

Verba Release Notes

Verba 9.8 Release Notes (build 9.8.7.8590)

This document lists new features and fixes released in Verba 9.8 Release Notes (build 9.8.7.8590).

Release Date 2023-12-15

Document Download Date 2024-05-25

Release highlights

ID	Component	Description
RI-034807	Solution - Speech Analytics	<p>Intelligent Voice is a new speech recognition and analytics platform which is integrated with Verint Financial Compliance. Intelligent Voice provides the following capabilities:</p> <p>The Intelligent Voice integration provides the following features:</p> <ul style="list-style-type: none"> - Transcription of audio for voice and video recordings - Diarization: the ability to separate/identify speakers - Punctuation and capitalization: the ability to identify the beginning and the end of sentences - Sentiment scores: the ability to identify the sentiment of the sentences (turn construction units or TCUs) - Topics: the ability to identify topics, keywords or phrases in the transcripts - Support for multiple languages, see https://intelligentvoice.com/languages/ - Support for multi-language transcriptions where the speakers use multiple languages during the recorded conversation, also includes automatic language detection - Adaptation/customization of automatic speech recognition (ASR) models (Model adaptation is the process of taking an existing ASR model and adapting it to suit a specific use case, by incorporating new words and new patterns of speech. Speech recognition models reflect the patterns of speech in the training dataset they were built with. The general ASR models distributed by Intelligent Voice reflect the patterns of speech in the general population of the region. Improved results can be obtained by tailoring the model to reflect the speech in a given domain.) - Integrated via REST APIs - Intelligent Voice solution is deployed separately on-premise or in Verint partner cloud - learn more
RI-035191	Platform - API	<p>New REST API endpoints for server configuration and credential management:</p> <ul style="list-style-type: none"> - Change credentials such as usernames, passwords, secrets, and connection strings for users, storage targets, import sources, AD synchronization profiles - Import/export server configurations or configuration profiles - Change server configuration or configuration profile values - Execute server configuration tasks - learn more

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	Added in	Date
RI-034911	Security	OpenSSL library is updated to the latest v1.1.1t	9.8.0.8036	2023-03-08
RI-037391	Security	Migrated to the latest (3.1.1) OpenSSL in C++ services.	9.8.3.8284	2023-06-10
RI-039013	Security	OpenSSL library is updated to the latest version, v3.1.2.	9.8.4.8352	2023-08-15
RI-042339	Security	OpenSSL library is updated to the latest version 3.2.0.	9.8.7.8588	2023-12-04
RI-037764	Recording - Cisco	Dialed number is added to the list of metadata available and displayed for Cisco calls.	9.8.3.8284	2023-06-10
RI-037803	Recording - Cisco	Enhancement to the Cisco Call Direction recognition. The recorder service now only considers an address as internal if: <ul style="list-style-type: none"> - CUCM signals that the address is internal, or - the address is set up as a recorded Extension, or - the address is observed by the JTAPI Service, or - the address matches the Internal Domain Numbers Pattern. 	9.8.3.8284	2023-06-10
RI-034206	Recording - Microsoft Teams	Improved Microsoft Teams Bot Service call handling and call setup performance using the new Microsoft Calling SDK support bot grouping. It affects v9.7.6 or later only.	9.8.0.8036	2023-03-08
RI-034856	Recording - Microsoft Teams	New alerts added to the Microsoft Teams Bot Service: <ul style="list-style-type: none"> - Call timed out: this is an extension of RI-030767, when the service is closing a stuck call after a configurable timeout (45 minutes by default), it sends an alert. - Could not authenticate: if the service is failing to request a new OAuth token for the outbound API requests, or if the service is not able to validate the inbound requests from Teams e.g: the service is not able to retrieve the OpenID Connect keys - Recorder overloaded: the service now sends an alert if any of the recorder connections are overloaded. The alert contains the current performance metrics shared by the Verba Unified Call Recorder Service - Unexpected call termination: the service sends an alert if the call termination is not normal (200) - The maintenance thread now checks the public certificate expiration and private key accessibility. If the certificate expires within 30 days the service sends an alert. 	9.8.0.8036	2023-03-08
RI-035575	Recording - Microsoft Teams	Workaround solution for a new Microsoft Teams voice/video/screen recording-related issue which can lead to recording loss if Microsoft Teams does not send any participant update for the recorded call/meeting. The capability of falling back to audio-only recording has been added in the case of missing participant list from Microsoft Graph API. A new alert has been added when no participant update is received but the call should have been recorded or the recording was started only with audio modality but other modalities were configured for recording too. Read more: https://connect.verint.com/support/vfc/kmp/alert/km2639027	9.8.1.8070	2023-03-28
RI-035746	Recording - Microsoft Teams	Support for the Microsoft Teams Large Gallery View displaying mode added	9.8.2.8149	2023-05-12
RI-036149	Recording - Microsoft Teams	Store additional metadata related to the call termination.	9.8.2.8149	2023-05-12
RI-037815	Recording - Microsoft Teams	Added new selective recording mode to the Microsoft Teams Bot service. When the setting is selected in the Extension configuration, the bot service automatically starts	9.8.3.8284	2023-06-10

controlled recording if an external participant joins the call. This recording mode applies to call scenarios such as PSTN, federated P2P calls, or meetings with at least one external participant.

RI-038571	Recording - Microsoft Teams	Added new Luware Nimbus metadata template for the Microsoft Teams bot service, and introduced the ability to whitelist application instances from automatic recording ignore.	9.8.3.8284	2023-06-10
RI-039019	Recording - Microsoft Teams	The Microsoft Teams Bot Service now sends the ongoing sessions list to the Unified Call Recorder Service every 5 minutes.	9.8.4.8352	2023-08-15
RI-039021	Recording - Microsoft Teams	The Microsoft Teams Bot service now supports Contact Center In and Out directions for Luware Nimbus integrations.	9.8.4.8352	2023-08-15
RI-039024	Recording - Microsoft Teams	Selective recording rules can now be configured for Microsoft Teams integrations.	9.8.4.8352	2023-08-15
RI-039036	Recording - Microsoft Teams	More Luware Nimbus metadata fields have been added to the Microsoft Teams (Nimbus) metadata template: Object ID, Service Line, and Service Line UPN values are now stored.	9.8.4.8352	2023-08-15
RI-039099	Recording - Microsoft Teams	The Microsoft Teams Bot service now supports the 'Record Calls Answered by 3rd Party' extension configuration.	9.8.4.8352	2023-08-15
RI-039699	Recording - Microsoft Teams	The Microsoft Scenario/Chain ID is added to every call-related service alert.	9.8.6.8516	2023-10-20
RI-040315	Recording - Microsoft Teams	Added TLS 1.3 support for communication between .NET and other VFC Services. Also updated the .NET Framework version to 4.8.	9.8.7.8588	2023-12-04
RI-041327	Recording - Microsoft Teams	Customizable recording reminder beep tones are now available for Microsoft Teams recording. As part of the Microsoft Teams announcement configuration, you can specify the duration, frequency, and repetition interval of the beep tone.	9.8.7.8563	2023-11-03
RI-034795	Recording - Microsoft Teams IM	Support for new channel announcements and channel post subjects (Channel 2.0)	9.8.0.8036	2023-03-08
RI-038505	Recording - Microsoft Teams IM	Microsoft Teams IM Export API enhancements: - Recently introduced system events in the Export API that cause duplicated event messages in the chat are no longer processed. - In case of API connection down alerts, more information is provided in the alert about the cause. - In case of unexpected API responses, VFC only attempts one retry in the same polling cycle to avoid excessive API usage.	9.8.3.8284	2023-06-10
RI-039125	Recording - Microsoft Teams IM	Microsoft Teams chat and channel join/leave system events are now available in the Unified IM Recorder Service.	9.8.4.8352	2023-08-15
RI-039437	Recording - Microsoft Teams IM	Added audio and video clip content support for Microsoft Teams IM recording.	9.8.5.8431	2023-09-19
RI-037758	Recording - Avaya	The Avaya DMCC and JTAPI libraries have been upgraded to 8.1.3.	9.8.3.8284	2023-06-10
RI-039965	Recording - Avaya	The Avaya DMCC Service no longer processes the single-step conference events generated by other recorder products.	9.8.6.8516	2023-10-20
RI-041987	Recording - Avaya	The originally dialed number is now stored in the Dialed Number field for forwarded calls.	9.8.7.8588	2023-12-04

RI-036521	Recording - Unified Call Recorder	IPTrade TPO: Implemented the parsing of additional metadata: conference participation, device ID, and turret ID.	9.8.3.8284	2023-06-10
RI-037034	Recording - Unified Call Recorder	Added support for the new emoticon format for Microsoft Teams chat and channel archiving.	9.8.3.8284	2023-05-02
RI-040321	Recording - Unified Call Recorder	Improved the performance of call segmentation for large amounts of trader voice CDRs when using absolute segmentation timer.	9.8.7.8588	2023-12-04
RI-039688	Recording - Speakerbus	Record on demand feature is implemented	9.8.5.8440	2023-09-21
RI-039317	Recording - IPC	Added zone information to turret- and trader-level alerts.	9.8.5.8431	2023-09-19
RI-039810	Recording - IPC	Enhanced the CTI connection loss handling to reduce the occurrence of temporary recording loss.	9.8.6.8516	2023-10-20
RI-040005	Recording - IPC	The recorder can now create optional CDR/CTI records for the push-to-talk section of calls. These records can also be exported.	9.8.6.8516	2023-10-20
RI-040716	Recording - Cloud9	The Cloud9 CallData API import rerun functionality now supports the standard data model.	9.8.7.8588	2023-12-04
RI-033660	Recording - Zoom	Media file download for Zoom Meeting/Webinar/Phone archiving now automatically retried 3 times on failure, and for Meetings/Webinars a checksum is validated on the downloaded file.	9.8.0.8036	2023-03-08
RI-033999	Recording - Zoom	Support added for long Zoom Phones extensions (10 character or longer). Zoom by default only lets users create 3 to 6 character long extension numbers.	9.8.0.8036	2023-03-08
RI-034876	Recording - Zoom	Archiving (importing) Zoom webinars support added allowing automatic archiving of Zoom Webinars for regulated users. CDR reconciliation is also supported for Zoom Webinars.	9.8.0.8036	2023-03-08
RI-040317	Recording - Zoom	Made various improvements to the Zoom Phone call queue handling, such as the To and From fields now displaying the details of the participants, not the call queue, and the call queue accept and callerID callout actions now being recorded if the call queue or participant are recorded.	9.8.7.8588	2023-12-04
RI-033695	UI - Web Interface	jQuery library is updated to 3.6.0	9.8.0.8036	2023-03-08
RI-033942	UI - Web Interface	Improved markers display positions for trader voice recordings when media stitching adjustment is used	9.8.0.8036	2023-03-08
RI-034235	UI - Web Interface	Apache Tomcat version is upgraded to 9.0.71, APR 1.2.36 (OpenSSL 1.1.1t)	9.8.0.8036	2023-03-08
RI-034761	UI - Web Interface	Improved display of praises, news, and long texts without spaces for Microsoft Teams chat/channel viewer	9.8.0.8036	2023-03-08
RI-035145	UI - Web Interface	New Role permission: once a user starts a controlled recording and then stops it, they should be blocked from starting recording again	9.8.2.8149	2023-05-12
RI-035392	UI - Web Interface	The Adal library has been replaced by MSAL (1.12) and the "Scope(s)" parameter has been added to the Azure AD Identity Provider settings	9.8.2.8149	2023-05-12
RI-035403	UI - Web Interface	Added the new "resource" parameter to the OIDC Identity Provider settings	9.8.2.8149	2023-05-12
RI-035494	UI - Web Interface	New SAML identity provider (IdP) added	9.8.2.8149	2023-05-12
RI-035536	UI - Web Interface	Enable SSO Login without providing the Login ID in advance	9.8.2.8149	2023-05-12
RI-035559	UI - Web Interface	Add the User Login ID and User Name filters to the Advanced Search Options	9.8.2.8149	2023-05-12

RI-035787	UI - Web Interface	The Web Application user session memory consumption was reduced	9.8.2.8149	2023-05-12
RI-036037	UI - Web Interface	The system now generates an "Apply Extension Configuration" task after the Multi-Tenant Mode configuration has changed, including after upgrades.	9.8.2.8149	2023-05-12
RI-036058	UI - Web Interface	Reference Environment Supervisors are now able to view the metadata field values of other Environments.	9.8.2.8149	2023-05-12
RI-036113	UI - Web Interface	When the Apply Extension Configuration is executed on a server where an enabled service is not running, now a warning message is displayed.	9.8.2.8149	2023-05-12
RI-036120	UI - Web Interface	The Legal Hold All API has been renamed to Delete Disabled API and it is now multi-tenant aware.	9.8.2.8149	2023-05-12
RI-037067	UI - Web Interface	Apache Tomcat version is upgraded to 9.0.74	9.8.3.8284	2023-06-10
RI-037371	UI - Web Interface	When a 2N controlled recording is started or stopped using the web application, the application now looks for the corresponding 2N recording pair, and also starts or stops that recording automatically.	9.8.3.8284	2023-06-10
RI-037373	UI - Web Interface	Added new server configuration setting that, when configured, automatically applies the Recording Rules to the servers periodically.	9.8.3.8284	2023-06-10
RI-037757	UI - Web Interface	The Conversations REST API now also returns the start and end times in GMT, in addition to the local time zone set for the user.	9.8.3.8284	2023-06-10
RI-037795	UI - Web Interface	The Web Application has been updated to use OpenSSL version 3.0.9.	9.8.3.8284	2023-06-10
RI-038512	UI - Web Interface	Added Select/Deselect All buttons to the Import Teams/Channels feature.	9.8.3.8284	2023-06-10
RI-038874	UI - Web Interface	Different announcement audio prompt file names/resource IDs can now be configured for environments in multi-tenant mode.	9.8.4.8352	2023-08-15
RI-039449	UI - Web Interface	Added rewind and forward functionality to the player.	9.8.5.8431	2023-09-19
RI-039566	UI - Web Interface	The required certificate for Intelligent Voice integration can now be configured in the VFC web application.	9.8.6.8516	2023-10-20
RI-039766	UI - Web Interface	Improved UI translations for German, French, Japanese, Korean, and Russian languages.	9.8.6.8516	2023-10-20
RI-040059	UI - Web Interface	Updated some third-party dependencies of the Web Application: Puppeteer (v21.3.8), embedded Chromium (v117.0.5938.149).	9.8.6.8516	2023-10-20
RI-040081	UI - Web Interface	Optimized the search performance for Group Supervisors that have many supervised users.	9.8.7.8588	2023-12-04
RI-040326	UI - Web Interface	Added four new parameters to the SearchCalls Business API call: returnMetadataSimple, onlyColumns, onlyMetas, and timeZone.	9.8.7.8588	2023-12-04
RI-040335	UI - Web Interface	Added new permission "Start/Stop Controlled Recording" for the Controlled recording Start/Stop feature.	9.8.7.8588	2023-12-04
RI-041333	UI - Web Interface	Apache Tomcat is upgraded to version 9.0.82.	9.8.7.8588	2023-12-04
RI-033553	UI - Reporting	New Users Advanced IM Summary report showing the number of messages on a daily basis for every participant in a Microsoft Teams chat or channel.	9.8.0.8036	2023-03-08
RI-033570	UI - Reporting	New Report: Conversations Legal Hold Status. The Conversations Legal Hold Status report shows the number of calls under/not under Legal Hold in a given (configured) interval broken down into daily segments.	9.8.0.8036	2023-03-08

RI-034102	UI - Reporting	New Conversations Advanced IM Summary report showing the total number of messages for a Microsoft Teams chat or channel	9.8.0.8036	2023-03-08
RI-034388	UI - Reporting	Optimized Recording Servers Call Activity Summary and Call Activity Trend reports to handle large volumes of data	9.8.0.8036	2023-03-08
RI-037364	UI - Reporting	New Report: Advanced IM Export Policy Summary Report. The Advanced IM Export Policy Summary report shows the number of emails sent from VFC Capture to SMTP export targets and includes time stamp information about conversations. The report lists the number of successfully sent and failed emails, the start and end times between which chat messages were sent in the conversation in UTC and the user's time zone, and the target group filter for each export target.	9.8.3.8284	2023-06-10
RI-039315	UI - Reporting	Microsoft Teams IM API usage statistics reports are now available, allowing you to correlate billing information to data provided by Microsoft.	9.8.5.8431	2023-09-19
RI-039539	UI - Reporting	Two new reports have been added: - Advanced IM Export Users - Advanced IM Export Count	9.8.6.8516	2023-10-20
RI-040984	Solution - Speech Analytics	New Transcription Summary feature is now available as part of the Intelligent Voice integration. The Transcription Summary is a 100-500 word synopsis of the call, automatically generated from the key points of the conversation.	9.8.7.8588	2023-12-04
RI-034409	Platform - Database	Performance optimizations for Legal Hold checks for database maintenance job, and Legal Hold API to handle large volumes of data	9.8.0.8036	2023-03-08
RI-038530	Platform - Database	Added enhancement to database partitioning behaviour. Before this enhancement, the system did not merge the old empty partitions in the first 30 days during database partitioning. This time period has now been increased to 365 days.	9.8.3.8284	2023-06-10
RI-038757	Platform - Database	Decreased the Legal Hold status update batch size from 250 to 50 to minimize the possibility of a database table lock.	9.8.4.8352	2023-08-15
RI-038983	Platform - Database	The automatic labeling process is now delayed by four hours to avoid having to recheck the newly created referencing Media Records.	9.8.4.8352	2023-08-15
RI-039567	Platform - Database	Added a delay between Index Rebuild database operations to prevent the Transaction Log growing. The default configuration is that the operation sleeps for 15 minutes every 60 minutes.	9.8.6.8516	2023-10-20
RI-039583	Platform - Database	The database maintenance process now stops if the size of the Transaction Log exceeds 75% of its maximum size.	9.8.6.8516	2023-10-20
RI-040330	Platform - Database	Daily Jobs now avoid opening a database transaction when acquiring a database lock.	9.8.7.8588	2023-12-04
RI-040949	Platform - Database	The database Index Rebuild can now run on multiple threads, and the Resumable Index Rebuild option is now available to configure.	9.8.7.8588	2023-12-04
RI-042418	Platform - Database	The Legal Hold Status Check that runs a full check on the weekends now works in monthly batches.	9.8.7.8590	2023-12-15
RI-039118	Platform - Environment	Internal domain patterns can now be configured on a per environment basis in multi-tenant mode. Available for Microsoft Teams voice/video/screen recording integrations.	9.8.4.8352	2023-08-15
RI-039365	Platform - Environment	The configuration of internal domain patterns on a per environment basis in multi-tenant mode is now also	9.8.5.8431	2023-09-19

		available for the following services: - Unified Recorder Service (except for Cisco JTAPI integrations), - Passive Recorder Service, - SMS Recorder Service, - Import Service.		
RI-039981	Platform - Environment	The configuration of internal domain patterns on a per-environment basis in multi-tenant mode is now also available for the following services: - Unified Recorder Service including Cisco JTAPI integrations, - Cisco Compliance Service, - Genesys CTI Service, - Avaya DMCC Service, - Skype for Business (SfB) filter, - SfB/Lync IM Recorder Service.	9.8.6.8516	2023-10-20
RI-034393	Platform - Licensing	Single storage target type restriction is removed for Microsoft Teams SKUs	9.8.0.8036	2023-03-08
RI-034904	Platform - Licensing	Replay Only License Enforcement (93-530-3153, 93-530-3154, 93-530-3155)	9.8.0.8036	2023-03-08
RI-033584	Platform - Media Processing	Better handling of late duplication of streams in media processing to avoid gaps and unintelligible audio.	9.8.0.8036	2023-03-08
RI-036080	Platform - Monitoring	Added four new Microsoft Teams bot-related alerts to the SCOM MP and SNMP MIB files.	9.8.2.8149	2023-05-12
RI-033666	Platform - Storage Management	Improved Advanced IM Export policy to allow exporting short periods (shorter than an hour)	9.8.0.8036	2023-03-08
RI-033997	Platform - Storage Management	Hitachi Content Platform Storage Target: improved error retrying mechanism to avoid the delay for the action as normally it was only retried in the next policy execution	9.8.0.8036	2023-03-08
RI-034917	Platform - Storage Management	Background tasks are now visible in the respected environment, and not only in the reference tenant in multitenant systems	9.8.0.8036	2023-03-08
RI-038560	Platform - Storage Management	Deduplication skips 2N records under Legal Hold.	9.8.3.8284	2023-06-10
RI-039141	Platform - Storage Management	Added retention and legal hold support for Azure Blob Storage integration.	9.8.5.8431	2023-09-19
RI-039293	Platform - Storage Management	Added support for S3 storage targets (S3 AWS, S3 IBM, S3 compatible) to the migration of recordings from Verint to VFC.	9.8.5.8431	2023-09-19
RI-039329	Platform - Storage Management	Added NetApp Snaplock ONTAP REST API support for retention handling.	9.8.5.8431	2023-09-19
RI-039333	Platform - Storage Management	Added Microsoft Teams voice, video, and screen deduplication support for 2N recording.	9.8.5.8431	2023-09-19
RI-039366	Platform - Storage Management	Export and Transcription policies can now be configured to only process the better copy of recording data in a 2N recording scenario.	9.8.5.8431	2023-09-19
RI-039462	Platform - Storage Management	CDR metadata is now generated for non-IM interactions during policy based export.	9.8.5.8431	2023-09-19
RI-039751	Platform - Storage Management	Performance improvements in the export of trader voice recordings.	9.8.6.8516	2023-10-20
RI-040115	Platform - Storage Management	Policy-based export: if CDR metadata is not available for voice/video recording, it is now generated based on data available in the database.	9.8.7.8588	2023-12-04
RI-040358	Platform - Storage Management	S3-compatible storage target now supports the object lock (retention and legal hold) API of Netapp StorageGRID.	9.8.7.8588	2023-12-04

RI-036035	Platform - Tools	Added media folder setting to the PowerShell Deployment Toolkit.	9.8.2.8149	2023-05-12
RI-039160	Installer - Servers	Added upgrade functionality to the installer.	9.8.5.8431	2023-09-19
RI-038528	Installer - Windows Desktop	The VFC Installer now uses AES256 encryption for the private key when generating a new SSL certificate. Existing keys are checked, and converted to be using the AES256 encryption.	9.8.3.8284	2023-06-10
RI-033681	Platform - Import	Verint WFO to Verba Migration: when a call is archived to the same storage multiple times, then prefer the last one for playback	9.8.0.8036	2023-03-08
RI-034017	Platform - Import	Added new Avaya Contact Recorder (ACR) Import Source which allows migrating historical recordings from an ACR system. The ACR Import Source migrates both ACR-only and ACR+15.2 systems using the native ACR API. Both encrypted and unencrypted ACR recordings can be migrated by the ACR Import Source.	9.8.0.8036	2023-03-08
RI-034112	Platform - Import	New config parameter UseGivenUrlOnlyToFindMedia implemented for Generic Import Sources. Located at Server configuration/Import/Generic import/Use given URL only to find media files. If UseGivenUrlOnlyToFindMedia is false (default setting), then further searches are performed in the subdirectories, but it takes more time. So switching this off can speed up the processing of CSV files that have incorrect media URLs or do not have any media file given. An additional alert has been implemented, which can send an alert when a media file is not found. When a missing media file is found, it checks if the given directory of the media file exists or not.	9.8.0.8036	2023-03-08
RI-034157	Platform - Import	Import Service now creates separate log files for each import policy, similar to the Storage Management Service. You can find the log files under Verba\log\import policies\. The same log settings apply to them (log file count, size, etc.).	9.8.0.8036	2023-03-08
RI-034398	Platform - Import	Implemented Oauth2 authentication mode for O365 Exchange Online IMAP connections used by the TeleMessage Import Source	9.8.0.8036	2023-03-08
RI-037138	Platform - Import	Running the same import source in a multi-server environment could lead to false-positive alerts.	9.8.2.8149	2023-05-12
RI-040304	Platform - Import	Avaya Contact Recorder (ACR) is now available as an import source.	9.8.7.8588	2023-12-04
RI-040382	Platform - Import	Genesys Cloud CX is now available as an import source.	9.8.7.8588	2023-12-04
RI-040387	Platform - Import	Theta Lake is now available as an import source.	9.8.7.8588	2023-12-04
RI-040468	Platform - Import	Cisco Webex Meetings is now available as an import source.	9.8.7.8588	2023-12-04

Fixes

ID	Component	Description	Fixed in	Date
RI-035007	Security	Multiple security and vulnerability fixes for the Web Application: <ul style="list-style-type: none"> - List screens Excel / RTF / PDF exports did not send the security headers in the HTTP response - Cross-site scripting (XSS) vulnerability fixes on Change History and Scheduling Wizard pages - Cross-site scripting (XSS) vulnerability fix for the Extension List page in multitenant systems 	9.8.0.8036	2023-03-08
RI-036050	Recording - Passive	SPAN-based SIP recording: In rare cases, a TCP reassembly bug could have caused the skipping of important SIP messages, leading to the related call not being recorded.	9.8.2.8149	2023-05-12
RI-038490	Recording - Passive	SfB Recording: In rare cases, when the RTP stream encoding switches to or from REC encoding, various intermittent issues can happen, such as audio gaps, one-way recording, or the crash of the recorder service. Affected release version 9.8.2.	9.8.3.8284	2023-06-10
RI-039994	Recording - Passive	The method to determine Skype for Business call directions when no Internal Numbers/Domains Patterns were set did not work in VFC version 9.8.5.	9.8.7.8588	2023-12-04
RI-034127	Recording - Cisco	Cisco JTAPI Service created an extra controller record when the start/stop recording command was processed slowly by the Cisco JTAPI	9.8.0.8036	2023-03-08
RI-034542	Recording - Cisco	Improved message error handling between the Unified Call Recorder and the Cisco JTAPI services to handle recording control command cache writing failures	9.8.0.8036	2023-03-08
RI-039555	Recording - Cisco	The Cisco JTAPI Service did not start if a recording rule existed with a Microsoft Teams Field, Nimbus Field, or any of the Microsoft Teams Tenant filters.	9.8.6.8516	2023-10-20
RI-042382	Recording - Cisco	Cisco Network Based recordings were stuck as ongoing when the recording service only received a very small amount of RTP packages.	9.8.7.8588	2023-12-04
RI-035185	Recording - Lync/SfB	CDR information was incorrect for Skype for Business dial-out conference calls, the CDR showed as if the call was transferred from/to the same URI which caused false positive alerts in CDR reconciliation.	9.8.0.8036	2023-03-08
RI-039756	Recording - Lync/SfB	Passive recorder could crash if in a RED-encoded audio stream it also received DTMF/telephone-event packets. This scenario could only happen if the call does not use Silk codec and switches to the redundant payload mode due to network reasons.	9.8.6.8516	2023-10-20
RI-040007	Recording - Lync/SfB	A heuristic determination of call direction, that applied if an Internal numbers/domains pattern was not set, became ineffective. Affected VFC version 9.8.5.	9.8.6.8516	2023-10-20

RI-034142	Recording - Lync/SfB IM	Multiple empty database entries were created for the same group chat when multiple Recording Serves were configured. The issue only affects v9.7.2 or later versions.	9.8.0.8036	2023-03-08
RI-039554	Recording - Lync/SfB IM	The Skype for Business IM Recorder did not collect participants when it terminated a chat recording with a timeout.	9.8.6.8516	2023-10-20
RI-040048	Recording - Lync/SfB IM	Recorded IMs did not store not recorded users in the participant list for scheduled meetings and Meet Now.	9.8.6.8516	2023-10-20
RI-034100	Recording - Microsoft Teams	The Microsoft Teams Bot service didn't update the recorded_party database field. It resulted that the Direction (User) field was incorrectly Outgoing in every call scenario.	9.8.0.8036	2023-03-08
RI-034108	Recording - Microsoft Teams	Microsoft Teams Custom Announcement was not played for federated calls when the UPN of the federated party could not be retrieved (in most cases)	9.8.0.8036	2023-03-08
RI-034143	Recording - Microsoft Teams	Short technical call legs were created for Call Queues. The issue affects v9.7.6 or later only.	9.8.0.8036	2023-03-08
RI-034541	Recording - Microsoft Teams	False positive one-way media error might have been detected for Microsoft Teams conference calls when unmixed (stereo) recording was configured	9.8.0.8036	2023-03-08
RI-034803	Recording - Microsoft Teams	In the case of separated screen share recording, the system did not record screen share streams (the default mode is to not have separate records for screen share). The issue affects v9.7.6 or later only.	9.8.0.8036	2023-03-08
RI-034804	Recording - Microsoft Teams	The Apply User's Recording Announcement service configuration turned off the recording notification entirely instead of turning off the user level announcement configuration only.	9.8.0.8036	2023-03-08
RI-034838	Recording - Microsoft Teams	Participant information was missing in the case of PSTN calls when the participation method (caller, callee, etc.) was not provided for the PSTN user in the Microsoft Calling SDK.	9.8.0.8036	2023-03-08
RI-034858	Recording - Microsoft Teams	A false Call Processing alert was raised by the Unified Call Recorder Service intermittently when the Microsoft Teams Bot Service updated call information after the calls ended	9.8.0.8036	2023-03-08
RI-035079	Recording - Microsoft Teams	Could not process invite for call transfer scenario when call transferor ID is missing	9.8.0.8036	2023-03-08
RI-035696	Recording - Microsoft Teams	Microsoft Teams service displayed a false positive "recording has stopped" banner if a peer to peer calling scenario was escalated to a meeting	9.8.2.8149	2023-05-12
RI-035721	Recording - Microsoft Teams	During a calling scenario switching from a device to another, the Microsoft Teams Bot service didn't start a new recording session for the new device's call leg. The service stopped recording when the first device's call leg terminated.	9.8.2.8149	2023-05-12
RI-035722	Recording - Microsoft Teams	The audio-only fallback implementation utilized to short waiting time and the waiting for the first participant list was not cancelled for terminated call legs. Therefore the bot made incorrect records.	9.8.2.8149	2023-05-12

RI-037155	Recording - Microsoft Teams	Microsoft Teams bot was making duplicated controlled records if the recorded user was configured as "Record Only if External User Is Participating".	9.8.2.8149	2023-05-12
RI-037180	Recording - Microsoft Teams	When recording meetings with a large number of participants, Microsoft Teams calls were sometimes recorded in multiple segments instead of one.	9.8.3.8284	2023-06-10
RI-037216	Recording - Microsoft Teams	In ad hoc recording with an auto-start recording mode, the recorder also counted control records in Overload state and Max call count calculations.	9.8.3.8284	2023-06-10
RI-037809	Recording - Microsoft Teams	In case of a screen share only recording scenario that was escalated to an audio call with audio recording only mode, the recorded call started from the beginning of the audio call escalation and skipped the silent screen sharing interval.	9.8.3.8284	2023-06-10
RI-037853	Recording - Microsoft Teams	In the case of video recording, the Microsoft Teams Bot service could allocate the video stream incorrectly, which resulted in the loss of audio from the time of the faulty stream allocation. This issue only affects versions 9.7.6 or later.	9.8.2.8149	2023-05-12
RI-039010	Recording - Microsoft Teams	Bug fixes to the Microsoft Teams Application: - If the primary recording server was not available in a 2N recording scenario, the Microsoft Teams Application did not show secondary ongoing calls. - Supervisor users could only see their own calls, not the calls of others.	9.8.3.8284	2023-06-10
RI-039044	Recording - Microsoft Teams	If the "Record Only If External User Is Participating" extension configuration setting was enabled and a bot without a tenant ID joined a call or meeting, a recording was incorrectly started.	9.8.4.8352	2023-08-15
RI-039127	Recording - Microsoft Teams	Internal calls that were originally not recorded got recorded after a hold/resume event.	9.8.5.8431	2023-09-19
RI-039137	Recording - Microsoft Teams	In controlled recording scenarios, where recording can be started and stopped multiple times, recording start announcements were only made the first time recording was started.	9.8.5.8431	2023-09-19
RI-039142	Recording - Microsoft Teams	Microsoft Teams Bot service failed when the organizer of a meeting was a third party application instead of an actual user.	9.8.5.8431	2023-09-19
RI-039147	Recording - Microsoft Teams	In P2P call scenarios, the Microsoft Teams Bot service did not use the Display Name of the on-premise Skype for Business user to populate the From or To database fields.	9.8.5.8431	2023-09-19
RI-039556	Recording - Microsoft Teams	In rare cases, audio recording can start even if the voice modality is not enabled.	9.8.6.8516	2023-10-20
RI-039563	Recording - Microsoft Teams	If the "Start Controlled Recording Automatically if External User Is Participating" setting was enabled on the recorded user, no control records were created for internal calls.	9.8.6.8516	2023-10-20
RI-039754	Recording - Microsoft Teams	Enhancement to mixed controlled recording scenarios: if a recording is triggered by an external participant, the recording becomes always-on recording until the last external participant leaves the call. If no external participant remains on the call, the recording	9.8.6.8516	2023-10-20

continues, but the recording becomes controllable again.

RI-039975	Recording - Microsoft Teams	The Microsoft Teams bot service did not update the recording notification banner when a recording was terminated due to a recorded participant leaving.	9.8.6.8516	2023-10-20
RI-039976	Recording - Microsoft Teams	In the case of call chaining scenarios, the PSTN direction was incorrectly determined as federated direction.	9.8.6.8516	2023-10-20
RI-040100	Recording - Microsoft Teams	If a recording was closed due to being put on hold, but the service received a media source ID change, the recording incorrectly restarted.	9.8.7.8588	2023-12-04
RI-040214	Recording - Microsoft Teams	In a consultative transfer scenario with call chaining, the call leg of the transferring party inherited the recording configuration of the user who answered the transferred call.	9.8.7.8588	2023-12-04
RI-040215	Recording - Microsoft Teams	In forwarded call scenarios, if the call invite did not contain a tenant ID for the user that forwarded the invite, the details of that user were incorrect or missing. The Microsoft Teams Bot service now attempts to fill these user details by checking if the correct values exist in the user cache.	9.8.7.8588	2023-12-04
RI-040310	Recording - Microsoft Teams	In rare cases, when a recorded user who had call forwarding set up to a PSTN user received a call from a not recorded user, and the PSTN user answered the call, the call was classified as internal, and no recording announcement was made.	9.8.7.8588	2023-12-04
RI-040312	Recording - Microsoft Teams	The AnnounceLogSaver service wrote the same log message multiple times in the log file.	9.8.7.8588	2023-12-04
RI-040717	Recording - Microsoft Teams	The Microsoft Teams bot service failed to answer a call if there was a not recorded third party on the call and the recording policy was configured as strict.	9.8.7.8588	2023-12-04
RI-033676	Recording - Microsoft Teams IM	The Microsoft Export API based integration did not filter the recorded extension configuration for the selected modalities and tried to achieve chat/channel messages for all extensions even if the Instant Message modality was not set	9.8.0.8036	2023-03-08
RI-034140	Recording - Microsoft Teams IM	Multiple issues resolved for Microsoft Teams chat and channel archiving: <ul style="list-style-type: none"> - Attachments could not be archived (download from Sharepoint) if the user shared a file that was initially shared by another user - When the first message was edited/deleted or reaction added, the system created the CDR record with the wrong start date and time when the Export API based integration was used - If due to any reason, the UPN of a participant could not be retrieved and the participant entry was created without a UPN, it was never updated later, even the UPN could have been retrieved successfully - Media-Only records were not always appropriately linked to CDR-Only records in the case of chats for Export API based Microsoft Teams integration - From/From Info fields did not always reflect the recorded participant information in the CDR for Export API based integration 	9.8.0.8036	2023-03-08

- Channel, chat and participant information could have become inconsistent if multiple Recording Servers were deployed and multiple servers processed the same chat/channel.
- Possible Unified IM Recorder service crash due to a race condition in the internal participant cache
- DLP / Webhook API system event based channel name update was not updated on all records if the name was updated on a channel where the participants were not yet determined
- The Unified IM Recorder service could have crashed using the DLP / Webhook based integration for Microsoft Teams when at service shutdown the webhook subscriptions were not properly terminated
- Consumer Skype user was not properly recognized as a participant and generated multiple participation entries
- The local cache polling mechanism (which moves the batch files to the global queues) was too eager and in some cases caused high CPU usage

RI-034793	Recording - Microsoft Teams IM	Microsoft Teams channel thread root message was not shown when it was recently recorded (in the last 30 minutes) and the text search was used and a message was selected to show the full conversation	9.8.0.8036	2023-03-08
RI-035174	Recording - Microsoft Teams IM	Join/leave system events for private and shared channels could trigger join/leave events for all channels in the given team in the system internally. This could cause unnecessary system event entries, membership records or CDRs, and in certain cases data loss. The issue only affects DLP / Webhook based integrations, Export API based systems are not impacted.	9.8.0.8036	2023-03-08
RI-035634	Recording - Microsoft Teams IM	Teams Export API: Messages could be lost from private and shared channels.	9.8.2.8149	2023-05-12
RI-035642	Recording - Microsoft Teams IM	Unified IM recorder service is now able to properly detect stuck message processing state and recover from it.	9.8.2.8149	2023-05-12
RI-036092	Recording - Microsoft Teams IM	Implemented the updated Microsoft Teams IM system event message format that caused missing join/leave event messages.	9.8.2.8149	2023-05-12
RI-039083	Recording - Microsoft Teams IM	Changed the periodic channel and group details update from synchronous method to asynchronous to avoid a message processing deadlock caused by the Microsoft Graph API throttling.	9.8.4.8352	2023-08-15
RI-039094	Recording - Microsoft Teams IM	Fixed issues with the Microsoft Teams IM recording service: - Bots appeared in the participant list. - In Teams Export API integrations, if the first message in the chat was sent by a bot, the message was discarded.	9.8.4.8352	2023-08-15
RI-039246	Recording - Microsoft Teams IM	During the export of Microsoft Teams IM messages with attachments, the attachment references were only added to the export of the original message. The exports of any edits or reactions to the original message were missing the attachment references.	9.8.5.8431	2023-09-19

RI-039904	Recording - Microsoft Teams IM	In a multi-tenant deployment, the recorder ignored user-level retention unless the Teams Default Retention was set for an environment.	9.8.6.8516	2023-10-20
RI-039993	Recording - Microsoft Teams IM	Export API: In rare cases, edited chat messages were not exported. This issue only occurred if a chat message was edited and no newer message was sent during the export segment time period.	9.8.7.8588	2023-12-04
RI-040006	Recording - Microsoft Teams IM	Export API: Edited messages were not always exported when editing old messages in a chat, but not sending any new ones during the export segment time.	9.8.6.8516	2023-10-20
RI-041006	Recording - Microsoft Teams IM	Made various improvements to the Microsoft Teams IM recording service to reduce the number of unnecessary API calls, such as revising processes for querying and caching chat details, and downloading attachments.	9.8.7.8588	2023-12-04
RI-041007	Recording - Microsoft Teams IM	When the Microsoft Graph Team, Channel, or Chat APIs were throttled, the Unified IM Recorder could crash.	9.8.7.8588	2023-12-04
RI-042002	Recording - Microsoft Teams IM	In rare cases, messages had incorrect timestamps during a recorder failover.	9.8.7.8588	2023-12-04
RI-042029	Recording - Microsoft Teams IM	In channels and group chats with a large number of participants, the processing of the participant update triggered by membership polling took an excessively long time.	9.8.7.8588	2023-12-04
RI-033698	Recording - Avaya	When a device was part of a call and then the call got transferred, then an unnecessary alert was sent because the system tried to record the device which did not even participate in the call	9.8.0.8036	2023-03-08
RI-039163	Recording - Avaya	The Avaya DMCC/JTAPI Service did not reconnect to the AES if it disconnected during the device registration check process.	9.8.5.8431	2023-09-19
RI-040237	Recording - Avaya	In rare cases, the Avaya recorder service inserted the wrong value in the From field after a transfer.	9.8.7.8588	2023-12-04
RI-033585	Recording - Unified Call Recorder	Media vs related CDR/CTI record start/endtime might have drifted away causing that at CTI/CDR playback there might have been short voice clipping (max 1 s) at the beginning or end of the trader voice recordings in certain virtual machine environments.	9.8.0.8036	2023-03-08
RI-035606	Recording - Unified Call Recorder	Unified Recorder: trader voice, CDR segmentation: PTT markers are inserted only for the last record but not at records terminated due to media segmentation. IPC Unigy and IPTrade integrations affected	9.8.2.8149	2023-05-12
RI-036879	Recording - Unified Call Recorder	Unified Call Recorder: If a call contained more than one attached metadata template, only the first template was written to the database.	9.8.3.8284	2023-06-10
RI-037006	Recording - Unified Call Recorder	IPTrade: The max retrieved call count for turret side playback is now configurable, and the default value is increased.	9.8.3.8284	2023-06-10
RI-037037	Recording - Unified Call Recorder	IPTrade playback: The end date filter criteria was ignored, and the current date was used instead.	9.8.3.8284	2023-06-10
RI-037215	Recording - Unified Call Recorder	Ad hoc recording: Control sessions not dealing with media were included in the Overload state calculation based on the Max call count threshold. These sessions do not consume any	9.8.3.8284	2023-06-10

resources, so after this fix, they no longer count towards the number of calls in the Recording calls statistics.

RI-037836	Recording - Unified Call Recorder	The Unified Recorder crashed if a standard SIPREC session received a participant update that removed all participants from a communication session, but did not terminate the session.	9.8.3.8284	2023-06-10
RI-040060	Recording - Unified Call Recorder	Call segmentation of Cisco Network Based recordings with JTAPI integration caused some extra CDR metadata that was received from the JTAPI to not show on the Conversation record.	9.8.7.8588	2023-12-04
RI-040072	Recording - Unified Call Recorder	When a call participant with blocked caller ID made an inbound call to the recorded party in interconnect call scenarios on Metaswitch Perimeta, recording loss could occur.	9.8.7.8588	2023-12-04
RI-040939	Recording - Unified Call Recorder	Recordings of non-mixed Microsoft Teams audio streams contained undesired audio artifacts if the bot was configured to stream media with G.711 codec to the recorder.	9.8.7.8588	2023-12-04
RI-041039	Recording - Unified Call Recorder	Optimized call segmentation when using an absolute timer, decreasing the time the segmentation process takes and reducing the chance of interfering with integration protocols that can cause unexpected loss of connection.	9.8.7.8588	2023-12-04
RI-042383	Recording - Unified Call Recorder	When separate, not mixed audio stream recording was configured in interconnect call scenarios on Metaswitch Perimeta, the stream-participant association could fail for call participants with blocked caller ID, causing one-way media recording.	9.8.7.8588	2023-12-04
RI-033586	Recording - IPTrade	BT IP Trade SIPREC fixes: - Unexpected, quick participant change at the very beginning of calls (in Cisco environments if the call was created after/due to transfer/conference) created unexpected short (0-1 sec) CDR-Only records - "Force recording media locally" option did not work - Conference calls were not flagged in CDR as conference and the direction was not set to "Conference"	9.8.0.8036	2023-03-08
RI-034027	Recording - IPTrade	Race condition in Unified Recorder media recorder selection might have caused Recording Director service crash in very rare cases	9.8.0.8036	2023-03-08
RI-034909	Recording - IPTrade	BT IP Trade: the direction of transferred calls were not set properly, and conference participants were not represented	9.8.0.8036	2023-03-08
RI-035605	Recording - IPTrade	IPTrade: if metadata becomes available only midcall (in certain flow device changes from unknown to defined one) the metadata was not updated at call termination	9.8.2.8149	2023-05-12
RI-037774	Recording - IPTrade	Minor improvements to SIPREC talk state marker handling: - Rapid call state changes no longer close a marker and create a new one in short succession. The original marker is kept for the whole duration of the state. - In case of a device change, if the talk state did	9.8.3.8284	2023-06-10

		not change, then the new CDR created at the device change now gets the marker of the current talk state.		
RI-039687	Recording - Speakerbus	Midcall device changes were not handled (just ignored) if the same mix is referred in CTI. This behaviour was not transparent with other trader voice integrations. Now the recorder terminate the CDR and start a new one with the current device info as in case of other integrations	9.8.5.8440	2023-09-21
RI-034079	Recording - IPC	Very rare race condition between the IPC Unigy logon events and the CDR start events for automatically connected lines might have caused (logon is received after call start) to skip/not create CDRs for such lines	9.8.0.8036	2023-03-08
RI-035633	Recording - IPC	IPC Unigy Record on Demand: record CDR end cause was set to "normal" instead of "manual termination" when user disabled recording midcall	9.8.2.8149	2023-05-12
RI-039143	Recording - IPC	Recorder service could sometimes crash without recording loss at service shutdown.	9.8.5.8431	2023-09-19
RI-039303	Recording - IPC	Media mix down alerts were incorrectly generated as media mix up alerts.	9.8.5.8431	2023-09-19
RI-035078	Recording - Cloud9	In a multi-tenant system for Cloud9 Call Data API based integrations, the recording decision for a user configured in a tenant was made based on the reference tenant (0000) instead of the tenant/environment where the import source and policy were running.	9.8.0.8036	2023-03-08
RI-039698	Recording - Cloud9	The Cloud9 CallData import source ignored the begin date and end date headers returned by the Recordings API endpoint.	9.8.6.8516	2023-10-20
RI-040061	Recording - Cloud9	In rare cases, the downloaded temporary media files were deleted prematurely, so the media files are now kept in the local work directory for one day instead of 30 minutes.	9.8.7.8588	2023-12-04
RI-040714	Recording - Cloud9	The Cloud9 CallData API import source did not correctly filter metadata received from the API, which sometimes resulted in the call metadata having a shorter call length than the stored media. This caused the playback and export services to process the media with the shorter call length, creating a cut version of the media.	9.8.7.8588	2023-12-04
RI-040997	Recording - Cloud9	The Cloud9 CallData API import source did not remove media records from its local SQLite cache when importing historical calls, which resulted in excessive work directory sizes.	9.8.7.8588	2023-12-04
RI-035702	Recording - Dial-in	Maximum SIP session expires configuration was not taken into account by Cisco Announcement and Dial-in recording service causing calls to timeout after 2hrs if no session timer is negotiated.	9.8.2.8149	2023-05-12
RI-041659	Recording - SMS	If percent-encoding was applied to the sender or the receipt of a message, the recording service crashed when it stopped.	9.8.7.8588	2023-12-04
RI-038536	Recording - Symphony	Added a five second delay to wait before retrying an operation after an error to stop incorrect configuration generating excessive audit log messages that result in large audit log files.	9.8.3.8284	2023-06-10
RI-040331	Recording - Symphony	Empty input ZIP files caused the import service to get stuck.	9.8.7.8588	2023-12-04

RI-040709	Recording - Symphony	In rare cases the native ID of a call was incorrectly shown in the To field of a conversation instead of the User ID of the called participant.	9.8.7.8588	2023-12-04
RI-039014	Recording - Genesys	The built-in deduplication procedure of the VFC Genesys CTI Services incorrectly used CDR identifiers, which lead to export issues.	9.8.4.8352	2023-08-15
RI-039070	Recording - Genesys	After a call hold scenario between two agents, the Genesys CTI service sent a start recording command for the same DN twice, instead of sending a command for each DN.	9.8.4.8352	2023-08-15
RI-039139	Recording - Genesys	In 2N recording scenarios, the built-in deduplication procedure of the Genesys CTI Services used the wrong CDR identifiers, which lead to export issues.	9.8.5.8431	2023-09-19
RI-039499	Recording - Genesys	The Genesys CTI service could not create a CDR XML file for one of the call legs in scenarios with two agents.	9.8.6.8516	2023-10-20
RI-033958	Recording - Zoom	Zoom authentication may have rarely caused a single 401 HTTP error under high load if multiple policies were running on the same server against the same Zoom tenant.	9.8.0.8036	2023-03-08
RI-034872	Recording - Zoom	A rare race condition in the media file download threads could result in 0 length or corrupt files with file checksum failures for files belonging to the same meeting/webinar.	9.8.0.8036	2023-03-08
RI-042028	Recording - Zoom	If the Zoom API incorrectly reports that there were no participants on a meeting, now a fallback method is used to ensure a successful recording import. This method results in some metadata not being available, such as the participant display names and information about the meeting host.	9.8.7.8588	2023-12-04
RI-033697	UI - Web Interface	Recurring export started from the search page is not allowed, and a warning is displayed about not supporting relative time intervals.	9.8.0.8036	2023-03-08
RI-034059	UI - Web Interface	Users could not use the web application while adding large volumes (>50K) of labels to existing records labels	9.8.0.8036	2023-03-08
RI-034774	UI - Web Interface	The "Update user information on existing conversations" feature did not work when the user had just one conversation	9.8.0.8036	2023-03-08
RI-034788	UI - Web Interface	Session timeout was not triggered when the user was on the search screen	9.8.0.8036	2023-03-08
RI-034967	UI - Web Interface	Azure AD Synchronization Profile Group selection didn't work in new Chrome versions	9.8.0.8036	2023-03-08
RI-035025	UI - Web Interface	Microsoft Teams chat/channel attachment download displayed a permission error when the Media-Only Record is not visible to the user	9.8.0.8036	2023-03-08
RI-035096	UI - Web Interface	When the Reference Environment Default Conversation List Layout Configuration contained Metadata Fields, then a newly created Environment's default layout was corrupt and the Search would not work for the users created in the new Environment	9.8.0.8036	2023-03-08
RI-035103	UI - Web Interface	When a user had got User Administration permission but no Extension Administration permission, then the User List screen showed an hourglass for Extensions, Groups and Roles	9.8.0.8036	2023-03-08

RI-035113	UI - Web Interface	When a user has got just Read Only administration permission, then he/she could list other environments' records	9.8.0.8036	2023-03-08
RI-035587	UI - Web Interface	The media is not available for VOX and Back Office records migrated from V11 or V15.1 when the ID of the Source Database is not 1 and the media was archived multiple times	9.8.2.8149	2023-05-12
RI-035635	UI - Web Interface	In Multi-Tenant mode, when an Environment's Active Directory Profiles deactivated a few Users or Extensions, then the number of deactivated objects was added to the subsequent Environments' summary message too	9.8.2.8149	2023-05-12
RI-035755	UI - Web Interface	The supervisors could update the private flag of another user's conversation by directly calling the corresponding URL	9.8.2.8149	2023-05-12
RI-036150	UI - Web Interface	Searches for groups with "[]" brackets or "*" wildcard characters in the name did not show correct results.	9.8.2.8149	2023-05-12
RI-037140	UI - Web Interface	Microsoft Teams IM records could not be tagged with custom metadata templates.	9.8.2.8149	2023-05-12
RI-037141	UI - Web Interface	Various reports generated 0byte files when a user filter was applied.	9.8.3.8284	2023-06-10
RI-037142	UI - Web Interface	Microsoft Teams IM records could not be tagged with custom metadata templates.	9.8.3.8284	2023-06-10
RI-037570	UI - Web Interface	The Symphony platform was not selectable on the Extension configuration page.	9.8.3.8284	2023-06-10
RI-037772	UI - Web Interface	The Microsoft Teams IM PDF export did not work for non-supervisor users.	9.8.3.8284	2023-06-10
RI-037773	UI - Web Interface	Microsoft Teams IM conversations could not be listed on the Conversations search page after an Archive policy had been executed on them.	9.8.3.8284	2023-06-10
RI-037778	UI - Web Interface	The temporary files and folders associated with the Microsoft Teams IM PDF Export were not deleted after having been successfully sent by email.	9.8.3.8284	2023-06-10
RI-037779	UI - Web Interface	The Microsoft Teams IM PDF Export did not work when there was only a short activity in the selected conversation, and access scope of the logged in user was not set to All.	9.8.3.8284	2023-06-10
RI-037780	UI - Web Interface	The Microsoft Teams IM PDF Export did not work for users who had the "Require Access (Playback/View/Download) Reason" role permission.	9.8.3.8284	2023-06-10
RI-037781	UI - Web Interface	On the Conversation search page, highlights and labels from the previous search remained visible when the user jumped between pages, until the new highlights and labels were loaded.	9.8.3.8284	2023-06-10
RI-037790	UI - Web Interface	The "Users Without Any Recording" dashboard widget and report could display users from other environments, and the related CSV report could also show users that did have recordings.	9.8.3.8284	2023-06-10
RI-037791	UI - Web Interface	On the Data Governance Dashboard, the default date interval of the Transcription Summary and Encryption Summary dashboard widgets was year.	9.8.3.8284	2023-06-10

RI-037806	UI - Web Interface	The value of the Secondary Filter field on the Conversation REST API is integer type, but it had to be in quotes.	9.8.3.8284	2023-06-10
RI-037852	UI - Web Interface	Invalidated user remained visible in the "User most recent conversations" report.	9.8.3.8284	2023-06-10
RI-038491	UI - Web Interface	The createStorageFolder and createStoragePolicy Provisioning Web Service calls no longer throw unnecessary errors.	9.8.3.8284	2023-06-10
RI-038510	UI - Web Interface	Microsoft Teams IM records were returned in Conversation search results, even if the Instant Messaging option under Text Search was not selected.	9.8.3.8284	2023-06-10
RI-038546	UI - Web Interface	In rare cases, the Azure AD synchronization deactivated users if the Graph API access token expired while multiple pages of Azure AD entity responses were being processed.	9.8.3.8284	2023-06-10
RI-038549	UI - Web Interface	The Peak Concurrent field of the Server Capacity report was not populated.	9.8.3.8284	2023-06-10
RI-038663	UI - Web Interface	Labels with the same name could not be created in different environments in multi-tenant mode.	9.8.4.8352	2023-08-15
RI-038863	UI - Web Interface	The following reports displayed data from other environments in multi-tenant mode: <ul style="list-style-type: none"> - Advanced IM Export Policy Summary, - Export Summary, - Extension Configuration, - Profile Configuration, - Server Configuration, - User Retention Details, - Users Without Any Recording. 	9.8.4.8352	2023-08-15
RI-038864	UI - Web Interface	Simultaneous Calls calculation did not work when a daylight saving time change occurred during the queried time interval.	9.8.4.8352	2023-08-15
RI-038866	UI - Web Interface	The Exports dashboard widget displayed export tasks from other environments in multi-tenant mode.	9.8.4.8352	2023-08-15
RI-039092	UI - Web Interface	Fixed the issue with the Microsoft Teams IM viewer not displaying system event messages that was introduced in VFC Capture version 9.8.3.	9.8.4.8352	2023-08-15
RI-039297	UI - Web Interface	The device name- and IP address-based Cisco phone service URLs did not work and threw errors.	9.8.5.8431	2023-09-19
RI-039549	UI - Web Interface	The OpenID Connect Identity Provider did not send the scope parameter in the Authentication Request	9.8.5.8431	2023-09-19
RI-039551	UI - Web Interface	Announcement cards were not displayed in Microsoft Teams IM messages. Affected release version 9.8.4.	9.8.5.8431	2023-09-19
RI-039582	UI - Web Interface	The "Hide Menu Item(s)" setting did not apply to the menu items under the logged-in user profile menu in the header bar.	9.8.6.8516	2023-10-20
RI-039861	UI - Web Interface	The Delete button was disabled on the Data Management Policy Configuration page for Advanced Export policies, and those configured policies could not be deleted from the system.	9.8.6.8516	2023-10-20
RI-040093	UI - Web Interface	The GetMediaSegment, GetThumbnail, and GetWaveform APIs did not work if the file was not	9.8.6.8516	2023-10-20

		stored on a network-attached storage (NAS), or when used for CDR-only records.		
RI-040102	UI - Web Interface	The User and Group filters under the Conversation detail record fields Advanced Search option were ineffective for conversations that were shared through labels.	9.8.7.8588	2023-12-04
RI-040346	UI - Web Interface	The Saved Queries menu was not visible to users who had their Conversation Access Scope set to Access Shared Only.	9.8.7.8588	2023-12-04
RI-040348	UI - Web Interface	Users now have access to their own Ongoing Calls with the List Ongoing Conversations permission, even if their Conversation Access Scope is set to Access Shared Only.	9.8.7.8588	2023-12-04
RI-040350	UI - Web Interface	In rare cases, the Home Page configuration under My Account did not take effect for the user applying it.	9.8.7.8588	2023-12-04
RI-040351	UI - Web Interface	Playback of shared calls did not work when the Conversation Access Scope of the user was Access Shared Only and did not have the Access View Shared Items Menu permission.	9.8.7.8588	2023-12-04
RI-041038	UI - Web Interface	Microsoft Teams IM recordings did not show when clicking on the Search using this label button on the Label details screen.	9.8.7.8588	2023-12-04
RI-042026	UI - Web Interface	Fixed SQL injection vulnerability in Reporting Module.	9.8.7.8588	2023-12-04
RI-042417	UI - Web Interface	Users without the required permissions could use the segment download URL of the Player to download a conversation.	9.8.7.8590	2023-12-15
RI-033556	UI - Reporting	Application Secret was displayed on Server Configuration Report	9.8.0.8036	2023-03-08
RI-037139	UI - Reporting	Users Roles, Permissions, and Groups report generated an invalid file when filtering on a user.	9.8.2.8149	2023-05-12
RI-037193	UI - Reporting	Users Session Blocking Summary report generated an invalid file when filtering on a user.	9.8.2.8149	2023-05-12
RI-037195	UI - Reporting	Users Instant Messaging Details (Basic) report generated an invalid file when filtering on a group.	9.8.2.8149	2023-05-12
RI-037196	UI - Reporting	Content Policy Summary report generated an invalid file when filtering on a user.	9.8.2.8149	2023-05-12
RI-037197	UI - Reporting	Simultaneous Calls Trend report generates an invalid file when filtering through multiple time zones.	9.8.2.8149	2023-05-12
RI-039304	UI - Reporting	Report and dashboard widget data could not be retrieved for time zones with a negative time offset.	9.8.5.8431	2023-09-19
RI-035497	Solution - Speech Analytics	Transcription data couldn't be inserted into the database. Every transcription provider was affected except Intelligent Voice. Affected version: 9.8.0.8036.	9.8.1.8070	2023-03-28
RI-039096	Solution - Speech Analytics	Intelligent Voice transcription failed when processing media that was located on directly accessible network (SMB) storage.	9.8.4.8352	2023-08-15
RI-034205	Platform - API	When the Legal Hold API was used to remove a Label from certain calls, then all other labels were removed from the calls too	9.8.0.8036	2023-03-08

RI-036033	Platform - API	The response of the "/v1/servers/{hostname}/services" REST API endpoint was invalid.	9.8.2.8149	2023-05-12
RI-034099	Platform - Database	Automatic Labeling Rule processing could have blocked other processes and so Upload could have been delayed when large volumes of trader voice records were inserted and matching the labeling rule. In addition, the Automatic Labeling Rule processing will be delayed by 60 minutes (was 10 minutes previously) and only process records updated 60 minutes ago.	9.8.0.8036	2023-03-08
RI-034736	Platform - Database	In some rare cases, the maintenance job could have caused an Arithmetic Overflow error after SQL Server restart, and the index rebuild process did not run.	9.8.0.8036	2023-03-08
RI-034766	Platform - Database	Upgrade script for v9.7.7 caused duplicate Verba Maintenance jobs (named "Verba Maintenance Job (DB_NAME)" and "Verba Daily Maintenance Job (DB_NAME)") which could have caused maintenance job errors. As a manual workaround, the duplicated jobs can be removed. The "Verba Frequent Maintenance Job" must not be removed in any case.	9.8.0.8036	2023-03-08
RI-040305	Platform - Database	In rare cases the database Index Rebuild process caused an arithmetic overflow error.	9.8.7.8588	2023-12-04
RI-042419	Platform - Database	If two CDR-only records under Legal Hold reference a media-only record and only one of the CDR-only records loses its Legal Hold status, the media-only record also loses its indirectly inherited Legal Hold status.	9.8.7.8590	2023-12-15
RI-039054	Platform - Media Processing	Imported MPEG4 audio files without duration information in the media header could not be processed correctly.	9.8.4.8352	2023-08-15
RI-035580	Platform - Monitoring	Verba System Monitor service was unable to send emails due to an invalid date header timezone format. Affected version: 9.8.0.8036.	9.8.1.8070	2023-03-28
RI-038524	Platform - Monitoring	SNMP trap target port configuration did not work. SNMP trap source port is no longer configurable.	9.8.3.8284	2023-06-10
RI-033524	Platform - Storage Management	Access denied error received after a while when using an SMB storage target with custom credentials for a generic import source	9.8.0.8036	2023-03-08
RI-033561	Platform - Storage Management	Transcoding did not work for encrypted conversations, because the signing process failed after transcoding the media files with the following error message "Transcoding error at call #3a4a046f-002d-4278-a457-f941a40a548d: Read/write mismatch to encrypted file..."	9.8.0.8036	2023-03-08
RI-033780	Platform - Storage Management	Trader voice recording playback did not work intermittently if the media was encrypted and stored on EMC Centera Storage Target	9.8.0.8036	2023-03-08
RI-034147	Platform - Storage Management	Re-encryption did not work for files stored on non-SMB storage targets. The process did not return an error and the files were kept encrypted with the old key.	9.8.0.8036	2023-03-08
RI-034792	Platform - Storage Management	Move Media action failed for Microsoft Teams chat/channel attachments	9.8.0.8036	2023-03-08
RI-034800	Platform - Storage Management	Microsoft Teams chat/channel archiving export (SMTP) issues resolved: - Microsoft Teams chat/channel SMTP export did	9.8.0.8036	2023-03-08

not handle special characters for external users without a UPN and during SMTP export the email address of the external users were not complete

- Possible race condition in the file and attachment download/export cache if the same file was referred by multiple threads/multiple conversations processed on different threads paralyze. This affects Microsoft Teams DLP / Webhook API based integrations and trader voice integrations.
- If one message contained multiple attachments, and at least one of them was not available, the attachment links in the email message were not accurate
- Failed email export if the FROM header contains an uppercase character in the email address
- Failed email export if there is a single message in the export and the message time and the user participation start time were rounded to same msec by the SQL Server
- [StartTimeInUserTimezone], [EndTimeInUserTimezone] fields in the SMTP export target configuration did not display the timezone information correctly
- Attachment file extension was missing for images sent from an Android Teams client
- Custom image attachments (e.g. OS specific sticker image) sent from an IOS Teams client could not be exported

RI-034878	Platform - Storage Management	Encryption and signing did not work for Microsoft Teams chat/channel file attachments	9.8.0.8036	2023-03-08
RI-035074	Platform - Storage Management	When retention was set on an object using AWS S3 governance mode, the system could not increase retention. This issue happened when the upload policy did not set any retention, and the bucket had default retention using governance mode.	9.8.0.8036	2023-03-08
RI-035087	Platform - Storage Management	Standard instant message (SfB, Symphony, Cisco, etc.) attachment export could have crashed the Storage Management Service if the file attachments were already downloaded in the cache by another process. The issue only affects 9.7.5 or later versions.	9.8.0.8036	2023-03-08
RI-035178	Platform - Storage Management	If standard instant message (SfB, Symphony, Cisco, etc.) IM transcript file was generated and uploaded with encryption, then export failed	9.8.0.8036	2023-03-08
RI-035297	Platform - Storage Management	Background task progress bar showed wrong values in many cases. It is now removed because the system has currently no way to determine the total number of records accurately due to the complex policy processing.	9.8.0.8036	2023-03-08
RI-035393	Platform - Storage Management	Verint migrated call playback in rare cases could not work when the storage service couldn't identify the suitable archived version of the call.	9.8.2.8149	2023-05-12
RI-035577	Platform - Storage Management	Storage: SMTP export failed if: <ul style="list-style-type: none"> - Date header was not specified in custom headers and defaulted to UTC or was set to UTC conversation start/endtime. Mail could be sent but not received - Date header was specified in custom headers and set to user timezone where user was in UTC+ zone: mail could be sent and received, but timezone information was incorrectly provided 	9.8.1.8070	2023-03-28

		leading to that mail clients/3rdparties interpreted time info as UTC instead of UTC+x Affected version: 9.8.0.8036.		
RI-035604	Platform - Storage Management	Media mixing related Voice Quality scoring in rare cases was not properly calculate, causing false positive media mixing error flagging and low score	9.8.2.8149	2023-05-12
RI-035607	Platform - Storage Management	Deduplication: possible service crash occurred in rare cases	9.8.2.8149	2023-05-12
RI-035631	Platform - Storage Management	Policy based upload: race condition between record to DB insertion vs upload policy evaluation rarely might lead to match a lower priority matching policy instead of the expected	9.8.2.8149	2023-05-12
RI-035701	Platform - Storage Management	Not properly cleaned local cache could cause playback delay.	9.8.2.8149	2023-05-12
RI-036632	Platform - Storage Management	Legal hold: If multiple Media Repositories processed the same legal hold action, one of them could fail and trigger false-positive alerts.	9.8.2.8149	2023-05-12
RI-036756	Platform - Storage Management	Servers now acquire a database lock when carrying out a legal hold process, to avoid deadlocks from multiple servers processing legal hold at the same time.	9.8.3.8284	2023-06-10
RI-037036	Platform - Storage Management	Media stitching: Corrupted CDRs that are stuck in an ongoing state could cause abnormal call lengths with added silence in stitched media, leading to excessively large media files at playback or export.	9.8.3.8284	2023-06-10
RI-037131	Platform - Storage Management	SMTP export did not escape special characters in extensions correctly, causing an export failure.	9.8.2.8149	2023-05-12
RI-037143	Platform - Storage Management	SMTP export failed if the extension contained the apostrophe character.	9.8.3.8284	2023-06-10
RI-037149	Platform - Storage Management	Ad-hoc video transcoding progress bar could show more than 100% progress in case of short calls.	9.8.2.8149	2023-05-12
RI-037363	Platform - Storage Management	Background task entry could not be created or updated and database down alert was triggered when advanced im export policy processed time ranges where given conversation/chatroom did not contain any message. Once policy finished, the background task entry with correct finished/failed counters was created.	9.8.1.8070	2023-03-28
RI-037499	Platform - Storage Management	Files bigger than 2,147,483,648 bytes could not be encrypted. Data management policies triggered the related alert and repeatedly re-attempted processing the original file or files.	9.8.3.8284	2023-06-10
RI-037501	Platform - Storage Management	SMTP export email address validation incorrectly removed the following special characters: (!#\$%&'*+/-=?^_`	9.8.3.8284	2023-06-10
RI-037593	Platform - Storage Management	Fixed intermittent Microsoft Teams IM attachment upload SQL errors in the storage service that could occur when the message contained numerous attachments, or when the conversation was under retention.	9.8.3.8284	2023-06-10
RI-037663	Platform - Storage Management	In Advanced IM Export, if only one of multiple attachments in the same message failed to be retrieved, the related export message did not	9.8.3.8284	2023-06-10

properly replace JSON or structured attachment information with a user-friendly description of the attachment.

RI-037767	Platform - Storage Management	Transcode tasks started by ad hoc recording or the player could be incorrectly started on multiple MRs due to a race condition, causing an unnecessary use of MR resources.	9.8.3.8284	2023-06-10
RI-037796	Platform - Storage Management	The S3 storage implementation policy could add log messages to the log file of unrelated storage policies, leading to incorrect and misleading log entries.	9.8.3.8284	2023-06-10
RI-037822	Platform - Storage Management	Voice quality check did not assign low scores for video calls where an audio stream is expected but there was not one available.	9.8.3.8284	2023-06-10
RI-038819	Platform - Storage Management	Improved the MP4 transcoding performance for video calls: - Transcoding is now 10% faster. - Video encoding profile bitrate is kept more precisely. - Better lip-sync. - Better stability.	9.8.4.8352	2023-08-15
RI-039132	Platform - Storage Management	Advanced Export could unintentionally decrypt encrypted CDR XML files if their metadata was updated.	9.8.5.8431	2023-09-19
RI-039209	Platform - Storage Management	In rare cases, the Move Media policy failed when moving Microsoft Teams IM attachment files.	9.8.5.8431	2023-09-19
RI-039367	Platform - Storage Management	If an encrypted CDR XML file is modified during the deduplication process, it is not re-encrypted and remains plaintext when saved.	9.8.5.8431	2023-09-19
RI-039441	Platform - Storage Management	The Storage Management Service kept crashing if an earlier upload process did not complete.	9.8.5.8431	2023-09-19
RI-039602	Platform - Storage Management	An Azure file download error caused VFC to keep files open until the import service was restarted. This issue affected both Azure Blob and Azure File Share services.	9.8.6.8516	2023-10-20
RI-039753	Platform - Storage Management	Media files downloaded from an Azure Storage target were not deleted from the local cache if the file integrity check failed. This caused excessive disk space usage.	9.8.6.8516	2023-10-20
RI-039755	Platform - Storage Management	In some cases, the Advanced export failed for Verint-migrated CDR-only calls.	9.8.6.8516	2023-10-20
RI-039758	Platform - Storage Management	During Policy-based export for non-Instant Messaging integrations, the VFC-generated CDR XML data was incorrect if the original XML was not available on storage. This issue affected every related integration, except for Verint-imported calls.	9.8.6.8516	2023-10-20
RI-039759	Platform - Storage Management	The concatenated native ID of calls could be too long, resulting in large log files. A length limit of 128 characters has been introduced for this value.	9.8.6.8516	2023-10-20
RI-039760	Platform - Storage Management	S3-compatible storage authentication failed when the REST endpoint of the storage target contained the S3 bucket name.	9.8.6.8516	2023-10-20
RI-039902	Platform - Storage Management	The Adjust Retention for Media-Only Records policy did not work when processing a CDR-only record.	9.8.6.8516	2023-10-20

RI-039950	Platform - Storage Management	The upload to Azure Blob storage was forced to set the blob-level retention, even if the container did not support it, leading to upload failure. Only affected VFC version 9.8.5.	9.8.6.8516	2023-10-20
RI-039962	Platform - Storage Management	The Azure Blob storage target now supports hierarchical namespaces for storage accounts.	9.8.6.8516	2023-10-20
RI-039970	Platform - Storage Management	The Advanced Export always put .im files in the root folder instead of the YYYY/MM/DD folder.	9.8.6.8516	2023-10-20
RI-040105	Platform - Storage Management	Upload processes now support 0 KB files in uploads to Amazon S3 Compatible Storage, and the Archive processes now ignore 0 KB files.	9.8.7.8588	2023-12-04
RI-040950	Platform - Storage Management	Digitally signed calls could not be exported if the certificate used for signing expired and either the decryption was set or the calls were decrypted by a Sign & Encrypt policy.	9.8.7.8588	2023-12-04
RI-041019	Platform - Storage Management	The file integrity hash used for Azure Blob and File Share storage targets did not work with files that were uploaded with an earlier version of VFC than 9.7.7.	9.8.7.8588	2023-12-04
RI-037198	Platform - Media Streaming	Imported media files in MP4 format were not returned by the Media Streamer.	9.8.3.8284	2023-06-10
RI-037766	Platform - Media Streaming	Digitally signed files could not be opened by the VFC services if the key used for the signing was not available.	9.8.3.8284	2023-06-10
RI-035576	Installer - Servers	In rare cases, the upgrade to version 9.7 or above may be failed due to an SQL script execution error. The issue only affects the deployments which are using a custom metadata template that has a configured field with an empty Field Identifier value.	9.8.1.8070	2023-03-28
RI-036059	Installer - Servers	Database install scripts could not be executed when upgrading from 9.6 and there were Standard or Trader Voice Legal Hold labels configured.	9.8.2.8149	2023-05-12
RI-038990	Installer - Servers	Certification generation failed during the installation of an additional server to a deployment that already had an installed server.	9.8.4.8352	2023-08-15
RI-042420	Installer - Servers	The upgrade feature did not upgrade Microsoft Teams Bot service files correctly.	9.8.7.8590	2023-12-15
RI-037448	Installer - Windows Desktop	The prerequisite tool of the VFC installer wizard now displays correctly in 4K native resolution.	9.8.3.8284	2023-06-10
RI-039818	Installer - Windows Desktop	Legacy OpenSSL certificate generation step has been removed from the Additional Server Role installer.	9.8.6.8516	2023-10-20
RI-033650	Platform - Import	When exporting/importing data between multi tenant systems, the tenant information from the import policy was not considered during the import process and the data was inserted with the original EID information instead of the EID for the tenant where the policy was configured.	9.8.0.8036	2023-03-08
RI-034928	Platform - Import	Verint WFO Migration record counting can be extremely slow if a previously counted subset contained only a few records	9.8.0.8036	2023-03-08
RI-034962	Platform - Import	An unhandled exception could occur when using the Generic Import Source if the CSV files were badly formatted	9.8.0.8036	2023-03-08

RI-035586	Platform - Import	Import service encountered in an error during the shutdown process	9.8.2.8149	2023-05-12
RI-036131	Platform - Import	The import service did not use the "Record only on the selected Servers" extension configuration.	9.8.2.8149	2023-05-12
RI-037164	Platform - Import	When an import policy finished, the related background statistics values were set to zero. Affected the release version 9.8.2.8149.	9.8.3.8284	2023-06-10
RI-037849	Platform - Import	SQL deadlock and race condition errors on the SfB database connection are retried immediately, resulting in repeated failures and causing false positive Database connection lost alerts.	9.8.3.8284	2023-06-10
RI-038494	Platform - Import	In rare cases, importing from Azure Storage could fail due to improper HTTP HEAD request handling. Affected release versions 9.7.7.7871 and later.	9.8.3.8284	2023-06-10
RI-038498	Platform - Import	In rare cases, if the moving of temporary files to a local media folder failed, and the temporary file location and the local media folder were on different local drives, data loss could occur. In this scenario, CDR database entries were created, but the related media files were deleted.	9.8.3.8284	2023-06-10
RI-038520	Platform - Import	Improved the speed of VFC import source processing from Azure File Share. An additional file integrity check has been introduced.	9.8.3.8284	2023-06-10
RI-039085	Platform - Import	Generic import source did not convert the AM/PM time format correctly to a 24-hour format.	9.8.4.8352	2023-08-15
RI-039146	Platform - Import	The Import Source deduplication filter allowed the same conversation to be imported multiple times when the recorded_cid and agent_id fields were missing from the CDR XML file.	9.8.5.8431	2023-09-19
RI-040070	Platform - Import	O2 mobile voice recording integration incorrectly requested media in .wav format instead of .raw.	9.8.7.8588	2023-12-04
RI-042016	Platform - Import	Migration from Verint WFO v11 did not work if a WFO User ID contained non-numeric characters.	9.8.7.8588	2023-12-04
RI-042384	Platform - Import	Cisco and Skype for Business call records were not rechecked in the CDR reconciliation process.	9.8.7.8588	2023-12-04
RI-039498	Offline Player	The Offline Player did not open VMF files if the file extension was in upper case format.	9.8.6.8516	2023-10-20

Download your software

You can download the latest Verba releases at support.verba.com.

Updates to this document

This document may be updated after it is released. Check for updates to this document at releases.verba.com.

Access to support

Verba customers that have purchased support have access to support through support.verba.com.

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

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

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

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

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