

Verba Release Notes

Verba 9.7 Release Notes (build 9.7.7.7871)

This document lists new features and fixes released in Verba 9.7 Release Notes (build 9.7.7.7871).

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Known Critical Issues

There are no known issues in this build.

Critical Fixes

There are no new critical fixes in this build.

Feature Improvements

ID	Component	Description
RI-031655	Security	OpenSSL library is updated to the latest v1.1.1o
RI-032337	Security	Multiple security enhancements for the Web Application and other services: <ul style="list-style-type: none"> - Application level encryption (client side asymmetric certificate based encryption using RSA/ECB/PKCS1Padding) for sensitive information (e.g. passwords) above the encryption transport layer - Allow only strong ciphers on the Verba API Server Socket
RI-032346	Security	OpenSSL library is updated to the latest v1.1.1q
RI-033373	Security	OpenSSL library is updated to the latest v1.1.1s
RI-032412	Recording - Cisco	New metadata fields added to Cisco BroadWorks integration: ACD User, ACD Number, Name, Announcement
RI-031683	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.
RI-032439	Recording - Lync/SfB	The Skype for Business IM recorder now properly tracks the user participation in the group chats.
RI-031777	Recording - Lync/SfB IM	The Skype for Business IM recorder now stores the participants of the chat sessions.
RI-031937	Recording - Microsoft Teams	The Microsoft Teams Bot service now matches the Display Name and the Object ID against an internal domain regular expression.
RI-032032	Recording - Microsoft Teams	Microsoft Media SDK upgraded to v1.24 which fixes the following issues: <ul style="list-style-type: none"> - fixed a crash that could occur for bots receiving video - for bots that send encoded H.264 video, fixed a bug where the VideoSocket.KeyFrame event was not being raised, potentially causing the video feed from the bot to freeze. - fixed a bug in which the VideoSocket.VideoReceiveStatusChanged event could be raised prematurely before VideoSocket.Subscribe API requests could be processed.
RI-032783	Recording - Microsoft Teams	Microsoft Teams bot grouping feature added for recording. Bot Grouping means one Recording (CR) bot instance can handle multiple users with recording policy assigned to the meeting at the same time. It is an optimization for large meeting cases to make sure few bots can handle more users. Bot grouping is applied when Recorded Users, who share the same Compliance Recording Policy, enter the same Teams meeting. In this scenario, the Bot Grouping feature eases infrastructure load by establishing only a single call for a defined number of users. For 50 recorded users can share the same Teams – Bot Service call, whereas previously would have been established. Unlike in the first version in v9.6.15, when the first version of bot grouping was introduced, complete implementation without any limitations.
RI-033438	Recording - Microsoft Teams	New Microsoft Teams Application which enabled recording controls such as start/stop and pause/resume recording. The Teams app provides seamless authentication in Teams. Azure AD based authentication is configured.
RI-031860	Recording - Microsoft Teams IM	Cached data in queues can be optionally encrypted with the Verba file encryption
RI-031883	Recording - Microsoft Teams IM	New integration option for Microsoft Teams chat and channel archiving using the Microsoft Teams Export API: <ul style="list-style-type: none"> - Export API based integration, which allows querying and downloading chat messages and channel messages for teams - Support for on-prem, cloud and hybrid deployments - Supports all instant message scenarios, channels, P2P, and meeting chats - Supports all formatting options, emojis, giphys, stickers, and other apps - Supports selective capturing/archiving for users and teams
RI-032526	Recording - Microsoft Teams IM	Support for Microsoft Teams Stock app added
RI-032764	Recording - Microsoft Teams IM	Microsoft Teams chat archiving: Sharepoint attachments are now first tried with their content URL instead of file listing and filename matching

RI-033041	Recording - Microsoft Teams IM	<p>Support for Microsoft Teams system events for DLP/Webhook based integrations. The system events are supported:</p> <ul style="list-style-type: none"> - join chat/channel - leave chat/channel - chat rename - channel rename - channel description update <p>The system events allow real time notification of certain events. The join/leave events reducing the number of participant queries and provide a more reliable participant info update mechanism which reduces the risk of over and under archiving. It is recommen the participant query interval to the default 60 minutes (Unified IM Recorder/General/F Cache TTL (minutes)) to avoid Microsoft Graph API throttling.</p> <p>The system events are only supported for DLP/Webhook based integrations, not for E (Microsoft pending).</p>
RI-033186	Recording - Microsoft Teams IM	The sender of a Microsoft Teams chat or channel application message (e.g. Forms) is identified and stored instead of the name of the application for DLP/Webhook based ir (Export API based integrations still display the name of the application as sender)
RI-033197	Recording - Microsoft Teams IM	New alert for Microsoft Teams Export API license issues which can send the list of use could not be queried using the Export API due to license errors. The alert can be sent configurable interval (under Unified IM Recorder/Recording Providers/Microsoft Team API License Violation Alert Period (seconds), 30 minutes by default).
RI-031596	Recording - Unified Call Recorder	New Verizon Conference CDR fields: Leader Passcode, Participant Passcode
RI-031928	Recording - Unified Call Recorder	If non-trader voice call was too short and no media was received, the calls were displa non-recorded calls on the dashboard and reporting. These calls will have the end cau: Cancelled going forward.
RI-031338	Recording - IPTrade	BT IPTrade SIPREC integration for secure connectivity between the recording system IPTrade platform. The SIPREC integration provides the same features and metadata ; proprietary recording protocol based integration. The SIPREC based integration also ; mid-call failover for Media Recorder failures.
RI-031756	Recording - IPC	IPC Unigy zone level multitenancy implemented. The Verba tenant ID (environment ID configured optionally for a zone to support multitenant configurations where the same used across multiple tenants and zones.
RI-032292	Recording - Cloud9	Added connection timeout UI configuration for Cloud9 Call Data API import source
RI-031775	Recording - Desktop	Auto pause/resume recording support added for Microsoft Edge and Opera browsers
RI-032617	Recording - Zoom	External user's that join recorded tenant's meeting now will show up in the participant their display name instead of being 'unknown'
RI-033222	Recording - Zoom	Zoom Server-to-Server OAuth authentication option added to both Zoom Meetings an integrations. The JWT authentication option will be deprecated by Zoom in June, 2022; recommend switching to Oauth from JWT as soon as possible.
RI-031558	UI - Web Interface	The Data Management Policy Events page has been deprecated and removed on the Conversation Detail page
RI-031657	UI - Web Interface	Apache Tomcat version is upgraded to 9.0.62, APR 1.2.33 (OpenSSL 1.1.1o)
RI-031667	UI - Web Interface	Added the Participants field to the Export metadata, and Conversation List Layout
RI-031818	UI - Web Interface	<p>Improve the Group Supervisor feature to make the supervisor be able to list older con when a User is added to the supervised group. New configuration options are introduc Web Application service and the role configuration:</p> <ul style="list-style-type: none"> - Group Supervisors Can Access All Conversations of Current Members (default: No) - Group Supervisors Can Access Previous Conversations of Removed Members (defa - Group Supervisors Can Access Previous Conversations After Lost Supervisory Statu Yes)
RI-032143	UI - Web Interface	<p>Active Directory Synchronization will not overwrite:</p> <ul style="list-style-type: none"> - Users' Custom User attributes when they are not configured in the Active Directory Synchronization Profile - Users' Retention settings when they are not configured in the Active Directory Synch Profile
RI-032144	UI - Web Interface	Users List page performance optimizations for large systems

RI-032259	UI - Web Interface	Log Out of All Sessions feature added to the User details screen allowing administrators to forcibly log out a user
RI-032264	UI - Web Interface	Updated Web Application dependencies: Puppeteer (v15.4.0), embedded Chromium (v104.0.5109)
RI-032266	UI - Web Interface	Change string "Recorded Extension" to "Owner Identification" to better reflect the content field
RI-032336	UI - Web Interface	Apache Tomcat version is upgraded to 9.0.65, APR 1.2.35 (OpenSSL 1.1.1q)
RI-032651	UI - Web Interface	Improved the speed of the User Suggest (autocomplete) feature
RI-032710	UI - Web Interface	New Open ID Connect identity provider (IdP) added to allow the integration with any SSO Open ID Connect based platform
RI-033355	UI - Web Interface	Add the Extension Description field to the Bulk User and Extension Update feature
RI-033368	UI - Web Interface	Apache Tomcat localhost_access log files are only kept for 31 days (configurable in settings)
RI-033416	UI - Web Interface	Improved configuration checks for compatible storage targets when configuring data management policies
RI-033501	UI - Web Interface	Improvements for Microsoft Teams chat and channel messages viewer: <ul style="list-style-type: none"> - Displays code snippet title - Displays the original sender user's name and the application name too, if the message is handled by an application - Displays the message summary field for application sent messages
RI-031618	UI - Reporting	Group filter added to Users Without Recording Report
RI-032384	UI - Reporting	New Report added: User Retention Details showing information about the retention configuration of the users including data such as Login ID, Name (Full name), First Call, Last Call, (days), Automatically Delete, Is user subject to legal hold
RI-032413	UI - Reporting	New Report: CDR Reconciliation for Skype for Business Summary added to show some new diagnostics information created for Skype For Business CDRs if the call was missed or not correctly recorded (recording errors were detected)
RI-032660	UI - Reporting	Significant performance improvements for dashboard widgets when using large databases
RI-033082	UI - Reporting	New Report: Users Most Recent Conversations displaying the date and time of the most recent conversation recorded for the configured users, and it also shows extensions or users not recording in the query interval.
RI-033204	UI - Reporting	New Report: Users Advanced IM Summary report showing the number of messages exchanged on a per participant basis for every participant in a Microsoft Teams chat or channel
RI-033214	UI - Reporting	The "Conversation ID" field added to the Call Activity Detail Report
RI-033372	UI - Reporting	User Retention Details report can now optionally include users with non-recorded extensions
RI-032500	Solution - Speech Analytics	New Intelligent Voice (compatibility mode) processor added for basic speech transcription integration with the Intelligent Voice solution. The integration supports single language transcription and diarization.
RI-032501	Solution - Speech Analytics	Speech transcription is now supported on any storage target, except EMC Centera and EMC Content Platform (which do not allow uploading individual files after setting the retention policy on the object). In the case of WORM storage, the system automatically applies the retention policy to the uploaded transcription files to match the original retention of the conversation. Before this release, local and network folders were supported via the SMB protocol.
RI-033393	Platform - Announcement	New custom recording announcement for Microsoft Teams. The configurable audio playback can be played back for the following call scenarios: <ul style="list-style-type: none"> - Peer to peer internal calls - Peer to peer PSTN calls - Peer to peer federated calls The announcement can be configured using the existing user configuration, and supports recording announcement audit logs, but does not support announcement whitelists.
RI-031585	Platform - API	SearchCalls and GetCallInformation APIs returns the attached labels if the returnLabels parameter is added to the request
RI-032534	Platform - API	New Conversation API to allow recording controls using the new REST API framework: startRecording, stopRecording, muteRecording, keepOnDemand

RI-033115	Platform - API	New DeleteStorageFolderByID provisioning API endpoint which allows deleting storage
RI-032895	Platform - Database	Improved bulk conversation association with users when invoked on the Extension configuration page. Previously, when the call volume was high, the association requested could have timed out.
RI-032891	Platform - Data processing	Removed the capability of creating markers for join/leave events for conference call participants (affecting integrations supported by the Passive Recorder Service, and the Unified Call Recorder Service). The data was redundant since the system already captures participant information.
RI-031617	Platform - Media Processing	Media stitching for advanced voice data (e.g. trader voice) performance improved for cloud-based audio
RI-031912	Platform - Media Processing	Optimized transcoding option for Microsoft Teams screen and application share stream recordings which can significantly improve the transcoding process to MP4 format. This can be turned on under Storage/General/Enable Video Transmuxing.
RI-032005	Platform - Media Processing	Media files that are corrupted now automatically have the worst voice quality score instead of being ignored.
RI-032831	Platform - Media Processing	Support for Windows Media format (WMV) transcoding is removed due to the lack of native browser support. We recommend switching to MPEG (mp4) format, broadly supported natively by all browsers and on different devices.
RI-033275	Platform - Media Processing	Muting/pausing voice recordings no longer impacts the media statistics which can generate false voice quality check or no media alerts
RI-032262	Platform - Monitoring	IPC Media Channel Went Up/Down alerts added to SCOM management pack and to the monitoring console
RI-031665	Platform - Storage Management	Enhancements for IM transcript files exported by an Advanced IM export policy (Microsoft Teams): <ul style="list-style-type: none"> - Original JSON content, received via the Microsoft Graph API, is added to the exported transcript file (XML files with .im extension) - Attachment information (original filename, attachment location on storage) is added to the exported IM transcript file (XML files with .im extension)
RI-031668	Platform - Storage Management	Conversation based export in addition to user based for Advanced IM export policy (Microsoft Teams) which allows "room" based exports in addition to the currently available user based approach, exporting data for each room/conversation once, avoiding any duplications.
RI-031669	Platform - Storage Management	SMTP target attachment options are improved: <ul style="list-style-type: none"> - The type Media File means file attachments only in the case of IM conversations (the transcript files with .im extension will no longer be attached with this option) - New type "IM Transcript File" attaches the .im IM transcript file if available With these new settings, someone can configure the system to attach the IM transcript without attaching the files shared in the chat conversations.
RI-031776	Platform - Storage Management	Advanced Export improvements: <ul style="list-style-type: none"> - New metadata field for the CSV metadata files: FilePath - New date/time format configuration - New option to not make the metadata file headers lowercase - New option to rename the metadata file headers - New option to disable creating log entries in the SQL database for performance reasons
RI-031955	Platform - Storage Management	SMTP Header To address field could only contain/use the first email address when multiple addresses were defined. From now on it will support multiple email addresses.
RI-031970	Platform - Storage Management	Multipart upload support added to Amazon S3 and S3 Compatible storage targets for large file uploads. The system automatically switches to multipart upload when the file is bigger than 100 MByte (configurable).
RI-032061	Platform - Storage Management	Instant message export via SMTP displays the participant join and leave events at the end of the conversation (at the right time) in the message flow. Before the join events were listed at the beginning of the conversation (regardless of when the participants joined) and the leave events were listed at the end of the conversation.
RI-032064	Platform - Storage Management	SMTP based instant message exports automatically converts URL to HTML hyperlink. If the HTML content type is used
RI-032145	Platform - Storage Management	New Add Media Error Fields setting, under Storage/Export for advanced export which allows exporting the media errors

RI-032281	Platform - Storage Management	Data Retention Policy could not be run when the database index rebuild was running simultaneously
RI-032353	Platform - Storage Management	New option to disable Voice Quality Check for Skype for Business screen share recording Storage Management / Voice Quality Check / Process Skype for Business Appshare Conversations (by default is is enabled)
RI-033210	Platform - Storage Management	New configuration added for SMTP storage targets 'Encode Attachment File Names (I enable RFC-2047 based encoding for file attachment names
RI-033348	Platform - Storage Management	Additional validations added to prevent unsupported data management policy actions Centera: Move, Copy, Archive, and Export actions are not supported when both source and destination are EMC Centera.
RI-033382	Platform - Storage Management	Improved implementation for the Microsoft Azure File/Blob Storage target by switching to Azure Storage SDK which resolves multithreading and performance issues.
RI-031890	Platform - Tools	The PowerShell Deployment Toolkit can check for previous installations
RI-032547	Installer - Servers	Multiple improvements for the installer: - Check if the database is already partitioned when upgrading - Ability to provide encrypted passwords as parameters in the installer and the PS deployment toolkit - Removed the deprecated Media Sorter service from the SCOM management pack
RI-032883	Installer - Servers	New Local IP configuration for the PowerShell Deployment Toolkit. If not provided, the IP of the first NIC will be used. If provided, then the given IP address will be used. It is also possible to provide a partial IP address as a wildcard with the asterisk symbol. In this case, the system will check the IP addresses of the NICs, and the first one will be used that is matching the wildcard. If none of the IP addresses are matching to the wildcard, then the first NIC IP will be used.
RI-032399	Platform - CDR and Archived Content Import	Skype for Business diagnostic information is retrieved and stored in a new custom message template (Skype for Business CDR) if the system considers the call not recorded (and not recorded with issues). The fields include information such as Diagnostics ID, Diagnostic description, Front-End, Edge, Mediation, Gateway, RTP Count, RTP Loss, etc.
RI-031745	Platform - Import	New Vodafone Import Source added to enable the integration with Vodafone Mobile Recording solution. The integration utilizes the FACE API to download and ingest the recordings from the Vodafone platform.
RI-031800	Platform - Import	When migrating Users from Verint v15.2, the existing Verba User's are updated to reference the appropriate WFO User's ID based on the Login ID
RI-032010	Platform - Import	Cisco Webex Teams import source was slow due to participant change inefficiencies: - automatic cache cleanup - 404 not found users won't be queried for each conversation - logging improvements
RI-032080	Platform - Import	Synchronize the WFO 15.2 Extension field with the new Extension field in the Verint during Verint Migration 15.2
RI-032361	Platform - Import	Import sources use the valid from and to values from the recorded extension configuration to determine if the conversation record related to the extension should be imported or not if recording rules are enabled. Before the service only used the extension change log data table which did not allow configuring extensions valid before the installation date of the service.
RI-032387	Platform - Import	New option to decrypt encrypted conversations and import them as decrypted for the 'Verba' import source. The setting can be located under Verba Import Source configuration: Decrypted Conversation Before Import.
RI-033679	Platform - Import	WFO-Verba Migration: when a call is archived to the same storage multiple times, the last one will be used for playback

ID	Component	Description
RI-032203	Security	<p>Multiple security and vulnerability fixes for the Web Application:</p> <ul style="list-style-type: none"> - Cross-site scripting (XSS) vulnerability in SilverLight component - Directory Manipulation/Traversal in Verint v11/v155 migration module - XML External Entity injection in Verint v11/v155 migration module - Login ID will not be filled in with the received parameter on the login page - Client-side HTTP parameter pollution (reflected) fixes - The User Import Sample XLS could be downloaded without Bulk User Import permission - The "Export to XLS" links could be accessed without permissions to the given feature - HTTP Business API reflected the action parameter unescaped
RI-032665	Security	<p>The internal API ports did not take into account the TLS cipher restrictions configured under Server Certificate/Advanced TLS Settings/Suite Constraints for the following services: Verba System Monitor, Verba Passive Recorder Service, Verba Node Manager Agent, Verba Analogue and Radio Recorder, Verba Storage Management Service, Verba Media Utility Service, Verba Media Streamer and Confer Service, Verba Dial-in Recorder Service, Verba Screen Capturing Service, Verba Screen Capture Multiplexer Service, Verba Centile Connect, Verba Media Collector and Proxy Service, Verba Speech Analytics Service, Verba Import Service, Verba Unified Call Recorder Service, Verba L Recorder Service, Verba Cisco Announcement Service, Verba SMS Recorder Service</p>
RI-032808	Security	<p>Multiple minor security and vulnerability fixes for the Web Application:</p> <ul style="list-style-type: none"> - No Content Security Policy (CSP) was Defined for the root / URI - HTTP Strict Transport Security (HSTS) was Not Enforced at /verba/ssoAdal - Client-side HTTP parameter pollution (reflected) fixes at multiple pages - Login screen's password fields will have autocomplete="off", the other password fields remain autocomplete="new-password" - Removed the unused Apache commons-text-1.6.jar library
RI-031565	Recording - Cisco	The Owner User ID was not determined in some Cisco Barge and cBarge scenarios and user assignment work for these call legs
RI-031569	Recording - Cisco	Cisco JTAPI records are inserted into the database with a delay when a Controlled Extension started automatically, and the call is considered finished by the JTAPI Service
RI-031616	Recording - Cisco	The Cisco JTAPI Service ran out of memory and crashed when the Cisco UCCE or UCCX integration enabled. The system raised an alert after the service failure. During the service failure, the system could miss metadata.
RI-031658	Recording - Cisco	Metadata changes were not written into the database when a Cisco JTAPI recorded Extension was set improperly as Controlled but started to record automatically
RI-031972	Recording - Cisco	After a Unified Call Recorder Service crash, the recovered partial record was closed and the event was sent to the first JTAPI service in the list, which if it was down/non-existing but not removed from the config then the call could not be closed in the database.
RI-032539	Recording - Cisco	The Owner User ID was not determined in some call scenarios and user assignment did not work for legs
RI-033533	Recording - Cisco	Very short recorded calls caused the Cisco JTAPI Service to unnecessarily store the CDR information in memory for a few hours
RI-031884	Recording - Lync/SfB	The recording did not start after hold/resume if advanced relay mode was enabled
RI-033606	Recording - Lync/SfB	<p>Microsoft Skype for Business and Teams interop call scenarios were not working when Citrix HDX Realtime Media Engine Optimization Pack was used with VDI clients due to Citrix limitations. The issue impacted call scenarios for devices connecting external networks which require the SfB Edge servers. The new Citrix HDX version is available, for more information, please contact your Citrix representative.</p> <p>An earlier partial workaround was implemented for the issue, which is now removed. It is necessary to install the new version of the Verba Media Collector and Proxy Service along with the new Citrix HDX version to resolve the issue.</p> <p>Update: the new Citrix HDX version is available for download at https://www.citrix.com/downloads/citrix-receiver/additional-client-software/hdx-realtime-media-engine</p>

RI-031783	Recording - Lync/SfB IM	The Skype for Business IM Filter service didn't parse the HTML message properly and skipped e.g. s characters in group chats.
RI-031695	Recording - Microsoft Teams	When a P2P call was escalated into a meeting while one of the participants put the call on hold, the n packets were skipped from recording.
RI-032033	Recording - Microsoft Teams	The Verba Microsoft Teams Bot Service stopped listening for incoming recorder connections after 5 unsuccessful attempts.
RI-032408	Recording - Microsoft Teams	In the case of sending the RAW PCM-16 audio stream to the recording service, the recorded audio c became static noise.
RI-032440	Recording - Microsoft Teams	In the case of participants with unknown UPN, the participant list filtered out the multiple participants v same join time.
RI-032559	Recording - Microsoft Teams	If the meeting's organizer was not part of any provisioned tenants, the To Info doesn't contained the c display name.
RI-032561	Recording - Microsoft Teams	The 'Record Only If External User is Participating' configuration was applied for P2P calls too
RI-032659	Recording - Microsoft Teams	Microsoft Teams video playback or transcoding failed if PCM16 audio was recorded in VMF format
RI-033337	Recording - Microsoft Teams	The Microsoft Teams Bot service didn't continue recording after the hold-resume scenario when conti recording was used. The issue affects 9.7.6 or later only.
RI-033338	Recording - Microsoft Teams	The Microsoft Teams Bot service didn't reread the environments.xml for changed multi-tenant configu the case of configuration reread. It required a service restart to apply the new tenant configuration.
RI-033339	Recording - Microsoft Teams	The direction of PSTN calls to a call queue service was not identified and the calls were stored as uni calls. The issue affects v9.7.6 or later only.
RI-033500	Recording - Microsoft Teams	The Microsoft Teams Bot was not prepared to handle transferors other than type user. In the cases o transferred calls (e.g.: Call Queue) the bot failed to process the INVITE. The issue only affects v9.7.6 versions.
RI-033528	Recording - Microsoft Teams	When the Microsoft Teams Bot Service did not determine the direction of the call yet but the recording notification decisions had to be made, the recording was started but the recording notification was no The issue only affects v9.7.6 or later versions.
RI-033672	Recording - Microsoft Teams	Stereo recording didn't work since v9.7.6. It caused both P2P and meeting stereo recording to produc audio in the recordings.
RI-033674	Recording - Microsoft Teams	The Microsoft Teams Bot Service didn't use the participant information from the participant list in the c failed Graph API queries. Graph API queries failed when the bot tried to query a tenant which is not a recorded/provisioned tenant by the bot. The issue only affects v9.7.6 or later versions.
RI-031835	Recording - Microsoft Teams IM	<p>Microsoft Teams instant message archiving fixes:</p> <ul style="list-style-type: none"> - Archived channel from teams point of view: file share recording was evaluated only from the particip of view, i.e. if only the team was archived, file attachments were not fetched - Webhook subscription license model change was not handled properly, did not delete the existing s but created a new subscription leading to subscription errors/alerts till the previous subscription expire - CDR information was not always updated with participant changes for P2P and group chats (To anc fields) - SQL insert error due to possible truncations revised - Attachment download failed when the server returned the content with gzip/deflate content encoding - In case of a high number of processing queues, the service stopped slowly - Queue processing might have stuck if another process deleted the batch files meanwhile the service the queue folder

RI-031958	Recording - Microsoft Teams IM	If a participant left and rejoined a chat or channel later, the next join event was not added to the participant. Also, if the service was stopped while someone left a chat or channel, the leave time was not updated at service start.
RI-032442	Recording - Microsoft Teams IM	Upload could fail due to database error when multiple threads uploaded Microsoft Teams chat attachments related to the same chat or channel when multiple attachments were sent in a short timeframe. The system raised an alert and retired the upload.
RI-033040	Recording - Microsoft Teams IM	Microsoft Teams chat and channel attachment download did not work from SharePoint/OneDrive when the attachment contained an already URL escaped character sequence.
RI-033117	Recording - Microsoft Teams IM	Microsoft Teams chat message history showed duplications for the Microsoft Teams Export API based integration. Channel messages were not impacted.
RI-033120	Recording - Microsoft Teams IM	Microsoft Teams chat message was not shown in the viewer when the Microsoft Teams Export API was used and the same message was recorded with a different timestamp for another user. Channel messages were impacted.
RI-033152	Recording - Microsoft Teams IM	Microsoft Teams chat or channel attachments were not visible randomly in the viewer when stored on OneDrive that needed custom credentials
RI-033198	Recording - Microsoft Teams IM	Search did not return Microsoft Teams messages when there was only a reply, edit or delete on the current message in the query interval, because the hourly activity markers were created based on the original timestamp instead of the last modification timestamp leading to not creating activity for reply/modify/delete messages (if there wasn't any other activity in that hour).
RI-033350	Recording - Microsoft Teams IM	Microsoft Teams chat or channel attachment download failed with error code 404 (file not found) if the attachment contained more than one space after each other
RI-033496	Recording - Microsoft Teams IM	Microsoft Export API based chat and channel archiving did not work for multitenant environments as attachments were not queried on the related Teams tenant's connection
RI-031706	Recording - Unified Call Recorder	Q.850 cause 31 ("normal, unspecified" call clearing) was considered as abnormal/premature call termination leading to call processing alerts in SIP integrations once the call was terminated with this reason. The issue was identified in a Ribbon SBC SIPREC based integration.
RI-032703	Recording - Unified Call Recorder	E-Dialer: if master call lookup query did not find the leg, it was not retried as desired, only at call start/end/timeout. The master call lookup query was slow and is now optimized to get benefit from sorted indexing
RI-033276	Recording - Unified Call Recorder	The Unified Call Recorder service ignores the CDR-Only records when calculating the maximum concurrent call count for the service overload report because those records have no performance impact on the service. Service improvement is relevant for configurations where the Media Recorder and the Recording Director roles are co-located and cross-connected.
RI-033282	Recording - Unified Call Recorder	After a long time, the communication between the Media Recorder and the Recording Director could be slowed down causing voice clipping at the beginning of the recordings if: - the "Force Recording on Director" was enabled for a trader voice integration - and the servers were cross-connected as remote Media Recorders
RI-032031	Recording - IPTrade	IPTrade turret playback with password authentication did not work
RI-032405	Recording - IPTrade	When using IP Trade SIPREC based integration, multiple TPO master legs in the same recording session were not handled properly, leading to incorrect turret side CDR information
RI-032523	Recording - IPTrade	IP Trade device type might have changed from/to 'Unknown' which caused CDR termination/new CDR creation of the device change
RI-032666	Recording - IPTrade	IP Trade generates dummy CDRs with 'fakeuser' which are now filtered out
RI-033374	Recording - IPTrade	Conference participants were not stored properly for BT IP Trade SIPREC based integrations
RI-031649	Recording - Speakerbus	When the Recording Server did not receive a logout event (unexpectedly) for a trader and a new trader joined the turret and started making/receiving calls, the system could not record the new calls for the new trader

RI-031916	Recording - Speakerbus	When the system missed the initial call start event and the call was created based on the heartbeat e media stream - call association was shifted causing wrong mixing during playback. In the case of the recording channel/mix, the system did not record the media stream and generated a "Media descript available for the call" alert. Also, the metadata was not complete, because the system did not update the metadata using mid-ca causing incomplete data for segmented records.
RI-033212	Recording - IPC	IPC Unigy: if a call was extremely short, the related start/end event might have arrived out of order ca stuck CDR record till a daily CTI connection refresh or trader logout or a new call on the line
RI-033495	Recording - IPC	IPC Unigy: race condition between SIP and CTI messages at agent logoff might have caused a false media mix lost alert
RI-032196	Recording - Cloud9	Import Service used a high amount of memory and eventually crashed when the Cloud9 Recording S integration was used with a load balancer. The fix includes: - A new, specific health probe endpoint to separate the handling of these requests - Memory cache optimization - Work folder cleanup optimization
RI-032648	Recording - Cloud9	When using the Cloud9 Recording System API based integration, after successfully importing the dat client expected a blank HTTP response with status code 201
RI-032333	Recording - Dial-in	The playback feature did not work in the Dial-in Recorder Service for calls imported as MP3 or M4A a
RI-032420	Recording - SMS	SMS Recorder Service did not insert data into the right tenant, instead it inserted all data into the refe tenant in multi-tenant deployments
RI-031704	Recording - Symphony	Workaround implemented for late stream negotiations (where media starts coming before it is commu with the recorder) which can cause issues with sharer/viewer role changes, resulting in missing a few frames before the role has changed
RI-033383	Recording - Genesys	The Verba Genesys CTI Service sent a stop recording command to the Genesys T-Server in the case scenarios even when the recording was not triggered by the CTI service. When the call was resumed service didn't sent the start command therefore the T-Server never restarted the call recording.
RI-031557	Recording - Zoom	Workaround for missing participant leave date (unexpected) for Zoom Meeting imports
RI-032256	Recording - Zoom	Zoom import did not work due to timeout issues when the system was configured to retrieve a large a data via thousands of result pages
RI-032328	Recording - Zoom	Media upload did not work in certain regions due to unannounced changes in the authentication meth Zoom APIs
RI-032414	Recording - Zoom	Zoom Meeting import did not work when a date field was empty (unexpectedly)
RI-032740	Recording - Zoom	Multiple Zoom Meeting and Phone import related fixes: - Fixed a bug where meeting participants were missed if multiple recorded users joined a meeting at t second - Fixed a bug where meeting participation were recorded twice with different CDR IDs if two Verba Im Service on different servers import the same meeting within milliseconds of each other - Fixed a media download issue for some storage host cloud regions of Zoom that required different authentication than others
RI-033323	Recording - Zoom	When using a redundant Zoom import configuration (multiple serves were enabled for importing the s in very rare cases, a single or few participants of a meeting were missed during import without error n The issue was related to a database lock. If CDR reconciliation was enabled, the system raised alerts recordings.
RI-033369	Recording - Zoom	Import Service could have crashed when a Zoom phone/meeting import with CDR reconciliation was using no scheduling and the service level schedule was set to less than 60 seconds.
RI-031640	UI - Web Interface	Right-click options / Same day features on the conversations screen chose the day in UTC timezone the user's timezone
RI-031644	UI - Web Interface	Advanced IM viewer (Microsoft Teams) failed to render a message if it was a message reference with proper user display name.
RI-031757	UI - Web Interface	The Identity Providers were not saved when saving a Role, the issue only affects v9.7.1 and later
RI-031888	UI - Web	The column names were not visible in the Excel list export because the color of the text was white

	Interface	
RI-031921	UI - Web Interface	Conversations without media files could not be deleted on the web interface
RI-032290	UI - Web Interface	The advanced export task couldn't be created in other tenants, only in the reference environment
RI-032335	UI - Web Interface	The Advanced Export Rename Files feature was not always available for the selected Storage Target on the selected type
RI-032417	UI - Web Interface	The "Do not request PIN on Recorder Line" configuration was not visible on the Extension detail screen
RI-032436	UI - Web Interface	The Synchronized Active Directory Group could not be removed from the Active Directory Profile when Group Name could not be determined
RI-032438	UI - Web Interface	Reverse Proxy based SSO did not work for the first time, also added an option to turn off the Session
RI-032506	UI - Web Interface	Transcript highlight was not followed when scrolling was needed, if manually scrolled it jumped back to the sentence once releasing the scroll bar
RI-032549	UI - Web Interface	Microsoft Teams chat PDF export didn't download the generated PDF file in the Viewer
RI-032581	UI - Web Interface	The Recorded Voice Quality Issues dashboard widget search filter did not consider the Secondary flag. Search menu opened through the widget
RI-032585	UI - Web Interface	The Change Configuration Settings screen's Refresh link displayed an error
RI-032586	UI - Web Interface	The back link at the "Configuration tasks to be executed" page caused an infinite loading screen
RI-032635	UI - Web Interface	Encrypted calls could not be played back when the Direct URL was used to open the Conversation Details
RI-032654	UI - Web Interface	When a Data Retention Policy / Role / Label Rule filter with "Matches a Value in the List" operation of the "Matches a Value in the List" operation was chosen again, then the filter input field did not show
RI-032701	UI - Web Interface	The Audit Log entry details were missing for the Login event
RI-032702	UI - Web Interface	After a successful login and logout and one more successful login, the login screen was displayed instead of the main screen
RI-032708	UI - Web Interface	System error showed instead of a warning if the user tried to delete an Import Source (or Data Process) that has been already tied to a policy
RI-033272	UI - Web Interface	Transcription displayed unnecessary Speaker entries in the viewer when the user searched for a phrase
RI-033296	UI - Web Interface	Search hit highlights were not displayed in the search list
RI-033352	UI - Web Interface	Phone Number Masking on the UI did not work for the Conversation Participants on the Conversation Details and the Search page
RI-033680	UI - Web Interface	Azure Active Directory Synchronization Profile Group selection didn't work due to recent browser security enhancements
RI-031656	UI - Reporting	The Roles and Permissions report did not work when there was a Role with the "Unable to Access Conversations Older than"
RI-031758	UI - Reporting	Dashboards couldn't be created by a user whose email address property was missing
RI-031941	UI - Reporting	The Not Recorded and Incorrect Conversations Details report only showed user related calls, while the Recording Assurance Dashboard has shown the non-user related ones too, thus the report was modified to show the non-user related calls too. Fixed the not user-related calls 'null' value to 'Unknown' and the report's 'null' value to the creator user.
RI-032411	UI - Reporting	The Recorded Voice Quality Issues dashboard widget search filter did not correlate to the Search menu opened through the widget
RI-032590	UI - Reporting	User Instant Messaging Details Report Participants - fixing "null" when having odd numbered participants

RI-032741	UI - Reporting	Roles and Permissions report did not work in v9.7.5
RI-032855	UI - Reporting	Dashboard widgets showed "No displayable content" when the widget was opened in full screen mode and their content has been loaded completely.
RI-033320	UI - Reporting	Audit Log Details report displayed date values in the wrong timezone
RI-033080	Solution - Quality Management	The form designer in the case of a Multiple Choice Question showed the wrong default value.
RI-032147	Platform - Announcement	In case of the outbound announcement, on the outbound call leg invalid SDP was generated if applicable was offered as well on the inbound leg and it did not include stream level connection info
RI-031954	Platform - API	Verba Import API did not work in some cases and generated an error message about content length
RI-032410	Platform - API	HTTP Business API GetCallInformation endpoint result had a missing conversation "state" attribute or "verbacdr" element.
RI-031568	Platform - Configuration	When site configuration was used and the Recording Server recorded a call for the user using an unsupported shared server recording rules, the system could have recorded calls on the server which should have been recorded on that site.
RI-031991	Platform - Configuration	Node Manager Service restart might randomly fail because a previous instance of the service was still running.
RI-032733	Platform - Configuration	Directory settings generated by the installer from the Media Folder set during installation, could not be changed later (on demand, playback cache folders). These settings can be changed under Directories in the site configuration.
RI-033351	Platform - Configuration	Import source selection based restriction for recorded extension configuration was not taken into account (for Zoom and RingCentral) and the import sources used the extension regardless.
RI-032293	Platform - Database	Database maintenance job alert was raised if the job was not able to insert a NULL value in the job log table.
RI-033151	Platform - Database	Index rebuild could have stuck when estimating really long time for the index rebuild during the database maintenance process. This could have impacted the other processes in the database maintenance such as automatic labeling, moving data from temp tables to the final table, etc. The index rebuild job which generated a large amount of maintenance log entries.
RI-033259	Platform - Database	Search related features became unavailable when an index rebuild was started while an advanced export was running at the same time.
RI-032014	Platform - Media Processing	VOH/ViQ media converter did not create the G.722 codec stream if the source MP4 audio track had a sampling rate less than 16 kHz
RI-032029	Platform - Monitoring	The Unified Call Recorder, the Unified IM Recorder, the Passive Recorder and the Media Collector and other services could have crashed if the service statistics could not be retrieved in a timely fashion (for dead connection detection) in the case of 3rd party processes running from a network share.
RI-032726	Platform - Monitoring	Missing event ID object in the alert definitions in the SNMP MIB
RI-031572	Platform - Storage Management	Certain Storage Management functions were not automatically retried after recoverable database errors.
RI-031589	Platform - Storage Management	Storage Management Service could have raised false alerts on upload failures (no matching policy) due to inconsistent conditions in database and file operations
RI-031600	Platform - Storage Management	Transcoding from video/app share/desktop screen to audio format did not convert the call to voice on hold and did not delete the original video file
RI-031691	Platform - Storage Management	Playback/download/export/delete features did not work on S3 Compatible storage targets when virtual addressing mode was used and the storage platform did not support double slash in the URL (e.g. IB://bucket/object)
RI-031703	Platform - Storage Management	After transcoding a media in the local cache (non-SMB storages), the MP4 file was uploaded with the original filename in the case of SFTP target, causing the overwriting of the original media file (vmf/msrdp).

RI-031785	Platform - Storage Management	Deduplication storage action was unable to find the 2N pairs of a call when 'timestamp-based policy' is enabled.
RI-031802	Platform - Storage Management	Shared recorder/remote cluster ongoing recordings were considered as crashed recordings too at rec service startup if those were recorded by other recording service running on the same server. This caused healthy ongoing calls being terminated by the other recording service running on the same server preventing the database, but media was still fully recorded and uploaded properly.
RI-031919	Platform - Storage Management	Advanced Export did not work in 9.7.2
RI-031922	Platform - Storage Management	FilePath metadata field in Advanced Export was not determined correctly when the file was renamed transcoding (to mp3 for example)
RI-031927	Platform - Storage Management	Amazon S3 and S3 compatible storage targets did not work since 9.7.2 due to an authentication issue and a recent change in the HTTP library
RI-031957	Platform - Storage Management	Move policy was applied to calls under Legal Hold on Amazon S3 Storage Targets even if the Enable Lock and Legal Hold setting was turned on
RI-031981	Platform - Storage Management	Hitachi Content Platform storage target did not recognize if files were already uploaded and under retention the second try caused an error and an upload failure alert was raised
RI-031987	Platform - Storage Management	AWS S3 virtual host style addressing has been changed on the AWS side and the integration did not work outside of Europe. Previously the virtual path was https://bucket-name.s3-region.amazonaws.com where the format is https://bucket-name.s3.region.amazonaws.com
RI-032037	Platform - Storage Management	Advanced export did not work for Microsoft Teams IM if the content included adaptive cards/polls or images
RI-032042	Platform - Storage Management	False dead transcoding detection (and service restart) during ad hoc transcoding if upload to WORM from processing cache did not finish within the dead session timeout.
RI-032044	Platform - Storage Management	SMTP export using plain text was using HTML content type when there was a HTML tag in the content
RI-032137	Platform - Storage Management	EMC Centera Storage Target: when retention was not set for upload or when the calculated retention pointed to the past then the system set 0 seconds for retention. This caused upload issues when the Pool had a minimum retention configured. From now on if the calculated retention is zero or not set, it does not set the retention on Centera.
RI-032332	Platform - Storage Management	In the case of dual archiving, if the retention elapsed on one of the storage targets but was not set or elapsed on the other storage target, the automatic deletion entering from a scheduled policy tried to delete instances. If WORM storage targets were configured, the storage platform did not allow the deletion.
RI-032362	Platform - Storage Management	Trader voice ongoing stitched media files might have been included in call exports if at the time of export were present in the media cache on the Media Repository / Application Servers
RI-032365	Platform - Storage Management	For non policy based uploads, Azure Blob target was not working when the Account Name and Key were not in the service configuration. Instead, it only worked when the Azure Storage Connection String was set.
RI-032374	Platform - Storage Management	Multiple deduplication issues fixed: <ul style="list-style-type: none"> - Media records were not deleted during the deduplication process for trader voice conversations for a long time later - Better scoring logic to prefer keeping primary records with configurable thresholds - Possible crash at deduplication if another server/thread has already deleted the current CDR
RI-032386	Platform - Storage Management	For Amazon S3 and S3 Compatible storage targets, if the Enable Object Lock and Legal Hold setting is enabled, the system did not apply the retention at all (not even in the database)
RI-032391	Platform -	Voice quality check scores were only inserted into the reference tenant in multi tenant configurations

Storage Management

RI-032418	Platform - Storage Management	Policy based IM export failed for Skype for Business chat messages when the URL field of the chat's record was empty
RI-032602	Platform - Storage Management	The ConferenceParticipants placeholder in the SMTP storage target was formatting e-mail addresses
RI-032622	Platform - Storage Management	SMTP export imTranscript4HTML template fixes: <ul style="list-style-type: none"> - Removed quoted printable formatting - Html linebreaks
 are used instead of /r/n linebreaks. So replies will appear in multiple lines instead of single line format - Reactions are reformatted
RI-032663	Platform - Storage Management	Media files with .ongoing postfix in the file name were generated during export or playback of CDR-O without media
RI-032697	Platform - Storage Management	At least two short (<3 sec threshold) device swaps on the same line and mix in trader voice recording multiple 2N pairs matching for deduplication and so skipping deduplication of these short records
RI-032699	Platform - Storage Management	Advanced IM export policy could export attachments multiple times when the Microsoft Teams Export integration was used
RI-032719	Platform - Storage Management	When using call based policy execution (default), at determining policies to be executed, the conversation change created by the previous policy was not taken into account in the current policy. For instance, if a Move policy set retention and there was a following Delete policy matching the same call, the system would delete the record even if it was under retention (unless a WROM storage was used).
RI-032720	Platform - Storage Management	If there was an SQL query error in the policy manager thread, the thread exited, and the policy execution stopped
RI-032734	Platform - Storage Management	WORM/Media stitching cache path (which defaults to media path) could not be an SMB share due to MRs could not properly separate their cache management
RI-032759	Platform - Storage Management	SMTP export fixes for converting URLs to HTML links: <ul style="list-style-type: none"> - Long URLs might not be parsed properly - URLs copied from Microsoft Edge were not parsed properly - Default date format containing -0000 at the end fix - Fix for handling URLs with reactions
RI-032830	Platform - Storage Management	The integration with an S3 compatible storage target using the v2 authentication has stopped working. The issue affects all S3 compatible storages which requires v2 signature for authentication (e.g. EMC). The issue caused that all S3 operation failed due to authentication failure, i.e. files could not be uploaded/downloaded/deleted, and the related data management policy actions failed triggering policy processing alerts. The error does not cause data loss as the Recording Servers are able to cache the data within the capacity of the local disk.
RI-032885	Platform - Storage Management	Verba Secure File Transfer (VSFT) server port did not take into account the TLS cipher restrictions configured under Server Certificate/Advanced TLS Settings/Suite Constraints
RI-032992	Platform - Storage Management	Move policy did not apply retention settings if it was not the first data management policy to be executed on call and policy execution on call basis (default mode) was set
RI-033154	Platform - Storage Management	Amazon S3 and S3 Compatible storage targets do not support subfolders, only the root folder of the bucket is supported. However, the storage target configuration page allowed to enter a subfolder in the REST API endpoint configuration field, while the Storage Management service discarded that subfolder and used the root folder for the action. In an extreme configuration, this could even cause data loss. For more details, see RI-033280. The Storage Management service now fails and raises the appropriate alert if an invalid bucket/content endpoint is configured.
RI-033166	Platform - Storage Management	SMTP advanced IM export (Microsoft Teams) participant query returned duplicated entries

	Management	
RI-033218	Platform - Storage Management	No limit (0) SMPT attachment (Storage Management/Storage Targets/SMTP/Attachment Size Limit (M not work, the system applied a 5 MByte file limit instead.
RI-033219	Platform - Storage Management	"Call based" data retention policy processing might have stopped prematurely if failed records count > 1/2 than half of the batch but more than 1/10th of the batch. E.g. a move policy stopped if 481 records could not be moved for some reason (the policy processed 1000 records in a batch).
RI-033220	Platform - Storage Management	Small resource/memory leak resolved in Amazon S3, S3 Compatible, EMC Centera, and SFTP storage. There was no impact on the behavior of the Storage Management service.
RI-033280	Platform - Storage Management	<p>If multiple storage targets were configured in the system pointing to the same storage location/folder, a move policy was configured to move data from one of the storage targets to the other, the system permanently deleted the data causing data loss in the system. For instance, 2 Amazon S3 storage targets are configured as follows:</p> <ul style="list-style-type: none"> - Target1, Bucket1 - Target2, Bucket1 (the same bucket as Target1) - Data uploaded to Target1 from Recording Servers - Move policy configured to move data to Target2 - This configuration will result in deleting all data <p>A new check validates if the source and the destination storage targets are pointing to the same storage location/folder. Previously, the system only validated if the source and the destination are on the same storage targets configured in the system.</p>
RI-033284	Platform - Storage Management	Verint WFO export target: media files were duplicated in ingest requests if the record type was standard. Verint WFO to mix the files and generate strange artifacts in media
RI-033292	Platform - Storage Management	Policy based encryption of calls already uploaded or transcoding of encrypted calls might have collided with playback or advanced export, in very rare cases, when the policy was executed on the same record while the record was being played back at the same time. This might have led to losing encryption information making the original or transcoded file corrupt, and causing data loss.
RI-033295	Platform - Storage Management	<p>Background task page counter fixes:</p> <ul style="list-style-type: none"> - If data management policy processing failed, the background tasks/total processed counter became summed the number of total calls and failed calls. - For scheduled policies, the background task counter when the policy finished became invalid, it contained other policy results which were processed starting from this policy (call based policy processing, default) - Policy execution in background tasks was not closed if it wasn't the policy from where the processing started (call based processing, default)
RI-033326	Platform - Storage Management	When the database update for a move policy failed (the destination storage target could not be updated in the database), but the file move was successful, when the policy retried the action next time, the move action failed since the file was no longer on the source location. These records could not be played back, downloaded, or exported.
RI-033480	Platform - Storage Management	Playback did not work for migrated calls from a Verint WFO v11/v15 system if the files were stored on EMC Centera, and there were multiple archive copies for the same call
RI-033567	Platform - Storage Management	A false alert was raised during transcoding when the media file was encrypted and the file was already in the right format
RI-031889	Installer - Servers	The installer should not accept commas when providing a port for the SQL server connection
RI-032263	Installer - Servers	The Lync Filter service user password encryption was missing in the PowerShell Deployment Toolkit
RI-032762	Installer - Servers	Replaced the comma with colon in the registry when using custom SQL port. PowerShell Deployment Toolkit raised an error when using a custom SQL port during the test phase.
RI-032806	Installer - Servers	PowerShell Deployment Toolkit failed when using Windows Authentication for SQL with encrypted passwords
RI-033301	Installer - Servers	The installer always asked if the user wanted to partition the database, even if it was already partitioned. Partition update scripts should have been run. The installer will automatically run these updates if the database is not partitioned.

RI-031973	Platform - CDR and Archived Content Import	Skype for Business CDR reconciliation for application share calls could not take into account the QoE and related stream statistics leading to false positive recording failure alerts of not established/failed sessions
RI-032024	Platform - CDR and Archived Content Import	Skype for Business CDR reconciliation reported already processed non-recorded conversations in so
RI-032360	Platform - CDR and Archived Content Import	The system did not set the retention period for the imported CDRs created during the CDR reconciliation process. The system now creates metadata XML files and sets the retention accordingly (when config
RI-031546	Platform - Import	Generic Import - IM Content fields were duplicated in case of doing export or doing field mapping test
RI-031553	Platform - Import	Generic Import Source: testing with chat data did not work
RI-031670	Platform - Import	Import sources did not insert the data to the right tenant in multi-tenant environments, all data was in the reference tenant, regardless of in which tenant the import policy and the user were configured.
RI-031899	Platform - Import	In peer-to-peer Cisco Webex Teams chat when an external participant was present (from another Cisco Team) the From/To fields could contain special characters that were stored incorrectly. This caused encoding issues, and the UI showed malformed information.
RI-031932	Platform - Import	Generic Import - Field mapping with a function couldn't be saved. Field with child fields with settings is resolved (saving only for the child field and save instant changes).
RI-032278	Platform - Import	Custom scheduled import policy configuration was enabled for Cisco Webex Teams (Cisco Spark) chat sources while this integration does not support scheduled policies
RI-032329	Platform - Import	When no recording rules were enabled for an import source and the import source was not created in reference tenant (multi tenant system), the imported records were created in the reference tenant instead of the tenant where the import policy was running.
RI-032371	Platform - Import	Import service crashed when importing Skype for Business archived content
RI-032511	Platform - Import	Vodafone mobile recording import source fixes implementing comprehensive Vodafone API support v on edge cases, reliability and unexpected conditions, and the creation of detailed Vodafone metadata for faster troubleshooting.
RI-032545	Platform - Import	Generic import source could not find media files with case sensitive file names
RI-032552	Platform - Import	Segmented IM integrations such as Webex Teams or TeleMessage no longer create CDR XMLs in the folder
RI-032584	Platform - Import	Import sources determined the validity of the extensions in a wrong way using the validity of the last configuration for all extensions in v9.7.5. This might have caused missing records during the import process
RI-032757	Platform - Import	When using External Server configuration, if the alerts raised by the external servers were imported by the servers (Import Service were enabled on the multiple servers for high availability), after the first server succeeded, the other servers raised errors
RI-033285	Platform - Import	Generic import could have used the wrong media file name if a filename was contained by another file then a false match occurred. For example for a metadata file called sample.xml the related file can be sample.wav, but not asample.wav.

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