management	New Data Management Policy: Adjust Retention for Media-Only Records which can increase the retention of the Media-Only recorded with the highest retention of the referencing CDR-Only records. This policy is useful for integrations where the advanced voice data model is used and the Media-Only records are shared with multiple recorded users (Genesys Active Recording, BT IPTrade TPO based recording).	9.6.17.7145	2022-02-16
RI-031184	Platform - Storage Management	WORM capabilities are added to Amazon Web Services (AWS) S3 storage target. It supports WORM features such as object lock and legal hold as well.	9.6.17.7145	2022-02-16
RI-031276	Platform - Storage Management	Improved Azure Blob upload error handling to avoid unnecessary reupload attempts	9.6.18.7315	2022-04-22
RI-031320	Platform - Storage Management	New Addressing Mode configuration setting for Amazon S3 and Amazon S3 Compatible storage targets to define if Virtual Hosted Style or Path Style addressing mode should used	9.6.18.7315	2022-04-22
RI-031477	Platform - Storage Management	Improve the Export Data Management Policies to handle Older Than and Recent Than filters according to the time when the current schedule started	9.6.18.7315	2022-04-22
RI-027468	Platform - Media Streaming	Vulnerable ciphers are disabled by default for the Media Streaming service	9.6.10.6465	2021-04-28
RI-023630	Installer - Servers	Database partitioning can be enabled during installation (in addition to manual script execution)	9.6.0.5974	2020-08-26
RI-023913	Installer - Servers	Microsoft .NET Framework updated to version 4.8 in the install kit	9.6.0.5987	2020-09-22
RI-024137	Installer - Servers	The installer can check if the Windows user running the installer has local administrator privilege which is required for the installation	9.6.3.6043	2020-11-05
RI-024793	Installer - Servers	Updated Web Application dependencies: Puppeteer (v5.4.1), embedded Chromium (v87.0.4272.0) and Node.js (v14.15.0)	9.6.5.6186	2020-11-06
RI-026221	Installer - Servers	Prerequisite Tool improvements: - the password for the sa user for the bundled SQL Server Express can now be configured from the tool - the Microsoft ODBC Driver 17 is a mandatory prerequisite from now on	9.6.7.6337	2021-02-26
RI-030356	Installer - Servers	Multiple improvements for the PowerShell Deployment Toolkit: - The PowerShell Deployment Toolkit now searches also for the AdoptOpenJDK JRE 11, ODBC Driver 17, and .Net 4.8 when checking the prerequisites. - 3rd party certificates now can be provided in the PowerShell Deployment Toolkit as Web Application SSL certificate (HTTPS) - The PowerShell Deployment Toolkit now uses the same process for installing the Verba database as the MSI installer. This includes several improvements: Support for Always-on Multi-subnet Failover setting, Support for database partitioning, Running configuration	9.6.16.6995	2021-12-15

and IM schema update scripts when upgrading from Verba 8.x

- SQL script execution log
- The PowerShell Deployment Toolkit now searches also for the Oracle JDK 11 when checking the prerequisites.
- The PowerShell Deployment Toolkit no longer asks for confirmation for CredSSP authentication when starting the script

RI-026200	Platform - CDR and Archived Content Import	Skype for Business CDR reconciliation optimizations to allow faster execution time on large Sfb CDR databases	9.6.6.6318	2021-02-15
RI-024002	Platform - Import	Playback, download, and export support for legacy calls stored on Hitachi Content Platform and migrated from Verint v11	9.6.1.5995	2020-09-29
RI-024081	Platform - Import	New import source support for O2 mobile recording	9.6.2.6015	2020-10-22
RI-024110	Platform - Import	Verint import (dual consolidation) improvements: <ul style="list-style-type: none"> - changed metadata parsing - added VOX metadata enrichment from CTI records - added ANI, DNIS hidden number handling - added new metadata fields: Cdm Id, External Call Id, Interaction Type 	9.6.2.6015	2020-10-29
RI-024183	Platform - Import	Improved recording rule/recorded extension handling to distribute the SQL Server load over time	9.6.4.6072	2020-11-23
RI-024402	Platform - Import	Migration from Verint v15 WFO platform allowing importing of historical recordings: <ul style="list-style-type: none"> - Support for archived calls only - Supported archive mediums: SMB folder, EMC Centera, Hitachi Content Platform (tapes, DVDs, or any other removable media is not supported) - Storage targets are automatically created based on the archive configuration in Verint - All Verint file formats and codecs are supported: wave file using G.729, G.723.1, or G.726 - Encrypted calls are not supported - Both back office and front office (trader voice) calls can be imported - Users, Groups, and Extension can be migrated from v15.2 systems. The Users' conversation access scope is not migrated. - Migrated calls are assigned to users defined in Verba based on their associated recorded extensions (Trader ID / Extension or Phone Number / SIP URI) 	9.6.4.6145	2020-12-09
RI-026534	Platform - Import	Verba import sources now support Azure Blob and File storages when importing data in Verba format	9.6.8.6378	2021-03-17
RI-026725	Platform - Import	When using the Verint Import Source, the Verint Recorder Addresses configuration field can be used to provide the serial number and Verint recorder server FQDN/IP mapping	9.6.9.6391	2021-03-26
RI-026941	Platform - Import	Verint v11 migration process takes user IDs from traders.traderid for front office calls	9.6.10.6456	2021-04-09
RI-027660	Platform - Import	Verba Import Source has a new option to reinterpret/update recorded participant/owner of a call where it is already set	9.6.11.6542	2021-05-06
RI-027679	Platform - Import	Forward proxy support added to Verba import source when Azure Blob Storage is configured	9.6.11.6542	2021-05-07
RI-028158	Platform - Import	In the case of Verint WFO 15.2 import, the shared line extension information (presented as ext#/MAC) is imported as separate fields (From/To and From/To Device fields)	9.6.12.6666	2021-07-01

RI-028173	Platform - Import	O2 mobile call recording import: allow ingestion of long O2 recordings. Long (> 30 minutes) O2 recordings could not be downloaded due to timeout on the O2 side caused by file size.	9.6.12.6666	2021-07-02
RI-028988	Platform - Import	Integration with TeleMessage mobile archiving system to allow the capturing and archiving of WeChat, Whatsapp, TeleMessage Enterprise platforms	9.6.13.6790	2021-09-22
RI-029814	Platform - Import	Added a new "IsExists" function to the Generic Import. The function check if a key exists in the input file.	9.6.15.6904	2021-11-11
RI-030538	Platform - Import	Azure storage certificate check can be disabled optionally for Azure Blob and Azure File Storage for Verba import policies when the certificate revoke checks don't work due to network firewall limitations	9.6.16.6995	2021-12-15
RI-030618	Platform - Import	Verint import source improvements: - Deduplication supports historical conversations - Background task counters improved	9.6.17.7145	2022-02-16
RI-031362	Platform - Import	Generic import execution time significantly improved when CSV files were used	9.6.18.7315	2022-04-22
RI-031369	Platform - Import	New archive priority configuration which defines the archive location used for playback/download/export in the VFC system when multiple archives were created for the same call	9.6.18.7315	2022-04-22

Fixes

ID	Component	Description	Fixed in	Date
RI-023459	Security	Multiple security and vulnerability fixes and configuration changes for the Web Application: <ul style="list-style-type: none"> - Cross-site scripting (XSS) vulnerability fixes - Weak ciphers removed from TLS configuration - HTTP security headers updated - Web Application logging changes to hide version and code specific information - 3rd party Javascript library updates - Improved secure cookie handling 	9.6.0.5966	2020-08-13
RI-026617	Security	Multiple low or moderate Web Application vulnerabilities, affecting specific pages only, are resolved: <ul style="list-style-type: none"> - SQL Injection in a single API call - Insufficient Cache Controls - Cross-Site Scripting (XSS), Reflected - X-Forwarded-For Injection for API calls - Vertical Privilege Escalation on a few read-only pages 	9.6.9.6383	2021-03-10
RI-030633	Security	The value of the DBMSJavaTrustStorePassword was a plain text in the webapp.log	9.6.17.7145	2022-02-16
RI-030983	Security	Microsoft Teams Bot Service logged internal API credentials (including the password) in plain text	9.6.17.7145	2022-02-16
RI-031419	Security	Multiple Web Application vulnerabilities are resolved: <ul style="list-style-type: none"> - IP Address and Host Name have been removed from the User Information screen - User Enumeration: a new configuration is introduced that can be used to turn off sending the Login IDs to standard users: Web Application / Miscellaneous / Restrict Listing Login IDs - Cross-site scripting XSS vulnerability fixed in Label display on the Conversations screen - Potential phishing vulnerability for web sessions - Insecure Direct Object References on Get Call Participants, Share and Marker Update requests - Plain passwords were available in the page source on the configuration conflict resolution page - Add frame-ancestors 'self'; CSP header setting to improve the web application protection against clickjacking attack - Possible SQL injection on the dashboard for a specific widget 	9.6.18.7315	2022-04-22
RI-025802	Recording - Passive	VLAN decapsulation might have missed the last 2 bytes leading to processing problems	9.6.6.6266	2021-02-08
RI-026239	Recording - Passive	False capture interface up/down alerts were raised for network port mirroring based recording due to sub-optimal detection of deadlocks in the capture threads.	9.6.7.6342	2021-03-02
RI-029570	Recording - Passive	Passive Recorder placed the recorded calls into the wrong folder for remote cluster (shared recorder) calls and the upload did not work	9.6.14.6851	2021-10-15

RI-030721	Recording - Passive	Partially recorded files for remote cluster/shared recorder were not recovered after the recorder crash. After applying the fix, the previous partial recordings can be recovered.	9.6.17.7145	2022-02-16
RI-024241	Recording - Proxy	In the case of Cisco SIP Proxy based recording, when the domain part of the TO URI was invalid, the call setup failed due to strict validation of the destination domain of the URIs	9.6.4.6104	2020-11-26
RI-029429	Recording - Proxy	The TCP reuse option was not initialized in the SIP proxy which could have caused different routing behavior then configured	9.6.14.6851	2021-10-15
RI-026606	Recording - Cisco	Database records were not created for calls recorded by Cisco network-based recording if the call was started during daylight saving change in UTC	9.6.9.6380	2021-03-17
RI-027776	Recording - Cisco	Technical/native call ID was not stored in the database when JTAPI integration was enabled for Cisco network-based recording	9.6.11.6527	2021-05-25
RI-028671	Recording - Cisco	Verba Cisco JTAPI service stopped recording in very rare circumstances when the Keep-Alive from the Unified Recorder timed out and at the very same time a new Keep-Alive process started	9.6.13.6790	2021-09-22
RI-028820	Recording - Cisco	Cisco Barge and cBarge calls were not associated with Verba users because the JTAPI did not fill the agent ID field	9.6.13.6790	2021-09-22
RI-029790	Recording - Cisco	Cisco JTAPI Call Recording Rules based on Genesys information did not work for Consult call scenarios	9.6.15.6904	2021-11-11
RI-030355	Recording - Cisco	If persisted call event is stored in a corrupted file (e.g. after a crash while flushing data to disk, or not enough free disk space), the Unified Call Recorder Service tried to send invalid XML data to the Cisco JTAPI Service causing the slow communication and delayed database inserts	9.6.16.6995	2021-12-15
RI-030504	Recording - Cisco	Cisco JTAPI Service did not reconnect to the CUCM after a Provider Shutdown event	9.6.16.6995	2021-12-15
RI-030598	Recording - Cisco	Database records were missing for very short calls (less than 2 seconds) in rare cases for Cisco JTAPI based integrations	9.6.17.7145	2022-02-16
RI-031261	Recording - Cisco	The Verba Cisco JTAPI Service sent a CUCM Connection Down alert during service startup	9.6.18.7315	2022-04-22
RI-031582	Recording - Cisco	The Owner User ID was not determined in some Cisco Barge and cBarge scenarios and user assignment did not work for these call legs	9.6.19.7343	2022-05-19
RI-031583	Recording - Cisco	Cisco JTAPI records are inserted into the database with a delay when a Controlled Extension started to record automatically, and the call is considered finished by the JTAPI Service	9.6.19.7343	2022-05-19
RI-031636	Recording - Cisco	Metadata changes were not written into the database when a Cisco JTAPI recorded Extension was set up improperly as Controlled but started to record automatically	9.6.19.7343	2022-05-19
RI-031637	Recording - Cisco	The Cisco JTAPI Service ran out of memory and crashed when the Cisco UCCE or UCCX	9.6.19.7343	2022-05-19

integration was enabled. The system raised an alert after the service failure. During the service failure, the system could have missed metadata.

RI-024923	Recording - Cisco IM	Participant information was not inserted from Cisco IM&P instant message conversations	9.6.6.6227	2021-01-21
RI-025786	Recording - Cisco IM	The service did not properly close the ongoing sessions during restart after an ungraceful shutdown of the service and generated empty records in the database	9.6.6.6265	2021-02-05
RI-028819	Recording - Cisco IM	The Verba Cisco Compliance Service didn't heal properly the stuck conversations of a previous service run. The stored procedure was executed asynchronously with the database cache processing.	9.6.13.6790	2021-09-22
RI-024073	Recording - Lync/SfB	Video was flickering in Acano meetings with Skype for Business interop when only voice recording was enabled for the user	9.6.2.6015	2020-10-27
RI-024907	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.	9.6.6.6215	2021-01-18
RI-025699	Recording - Lync/SfB	When RTP Proxy with advanced relaying was enabled, the Teams inbound calls to SfB failed to connect if media could reach the Verba proxy	9.6.6.6252	2021-01-29
RI-026227	Recording - Lync/SfB	If the 183/SDP response arrived before INVITE containing refer-by info, the "original called" entity is not detected and the related recording rule did not trigger recording of the conversation on behalf of original called party	9.6.7.6340	2021-03-01
RI-026228	Recording - Lync/SfB	The From Info field was missing (display name of the caller party) if initial the INVITE did not contain the display name but it was available later in the call setup sequence	9.6.7.6340	2021-03-01
RI-026485	Recording - Lync/SfB	Invalid and empty SIP header/field name caused parsing exception and calls could not be recorded for certain Skype for Business 2015 calls after upgrading to 2021 February CU. The reported issue was related to the following call scenario: Mac users were unable to make outbound calls and receive an RGS call.	9.6.8.6375	2021-03-12
RI-027475	Recording - Lync/SfB	In the case of controlled recording, sporadically the Microsoft Teams Bot service made two control database records when the call was started as video. After the call ended, the control record made first, stuck in the ongoing calls.	9.6.10.6466	2021-04-29
RI-027783	Recording - Lync/SfB	The Verba SfB/Lync Filter Service could not start in the case of wrong Internal Number Pattern configuration. The error while the service was trying to compile the regular expression triggered a service termination. There was no configuration error alert sent by the service before the service termination was initiated.	9.6.11.6538	2021-05-27
RI-029639	Recording - Lync/SfB	The Verba Lync Call Filter and IM Filter Services didn't reset the keep-alive state in the case of non-graceful disconnection. This could	9.6.15.6904	2021-11-11

lead unsuccessful connection attempts. This state could be resolved by restarting the filter service.

RI-030786	Recording - Lync/SfB	Skype for Business and Azure Voice Mail or Microsoft Teams Media Resource (conference call, including recorded calls in Teams) call scenarios could not be recorded and couldn't be established when the recording was enabled. This was caused by changes on Microsoft/Azure side (first occurrence in January 2022).	9.6.17.7145	2022-02-16
RI-031235	Recording - Lync/SfB	During Skype for Business application share recording if RDP was in use and the sharer/viewer role changed and meanwhile the storage upload cycle ran, the initial segment might have been lost	9.6.18.7315	2022-04-22
RI-031364	Recording - Lync/SfB	Skype for Business calls to Azure Voicemail did not get recorded when the caller device supported RTCP multiplexing and one of the called devices (e.g. in the case of simulring) did not support RTCP multiplexing.	9.6.18.7315	2022-04-22
RI-023997	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	9.6.1.5995	2020-09-30
RI-028340	Recording - Lync/SfB IM	The SfB/Lync IM Recorder Service's cache processing procedure tried to process the whole cache folder instead of processing it in batches.	9.6.13.6790	2021-09-22
RI-024027	Recording - Microsoft Teams	HSTS response headers were missing for HTTPS listeners on 9440 and 10100 ports for the Microsoft Teams Bot service	9.6.1.5995	2020-10-06
RI-024028	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	9.6.1.5995	2020-10-13
RI-024138	Recording - Microsoft Teams	Microsoft Teams Bot service was installed with the wrong default value for the Recording Notification setting and recording was still controlled by the system while it should not have been	9.6.2.6022	2020-11-05
RI-024177	Recording - Microsoft Teams	Transcoding application share recording to MP4/WMV might miss the voice part after the application share is stopped	9.6.4.6072	2020-11-24
RI-024181	Recording - Microsoft Teams	The phone numbers were not parsed properly in the case of conference calls. Therefore, the phone numbers were not added to the participants list.	9.6.4.6072	2020-11-24
RI-024187	Recording - Microsoft Teams	In the case of controlled recording, the ongoing control entry stuck when the call was put on hold and resumed or the P2P call was escalated into conference.	9.6.4.6072	2020-11-23
RI-024200	Recording - Microsoft Teams	The Microsoft Teams Bot Service didn't take into account the recording rule configuration of the delegator in the case of delegated calls. Now the bot service applies the recording rules defined for the delegator for the delegated calls answered or initiated by a delegate.	9.6.4.6072	2020-11-18
RI-024236	Recording - Microsoft Teams	On-premise Skype for Business users were not parsed by the Teams Bot Service. The users	9.6.4.6104	2020-11-27

		were not added as conference participants and caused missing CDR info in the case of P2P calls.		
RI-024243	Recording - Microsoft Teams	When a user configured for recording only audio in Verba, the recording notification was shown in the case of app share only calls too.	9.6.4.6104	2020-11-25
RI-024687	Recording - Microsoft Teams	The Microsoft Teams Bot service automatically started controlled recording if participant change update received during the period when the recorded user has not yet joined but the bot was already part of the call.	9.6.5.6178	2020-12-23
RI-024826	Recording - Microsoft Teams	When the bot was not able to answer a call because of missing parts of the call invite, the bot didn't register the call as a non-answered call. It caused the bot to still allocate resources for handling the call and the allocated resources were not disposed until the service was restarted.	9.6.5.6191	2021-01-07
RI-024827	Recording - Microsoft Teams	Handling of Teams tenant IDs was case sensitive. If the tenant ID came from the environments.xml file then it was uppercase which caused that the bot to skip metadata retrieval (participant UPN lookup) from Azure AD because it didn't find the graph client for the user's tenant ID from the signaling which was lower case.	9.6.5.6191	2021-01-07
RI-025921	Recording - Microsoft Teams	The video stream of the guest users was ignored and the bot never subscribed to them	9.6.6.6302	2021-02-17
RI-026103	Recording - Microsoft Teams	The Microsoft Teams Bot service didn't release resources properly, which caused that the bot could exceed the video socket limit of the Microsoft SDK (1000). After exceeding the limit, the service could not answer calls with video and application share modalities and raised alerts.	9.6.6.6312	2021-02-23
RI-026735	Recording - Microsoft Teams	The Verba Microsoft Teams Bot Service took the Advanced API configuration into account for recorder connections. When the Advanced API was turned off the Verba Microsoft Teams Bot Service didn't start a secure listener and the Verba Unified Recorder Service could not establish a TLS connection.	9.6.9.6395	2021-03-25
RI-026913	Recording - Microsoft Teams	The Verba Microsoft Teams Bot service didn't clear the service state on graceful service stop which could lead to service stuck state if there were ongoing calls before the service restart	9.6.9.6410	2021-03-29
RI-026917	Recording - Microsoft Teams	PSTN participant numbers were not stored in the case of peer-to-peer calls if there was no Teams tenant ID presented	9.6.9.6410	2021-03-25
RI-026921	Recording - Microsoft Teams	The recording notification banner was inconsistent in the case of controlled and controlled auto start scenarios. When the controlled recording was started automatically and stopped by the user the banner didn't reflect recording state properly. It didn't change to stopped state.	9.6.9.6410	2021-03-09
RI-026932	Recording - Microsoft Teams	Microsoft Teams Media SDK generated invalid timestamps for audio leading to media processing issue and continuously growing audio files	9.6.10.6460	2021-04-06

RI-026942	Recording - Microsoft Teams	The Microsoft Teams Bot service could crash when the recorder connection went down. The service ran into an unhandled exception when it tried to assign a new recorder to an ongoing call.	9.6.10.6460	2021-04-08
RI-027316	Recording - Microsoft Teams	When a user started a call with audio modality and added video or application sharing modality later, the Verba Microsoft Teams Bot Service started the controlled recording automatically.	9.6.10.6460	2021-04-20
RI-027371	Recording - Microsoft Teams	Microsoft Teams voice stream might have got out of sync and became inaudible after a while in case of long recordings	9.6.10.6460	2021-04-27
RI-027652	Recording - Microsoft Teams	The Verba Microsoft Teams Bot service did not provide the source or destination caller IDs, when it identified the recorded user's tenant as a non-provisioned tenant.	9.6.11.6542	2021-05-05
RI-027750	Recording - Microsoft Teams	The Verba Microsoft Teams Bot service didn't set the direction of the conversation properly in the case of Luware Nimbus PSTN calls.	9.6.11.6510	2021-05-14
RI-027752	Recording - Microsoft Teams	In the case of controlled recording, the Verba Microsoft Teams Bot service created an additional control record when federated user or guest user entered the meeting.	9.6.11.6510	2021-05-14
RI-027766	Recording - Microsoft Teams	The Verba Microsoft Bot service didn't look up the CurrentUser's certificate store for trusted CA at startup. Therefore the service could not start when a publicly trusted certificate was configured as a Verba Server Certificate.	9.6.11.6523	2021-05-20
RI-027785	Recording - Microsoft Teams	The Verba Microsoft Teams Bot service automatically started controlled recordings in the case of specific extension configuration. When the 'Record Only If External Use is Participating' option was enabled the dominant speaker changed event triggered the controlled recording.	9.6.11.6538	2021-05-26
RI-027912	Recording - Microsoft Teams	The guest users' video content was not recorded due to a video subscription issue.	9.6.12.6666	2021-06-11
RI-027913	Recording - Microsoft Teams	Screen share recording has stopped when a participant has left the meeting, and screen share recording did not continue for recorded users after that point.	9.6.12.6666	2021-06-11
RI-028106	Recording - Microsoft Teams	When an extension was configured to record only in the case of an external user's presence, the video and application share streams were not recorded at all.	9.6.12.6666	2021-06-28
RI-028248	Recording - Microsoft Teams	In the case of an unknown caller ID or UPN, the Phone Number field in the participant information contained invalid characters when non-Latin characters were used for the display name of the participant	9.6.12.6666	2021-07-08
RI-028446	Recording - Microsoft Teams	When call splitting was configured, participant information was only available for the last segment in the database	9.6.13.6790	2021-09-22
RI-029375	Recording - Microsoft Teams	When the service failed processing an item of the participant list, it didn't process the rest of the participant list.	9.6.14.6851	2021-10-15
RI-029630	Recording - Microsoft Teams	The Microsoft Teams Bot service didn't follow the change in the media stream id of the participants. In the cases of stereo recording,	9.6.15.6904	2021-11-11

		when the recorded user's media steam id changed the recorded user's audio was mixed to the other participants' audio.		
RI-030189	Recording - Microsoft Teams	The audio stream ID was not properly updated in the case of P2P calls. It caused that in the case of stereo recording the bot didn't use the dedicated channel for the recorded user.	9.6.16.6995	2021-12-15
RI-030586	Recording - Microsoft Teams	The Microsoft Teams Bot service didn't take into account the selective recording options in the case of call escalation from P2P to meeting.	9.6.16.6995	2021-12-15
RI-030587	Recording - Microsoft Teams	The Microsoft Teams Bot service started the recording in the case of undefined call direction. The service will wait until it can gather enough information to calculate the direction of the call. The affected call scenarios: P2P VBSS-only and call queues.	9.6.16.6995	2021-12-15
RI-030765	Recording - Microsoft Teams	The Microsoft Teams Bot service started recording in the case of external meeting organizer even if the extension was configured to start recording only for specified meeting organizers.	9.6.17.7145	2022-02-16
RI-031011	Recording - Microsoft Teams	Microsoft Calling SDK is rolled back to v1.2.0.1702 due to performance issues with the latest version in handling call invites and participant updates. By rolling back to this version, the bot grouping feature will be entirely disabled.	9.6.17.7145	2022-02-16
RI-031421	Recording - Microsoft Teams	The Microsoft Teams Bot service didn't start recording of anonymous P2P calls.	9.6.18.7315	2022-04-22
RI-031528	Recording - Microsoft Teams	In the case of controlled recording, adding the screen share modality to the call automatically started the recording.	9.6.18.7315	2022-04-22
RI-031529	Recording - Microsoft Teams	The system recorded calls even if the Record Only if External User is Participating and the Record Video Only for External Users settings were enabled and there was no external user on the call.	9.6.18.7315	2022-04-22
RI-031530	Recording - Microsoft Teams	In the case of transfer scenarios, the party which initiated the transfer was stored in the From Info field instead of the To Info.	9.6.18.7315	2022-04-22
RI-031531	Recording - Microsoft Teams	In the case of screen share only calls (when the screen share was used only), the later added audio or video modalities were not recorded.	9.6.18.7315	2022-04-22
RI-031532	Recording - Microsoft Teams	In the case of a non-configured recorded user, the video modality was not recorded when the Record Non-configured Extensions configuration setting was enabled.	9.6.18.7315	2022-04-22
RI-031534	Recording - Microsoft Teams	The Microsoft Media SDK upgraded to version 1.23.0.49-alpha which resolves the following issues according to Microsoft: Fixed a bottleneck within the SDK's media engine that could cause severe delay in setting up new media sessions containing VideoSockets. In some cases, the delay could result in meeting join failures for the bot.	9.6.18.7315	2022-04-22
RI-031535	Recording - Microsoft Teams	Large Microsoft Teams meetings were not recorded if the list of participants is truncated, and the recorded user was not on the participant list sent to the bot.	9.6.18.7315	2022-04-22

The system did not raise an alert or log an error when an invite to the bot was not followed by a related participant list update. The issue can only be detected if call/meetings logs are compared with the database records.

The issue affected only the call recording taking place for the specific user who was not listed as a participant. If there were multiple recorded users joining the same meetings, the meeting could be recorded from the other user's point of view if that user was listed as a participant.

In order to provide an immediate workaround, the system uses a different recording start logic in the bot to not wait for the recorded user to appear as a participant. There is an open support case with Microsoft on how to get the full list of participants because the system stores the participants in the database, and the information is incomplete in this way.

The Start Recording After Recorded User Joined settings must be changed to No in order for the bot to ignore the join event for the user. The setting defines if the bot waits for the join event of the recorded user before it starts recording a meeting. This setting is only applied for meetings, for P2P and PSTN calls, the bot always waits for the recorded user join event. If the configuration is set to 'No', the bot will trigger recording after it processed the first participant of the first roster update. The service will also stream every media packet to the recorder without waiting for the recorded user to join.

RI-026780	Recording - Microsoft Teams IM	In multi-tenant deployments, where multiple providers were configured in the Unified IM Recorder service, the instant messages were stored in other tenants too, in addition to the right tenant	9.6.9.6401	2021-03-31
RI-027471	Recording - Microsoft Teams IM	When a Microsoft Teams tenant was moved from one Verba environment/tenant to another, the ongoing chat messages were kept stored in the original environment, only new conversations were recorded correctly to the new environment.	9.6.10.6465	2021-04-28
RI-027778	Recording - Microsoft Teams IM	The Verba Unified IM Recorder Service might stuck in processing maximizing CPU and memory utilization in the case of invalid HTML content was received.	9.6.11.6530	2021-05-26
RI-028174	Recording - Microsoft Teams IM	The message processing queue was stuck when federated Skype for Business users were participating in the chat room	9.6.12.6666	2021-07-02
RI-028251	Recording - Microsoft Teams IM	The attachment download was not case insensitive and failed to download attachments from SharePoint when the file extension was changed to lowercase	9.6.12.6666	2021-07-12
RI-028331	Recording - Microsoft Teams IM	Stickers could not be downloaded and archived for P2P and group chats	9.6.13.6790	2021-09-22
RI-028335	Recording - Microsoft Teams IM	Unnecessary Microsoft Graph webhook subscriptions when the system attempted to subscribe to an already existing subscription	9.6.13.6790	2021-09-22
RI-029358	Recording - Microsoft Teams IM	Attachments could not be accessed for standard users, only for system supervisors	9.6.13.6790	2021-09-22

RI-030912	Recording - Microsoft Teams IM	<p>Multiple issues resolved for Microsoft Teams IM capture using the webhook DLP API:</p> <ul style="list-style-type: none"> - Participant name might have been empty in Skype for Business and Teams interop scenarios, which led to SQL query errors and alerts, and the data was not inserted - If attachment download resulted in 429/Too many requests, the download task was considered as failed and an alert was raised, it was never retried - The message processing could have been stuck in an infinite loop in the case of HTML processing error, and the affected processing queue got stock - Several performance optimizations to enable processing a high number of messages and reducing the number of Microsoft Graph API queries - Records and participants generated from participant list query results might have had a start time 1900.01.01. - If the file attachment extension was not properly parsed, then the attachment insert query might have failed - Unsupported system events caused empty messages with "unknown" as participant name. - Recorded extension configuration update timed out on the web interface while it was still running on the server 	9.6.17.7145	2022-02-16
RI-031243	Recording - Microsoft Teams IM	Microsoft Teams instant messages were missing sender information intermittently	9.6.18.7315	2022-04-22
RI-031399	Recording - Microsoft Teams IM	Chat messages for Microsoft Teams were not moved from section_message1 to section_message2 when more than 1000 records were in the table. This could cause the system to slow down during the search and the running of data management policies such as export. This issue only affects 9.6.17.7145 and later deployments	9.6.18.7315	2022-04-22
RI-024033	Recording - Avaya	Preferred Codecs list was incorrect in the hint of the Avaya Recorder / Avaya DMCC / Preferred Codec server configuration	9.6.1.5995	2020-10-12
RI-026634	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	9.6.9.6384	2021-03-21
RI-028673	Recording - Avaya	The Avaya DMCC service cannot record after the Unified Recorder service was restarted meanwhile the Avaya DMCC service was communicating with it	9.6.13.6790	2021-09-22
RI-031494	Recording - Avaya	The Avaya DMCC Service could not start with the Avaya DMCC API 8.1 jar files. This issue only affects 9.6.17.7145 or later.	9.6.18.7315	2022-04-22
RI-025887	Recording - Centile	The duration of the stereo recordings (AU files) was double the length of the call	9.6.6.6278	2021-02-10
RI-027584	Recording - Centile	Centile Connector/AU audio file processing: the media length was calculated incorrectly if the file was bigger than 6.7 Mbytes (stereo) or 13.4 Mbytes (mono)	9.6.11.6541	2021-05-03
RI-024122	Recording - Unified Call Recorder	If the Recording Director and the Media Recorder is separated and either File Share, Poll/Q&A, Whiteboard or SMS modality was	9.6.2.6021	2020-11-04

enabled in addition to Voice/Video or Screen Share (but not all modalities), then the recording rule became invalid and the call was not recorded at all. Alerts were raised with "Cannot register call on media recorder" error.

RI-024700	Recording - Unified Call Recorder	Recovering ongoing calls after recording server crash could not determine the end time of the calls and inserted CDRs with 0 duration which prevented the user from playing back the recordings using the CDRs for trader voice recordings (playback only worked for the media records)	9.6.5.6179	2021-01-04
RI-024785	Recording - Unified Call Recorder	Unified Call Recorder applied call segmentation for video and screen/application share recordings, which led to keyframe/video decoding issues after splitting the record into a new one. Call segmentation is disabled for video and screen/application share streams.	9.6.5.6185	2021-01-07
RI-025013	Recording - Unified Call Recorder	The Unified Call Recorder service no longer creates new records at video escalation when the audio format is set to VMF	9.6.6.6237	2021-01-15
RI-025906	Recording - Unified Call Recorder	If VOX/VAD triggered recording generated invalid start time, it could have led to Unified Call Recorder service crash and memory leak at call segmentation. The system generated call processing and low memory alerts.	9.6.6.6298	2021-02-15
RI-028301	Recording - Unified Call Recorder	In the case of dial-in recording, the From/To Info fields (line display name) was not parsed and stored	9.6.12.6666	2021-06-28
RI-028426	Recording - Unified Call Recorder	Using the E-Dialer integration, the Cisco master call and any non trader-voice recordings where VOX was enabled might have triggered "no media/RTP received" call processing alerts if the call was just pure silence and so no media file was created	9.6.13.6790	2021-09-22
RI-030217	Recording - Unified Call Recorder	Verizon meeting RTP echoing caused recording only silence once the send back delay timer elapsed	9.6.16.6995	2021-12-15
RI-030722	Recording - Unified Call Recorder	Partially recorded files for remote cluster/shared recorder were not recovered after the recorder crash. After applying the fix, the previous partial recordings can be recovered.	9.6.17.7145	2022-02-16
RI-031468	Recording - Unified Call Recorder	Call segmentation optimization to avoid possible short gaps (0-2 seconds) in media records when a large number of calls are segmented at the same time (e.h. when an absolute segmentation timer is used)	9.6.18.7315	2022-04-22
RI-023895	Recording - IPTrade	IPTrade turret based playback was very slow due to the wrong execution plan compiled by SQL Server	9.6.0.5987	2020-09-24
RI-027647	Recording - IPTrade	BT IP Trade turret side playback list recording action was very slow	9.6.11.6541	2021-05-05
RI-031415	Recording - IPTrade	BT IPTrade call playback on turret did not work in multi-tenant environments	9.6.18.7315	2022-04-22
RI-024098	Recording - BT ITS	If a second device connected to the same call on the turret, the recorder stopped recording on the first device	9.6.4.6154	2020-10-19
RI-024154	Recording - BT ITS	BT ITS LDAP provisioning queries could take too much time during service start which could	9.6.3.6043	2020-11-16

prevent the service from starting as Windows considered it a service failure after a timeout and killed the process prematurely

RI-025011	Recording - BT ITS	If BT ITSLink server sent the dialed number multiple times, the dialed digits were concatenated and appeared multiple times	9.6.6.6237	2021-01-21
RI-027896	Recording - BT ITS	BT ITS CTI recorder might crash if CLI info was received on not IP recorded line or VR ID was not set for recording. It affects v9.6.11 or later.	9.6.12.6666	2021-06-05
RI-027907	Recording - BT ITS	If BT ITSLink server closed the connection, the Recording Director could spike one CPU core and delay the reconnection attempt for 60 seconds. This could lead to the loss of metadata.	9.6.12.6666	2021-06-09
RI-029624	Recording - BT ITS	BT IPSI media recording did not work from version 9.6.13.6740, media could not be recorded at all	9.6.14.6851	2021-10-15
RI-031159	Recording - BT ITS	Optionally enabling the processing of the cstDialedDigits CTI event when the cstProceeding is missing and the called party number is missing. Please note, the system will potentially record and store sensitive information entered during the call. The cstDialedDigits carries all digits entered/pressed during the call, including PIN codes or other private and sensitive data. This information will be stored in the standard metadata fields of the system and there is no option to mask or block these additional digits.	9.6.17.7145	2022-02-16
RI-024786	Recording - Speakerbus	In some case, the system sent a false call processing error alerts if a device change happened on the line	9.6.5.6185	2021-01-07
RI-031631	Recording - Speakerbus	When the Recording Server did not receive a logout event (unexpectedly) for a trader and a new trader logged in to the turret and started making/receiving calls, the system could not record the new calls for the new user.	9.6.19.7343	2022-05-19
RI-029809	Recording - IPC	IPC Unigy recording did not work when AudioCodes SBC was in the media path	9.6.15.6904	2021-11-11
RI-030044	Recording - IPC	IPC Unigy external turrets via a Session Border Controller could not be recorded due to an interoperability issue in SDP negotiation	9.6.16.6995	2021-12-15
RI-024100	Recording - Cloud9	Cloud9 Recording System API integration did not work and C9 clients were unable to upload data to the Recording Server (affects 9.6.0.5983 or later builds only)	9.6.2.6015	2020-10-15
RI-024182	Recording - Cloud9	In case of short or 0 length Cloud9 Ogg media files the import service could not import the recording using the Cloud9 Call Data API	9.6.4.6072	2020-11-24
RI-024185	Recording - Cloud9	Cloud9 Call Data API import did not use the Work Folder setting and used the default application work folder instead for media files	9.6.4.6072	2020-11-23
RI-024201	Recording - Cloud9	The Enable Media Filtering Workaround could not be changed. From now on it is disabled by default because it is no longer needed due to Cloud9 Call Data API changes.	9.6.4.6072	2020-11-18
RI-024787	Recording - Cloud9	Cloud9 Recording System API based integration did not work intermittently due to an uninitialized connection timeout	9.6.5.6186	2021-01-07

RI-028249	Recording - Cloud9	Cloud9 Call Data API: when a custom work folder was configured, the Import Service used a bad media path and failed to import the data	9.6.12.6666	2021-07-09
RI-028259	Recording - Cloud9	Cloud9 Recording System API based import issues resolved: <ul style="list-style-type: none"> - import did not work when multiple C9 clients were uploading the media file for the same call (shout down) at the same time - in the case of database errors after database failover, database entries were multiplied - improved work folder cleanup process - improved network connection error handling - participant information was missing in some call scenarios 	9.6.12.6666	2021-07-13
RI-028826	Recording - Cloud9	Cloud9 Call Data API Import Source was looking for the wrong metadata template	9.6.13.6790	2021-09-22
RI-029389	Recording - Cloud9	C9 Call Data API did not handle the HTTP proxy error code 504 (Gateway Timeout)	9.6.14.6851	2021-10-15
RI-030202	Recording - Cloud9	Cloud9 Call Data API integration will store the media file ID as soon as it becomes available to avoid race condition in upload process	9.6.16.6995	2021-12-15
RI-031405	Recording - Cloud9	Cloud9 Recording System API based import source did not insert the data to the right tenant in multi-tenant environments.	9.6.18.7315	2022-04-22
RI-026230	Recording - Desktop	The desktop agent application did not update the status icon after the connection with the Web Application was recovered	9.6.7.6340	2021-03-01
RI-026596	Recording - Desktop	The Auto-Pause configuration was not taken into account properly when the screen was still recorded after the call has ended due to wrap up timer configuration	9.6.8.6378	2021-03-03
RI-027755	Recording - Desktop	Desktop Agent muted recording unexpectedly when the Auto-Pause Recording on URL setting contained an empty line	9.6.11.6510	2021-05-14
RI-029869	Recording - Desktop	The Verba Screen Capturing Service crashed if "silent/non-visible" mode was configured	9.6.16.6995	2021-12-15
RI-028977	Recording - Dial-in	Phone-based playback did not work imported calls where the Audio Codec ID was not set	9.6.13.6790	2021-09-22
RI-025678	Recording - SIPRec	Metaswitch Perimeta: caller/callee was swapped in case of interconnecting calls	9.6.6.6245	2021-01-28
RI-026110	Recording - SIPRec	After a call was put on hold, the Unified Call Recorder stopped recording the call and if the call was resumed, the system did not continue recording the call. The issue affects SIPREC integrations using the generic SIPREC implementation (Sonus SBC, Avaya ESBC, Cisco CUBE).	9.6.6.6312	2021-02-22
RI-023943	Recording - Symphony	Screen/application share modality was not properly determined for SIPREC sessions and the system stored these streams as video recordings	9.6.0.5987	2020-08-27
RI-024005	Recording - Symphony	Symphony calls were not assigned to users	9.6.1.5995	2020-09-29
RI-030904	Recording - Symphony	Symphony chat messages with multiple attachments could not be displayed	9.6.17.7145	2022-02-16
RI-024302	Recording - Genesys	The Cisco JTAPI Service tried to connect to a T-Server with Backup role	9.6.4.6134	2020-12-03

RI-029671	Recording - Genesys	The Verba Genesys CTI service failed to insert database record in the case of database record duplication check.	9.6.15.6904	2021-11-11
RI-029874	Recording - Genesys	The Verba Genesys CTI Service didn't apply recording configuration based on the Genesys Agent ID. It used the directory numbers configuration. It could have led to inconsistent recording. The service also didn't process the metadata properly before the recording decision-making.	9.6.16.6995	2021-12-15
RI-030590	Recording - Genesys	The Genesys CTI service didn't start recording based on CTI event fields mid-call. The service only applied the recording rules at the beginning of the conversation.	9.6.17.7145	2022-02-16
RI-030597	Recording - Genesys	Mid-call failover didn't work with Genesys active recording integration	9.6.17.7145	2022-02-16
RI-031537	Recording - Genesys	Fixed handling of CTI triggered recording in the case of hold-resume, blind transfer, consultative transfer, consultative conference scenarios for Genesys Active Recording based integration	9.6.18.7315	2022-04-22
RI-030444	Recording - Zoom	Multiple issues fixed for Zoom Meeting and Zoom Phone import/archiving: <ul style="list-style-type: none"> - Fixed a networking issue related to chunked HTTP transfer that could rarely affect API calls and downloads and resulted in parsing errors and alerts - Certain Zoom Phones MP3 files waveform was displayed incorrectly (full silence) in the web application player - Zoom Meetings host information handling fixed. Zoom Meeting host and conferee participant roles were not properly saved and displayed. - Fixed an issue that causes last Zoom Meetings and Phones calls sometimes would not get imported until a new meeting or call happened - Fixed an issue that could result in Zoom Meetings data loss if there were an excessively large number of meetings in a single import cycle 	9.6.16.6995	2021-12-15
RI-030807	Recording - Zoom	Multiple fixes for Zoom Meeting and Phone import/archiving: <ul style="list-style-type: none"> - Fixed individual recordings choosing based on time: when a user joined a single meeting multiple times, the correct individual recordings are chosen for the resulting CDR (previously always the same was chosen) - Fixed a bug when sometimes a meeting or phone call that was already imported was downloaded and attempted to be imported multiple times - Import/reconciliation stopped progressing indefinitely when there were no meetings/phone calls for the entire max filter period (Meetings 7 days / Phones 28 days) - Some configurations of safety lookback with phones reconciliation caused reconciliation to stop progressing indefinitely when calls happened near midnight - Fixed potential data loss in meetings, when a very high amount of meetings were imported in a single cycle, and the load was unbalanced between "past" and "pastOne" type of meetings - Fixed a SQL problem that could cause 	9.6.17.7145	2022-02-16

crashes, and prevented reconciliation tasks to appear in background tasks

- Fixed Meetings reconciliation that did not work when recorded extension configuration was set to voice only
- Solved a problem that caused reconciliation to cause false-positive alerts when Zoom took a too long time to archive meetings or phone calls. A new parameter is introduced for both Zoom Phones and Meetings import: Reconciliation Delay Behind Import in Minutes (60 minutes by default), which causes the reconciliation to ignore elements within this period before where import progress is currently at. Never set this lower than how long it takes for Zoom to process the archiving of a meeting/phone call.

RI-031389	Recording - Zoom	Waveform of M4A/MP4A files might have not been generated properly (for MP4 there was no problem)	9.6.18.7315	2022-04-22
RI-031454	Recording - Zoom	Zoom import source stopped working after receiving an unknown archived file type for Zoom meeting import. Unknown file types are no longer causing an error, but a warning alert	9.6.18.7315	2022-04-22
RI-031478	Recording - Zoom	When querying the Zoom API if the server responds with a TO field with a value far in the future, the system disregards it, preventing data loss in the period in the period of actual TO time and the value provided by the Zoom API (when TO is in the past, the system still adjusts to it)	9.6.18.7315	2022-04-22
RI-031578	Recording - Zoom	Workaround for missing participant leave date (unexpected) for Zoom Meeting imports	9.6.19.7343	2022-05-19
RI-023605	UI - Web Interface	The player buttons FWD and END, didn't work properly. If not applicable the button will be grayed out.	9.6.0.5974	2020-08-25
RI-023609	UI - Web Interface	Video playback area in Internet Explorer didn't fit properly to screen size. In some cases, when the screen resolution was under 1080p, it overflowed into the conversation details section.	9.6.0.5974	2020-08-25
RI-023902	UI - Web Interface	Selecting the Excel export option on the Alert Management page resulted in a blank page	9.6.0.5987	2020-09-24
RI-023909	UI - Web Interface	Send URL feature did not work	9.6.0.5987	2020-09-24
RI-023910	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.	9.6.0.5987	2020-09-23
RI-023915	UI - Web Interface	Audio segment download in player did not work for trader voice recordings with stitched media	9.6.0.5987	2020-09-22
RI-023918	UI - Web Interface	Search was very slow for trader voice conversations due to the wrong execution plan compiled by SQL Server	9.6.0.5987	2020-09-21
RI-023985	UI - Web Interface	Ad hoc transcoding jobs were executed by any of the Media Repository / Application Servers (whichever has seen the job first) and the transcoded video was not available for playback on the server where the user was connected to	9.6.1.5995	2020-10-07

RI-024010	UI - Web Interface	The Audit Log details were double-escaped, so "->" strings and HTML tables (Search parameters) were garbled	9.6.1.5995	2020-09-25
RI-024056	UI - Web Interface	The scroll bar was missing in the conversation metadata tab in the player	9.6.2.6015	2020-10-20
RI-024063	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)	9.6.2.6015	2020-10-07
RI-024070	UI - Web Interface	The selected Identity Providers were displayed as "Available" too when cloning an existing Role	9.6.2.6015	2020-10-27
RI-024143	UI - Web Interface	If a user did not have the "Customize Conversation Export Target Folder" role then updating an advanced export configuration page caused an error	9.6.3.6043	2020-11-09
RI-024149	UI - Web Interface	Users were able to bypass playback restriction when the multiple playback feature was used	9.6.3.6043	2020-11-12
RI-024166	UI - Web Interface	Home Page setting did not work with Integrated Windows Authentication (IWA)	9.6.4.6062	2020-11-17
RI-024227	UI - Web Interface	Bulk Media download was available even if the user had no "Download a Conversation" permission	9.6.4.6104	2020-11-30
RI-024235	UI - Web Interface	The video player's full-screen button didn't work in browsers other than Internet Explorer. The minimize button on the player's title bar disappeared in case of any error.	9.6.4.6104	2020-11-27
RI-024239	UI - Web Interface	Copy URL icon was not shown on conversations	9.6.4.6104	2020-11-26
RI-024242	UI - Web Interface	In the case of text search, the Unicode characters were not encoded properly in the transcript view	9.6.4.6104	2020-11-25
RI-024415	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.	9.6.4.6145	2020-12-07
RI-024417	UI - Web Interface	Cloud9 Call Data API import source configuration page did not work	9.6.4.6145	2020-12-04
RI-024607	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.	9.6.4.6154	2020-12-10
RI-024625	UI - Web Interface	The Cisco Finesse gadget could not authenticate with HTTP Basic authentication method.	9.6.5.6169	2020-12-23
RI-024788	UI - Web Interface	Media files bigger than 2 GB cannot be downloaded and played back from the web application	9.6.5.6186	2021-01-07
RI-024789	UI - Web Interface	The e-mail generated by the Send URL feature displays question marks for non-ASCII characters	9.6.5.6186	2021-01-06
RI-024831	UI - Web Interface	If the user did not have "Customize Conversation Export Target Folder" permission, then the Direct Download feature did not work	9.6.5.6194	2021-01-08

RI-024832	UI - Web Interface	The bulk media download HTML file playback does not work when the exported media file name starts with one of the following characters: +, -, @, =, ;	9.6.5.6194	2021-01-08
RI-025781	UI - Web Interface	In the case of large voice transcripts (approx. 20k words), the search hit highlight could not process the transcript, therefore the transcript didn't contain any highlighted words.	9.6.6.6265	2021-02-05
RI-025936	UI - Web Interface	Video transcoding did not start in Azure environments because the hostname resolved by the web application did not match the hostname resolved by the Storage Service	9.6.6.6305	2021-02-18
RI-025938	UI - Web Interface	When a Controlled auto-start recording started, only the Administrator was able to stop the recording	9.6.6.6305	2021-02-18
RI-026238	UI - Web Interface	The Cisco Finesse gadget didn't query the ongoing calls properly because it took the extension and user criteria from the 'Search' tab into account which could hold wrong data because the browser considered them as auto-fill fields	9.6.7.6341	2021-03-01
RI-026241	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	9.6.7.6342	2021-03-01
RI-026671	UI - Web Interface	The User CSV Export writes a leading quote (') character to avoid CSV injection for extensions starting with a + sign, but that leading quote was not removed during CSV User Import	9.6.9.6388	2021-03-24
RI-026672	UI - Web Interface	The CSV user export did not differentiate the "User/Agent ID" type extensions	9.6.9.6388	2021-03-24
RI-026673	UI - Web Interface	Recording audit checkboxes were updated: - Recorded conversations (media file exists, recording failed flag is not set, end cause is not Caller Gave Up, Busy, Unobtainable, Error, and there is no media error) - Recorded conversations with incorrect media (media file exists, recording failed flag is not set, end cause is not Caller Gave Up, Busy, Unobtainable, Error, and there is a media error) - Not recorded conversations due to error (media file does not exist and end cause is not Caller Gave Up, Busy, Unobtainable, or recording failed flag is set or end cause is Error) - Not answered conversations (end cause is Caller Gave Up, Busy, Unobtainable)	9.6.9.6388	2021-03-24
RI-026927	UI - Web Interface	The silent monitoring button on the Agent View page was added multiple times for each on-hook agent.	9.6.10.6460	2021-04-08
RI-027323	UI - Web Interface	Playback of a Desktop Screen recording was audio-only after the VF file converted to MP4 and got deleted	9.6.10.6456	2021-04-26
RI-027334	UI - Web Interface	Background Tasks page End Time column was converted to the user's timezone two times	9.6.10.6456	2021-04-23
RI-027586	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	9.6.11.6541	2021-04-30

		was still filled in, and so the streamer service was not being used to transcode the audio to a format playable by Chrome.		
RI-027642	UI - Web Interface	Active Directory Synchronization: groups not re-added after the user is re-activated in the same Active Directory Synchronization Profile	9.6.11.6541	2021-05-04
RI-027644	UI - Web Interface	Minor issues fixed: - When the wrong password was entered, then a blank screen was shown - Refresh (F5) always forwarded to the main screen - When using a direct URL and not logged in to the system, then two player frames were shown	9.6.11.6541	2021-05-03
RI-027653	UI - Web Interface	Microsoft Teams Instant Messages could be duplicated when searching for a text for a long time period	9.6.11.6541	2021-05-06
RI-027657	UI - Web Interface	Microsoft Teams Instant Message edit history could not be displayed	9.6.11.6541	2021-05-06
RI-027749	UI - Web Interface	The Verba Web Application Service could not send emails after upgrading Java from jdk-11.0.8+10 to jdk-11.0.11+9 due to wrong default TLS configuration for Java Mail API	9.6.11.6510	2021-05-14
RI-027753	UI - Web Interface	The "Conversation export direct download target folder" server configuration was not used when the user did not have the "Customize Conversation Export Target Folder" permission, so the files were exported to the local disk	9.6.11.6510	2021-05-14
RI-027772	UI - Web Interface	The Verba Finesse Gadget didn't fallback to the legacy API authentication method in the case of Verba Web Application older than version 9.6.	9.6.11.6526	2021-05-21
RI-027882	UI - Web Interface	The Data Management and Export features' Duration Interval filter threw error when there were calls longer than 24 days	9.6.11.6545	2021-06-01
RI-027885	UI - Web Interface	The transcription did not load into the player when the user did not use the Text Search	9.6.11.6546	2021-06-02
RI-028079	UI - Web Interface	Recording rules were always saved to the logged in user's Environment, instead of the selected one (when the user was a Reference Environment administrator)	9.6.12.6666	2021-06-16
RI-028080	UI - Web Interface	When the IWA authentication was used, then the Session Monitor stored the wrong Session ID and so after a Logout and Login, the User saw the "Other user(s) have been already logged in to the system with the same login id" message	9.6.12.6666	2021-06-16
RI-028157	UI - Web Interface	The system allowed duplicating the built-in metadata templates used by the recorder and import services, and it also allowed adding new fields to these templates which caused errors in the respective services (these changes are no longer allowed)	9.6.12.6666	2021-07-01
RI-028160	UI - Web Interface	The Reports / Create New Report menu showed a blank page when using Internet Explorer	9.6.12.6666	2021-06-29
RI-028234	UI - Web Interface	The private flag could be lost when it was set on a conversation that was recorded in the last 24 hours	9.6.12.6666	2021-07-06
RI-028410	UI - Web Interface	The meta XML file for CDR-Only records could not be downloaded in the Conversation Detail	9.6.13.6790	2021-09-22

File format section, and if the files were stored on non-SMB storage, then no files were shown at all in the File format section.

RI-028411	UI - Web Interface	Signature verification showed two false errors for trader voice CDR-Only records when the files were stored on non-SMB storage	9.6.13.6790	2021-09-22
RI-028441	UI - Web Interface	The fetch following or previous SMS messages did not work in the Conversation View	9.6.13.6790	2021-09-22
RI-028443	UI - Web Interface	The Conversation Export Metadata Fields always showed the Reference Environment's Metadata Fields in a Multi-Tenant deployment	9.6.13.6790	2021-09-22
RI-028816	UI - Web Interface	Error code 400 was received after opening a new tab when Extensions, Users or Alerts List were clicked (Open in New Tab or CTRL + Click)	9.6.13.6790	2021-09-22
RI-028827	UI - Web Interface	Audit Log Export did not work when there were special characters (0x0) in the detail message (e.g. Microsoft Active Directory error message). The ASCII 0 character will not be inserted from now on.	9.6.13.6790	2021-09-22
RI-028861	UI - Web Interface	When searching for Metadata Fields in the Search feature with a negative operation (Not equal to, Does not match a value in the list, Not like), then the calls where the metadata value did not exist were not shown	9.6.13.6790	2021-09-22
RI-028925	UI - Web Interface	Download of a shared file did not work when there was a + sign in the file name	9.6.13.6790	2021-09-22
RI-028940	UI - Web Interface	Import from Every Source checkbox on the Extension configuration page did not work when no import source was selected and the goal was to not use the extension for any import source configured	9.6.13.6790	2021-09-22
RI-029354	UI - Web Interface	The Authorization Request could not be approved when the requester user requested access to their own conversations, it displayed an "Ooops!" error screen.	9.6.13.6790	2021-09-22
RI-029435	UI - Web Interface	The reports list downloaded the wrong file when pagination was used	9.6.14.6851	2021-10-15
RI-029436	UI - Web Interface	Change History could be viewed without permission to the object	9.6.14.6851	2021-10-15
RI-029449	UI - Web Interface	Dashboard did not work when the Date Interval was set to Hour	9.6.14.6851	2021-10-15
RI-029480	UI - Web Interface	The Cisco IP Phone Service showed "Host not found" after the user typed the login and password and submitted the authentication form	9.6.14.6851	2021-10-15
RI-029546	UI - Web Interface	If a User was created manually, and the "Synchronized by Active Directory" was turned on, then this User was not deactivated when not found in the Active Directory, because the Users that are synchronized by failed AD Sync Profiles are never deactivated by the system.	9.6.14.6851	2021-10-15
RI-029559	UI - Web Interface	The system displayed configuration discrepancies even if the server's configuration was the same as the central for Microsoft Teams Bot / Microsoft Teams / Call Control Port and Media Control Port	9.6.14.6851	2021-10-15

RI-029562	UI - Web Interface	Data Management Policy delete gives no error explanation when referenced by another policy as "Execute Only After Another Policy Executed"	9.6.14.6851	2021-10-15
RI-029596	UI - Web Interface	Preview Conversation didn't work for trader voice recordings	9.6.14.6851	2021-10-15
RI-029867	UI - Web Interface	Private checkbox did not mark the conversations as Private	9.6.16.6995	2021-12-15
RI-030192	UI - Web Interface	User Bulk Update threw error when multiple Extension Directions should be changed and the Full-Matrix mode was turned on	9.6.16.6995	2021-12-15
RI-030433	UI - Web Interface	The Conversations Search Export / Media feature downloaded previously selected recordings' media files after the user performed new searches	9.6.16.6995	2021-12-15
RI-030588	UI - Web Interface	The time zone listbox did not display half-our time zones correctly, but it worked properly in the actual time display	9.6.17.7145	2022-02-16
RI-030730	UI - Web Interface	A "Database Maintenance Error" alert was generated after a Conversation that was already marked for deletion got a Legal Hold Label	9.6.17.7145	2022-02-16
RI-031087	UI - Web Interface	After deduplication, secondary Media-Only records were not displayed when related CDR/Media records were listed	9.6.17.7145	2022-02-16
RI-031192	UI - Web Interface	Direct Search link did not work because the colon character triggered a false vulnerability blocking	9.6.17.7145	2022-02-16
RI-031216	UI - Web Interface	"End of Retention" column cannot be added to the search layout configuration if the system was upgraded from 9.5 or earlier versions	9.6.18.7315	2022-04-22
RI-031221	UI - Web Interface	Viewer for advanced IM (Microsoft Teams) didn't respect the advanced search timezone display settings	9.6.18.7315	2022-04-22
RI-031241	UI - Web Interface	Voice Quality Check alerts were displaying HTML source code on the web interface instead of the formatted content	9.6.18.7315	2022-04-22
RI-031255	UI - Web Interface	Pressing the Find button on the Automation Rules - Cases redirected the user to the Automation Rules - Labeling page	9.6.18.7315	2022-04-22
RI-031313	UI - Web Interface	Creating a Hitachi Content Platform storage target, the API User field was overwritten with "v2" no matter what was defined	9.6.18.7315	2022-04-22
RI-031361	UI - Web Interface	The existing custom metadata fields were not shown after an upgrade from v9.3 or older version	9.6.18.7315	2022-04-22
RI-031367	UI - Web Interface	The Mobile UI Search feature did not work with the latest version, and the Detail screen showed the times in the wrong timezone	9.6.18.7315	2022-04-22
RI-031381	UI - Web Interface	Right-click options did not working properly on the Conversations screen	9.6.18.7315	2022-04-22
RI-031437	UI - Web Interface	The calls recorded in "High Quality Opus in Ogg" format could not be played back in Internet Explorer (using the Windows Media Player Active-X component)	9.6.18.7315	2022-04-22
RI-031458	UI - Web Interface	Active Directory Synchronization User read failures were not detected if paging was	9.6.18.7315	2022-04-22

required (more than 1000 users) and it did not happen on the last page. This led to user invalidation which could have led to recording and data loss. The underlying LDAP protocol did not provide any error.

RI-031461	UI - Web Interface	License activation information was not shown on the license page when there were license warnings or errors	9.6.18.7315	2022-04-22
RI-031687	UI - Web Interface	Right-click options / Same day features on the conversations screen chose the day in UTC timezone instead of the user's timezone	9.6.19.7343	2022-05-19
RI-031689	UI - Web Interface	Advanced IM viewer (Microsoft Teams) failed to render a message if it was a message reference without a proper user display name.	9.6.19.7343	2022-05-19
RI-021162	UI - Waveforms	Waveform always showed on peak when static there was noise in the call. Now data is normalized by the visualization script.	9.6.0.5944	2020-06-09
RI-026509	UI - Waveforms	Selective audio download did not work when the wave file is on a network drive with Custom Credentials	9.6.8.6376	2021-03-16
RI-030981	UI - Waveforms	Missing waveform with SMB network storage for MP4 or MP3 media (did not apply if VMF was available)	9.6.17.7145	2022-02-16
RI-023937	UI - Reporting	The Conversation Access Event Details report supported the English language only	9.6.0.5987	2020-09-14
RI-024152	UI - Reporting	The Server Capacity report did not work and the system generated 0kb reports (no report output) with exceptions in the log files	9.6.3.6043	2020-11-16
RI-024229	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	9.6.4.6104	2020-11-30
RI-024230	UI - Reporting	Recorded Users and Extensions report did not show the Distinct Total value in case of the CSV format	9.6.4.6104	2020-11-30
RI-024399	UI - Reporting	Dashboard snapshot schedule was not correct when the creation time converted to UTC resulted in a longer time then 24 hours	9.6.4.6145	2020-12-09
RI-024400	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.	9.6.4.6145	2020-12-09
RI-024823	UI - Reporting	Quality Management Form Custom Field titles and values were not saved	9.6.5.6191	2021-01-08
RI-024857	UI - Reporting	Agents Evaluation Details report's CSV format contained the column headers multiple times	9.6.6.6204	2021-01-12
RI-027318	UI - Reporting	The Recording Server Utilization dashboard widget loaded very slowly if Microsoft Teams instant message capture was used	9.6.10.6447	2021-04-21
RI-027940	UI - Reporting	Minor reporting problems with a few Quality Management and the License Usage Summary reports: - Quality Management reports: when the Available Points or the Weight of a question is zero, then the report is not generated (0 byte file)	9.6.12.6666	2021-06-10

- License Usage Summary report: when the Database Server's default collation is different from the Verba database's collation, then the report is not generated (0 byte file)

RI-029350	UI - Reporting	Group name was missing from Users Roles Permissions and Groups report in XLS format	9.6.13.6790	2021-09-22
RI-030173	UI - Reporting	The Audit Log Report XLS version did not display the Search Query details	9.6.16.6995	2021-12-15
RI-030193	UI - Reporting	User Instant Messages Details report did not show participants	9.6.16.6995	2021-12-15
RI-030432	UI - Reporting	The Permission Configuration Report displayed only reference environment users	9.6.16.6995	2021-12-15
RI-030593	UI - Reporting	The following reports did not work when there was a Recording Server filter: Conversation Access Event Details, Conversations With No Media Details, Not Recorded and Incorrect Conversations Details, Recording Minute Usage, Users CDR Reconciliation Summary, Users Call Activity Details, Users Call Activity Summary, Users Inbound Call Activity, Users Outbound Call Activity, Users Server Usage Details, Users Speech Transcript Details	9.6.17.7145	2022-02-16
RI-030635	UI - Reporting	The User Instant Messaging Details report did not show the participants of the conversation. It only showed the user who sent the message.	9.6.17.7145	2022-02-16
RI-031245	UI - Reporting	The Permission Configuration report was missing the localized text for a few Permissions	9.6.18.7315	2022-04-22
RI-031371	UI - Reporting	Voice Quality Check Summary report generated 0KB file when filtered for groups	9.6.18.7315	2022-04-22
RI-031373	UI - Reporting	Users, Roles, Permissions and Groups, and Not recorded and Incorrect Conversations Details reports with user filter threw exceptions and generated 0KB output file when CSV format was used	9.6.18.7315	2022-04-22
RI-031404	UI - Reporting	Reporting did not work with Firefox. The issue only affects 9.6.17.7145 and later.	9.6.18.7315	2022-04-22
RI-031479	UI - Reporting	Group supervisors were only able to see supervised groups in reports	9.6.18.7315	2022-04-22
RI-031634	UI - Reporting	The Roles and Permissions report did not work when there was a Role with the "Unable to Access Conversations Older than	9.6.19.7343	2022-05-19
RI-028855	Solution - Ethical Wall	In the case of Contact List filtering, the Verba SfB/Lync Communication Policy Service did not handle the large requests properly which resulted in a search error in the Skye for Business clients.	9.6.13.6790	2021-09-22
RI-026761	Solution - Quality Management	Non-numeric values were not filtered out in a few Quality Management reports so those reports did not work when a non-numeric value was written to the scorecard. Affected reports are: <ul style="list-style-type: none"> - Agents Evaluation Details - Agents Skills Performance Summary - Average Score by Question - Question Score Details - Skills Performance Summary - Skills Performance Trend 	9.6.9.6400	2021-03-30

RI-028147	Solution - Quality Management	Quality Management agents could not open their own scorecard	9.6.12.6666	2021-06-29
RI-024702	Solution - Speech Analytics	If the case of video recording with mixed audio, the voice transcript included everything twice	9.6.5.6179	2021-01-04
RI-027737	Solution - Speech Analytics	Speech transcription did not work since 9.6.7 due to SQL query errors	9.6.11.6542	2021-05-11
RI-024231	Platform - Announcement	In the case of Cisco announcement, if callee was forwarded from one to other recorded participant, multiple announcements were played (one for each hop)	9.6.4.6104	2020-11-30
RI-027780	Platform - Announcement	Improvements for outbound Cisco Announcement: - Call setup time is significantly decreased - Workaround for intermittent built-in-bridge race condition in case of Cisco Jabber endpoints which might have caused one-way audio recording or no recording at all (Cisco related issue)	9.6.11.6531	2021-05-26
RI-028447	Platform - Announcement	The Skype for Business announcement white list considered the PSTN numbers as internal numbers because of the domain part appended by the mediation server	9.6.13.6790	2021-09-22
RI-028825	Platform - Announcement	In the case of delegated Skype for Business call and outbound announcement configuration, the outbound call leg made by the Verba Lync/SfB Announcement service wasn't impersonated on behalf of the user.	9.6.13.6790	2021-09-22
RI-030361	Platform - Announcement	The Verba Lync/SfB Announcement Service could not insert announcement audit log to the database because of a password encoding issue.	9.6.16.6995	2021-12-15
RI-023979	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)	9.6.1.5995	2020-10-08
RI-024613	Platform - API	SearchCalls API threw an error when searching for ongoing calls without the end time parameter	9.6.4.6156	2020-12-13
RI-024846	Platform - API	When a User was created via the Provisioning API without a password, then the web application threw an error	9.6.5.6197	2021-01-11
RI-025691	Platform - API	Import REST API did not work intermittently due to an uninitialized connection timeout	9.6.6.6249	2021-01-29
RI-025726	Platform - API	Import REST API fixes and improvements: - the API did not work when user-based authentication was enabled and the user was created with the new password storing/hashing method - 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	9.6.6.6259	2021-01-29
RI-027881	Platform - API	The Provisioning API v3 GetUsers call did not return the Roles of the Users	9.6.11.6545	2021-06-01
RI-027894	Platform - API	The Provisioning API did not return the expired Users' group memberships	9.6.12.6666	2021-06-04
RI-027980	Platform - API	The Provisioning API passwordExpires was not written into the database, and when querying	9.6.12.6666	2021-06-15

the User, the workflowId and retentionDays attributes were set to 0 instead of null

RI-028096	Platform - API	Provisioning API v3 - Extension update without modalities caused NullPointerException	9.6.12.6666	2021-06-22
RI-028674	Platform - API	The Business API did not return archived conversations	9.6.13.6790	2021-09-22
RI-029759	Platform - API	Import REST API was not tenant aware and allowed importing into any tenant	9.6.15.6904	2021-11-11
RI-031314	Platform - API	Provisioning API v3 - Invalid import sources could be added for extensions.	9.6.18.7315	2022-04-22
RI-024093	Platform - Configuration	Server certificate validation timeout was too short in some rare cases and validation failed during the startup of the following services: Web Application Service, Cisco JTAPI Service, Cisco Compliance Service, Avaya DMCC/JTAPI Service	9.6.2.6015	2020-10-20
RI-031185	Platform - Configuration	SQL Server Failover Partner connection setting was not adjusted for ODBC connection string scheme if a custom port number was specified causing persistent SQL connection failure. This only affects C++ based services such as Storage Management Service, Unified Call Recorder Service, Passive Recorder Service, Import Service, Node Manager Agent Service.	9.6.17.7145	2022-02-16
RI-031215	Platform - Configuration	Java services always logged to the c:\Program Files\Verba\log\ folder even if that was not the installation folder with certain Java versions	9.6.18.7315	2022-04-22
RI-031316	Platform - Configuration	Certificate validation: revocation status was checked only for issuers but not for the actual certificate which caused the system to continue operating with revoked certificates	9.6.18.7315	2022-04-22
RI-031356	Platform - Configuration	Shared server upload relied on the remote Media Repository list presented at recording time, which might have become outdated if Media Repositories were deleted in the meantime. This caused the upload to fail because the Storage Management service was trying to upload to an invalid server.	9.6.18.7315	2022-04-22
RI-031554	Platform - Configuration	When site configuration was used and the Recording Server recorded a call for the user using an integration that supported shared server recording rules, the system could have recorded calls on the server which should not have been recorded on that site.	9.6.19.7343	2022-05-19
RI-024233	Platform - Database	The upload process prevented Maintenance Job from running and vice versa	9.6.4.6104	2020-11-27
RI-024685	Platform - Database	The following deletion functions did not work since 9.6.4.6145: <ul style="list-style-type: none"> - 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.	9.6.5.6178	2020-12-31

RI-027956	Platform - Database	The call was not associated to the User when the participants were updated at the same time when the record was finished so moved to the finished database table.	9.6.12.6666	2021-06-14
RI-028211	Platform - Database	Recorder and Import service-specific built-in metadata fields were inserted into the reference environment/tenant in the case of multi tenant deployments, instead of the users' tenant	9.6.12.6666	2021-07-02
RI-030732	Platform - Database	Recordings may have stayed occasionally in the Ongoing table for a few minutes when more than 10 calls were recorded per second	9.6.17.7145	2022-02-16
RI-024112	Platform - Licensing	License Usage was not counted after a Web Application restart until the daily license check or visiting the license screen	9.6.2.6015	2020-10-22
RI-024689	Platform - Licensing	License: Media Monitor (CDR Reconciliation) check counted non-voice Extensions too	9.6.5.6178	2020-12-22
RI-024141	Platform - Media Processing	Transcoded MSRDP based Skype for Business screen/application share recording could not be played back (showed green screen) if the original stream (shared window) height was an odd number	9.6.3.6043	2020-11-09
RI-026260	Platform - Media Processing	Transcoding desktop screen captures (.vf files) did not work	9.6.6.6349	2021-03-04
RI-028274	Platform - Media Processing	Very short (<500msec) video/screen share transcoding might have stuck	9.6.12.6666	2021-07-14
RI-029744	Platform - Media Processing	When transcoding Skype for Business screen and application share recordings (VBSS) the video streams might have been out of sync with audio	9.6.15.6904	2021-11-11
RI-030669	Platform - Media Processing	Memory and resource leak fixed in MP4 transcoding. MP4 transcoding might have stuck in the processing state at the end of the process when SMB storage was used.	9.6.17.7145	2022-02-16
RI-031455	Platform - Media Processing	Transcoder job has stuck when there was an exception when opening the media file	9.6.18.7315	2022-04-22
RI-031524	Platform - Media Processing	Video frames could be missing when decoding VMF files when the aspect ratio of the video stream was changed and become noticeable with low framerates such as application share streams	9.6.18.7315	2022-04-22
RI-024007	Platform - Monitoring	Unsupported SNMP v3 is removed from configuration dropdown and the default value is to version 2	9.6.1.5995	2020-09-28
RI-024837	Platform - Monitoring	When an SNMP trap was sent successfully it was inserted into the database with unsuccessful SNMP sending status	9.6.5.6195	2021-01-11
RI-026746	Platform - Monitoring	The "Policy Continues After Error" alert had the wrong alert ID set in the storage service	9.6.9.6397	2021-03-26
RI-027880	Platform - Monitoring	System Monitor service at detail level logged the credentials for the API user requests (injecting alerts into the database)	9.6.11.6544	2021-05-31
RI-023603	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	9.6.0.5974	2020-08-25
RI-023896	Platform - Storage Management	Media stitching for playback and export was very slow for trader voice conversations due to	9.6.0.5987	2020-09-24

the wrong execution plan compiled by SQL Server

RI-023898	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	9.6.0.5987	2020-09-24
RI-023899	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	9.6.0.5987	2020-09-17
RI-023982	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	9.6.1.5995	2020-10-08
RI-023988	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	9.6.1.5995	2020-10-06
RI-023989	Platform - Storage Management	Policy-based upload ignored policy level retention period setting if Prefer User Retention was enabled and the value was empty	9.6.1.5995	2020-10-06
RI-023999	Platform - Storage Management	On-demand conversation processing SQL queries might fail after a long idle time. Alerts were raised and queries were executed again.	9.6.1.5995	2020-09-30
RI-024014	Platform - Storage Management	Recorded Party field parsing caused "stoi argument out of range" errors in the generic import	9.6.1.5995	2020-09-25
RI-024023	Platform - Storage Management	Policy based export ignored the "Encrypt XML metadata" checkbox on UI and encrypted all the time when the media was encrypted	9.6.1.5995	2020-10-14
RI-024025	Platform - Storage Management	Duplicate email attachments were sent during policy-based SMTP export of voice calls when the email template had attachments configured.	9.6.1.5995	2020-10-14
RI-024032	Platform - Storage Management	The system showed wrong export statistics for Bloomberg Voice on the user interface (multiple tasks were checking the same storage target level files and updating their task status). Improved error and SFTP handling.	9.6.1.5995	2020-10-12
RI-024045	Platform - Storage Management	SMTP export sent extra emails while checking for transcript (.vtr) file	9.6.1.5995	2020-10-14
RI-024069	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	9.6.2.6015	2020-10-28
RI-024139	Platform - Storage Management	Connection failed to EMC Centera when secondary server was configured due to wrong connection string parsing	9.6.3.6043	2020-11-09
RI-024163	Platform - Storage Management	When the user tried to replay a media for a trader voice call which was not yet placed on the storage that caused the media to be unplayable for any further attempts	9.6.4.6062	2020-11-18
RI-024171	Platform - Storage Management	Instant message export via SMTP did not work when the default attachment content type was changed. The content type of the email body was always text/html even in the case of plain text content (e.g. line breaks were ignored).	9.6.4.6062	2020-11-16

RI-024624	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	9.6.5.6178	2020-12-16
RI-024751	Platform - Storage Management	Improved handling of Increase Retention policy failures in case of EMC Isilon SmartLock	9.6.5.6183	2021-01-06
RI-024829	Platform - Storage Management	Transcript of voice calls could not be exported to an SMTP target	9.6.5.6191	2021-01-07
RI-024854	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	9.6.5.6201	2021-01-11
RI-024875	Platform - Storage Management	Azure Blob based storage target was slow in case of a large number of files in the container (>500K)	9.6.6.6207	2021-01-14
RI-024878	Platform - Storage Management	Storage Management and Speech Analytics services startup failed if there was no SQL connection	9.6.6.6207	2021-01-14
RI-024879	Platform - Storage Management	Advanced Export: CSV metadata was not properly escaped if it contained delimiter, newline, or " characters	9.6.6.6209	2021-01-14
RI-025787	Platform - Storage Management	Incomplete or wrong parameters in the Rename Files option on the Advanced Export configuration page caused an infinite loop and memory leak in the Storage Service	9.6.6.6265	2021-02-05
RI-025899	Platform - Storage Management	When performing a Search of Conversations using for example Singapore time zone and performing an advanced export, the result in the CDR CSV file export displayed the time zone of each call in GMT rather than Singapore time zone	9.6.6.6285	2021-02-12
RI-026102	Platform - Storage Management	When deleting a conversation on the web interface which was stored on an EMC Centera storage, then the CDR data was not deleted from the database	9.6.6.6312	2021-02-23
RI-026287	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 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	9.6.7.6349	2021-02-24
RI-026505	Platform - Storage Management	If listing a local upload folder failed due to a corrupted file system, the upload policy stuck and couldn't continue	9.6.8.6376	2021-03-17
RI-026508	Platform - Storage Management	In rare cases, when the Storage Management Service was looking for matching policies related to a call, and the call hadn't been updated in the database yet, a Policy processing error: no upload policy alert was raised. The call was processed and uploaded later just fine.	9.6.8.6376	2021-03-16

RI-026605	Platform - Storage Management	Metadata XML files for CDR-Only records were not uploaded to EMC Centera. The system had a workaround during playback and export and it was not noticeable to users.	9.6.9.6380	2021-03-18
RI-026715	Platform - Storage Management	Copy policy failed when the call was not stored on a storage target (it was stored in the local media folder on the Media Repository)	9.6.9.6390	2021-03-25
RI-026862	Platform - Storage Management	Retention information was lost after executing the "Archive in DB" policy	9.6.9.6407	2021-04-06
RI-026931	Platform - Storage Management	Storage Management service crashed due to database connection issues during export	9.6.10.6460	2021-04-07
RI-026959	Platform - Storage Management	MP4 transcoding failed intermittently when the transcoding job was finished	9.6.9.6423	2021-04-09
RI-027261	Platform - Storage Management	Microsoft Azure File Storage playback/download did not work after Microsoft changing the API	9.6.9.6432	2021-04-16
RI-027274	Platform - Storage Management	The Storage Management service kept trying to upload files that were already uploaded and under retention to an EMC Isilon or NetApp Snaplock and files were stuck on the Recording Server	9.6.10.6460	2021-04-07
RI-027314	Platform - Storage Management	Verba Secure File Transfer (VSFT) based upload issues resolved: - Storage Management service crashed when upload failed and retried in the same transaction - High CPU load caused by an infinite loop in SSL error handling - When advanced API security was disabled, the system fell back on the wrong certificates	9.6.11.6542	2021-04-19
RI-027324	Platform - Storage Management	Archive in DB policy did not set the original storage target and the conversations could not be access	9.6.10.6456	2021-04-26
RI-027372	Platform - Storage Management	Storage Management service crashed when voice quality check was enabled for upload and it processed a CDR-Only record	9.6.10.6460	2021-04-27
RI-027473	Platform - Storage Management	Direct Upload/export was not processing calls after dual-archiving was enabled	9.6.10.6466	2021-04-29
RI-027599	Platform - Storage Management	A retention period expiring after 2038 could not be set when using file-level retention based storage integrations (EMC Unity FLR and iTernity iCAS)	9.6.11.6542	2021-04-21
RI-027690	Platform - Storage Management	In the case of a WORM storage and encrypted CDR records, the crypto info files for the related media files were not downloaded and so media records could not be decrypted, and playback/stitching failed with an error.	9.6.11.6541	2021-04-28
RI-027760	Platform - Storage Management	The "Move", "Copy", and "Archive in DB and Move Media" policies could not move the files after upgrading to a version that supports Dual Archiving, because the "Which Copy" was initialized to "Both" (that is 0)	9.6.11.6510	2021-05-12
RI-027763	Platform - Storage Management	Delete did not work for CDR-Only records (trader voice) migrated from Verint v11/v15.2 systems	9.6.11.6520	2021-05-20
RI-027818	Platform - Storage Management	Advanced IM Export (Microsoft Teams) issues resolved: - If the original filename was not specified in the attachment and a random filename was generated, the extension was not properly	9.6.11.6542	2021-05-19

added during export
 - If the conversation export did not find any IM or attachment to be exported, the export was not counted as success nor appeared in the total to be exported conversations counter under background tasks
 - The attachments which has not yet been downloaded or could never be downloaded are marked in the exported messages
 - The export did not work for conversation where an attachment download failed or was in progress

RI-027893	Platform - Storage Management	Stitching and playback of Verint v11/v15.2 migrated CDR-Only records (trader voice) did not work since v9.6.7	9.6.11.6551	2021-06-03
RI-027906	Platform - Storage Management	Trader voice export could have contained ongoing, partial conversations	9.6.12.6666	2021-06-09
RI-027908	Platform - Storage Management	Storage service might have crashed after a successfully completed advanced export job when there was an issue with the database connection	9.6.12.6666	2021-06-09
RI-027962	Platform - Storage Management	If a Verint-Migrated call was Archived in Verba, and a secondary copy was deleted, then the deletion was not registered in the database	9.6.12.6666	2021-06-10
RI-027963	Platform - Storage Management	Verint-Migrated tar files were not deleted when the primary copy and the secondary copies of the same call had the same retention period	9.6.12.6666	2021-06-10
RI-028271	Platform - Storage Management	Upload did not work when no matching policy was found	9.6.12.6666	2021-07-13
RI-028316	Platform - Storage Management	Storage service error occurred when the Secret Access Key configuration field was empty for Amazon S3, Amazon S3 Compatible and Verint storage targets	9.6.12.6666	2021-07-14
RI-028319	Platform - Storage Management	Playback, download, and export was slow when using Azure File Share Storage	9.6.12.6666	2021-07-16
RI-028336	Platform - Storage Management	False alerts were generated when a data management policy execution couldn't validate properly if the upload policy for the call has been already executed and might have started processing calls not yet uploaded. The issue affects v9.6.7 or later deployments only.	9.6.13.6790	2021-09-22
RI-028395	Platform - Storage Management	Manifest file for advanced export did not contain the end time of the export job	9.6.13.6790	2021-09-22
RI-028424	Platform - Storage Management	Skype for Business RDP based app sharing recordings couldn't be transcoded when using policy based transcoding	9.6.13.6790	2021-09-22
RI-028437	Platform - Storage Management	Metadata XML files for CDR-Only records were not uploaded to EMC Centera and the generated file based on the database during export did not contain custom metadata, participants, etc.	9.6.13.6790	2021-09-22
RI-028438	Platform - Storage Management	When exporting trader voice CDR-Only records with stitched media, the metadata XML file did not contain the correct reference to the media file and the record type was incorrect	9.6.13.6790	2021-09-22
RI-028442	Platform - Storage Management	Transcoding of application share recordings resulted in a video where the screen share stream was not visible if the aspect ratio of the app share stream was greater than 9:20 (WxH)	9.6.13.6790	2021-09-22

RI-028745	Platform - Storage Management	If policy based export was used and the export target was SMB network folder or local folder, the export transcoding format was not properly taken into account for app share and video calls, they might have been transcoded to MP3 audio	9.6.13.6790	2021-09-22
RI-029152	Platform - Storage Management	Audio transcoding was not available for screen and application share recordings during export configuration. Audio formats are now listed and the audio portion of the VMF files can be transcoded to standard audio files.	9.6.13.6790	2021-09-22
RI-029360	Platform - Storage Management	Using advanced export and an AWS S3 compatible export target, and exporting only the metadata XML (without media) did not work	9.6.13.6790	2021-09-22
RI-029379	Platform - Storage Management	Erroneous background task counters were displayed for the deletion policy for migrated Verint v11/v15 TAR files. In addition, potentially high memory usage when querying a large number of records to be processed.	9.6.14.6851	2021-10-15
RI-029385	Platform - Storage Management	The progress bar for the playback download popup window could go above 100% when the media file was stored on Microsoft Azure storage target.	9.6.14.6851	2021-10-15
RI-029536	Platform - Storage Management	Advanced export ignored the Recent Than, Older Than, Elapsed Time Since Transcoding filter options when the schedule was set to "Once immediately"	9.6.14.6851	2021-10-15
RI-029538	Platform - Storage Management	Generic Import Source was not handling the timezone correctly. It was adding timezone offset instead of subtracting.	9.6.14.6851	2021-10-15
RI-029545	Platform - Storage Management	Advanced IM export e-mail attachments sometimes were ZIP files with wrong (.png) extensions	9.6.14.6851	2021-10-15
RI-029638	Platform - Storage Management	When the retention period of a migrated VOX record (from Verint v11/v15) was over and that record was archived multiple times with different retention periods in the v11/15 system (before the migration), then another (one more) non-expired copy of the record was deleted too from the system. The bug impacts v9.6.7.6349 or later installations.	9.6.15.6904	2021-11-11
RI-029732	Platform - Storage Management	If custom thresholds were set for voice quality check then false alerts might have been raised because RTP Decoding Errors and Beep & Clicks scores were swapped when evaluating thresholds	9.6.15.6904	2021-11-11
RI-029777	Platform - Storage Management	Verint WFO export/ingestion authentication did not work after recent WFO patch	9.6.15.6904	2021-11-11
RI-029802	Platform - Storage Management	Deduplication could process both primary and secondary recording at the exact same time. If both tasks tried to delete a file or swap something in the database then the system raised alerts about missing files.	9.6.15.6904	2021-11-11
RI-029935	Platform - Storage Management	Export of imported chat conversations (e.g. Symphony) did not work using an export policy	9.6.16.6995	2021-12-15
RI-030043	Platform - Storage Management	Imported Cloud9 recordings (via the Call Data API) could not be uploaded when there was no media file referenced	9.6.16.6995	2021-12-15

RI-030049	Platform - Storage Management	Two servers could receive the same conversations for a Data Management Policy when the "Check Policy Order on Call Basis" was set to "No" and the stored procedure was called at the same time	9.6.16.6995	2021-12-15
RI-030219	Platform - Storage Management	Migrated TAR files from Verint v11/v15 were not deleted when two TAR files with the same name were archived two times	9.6.16.6995	2021-12-15
RI-030224	Platform - Storage Management	Attachment file size limitation (it was 5 MByte) is removed from SMTP based export targets. It is now configurable under Storage Management / Storage Targets / SMTP / Attachment Size Limit [MB]	9.6.16.6995	2021-12-15
RI-030237	Platform - Storage Management	When the system was unable to determine the size of the file to be uploaded to a storage target, the upload process failed due to the invalid file size parameter. Affected storage targets: Amazon S3, Verint, Bloomberg Voice, O365 Compliance Archive.	9.6.16.6995	2021-12-15
RI-030559	Platform - Storage Management	Advanced IM Export policy did not work when there was a Group or Metadata Template filter configured	9.6.16.6995	2021-12-15
RI-030788	Platform - Storage Management	When the key was not available during decrypting legacy encrypted files (VF), the system didn't recognize the missing key and generated invalid files	9.6.17.7145	2022-02-16
RI-030851	Platform - Storage Management	Policy-based export did not take into account voice/audio transcoding codec setting when trader voice recordings were exported and media stitching was used	9.6.17.7145	2022-02-16
RI-030974	Platform - Storage Management	Using advanced export, the naming pattern for files could have caused the media file name to be not unique	9.6.17.7145	2022-02-16
RI-031312	Platform - Storage Management	The [DateTime] field could not be parsed when used in the SMTP export target and the export failed to send emails	9.6.18.7315	2022-04-22
RI-031319	Platform - Storage Management	Advanced IM export did not take into account the Do Not Export Attachments option	9.6.18.7315	2022-04-22
RI-031354	Platform - Storage Management	In the case of using Verba Secure File Transfer (VSFT) based upload if on the Media Repository side, the received media was to be moved to another drive and took longer than 30 seconds, the client side (Recording Server) timed out and reattempted the upload which continuously failed.	9.6.18.7315	2022-04-22
RI-031398	Platform - Storage Management	Participant information was missing for advanced IM export (Microsoft Teams) when the UPN information was not available when the CDR entry was created (it only become available later)	9.6.18.7315	2022-04-22
RI-031409	Platform - Storage Management	SMTP IM Export attachment was missing because the storage target ID was wrong	9.6.18.7315	2022-04-22
RI-031414	Platform - Storage Management	Auto-delete after the retention period is over did not work in multi-tenant deployments. Those conversations were not deleted where the retention has expired. The auto-delete feature is used when the retention of the conversations is set by an upload policy, instead of using a delete policy.	9.6.18.7315	2022-04-22

RI-031476	Platform - Storage Management	Delete Policy with "File Extension(s)" configuration did not work and caused a database error	9.6.18.7315	2022-04-22
RI-031573	Platform - Storage Management	Storage Management Service could have raised false alerts on upload failures (no matching policy) due to race conditions in database and file operations	9.6.19.7343	2022-05-19
RI-031577	Platform - Storage Management	Certain Storage Management functions were not automatically retried after recoverable database errors	9.6.19.7343	2022-05-19
RI-031609	Platform - Storage Management	Transcoding from video/app share/desktop screen to audio format did not convert the call to voice only modality and did not delete the original video file	9.6.19.7343	2022-05-19
RI-031268	Platform - Tools	Copy-Item cmdlet failed randomly in the PowerShell Deployment Toolkit	9.6.18.7315	2022-04-22
RI-024877	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.	9.6.6.6207	2021-01-14
RI-023716	Installer - Servers	The private key of the generated server certificate was not exportable	9.6.0.5983	2020-09-10
RI-024136	Installer - Servers	Test SQL connection in the installer showed an error when the database had already exist	9.6.3.6043	2020-11-05
RI-027469	Installer - Servers	SQL Server Express Edition install script did not work in the prerequisite tool in some cases	9.6.10.6465	2021-04-28
RI-027798	Installer - Servers	The Installer displayed a SQL error when the Genesys Metadata Template was already assigned to Groups. To fix the problem just run the installer/scripts again.	9.6.11.6541	2021-05-28
RI-028337	Installer - Servers	Genesys metadata template database update failed on multitenant systems	9.6.13.6790	2021-09-22
RI-028880	Installer - Servers	Installer did not detect partitioning support on Azure SQL Database and Azure SQL Managed Instance	9.6.13.6790	2021-09-22
RI-029367	Installer - Servers	Speech Analytics Server role installer was missing EMC Centera and Netapp runtime DLLs and the integrations did not work after the installation	9.6.14.6851	2021-10-15
RI-030570	Installer - Servers	Multiple issues fixed for the PowerShell Deployment Toolkit: - The PowerShell Deployment Toolkit included the wrong version of the lyncfilter.dll - The PowerShell Deployment Toolkit used the old hashing algorithm for the user passwords created during the install process, therefore it wasn't able to update them. - File copying failed randomly in the PowerShell Deployment Toolkit. The Toolkit now uses xcopy instead, which is more stable than the PowerShell Copy-Item cmdlet. - The PowerShell Deployment Toolkit failed to install the database when using windows credentials. - The certificate generation failed randomly in the PowerShell Deployment Toolkit, because the CNG Key Isolation service wasn't running. The script now checks and starts the service.	9.6.16.6995	2021-12-15

RI-030583	Installer - Servers	The installer didn't fill the API URL correctly when installing the Recording Server role, and skipping the API URL check. Now it fills localhost in the setting.	9.6.16.6995	2021-12-15
RI-030591	Installer - Servers	Microsoft SQL Express installer did not work from the Prerequisite Tool	9.6.17.7145	2022-02-16
RI-031264	Installer - Servers	User impersonation was missing when checking the existence of the API user in the database	9.6.18.7315	2022-04-22
RI-028744	Platform - CDR and Archived Content Import	The CDR reconciliation process did not take into account correctly the direction configuration of the extensions	9.6.13.6790	2021-09-22
RI-029595	Platform - CDR and Archived Content Import	Cisco CDR reconciliation did not work for calls where the user was configured for voice-only recording but made video calls	9.6.14.6851	2021-10-15
RI-031210	Platform - CDR and Archived Content Import	Lync/SfB CDR import on the rare occasion of reconciliation was not set in the data management policy, the customer could see a long reconciliation cycle until 2100.1.1.	9.6.18.7315	2022-04-22
RI-023995	Platform - Import	Unescaped null character in the input caused SQL errors for generic import source	9.6.1.5995	2020-10-02
RI-024008	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	9.6.1.5995	2020-09-28
RI-024048	Platform - Import	Verint import (dual consolidation) fixes: - fixed direction field parsing - fixed start/end time and duration parsing	9.6.2.6015	2020-10-22
RI-024120	Platform - Import	Generic Import from CSV files showed incorrect information about the total number of importable calls	9.6.2.6015	2020-11-03
RI-024121	Platform - Import	Import Service crashed after service start if Verint Import Source was enabled and if the Verba Server IP configuration was incorrect	9.6.2.6015	2020-11-03
RI-024135	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	9.6.1.5995	2020-10-14
RI-024156	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.	9.6.3.6043	2020-11-16
RI-024190	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	9.6.4.6072	2020-11-23
RI-024205	Platform - Import	Verint import (dual consolidation) improvements: - improved timestamp parsing and handling - session ID added to internal cache to handle trader voice records better - Device Type metadata field added - improved connection handling	9.6.4.6072	2020-11-16
RI-024692	Platform - Import	Generic Import XML reading issue in case of single line XML files	9.6.5.6178	2020-12-21
RI-024905	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	9.6.6.6214	2021-01-18

RI-025841	Platform - Import	In the case of multi-tenant setup, the imported media and metadata XML files were not put under the tenant ID specific folder	9.6.6.6271	2021-02-08
RI-025908	Platform - Import	The Import Service configuration reread might have timeout when the policy was initializing at the time when the configuration reread request was triggered	9.6.6.6298	2021-02-12
RI-026724	Platform - Import	Verint Import Source had crashed when a custom metadata field was updated in the database and the database connection was already in use	9.6.9.6391	2021-03-26
RI-027770	Platform - Import	The O2 mobile network stack returns 400 Bad Request when "http://hostname" is present in an HTTP request URL. Downloaded data is now filtered for voice recordings only.	9.6.11.6526	2021-05-24
RI-027775	Platform - Import	When using the Verint Import Source, not all calls were properly assigned/mapped to users	9.6.11.6526	2021-05-19
RI-028087	Platform - Import	Import tasks were stuck in the case of Import Service restart	9.6.12.6666	2021-05-14
RI-028804	Platform - Import	Cisco Webex Teams API authentication token was not refreshed in certain cases and caused the import to stop working, no alert was raised	9.6.13.6790	2021-09-22
RI-028871	Platform - Import	Cisco Webex Teams file attachments could not be downloaded due to HTTP redirect changes in the API	9.6.13.6790	2021-09-22
RI-028873	Platform - Import	Cisco Webex Teams instant message export did not work for malformed database fields	9.6.13.6790	2021-09-22
RI-029807	Platform - Import	The Generic Import test feature did not work because the service skipped metadata file testing when the metadata had a lock on the file. No error message was given/logged on the user interface.	9.6.15.6904	2021-11-11
RI-029852	Platform - Import	Verba import did not work when the standard metadata template type was used in the source system	9.6.15.6904	2021-11-11
RI-030229	Platform - Import	When the last character of a Webex Teams chat message was a \ character the formatting was malformed and multiple messages were merged together	9.6.16.6995	2021-12-15
RI-030233	Platform - Import	The generic import source was setting the Native Call ID wrong and the information was not stored in the database	9.6.16.6995	2021-12-15
RI-030853	Platform - Import	Generic import source failed if the file was encoded with BOM, which sometimes caused issues, like the first column not matching in CSV headers.	9.6.17.7145	2022-02-16
RI-030977	Platform - Import	RingCentral import source did not handle API throttling responses	9.6.17.7145	2022-02-16
RI-031247	Platform - Import	The time of Next Execution changes randomly if the clock of the SQL Server and Media Repository servers are not in perfect sync	9.6.18.7315	2022-04-22
RI-031260	Platform - Import	Ringcentral import source did not handle API throttling responses	9.6.18.7315	2022-04-22
RI-031284	Platform - Import	Verint v11/v15 migration got to an infinite loop when two Back Office inums were referencing each other with the previnum field.	9.6.18.7315	2022-04-22

RI-031315	Platform - Import	Migration from Verint v11/v15 may chose an unsupported (tape) storage during migration, and that led to an empty Storage Target	9.6.18.7315	2022-04-22
RI-031360	Platform - Import	Verint Import Source did not work after upgrading Verint v15 to the latest version	9.6.18.7315	2022-04-22
RI-031427	Platform - Import	HTTPS connections could not be established when HTTP headers exceeded a certain size	9.6.18.7315	2022-04-22
RI-031684	Platform - Import	Import sources did not insert the data to the right tenant in multi-tenant environments, all data was inserted into the reference tenant, regardless of in which tenant the import policy and the user were configured.	9.6.19.7343	2022-05-19
RI-031467	Offline Player	Verba Offline Player could not playback Microsoft Teams video (or any other where "unknow" directional audio streams were present)	9.6.18.7315	2022-04-22

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