

# Verba Release Notes

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## Verba 9.9 Release Notes (build 9.9.3.225)

This document lists new features and fixes released in Verba 9.9 Release Notes (build 9.9.3.225).

**Release Date** 2024-05-03

**Document Download Date** 2024-05-25

### Release highlights

ID	Component	Description
RI-044119	Security	Azure Key Vault is now available to use for file encryption.
RI-041053	Platform - Database	The 9.9.0 release introduces significant database improvements. The changes include performance optimization and scalability enhancements, such as the addition of start time information and database partitioning to all CDR-related tables. These updates result in better search experience and faster database-intensive operations.

## 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-042951	Security	OpenSSL library is updated to the latest release, version 3.2.1.	9.9.1.8716	2024-02-29
RI-042958	Security	Introduced a new configuration to control the accepted Host request headers.	9.9.1.8716	2024-02-29
RI-043036	Security	Upgraded the OpenSSL version of the Web Application to 3.0.13.	9.9.1.8716	2024-02-29
RI-043037	Security	Upgraded Tomcat to version 9.0.85, which fixes a problem with reading keys generated by OpenSSL 1.0.2.	9.9.1.8716	2024-02-29
RI-042433	Recording - Cisco	The values of the From Device ID and To Device ID fields associated with a conversation are now set to NULL instead of an empty string if the Device ID could not be determined.	9.9.0.8634	2024-01-18
RI-043275	Recording - Cisco	Configuring the secure Cisco JTAPI connection for Cisco UCM 14 SU2 is now supported.	9.9.2.8759	2024-03-25
RI-042712	Recording - Microsoft Teams	The Microsoft Teams Bot Service now updates the recording decision after every direction change and it starts or stops the recording accordingly.	9.9.1.8716	2024-02-29
RI-042715	Recording - Microsoft Teams	The type of third-party call scenario is now also stored in the Forward Reason CDR field in the Microsoft Teams metadata.	9.9.1.8716	2024-02-29
RI-043208	Recording - Microsoft Teams	The Microsoft Teams Thread ID is now stored in the Meeting ID metadata field.	9.9.2.8759	2024-03-25
RI-043381	Recording - Microsoft Teams	Upgraded the Microsoft Graph Communications SDK to version 1.2.0.10115. This version supports the delta roster feature.	9.9.2.8759	2024-03-25
RI-044010	Recording - Microsoft Teams	Controlled recording can now be configured to prohibit stopping the recording if an external party joins the call or meeting.	9.9.3.225	2024-05-03
RI-045052	Recording - Microsoft Teams	Removed the fallback mode of processing recordings when the bot service encounters missing participant list updates, as the issue no longer occurs. The related Potential Recording Loss alert now also triggers less often to reduce the number of unnecessary alerts.	9.9.3.225	2024-05-03
RI-043227	Recording - Microsoft Teams IM	Export API License issue alert has been extended with listing non-existent users in the tenant.	9.9.2.8759	2024-03-25
RI-043349	Recording - Microsoft Teams IM	The following scalability optimizations are introduced for Microsoft Teams IM recording: <ul style="list-style-type: none"> <li>- Attachments are no longer unnecessarily exported multiple times after each reply or reaction to the message containing the attachment.</li> <li>- Message content is now compressed to reduce database size.</li> <li>- Database queries are optimized for better performance.</li> </ul>	9.9.3.225	2024-05-03
RI-042802	Recording - Genesys	If two recorded agents both put a call on hold, the CTI-triggered recording rule now only triggers the recording if both parties resume the call.	9.9.1.8716	2024-02-29

RI-042423	Recording - Zoom	The import of breakout rooms in Zoom Meetings is now supported. Breakout rooms show as individual meetings separate from the host meeting they were created in, but the Topic field of the breakout room record contains a reference to the host meeting.	9.9.0.8634	2024-01-18
RI-041404	UI - Web Interface	Items in the Added Columns list of the Conversation List Layout Configuration page now show which group in the Selectable Columns list the column was added from.	9.9.0.8634	2024-01-18
RI-041405	UI - Web Interface	The buttons to move column items up, down, and between lists on the Conversation List Layout Configuration page are now disabled if the operation cannot be executed.	9.9.0.8634	2024-01-18
RI-042397	UI - Web Interface	Enhancements to the login screen now allow better screen reader support.	9.9.0.8634	2024-01-18
RI-042470	UI - Web Interface	Apache Tomcat version is upgraded to 9.0.84.	9.9.0.8634	2024-01-18
RI-042805	UI - Web Interface	Major performance improvements to the Simultaneous Calls computation.	9.9.1.8716	2024-02-29
RI-042946	UI - Web Interface	For certain languages, the player transcript no longer incorrectly includes spaces between characters.	9.9.1.8716	2024-02-29
RI-042953	UI - Web Interface	Introduced a new configuration to hide the Upload Report option.	9.9.1.8716	2024-02-29
RI-042956	UI - Web Interface	Updated the root Web Application cookie context installer.	9.9.1.8716	2024-02-29
RI-043114	UI - Web Interface	Added Start/Stop and Pause/Resume actions to the audit log.	9.9.2.8759	2024-03-25
RI-043161	UI - Web Interface	Microsoft renamed Azure Active Directory to Microsoft Entra ID. In line with these changes, references to Azure Active Directory, Azure AD, AAD, and related concepts have been updated on the user interface and in the documentation.	9.9.2.8759	2024-03-25
RI-043174	UI - Web Interface	LDAP authentication is now available for the VFC REST API.	9.9.2.8759	2024-03-25
RI-043262	UI - Web Interface	Added a new Referrer-Policy HTTP response header with the same-origin option.	9.9.2.8759	2024-03-25
RI-044056	UI - Web Interface	TLS configuration for the Verint storage target is now available on the user interface.	9.9.3.225	2024-05-03
RI-044086	Platform - API	Missing Recording Modes "Controlled, Auto-Start" and "Announcement Only" have been added to the Provisioning API.	9.9.3.225	2024-05-03
RI-042962	Platform - Database	Increased the default SQL DB query timeout from 15 to 300 seconds.	9.9.1.8716	2024-02-29
RI-043173	Platform - Database	The nightly database purge process now deletes Microsoft Teams IM messages and files from the database in smaller batches.	9.9.2.8759	2024-03-25
RI-044009	Platform - Database	The SQL Agent Maintenance Job creator script can now be executed on the secondary database servers without errors.	9.9.3.225	2024-05-03
RI-044011	Platform - Database	If the size of a database table is larger than one percent of the maximum transaction log size, a database lock is executed over weekends.	9.9.3.225	2024-05-03

RI-043269	Platform - Media Processing	Imported media files without extensions are now processed by detecting the media type based on known, format-specific patterns in the file.	9.9.2.8759	2024-03-25
RI-042442	Platform - Storage Management	Voice Quality Check can now detect voice breakups more accurately.	9.9.0.8634	2024-01-18
RI-042628	Platform - Storage Management	In some cases, deduplication with the Keep the worst copy option enabled did not work for calls under retention. This issue was fixed, and some further enhancements were also made to this configuration.	9.9.1.8716	2024-02-29
RI-043172	Platform - Storage Management	The Advanced IM Export policy now accepts up to 90 days of delay between the time the message is sent and the time the message is captured.	9.9.2.8759	2024-03-25
RI-043205	Platform - Storage Management	Improved the noise detection in Voice Quality Check.	9.9.2.8759	2024-03-25
RI-043209	Platform - Storage Management	The initialization of creating Azure Blob or Azure FileShare storage targets is improved to decrease the Azure API usage.	9.9.2.8759	2024-03-25
RI-045268	Platform - Import	Conversations migrated from WFO are no longer processed by automatic labeling rules.	9.9.1.8716	2024-02-29
RI-045269	Platform - Import	The migration process no longer sets the update timestamp of conversations migrated from WFO. This means that data management policies that have already processed records past the conversation start time of the migrated items no longer process these migrated records.	9.9.1.8716	2024-02-29

## Fixes

ID	Component	Description	Fixed in	Date
RI-042551	Recording - Cisco IM	The database connection handler was initialized with the wrong value for connection timeout, causing it to intermittently fail to execute queries.	9.9.1.8716	2024-02-29
RI-042426	Recording - Lync/SfB	Record Calls Answered by 3rd Party extension config did not take into account the selected forwarding modes, and call was recorded on behalf of dialed number if it was set to be recorded for any of the forward reasons.	9.9.0.8634	2024-01-18
RI-043605	Recording - Lync/SfB IM	The Skype for Business IM recorder service created transcript XML files for empty chat sessions, which caused export failures.	9.9.2.8759	2024-03-25
RI-042468	Recording - Microsoft Teams	The call direction for the two recorded users were different in call forwarding scenarios on Microsoft Teams.	9.9.0.8634	2024-01-18
RI-042644	Recording - Microsoft Teams	The Microsoft Teams-specific filter criteria in Recording Rules were misleading.	9.9.1.8716	2024-02-29
RI-043104	Recording - Microsoft Teams	Call recording could not be triggered if the bot connection was not configured with a publicly resolvable hostname or FQDN.	9.9.2.8759	2024-03-25
RI-043160	Recording - Microsoft Teams	The recorder connection manager was not properly discarded at call termination, which could lead to a memory leak.	9.9.1.8716	2024-02-29
RI-043616	Recording - Microsoft Teams	The UPN of a recorded user was missing at the start of a recording session if bot grouping was configured.	9.9.3.225	2024-05-03
RI-045054	Recording - Microsoft Teams	The Microsoft Teams Bot Service could not process the call termination event if the termination signal did not contain the display name of the call participant that the termination originated from.	9.9.3.225	2024-04-05
RI-042513	Recording - Microsoft Teams IM	In rare cases, unhandled race conditions could lead to database up/down SQL errors and snapshot violation transaction exceptions.	9.9.0.8634	2024-01-18
RI-043030	Recording - Microsoft Teams IM	In some cases, message batches were processed with an unexpected time delay, causing slower message injection without data loss.	9.9.1.8716	2024-02-29
RI-043207	Recording - Microsoft Teams IM	If a bot initiated a chat, the From and To fields and the participant list was empty until a human participant interacted with the chat.	9.9.2.8759	2024-03-25
RI-043478	Recording - Microsoft Teams IM	The chatMessage Microsoft struct no longer contains the attribute based on which VFC recognizes and parses data as message. This caused the Teams IM recording service to skip and drop retrieved messages from processing.	9.9.2.8759	2024-03-25
RI-042626	Recording - Unified Call Recorder	Records on the media recorder were sometimes duplicated if the recording director lost connection to the recorder and the service failed over to the same recorder.	9.9.1.8716	2024-02-29
RI-042645	Recording - Unified Call Recorder	Fixed issue with IPC Unigy recording, where existing trader login sessions were sometimes considered not to be recorded at the agent list	9.9.1.8716	2024-02-29

		polling stage, causing a recording to be triggered. The issue only affected multitenant deployments if a zone was shared between multiple tenants. Affected VFC versions: 9.8.5-9.8.7.		
RI-043130	Recording - Unified Call Recorder	Voice activity history was not properly cleared when the "Do Not Keep Openline CDRs Without VOX Activity" configuration was enabled and the recorder crashed. This resulted in an excessive amount of CTI segments being kept.	9.9.2.8759	2024-03-25
RI-043153	Recording - Unified Call Recorder	In rare cases, the VOX history for "Do not record open lines without VOX" was not properly closed if the recorder crashed, leading to keeping more CTI segments than necessary.	9.9.1.8716	2024-02-29
RI-043155	Recording - Unified Call Recorder	Fixed issue with Microsoft Teams ROD which prevented call recording from triggering if the bot connection was configured with a FQDN/host name that could not be publicly resolved.	9.9.1.8716	2024-02-29
RI-043308	Recording - Unified Call Recorder	Unknown callers in Metaswitch Perimeta interconnect calls were not handled correctly, causing the CDR fields for both the calling party and the called party to be "unknown".	9.9.2.8759	2024-03-25
RI-043481	Recording - Unified Call Recorder	The recovery of ongoing recordings when a recorder restarted after a previous crash did not create XML CDR files.	9.9.3.225	2024-05-03
RI-043306	Recording - Speakerbus	Fixed a recording issue that can happen when the conference part of a call is recorded using Record on Demand after the preceding consultation part was not recorded. The problem occurs if the not consulted party leaves the conference and the call returns to a peer-to-peer situation, as VFC incorrectly stops recording when it should continue until the call ends or the recording is stopped using Record on Demand.	9.9.2.8759	2024-03-25
RI-042487	Recording - IPC	The computed call direction (Internal, PSTN in, or PSTN out) has not been set since version 9.8.5.	9.9.0.8634	2024-01-18
RI-042514	Recording - IPC	If a zone was shared between multiple tenants in a multi-tenant VFC configuration, the recording could stop at the agent list polling stage.	9.9.0.8634	2024-01-18
RI-041663	Recording - SMS	Percent encoding in the sender and the recipient was not handled, causing a service crash at application termination.	9.9.0.8634	2024-01-18
RI-042038	Recording - Zoom	In rare cases, the Zoom Meeting API incorrectly reports that a meeting had no participants. For these situations, a fallback mechanism has been introduced that attempts to continue the import based on the individual recordings instead, and now a Warning severity log entry is also created. The fallback imports have slightly worse metadata, as the host information is unknown, and only the email addresses, not the user names of participants are available.	9.9.0.8634	2024-01-18
RI-043126	Recording - Zoom	Zoom Phone: Added support for sharedOffice type calls.	9.9.2.8759	2024-03-25
RI-041406	UI - Web Interface	If multiple columns were selected in the Added Columns list of the Conversation List Layout Configuration page, the move up/down action only applied to one of the selected columns.	9.9.0.8634	2024-01-18
RI-041670	UI - Web Interface	The available values in some dropdown menus did not appear until a key was pressed. Only	9.9.0.8634	2024-01-18

affected the Direct Upload Policies setting in the user configuration, and the Conversation detail record fields advanced search filter on the Conversations page.

RI-042515	UI - Web Interface	In rare cases, the Web Application tried to access the database with the domain account that was configured for a storage target.	9.9.1.8716	2024-02-29
RI-042534	UI - Web Interface	The wrong environment name showed in Active Directory Profile Synchronization Profile settings when the profile was created for an environment other than the reference environment.	9.9.1.8716	2024-02-29
RI-042961	UI - Web Interface	In some cases, the Microsoft Entra ID (formerly known as Azure Active Directory) synchronization was stuck running after a failure, and no further changes on the Entra ID source were synchronized to VFC.	9.9.1.8716	2024-02-29
RI-043117	UI - Web Interface	When supervisors without permissions to Play or View IM recordings searched for keywords using the Text Search and Analytics options of Advanced Search, they could read part of the IM recordings in the results.	9.9.2.8759	2024-03-25
RI-043297	UI - Web Interface	When a user opened the root web application URL without specifying the full path with /verba at the end, duplicate JSESSIONID cookies were created.	9.9.2.8759	2024-03-25
RI-043484	UI - Web Interface	The Agent View screen requested the screen width in the wrong format, resulting in a number format error in the web application. This prevented the service to start monitoring the desktop, causing the screen of the agent to be missing in the Agent View.	9.9.3.225	2024-05-03
RI-043486	UI - Web Interface	If the SQL connection was intentionally closed by a maintenance process in the web application, an unnecessary warning log entry was written to the logs.	9.9.3.225	2024-05-03
RI-043654	UI - Web Interface	Fixed incorrect email header validation for SMTP storage targets.	9.9.3.225	2024-05-03
RI-041071	UI - Reporting	When applying the label filter with the NOT or NOT IN operators in the Conversations Legal Hold Status and Users Speech Transcript Details reports, unlabeled conversations were not returned.	9.9.0.8634	2024-01-18
RI-041072	UI - Reporting	The report header was missing from the PDF outputs of the Recorded Users and Extensions, Server Capacity, Service Provider Extension License, and Storage Target Capacity reports.	9.9.0.8634	2024-01-18
RI-042441	UI - Reporting	If multiple answers to a scorecard question had the same value, the Agents Evaluation Details report showed the question multiple times.	9.9.0.8634	2024-01-18
RI-042443	UI - Reporting	The Peak Concurrent values were not showing in the Server Capacity report.	9.9.0.8634	2024-01-18
RI-043424	UI - Reporting	The Users Instant Messaging Details (Advanced) report did not work for VFC versions 9.9.0 and later.	9.9.2.8759	2024-03-25
RI-043256	Solution - Silent Monitoring	The Cisco Central Silent Monitoring Service did not always try to reconnect to Cisco UCM after a service shut down.	9.9.2.8759	2024-03-25



RI-042903	Solution - Speech Analytics	The Speech Transcription service crashed when it attempted to write Intelligent Voice topics to the database.	9.9.1.8716	2024-02-29
RI-042549	Platform - Announcement	The Skype for Business Announcement service did not log errors correctly, preventing configuration troubleshooting.	9.9.1.8716	2024-02-29
RI-044122	Platform - Database	The Delete policy failed when processing records that were migrated from WFO and their retention period passed.	9.9.3.225	2024-05-03
RI-042363	Platform - Licensing	The Voice Quality Check feature was not available without Advanced Compliance, even if the license contained Voice Monitor articles.	9.9.0.8634	2024-01-18
RI-042485	Platform - Storage Management	Encrypted calls with a speech (.vtr) file could not be played back when the certificate used for the encryption expired.	9.9.0.8634	2024-01-18
RI-042627	Platform - Storage Management	Deduplication was not successful for IPC open lines.	9.9.1.8716	2024-02-29
RI-043034	Platform - Storage Management	In some cases, the Advanced Export initiated from the Search screen did not work.	9.9.1.8716	2024-02-29
RI-043039	Platform - Storage Management	When voice recordings were exported to Bloomberg Vault, the Trader Name and Direction fields were not filled out properly.	9.9.1.8716	2024-02-29
RI-043076	Platform - Storage Management	Bloomberg Voice export: the Trader Name and Direction metadata fields were empty for Microsoft Teams IM records.	9.9.2.8759	2024-03-25
RI-043561	Platform - Storage Management	The export process failed if the target directory could not be created during a file copy operation.	9.9.3.225	2024-05-03
RI-041996	Installer - Servers	During the upgrade process, the email settings could not be read from the registry.	9.9.0.8634	2024-01-18
RI-042894	Installer - Servers	Some installer SQL scripts threw errors for Azure SQL databases.	9.9.1.8716	2024-02-29
RI-042369	Platform - CDR and Archived Content Import	Regression in the recording recheck functionality resulted in reconciled and failed Cisco and Skype for Business calls not being rechecked.	9.9.0.8634	2024-01-18
RI-043129	Platform - CDR and Archived Content Import	Verint import did not work over HTTPS connections.	9.9.2.8759	2024-03-25
RI-043148	Platform - CDR and Archived Content Import	The Zoom CDR import service now reattempts downloading 0 byte successful downloads three times.	9.9.1.8716	2024-02-29
RI-043150	Platform - CDR and Archived Content Import	Added support for Zoom Phone calls with sharedOffice owner type.	9.9.1.8716	2024-02-29
RI-043158	Platform - CDR and Archived Content Import	Short CDR-only records were sometimes not closed on call termination if both the start and end of the call happened while the system was busy with call segmentation.	9.9.1.8716	2024-02-29
RI-042365	Platform - Import	If IM insertion related SQL error happened, the reinsertion of the conversation was not retried but considered successfully imported	9.9.0.8634	2024-01-18
RI-042509	Platform - Import	The size of some log files could exceed the maximum file size limit configured for log rotation.	9.9.0.8634	2024-01-18
RI-042636	Platform - Import	Genesys Cloud import source logs now show time values in the UTC time zone.	9.9.1.8716	2024-02-29
RI-042638	Platform - Import	The Genesys import source did not import anything when no recording rules were set.	9.9.1.8716	2024-02-29

RI-042763	Platform - Import	The appending of Telemessage and Cisco Webex Teams(Spark) chats to the previous session within a time interval did not work due to recent database optimizations. Messages appended to CDR sessions that were created earlier were in the database with the wrong start time, and the player could not show them.	9.9.1.8716	2024-02-29
RI-042957	Platform - Import	Fixed issues with the Cisco Webex (Spark) import source that occurred because of Cisco API changes, and improved HTTP connection handling.	9.9.1.8716	2024-02-29
RI-043031	Platform - Import	Fixed problems with Chinese characters and chat message ordering in the Telemessage import source.	9.9.1.8716	2024-02-29
RI-043101	Platform - Import	The Import service incorrectly threw errors stating SMS imports failed. The issue affected VFC versions 9.8.3.8284 and later.	9.9.2.8759	2024-03-25
RI-043428	Platform - Import	The SMS import service did not drop the connection to the Short Message Service Centre (SMS-C) if the parsing failed when processing non-standard or malformed protocol data units (PDUs). With this fix, the service now skips processing the faulty message, proceeds to the next message, and raises an alert.	9.9.2.8759	2024-03-25
RI-043517	Platform - Import	Verint import source did not fill the Extension field of the Verint custom metadata template.	9.9.3.225	2024-05-03
RI-044057	Platform - Import	The Verint import source created duplicate CDR records with invalid metadata when importing OpenTrade calls with a muted section in the conversation.	9.9.3.225	2024-05-03

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