

SmartTAP™ 360° Recording

Version 5.0

smart**TAP** 360°

 **audiocodes**

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Abbreviations and Terminology

Each abbreviation, unless widely used, is spelled out in full when first used.

Related Documentation

| Document Name |
|------------------------------|
| SmartTAP Administrator Guide |
| SmartTAP Installation Guide |

Software Revision Record

| Release | Version | Release Date |
|--------------|---------|--------------|
| 5.0.0 | GA | 12/31/2019 |
| 4.3.0 | CU5 | 9/26/2019 |
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| | CU6 | 10/23/2018 |
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| | CU4 | 8/2/2018 |
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| | CU2 | 4/17/2018 |
| | CU1 | 4/12/2018 |
| | GA | 3/21/2018 |
| 4.1.0 | GA | 11/20/2017 |
| 4.0.0 | CU4 | 1/18/2018 |
| | CU3 | 12/6/2017 |
| | CU2 | 10/23/2017 |
| | CU1 | 8/31/2017 |
| | GA | 7/6/2017 |
| 3.2.0 | CU15 | 3/6/2018 |
| | CU14 | 2/1/2018 |
| | CU13 | 1/16/2018 |
| | CU12 | 1/11/2018 |

| Release | Version | Release Date |
|--------------|---------|--------------|
| | CU11 | 12/6/2017 |
| | CU10 | 9/26/2017 |
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| | CU7 | 4/25/2017 |
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| | CU5 | 12/12/2016 |
| | CU4 | 11/29/2016 |
| | CU3 | 10/28/2016 |
| | CU2 | 9/29/2016 |
| | CU1 | 9/19/2016 |
| | GA | 9/9/2016 |
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| | CU13 | 12/15/2016 |
| | CU12 | 10/25/2016 |
| | CU11 | 9/23/2016 |
| | CU10 | 9/16/2016 |
| | CU9 | 8/1/2016 |
| | CU8 | 7/19/2016 |
| | CU7 | 6/29/2016 |
| | CU6 | 6/22/2016 |
| | CU5 | 6/10/2016 |
| | CU4 | 6/6/2016 |
| | CU3 | 5/26/2016 |
| | CU2 | 5/1/2016 |
| | CU1 | 5/4/2016 |
| | GA | 4/26/2016 |
| 3.1.0 | CU2 | 4/5/2016 |
| | CU1 | 3/22/2016 |
| | GA | 3/4/2016 |

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1 Introduction

This document lists new features, resolved issues and known issues in AudioCodes SmartTAP 360° Version 5.0.

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2 New Features in this Release

- The Announcements functionality has been enhanced by the ability to assign separate Announcement or IVR media files to play to the calling party or answering party for an incoming or outgoing call per Recording Profile.
See “Managing Recording Profiles” in the Administrator Guide
- A new refined search filter in the Calls List enables the choosing of the desired number of days or hours from which to retrieve results. For example, if the Last Day “1” is selected, all calls for the specified user in the last 24 hours are retrieved. Previous search functionality using the “From” and “To” fields is still supported.
See “Searching for Calls” in the Administrator Guide
- You can save search criteria in the Calls List as a query and then later retrieve and run it. The saved query is added to the Saved Searches pane. For example, the saved query “Last 6 Days” retrieves calls for the last six days for the selected user.
See “Searching for Calls”; “Playing Back Recorded Media” in the Administrator Guide
- Multilingual support for user interface; you can toggle from the Tool bar to display the user interface in the following languages: German; Spanish; French and English.
See “Features Overview”; “Getting Acquainted with the GUI” in the Administrator Guide
- The Email Configuration screen includes a new field “SMTP From” for configuring an SMTP email server address from which to send automated email notifications. Previously all notifications were sent from a default address.
See “Configuring Email Server Settings” in the Administrator Guide
- The Licenses screen “Max. Consumed” value can be manually reset separately for each entry in the table by clicking a reset button.
See “License Configuration Parameters”; “Concurrent Recording Licenses” in the Administrator Guide
- Media files can be stored in a different domain to the SmartTAP Application Server. This feature supports customer sites using cloud Storage as a Service (AWS).
See “Modifying the Recording Location” in the Administrator Guide
- The Windows Event Viewer has been divided into two directories; one directory for retrieving events related to Call Recording (SmartCalls) and another directory for all other events (SmartGeneral).
See “Windows Event Log” in the Administrator Guide
- Calls and instant messages can now be deleted in SmartTAP when utilized for reasons other than compliance such as quality monitoring. This feature is restricted to users assigned with the appropriate privileges to delete calls.
See “Deleting Calls and Instant Messages” in the Administrator Guide
- SmartTAP is now available in the Azure Marketplace:
https://azuremarketplace.microsoft.com/en-us/marketplace/apps/audiocodes.smarttap_siprec?tab=Overview.
See “Configuring Gateway & SBC for SIP Recording” in the Installation Guide
- Audio encoded with the Opus codec can now be recorded through the configuration of the RTP payload type on the Media server (Opus codec is utilized for Teams Web client communications).
See “Enabling Opus Recording in SmartTAP” in the Installation Guide
- SmartTAP SIPRec now supports encrypted communications SIP over TLS and media over SRTP.
See “CD-SIPREC Support in TLS Transport” in the Installation Guide

- SmartTAP High-end server can support up to 500 audio resources.
See “Server Configurations” in Installation Guide
- SmartTAP Media Proxy may support up to 500 audio resources, in which case, greater computing power is required - 8 Core 2 GHz.
See “Server Configurations” in the Installation Guide
- The OVOC Agent components are now installed silently as part of the SmartTAP Application Service Installation Wizard.
See “Installing the Application Service”; “Installing the Application Server” in the Installation Guide

3 Issues Resolved in this Release

The table below lists issues resolved in this release.

Table 3-1: Issues Resolved in this Release

| Issue ID | Release | Version | Severity | Description |
|-----------|---------|---------|----------|---|
| SMAR-4247 | 5.0.0 | GA | High | CD-SIPREC may crash when a call is initiated. |
| SMAR-4179 | 5.0.0 | GA | Med | The user is unable to modify an existing LDAP configuration on the SmartTAP GUI. |
| SMAR-4140 | 5.0.0 | GA | Med | A Supervisor may not be able to see calls for targets in their own group, whereas an Administrator will be able to see them. |
| SMAR-4123 | 5.0.0 | GA | Med | The Call Injector tool may fail to insert calls depending on the format of the media file name. |
| SMAR-4098 | 5.0.0 | GA | Med | SmartTAP may not register with the OVOC server. |
| SMAR-4078 | 5.0.0 | GA | Med | For SIPREC integrations using a third-party SBC, responses to the SBC from SmartTAP may cause the SBC to hang or delay processing when the call is not targeted for recording. A new configuration parameter is now available to adjust the "Warning" header in SmartTAP's SIP response to the SBC. |
| SMAR-4064 | 5.0.0 | GA | High | When running in certain time zones, some SmartTAP components may crash upon startup. Call Delivery, Media Delivery, Media Server, and Remote Transfer Service are affected. |
| SMAR-4061 | 5.0.0 | GA | Med | Creating a new Recording Profile may fail. |
| SMAR-3931 | 5.0.0 | GA | High | When using Call Delivery-IP in Multiple Forwarders mode, video may not be recorded when adding video to the call. |
| SMAR-3863 | 5.0.0 | GA | Med | The install program for Media Delivery may not present network interfaces when installing on Windows Server 2008. |
| SMAR-3860 | 5.0.0 | GA | Med | Login IDs imported from Active Directory (LDAP) are case-sensitive. |
| SMAR-3666 | 5.0.0 | GA | Low | A SmartTAP user who is part of a security group without permissions is taken to a dead-end page when trying to log into the SmartTAP GUI. |
| SMAR-3561 | 5.0.0 | GA | Med | The OVOC alarm for "Component Resource Failed" contains a null value for DAS recordings. |
| SMAR-3550 | 5.0.0 | GA | Med | Some OVOC alarms are missing a forward slash between the IP address and the alarm name. |
| SMAR-3436 | 5.0.0 | GA | Low | The System Profile Tool may cause the Application Server to crash if there are a large number of alarms. |

| Issue ID | Release | Version | Severity | Description |
|-----------|---------|---------|----------|---|
| SMAR-3246 | 5.0.0 | GA | Med | Performing an upgrade of SmartTAP sometimes triggers an unnecessary installation of .NET Framework 4.7. |
| SMAR-3020 | 5.0.0 | GA | Med | The Application Server may crash when exporting an evaluation report using "Average" mode. |
| SMAR-3002 | 5.0.0 | GA | Med | The REST API allows the user to create an invalid recording profile. |
| SMAR-2896 | 5.0.0 | GA | Med | A new call search may transparently use the filter from the previous search. |
| SMAR-2617 | 5.0.0 | GA | Low | Alarm e-mails may be sent with an empty subject line. |
| SMAR-2588 | 5.0.0 | GA | Low | A number of error messages appear in the Event Viewer when Health Monitor is configured with defaults for SMB. |
| SMAR-797 | 5.0.0 | GA | Med | The SmartTAP GUI returns an error when trying to import nested groups with circular references. |
| SMAR-619 | 5.0.0 | GA | Med | The "Modify LDAP Configuration" page on the SmartTAP GUI may not display correctly if the LDAP mapping is selected by the user while the page is still loading. |

4 Known Issues in this Release

The table below lists known issues in this release.

Table 4-1: Known Issues in this Release

| Issue ID | Discovered in Release | Severity | Description |
|-------------------|-----------------------|----------|--|
| SMAR-9 | 3.0.0 | Low | The SmartTAP Web interface does not allow the 'User Attribute Description' field to be more than 45 characters long. |
| SMAR-52 | 3.1.0 | Low | When uploading an image file to the SmartTAP GUI, if the file is too large, the error message reports an incorrect reason for the failure. |
| SMAR-54 | 3.1.0 | Low | When upgrading the Lync Plug-in, if the previously existing configuration information for Media Proxy or Announcement Server is removed, the configuration files are not updated. The workaround is to correct the configuration files manually. |
| AR7178 | 3.1.1 | Med | For Skype-for-Business Integrations, a very brief segment of "Music-on-Hold" can be recorded when a call has been picked up after being parked. |
| SMAR-74 AR7275 | 3.2.0 | Med | The REST API does not support retrieving or deleting call tags. |
| AR7342 | 3.2.0 | Med | The consent information for outbound IVR calls is missing from the call metadata. |
| AR7332 | 3.2.0 | High | For integrations with CloudBond 365, targeted online users are not recorded. Online users are those who are registered to the Microsoft cloud. |
| SMAR-239 | 4.1.0 | Med | Recordings that time out may have longer recordings than the call metadata reports. |
| SMAR-563 | 4.2.0 | Low | If the User Status page is configured to display more than 20 users, the page will automatically jump to the bottom of the list. |
| SMAR-619 | 4.2.0 | Low | On the "Modify LDAP Configuration" page, the LDAP mapping parameters may disappear if a "User Mappings" table entry is clicked for modification while the page is still loading. |
| SMAR-722 | 4.2.0 | Med | When using the REST API, specific PUT requests may cause the application server to generate an internal error. |
| SMAR-2515 | 4.2.0 | Low | An error may result when trying to modify an existing LDAP provider. |
| SMAR-2556 | 4.2.0 | Med | Large video files may fail to play back or download although the media files exist and are not corrupt. |
| SMAR-2632 | 4.2.0 | Med | An incorrect alarm may be issued when a component state is changed from up to down or from down to up. |
| SMAR-2642 | 4.2.0 | Med | The Timeline view may show the call out-of-sync if it involves a desktop sharing recording. |
| SMAR-3150 | 4.2.0 | Med | In the SmartTAP Web interface, the Evaluation page does not support playback of desktop sharing recordings. |

| Issue ID | Discovered in Release | Severity | Description |
|------------------------|-----------------------|----------|--|
| SMAR-2915 | 4.3.0 | Med | The Communication Server may not register properly as a managed device after installation. The workaround is to restart the Communication Server. |
| SMAR-2960 | 4.3.0 | Med | If the Communication Server goes down, the Media Server will continue to report its UDP connection with it on port 5064 as “up”, even though the connection is down. |
| SMAR-2963 | 4.3.0 | Med | The SmartTAP Web interface recording profile page allows call types to be selected even when the recording type is “none”. This is an invalid configuration. |
| SMAR-3002 | 4.3.0 | Med | The SmartTAP REST API allows recording profiles to be created with no call types selected, which is an invalid configuration. |
| SMAR-3020 | 4.3.0 | Med | The SmartTAP GUI returns an error when attempting to export an evaluation form in “average mode”. |
| SMAR-3065 | 4.3.0 | Med | The SmartTAP REST API allows a POST command to download a conference call that includes a media file unrelated to the call. In this case, a partially corrupted recording is downloaded without generating an error. |
| SMAR-3101 | 4.3.0 | Med | If the Health Monitor service is set up for daily reporting, however SMTP settings are missing, the service will crash. |
| SMAR-3116 SMAR-3193 | 4.3.0 | High | Portions of video conference recordings may be corrupted or frozen, especially if the video resolution has changed during the call session. |
| SMAR-3130 | 4.3.0 | Med | After installing Media Delivery, it may not automatically register with the Application Server until Media Delivery is restarted. |
| SMAR-3139 | 4.3.0 | Med | The Media Exporter tool does not support Desktop Sharing recordings. |
| SMAR-3186 | 4.3.0 | Med | For SmartTAP systems installed in the “Active-Active” configuration, Media Delivery may fail to register with both of its Application Servers until it is restarted. |
| SMAR-3193 | 4.3.0 | Med | For Skype-for-Business integrations configured for Edge Mode, videoconference recordings may contain an extra conference participant. This dummy participant appears in the video recording as an extra black tile. |
| SMAR-3731 | 4.2.0 | High | A firewall rule must be created to open up port 80 on the Media Delivery server so it can register with the Application Server as a managed device and send connection status updates. |
| SMAR-4039 | 4.3.0 | High | The Application Server may consume all ephemeral ports and then fail to communicate with other processes, causing recordings to fail. |
| SMAR-3185 | 4.3.0 | Med | After restarting the Application Server, the states of any previously active alarms are not restored. |
| SMAR-3119 | 4.3.0 | Med | Connection status alarms may be re-sent even if the status has not changed. |

| Issue ID | Discovered in Release | Severity | Description |
|-----------|-----------------------|----------|---|
| SMAR-3478 | 4.3.0 | Low | When operating in Multiple Forwarders mode, Call Delivery may log timeout events for sessions without active media. |
| SMAR-3172 | 4.3.0 | Low | On the SmartTAP GUI, the pop-up window for the Live Monitoring feature does not have a border. |

4.1 Video Feature-Problems and Limitations

The table below lists video feature-problems and limitations.

Table 4-2: Video Feature-Problems and Limitations

| Problem/Limitation | Comments and Workaround |
|--|---|
| Digital signing is not supported when video is selected for download of a recording. | - |
| Encryption of the recorded video files is not supported. | This issue will be fixed in a future release. |
| Record on Demand and Pause or Resume are not supported for video-enabled users. | - |
| When a video call is initiated From/To targeted user and the Announcement is turned on, the user who initiates the call will see an error "Video was not accepted" and in the Lync plug-in log, the error "Error in transfer" is displayed. | After the announcement has been played and an Audio call only between clients has been established, video recording and playback can be re-enabled. |
| Playback and download of Desktop Sharing calls is slow. This is due primarily to the higher resolutions typically used in desktop sharing. | - |
| Playback of Desktop Sharing calls may show a slight degradation in video quality. This is primarily due to distortions inherent in scaling the video image to fit the GUI screen. There may also be a slight degradation of quality due to performance tuning. | - |
| RDP-based desktop sharing is not supported by SmartTAP. SmartTAP currently only records VBSS (video-based screen sharing). VBSS is used by Skype For Business Clients under the conditions mentioned in the following MSFT article: https://docs.microsoft.com/en-us/skypeforbusiness/manage/video-based-screen-sharing | RDP support will be added in a future release. |

4.2 Installation Prerequisites

The execution policy should be appropriately configured before running the Suite Installer, or before running any individual SmartTAP install program. A dialog is now displayed when the installation process identifies that the configured PowerShell execution policy permissions are insufficient; warning users that continuing the installation process may result in failure. For more information, refer to section "Installation Prerequisites" in the Installation Manual.



Note: Restart might be required during a clean installation or upgrade of SmartTAP servers. If during the install process, the installer prompts for a server restart, perform this action and then upon completion, run the installation script again.

4.3 Load Balancing in Active-Active Mode

Call Delivery-IP includes a parameter used for Skype-for-Business integrations, called "GROUPNAME". This parameter is used to define a load balanced group of Call Delivery instances. Once they belong to the same group, the Lync Plug-in will load balance calls among them.

When configuring two SmartTAP installations for active/active mode, each call must be duplicated to both SmartTAP recorders, so each recorder must be assigned to a different group. Below is an example of how to set the GROUPNAME parameter to assign a different load balance group for two Call Delivery instances, each part of a different SmartTAP recorder.

SmartTAP instance 1, Call Delivery-IP Configuration File: voip.cfg

```
MICROSOFT =
[
    SWSERVERPORT=TCP,9090
    CC=ON
    PLUGINLIST=PLUGIN1_IP:9901,PLUGIN2_IP:9901
    SWSERVER=SMARTTAP1_IP
    RECORDINGTYPE=3 # 0 - monitoring, 3 - EdgeProxy, 4 -
MediaProxy
    GROUPNAME=active1 # group name for load balancing - one CD for
each unique group will receive signaling.
]
```

SmartTAP instance 2, Call Delivery-IP Configuration File: voip.cfg

```
MICROSOFT =
[
    SWSERVERPORT=TCP,9090
    CC=ON
    PLUGINLIST=PLUGIN1_IP:9901,PLUGIN2_IP:9901
    SWSERVER=SMARTTAP2_IP
    RECORDINGTYPE=3 # 0 - monitoring, 3 - EdgeProxy, 4 -
MediaProxy
    GROUPNAME=active2 # group name for load balancing - one CD for
each unique group will receive signaling.
]
```

4.4 EoS (End-of-Support) for Lync 2010 and Windows 2008 R2

This version informs of End-of-Support for Microsoft Lync 2010 platform and Windows Server 2008 R2. Customers with SmartTAP deployments with these platforms must upgrade to Skype for Business Server 2015 and Windows Server 2012 R2 and later and then upgrade SmartTAP to version 5.0.

In addition, SmartTAP 360° Version 4.0 will reach EoS on July 31, 2020 and Version 4.1.0 will reach EoS on December 31, 2020.



Note: A formal notice on this issue will also be mentioned in the GA Release Product Notice.

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5 Historically Resolved Issues

The table below lists the historically resolved issues.

Table 5-1: Historically Resolved Issues

| Issue ID | Fixed in Release | Version | Severity | Description |
|-------------------------------------|------------------|---------|----------|--|
| SMAR-3883 | 4.3.0 | CU5 | Medium | For Cisco integrations, group calls may generate a number of unconnected sessions which get stuck in the 'alerting' state after the call is answered. These sessions remain for 10 hours. |
| SMAR-3993 | 4.3.0 | CU5 | High | For SIPREC integrations, CD-SIPREC may cause CS to crash if it does not send valid IP and port information when the call ends. |
| SMAR-3982 | 4.3.0 | CU5 | Medium | When logged into the SmartTAP GUI with a non-administrator account, failures with call searches and other errors may occur. |
| SMAR-3930 | 4.3.0 | CU5 | Medium | The Health Monitor service may crash if its SMTP properties are not configured. |
| SMAR-3961 SMAR-4020 SMAR-4014 | 4.3.0 | CU5 | Low | Troubleshooting enhancements for the Health Monitor service. |
| SMAR-4009 | 4.3.0 | CU5 | Medium | The Health Monitor service may crash if communication with other processes are disrupted. |
| SMAR-3915 | 4.3.0 | CU4 | High | For SIPREC integrations, CD-SIPREC may crash due to a memory leak if a call is rejected. |
| SMAR-3893 | 4.3.0 | CU4 | Critical | For Skype-for-Business integrations, calls between an internal endpoint and a VPN endpoint may be disconnected in cases where the media is routed through the Media Proxy and the signaling is routed through the Edge Server. |
| SMAR-3828 SMAR-3882 | 4.3.0 | CU4 | High | For Skype-for-Business integrations, calls using AudioCodes Auto Attendant may only be recorded in one direction. |
| SMAR-3668 | 4.3.0 | CU4 | Medium | Corrected the default value for the SNMP port to simplify installation. |
| SMAR-3705 | 4.3.0 | CU4 | Medium | "File Transfer Fail" events are not recognized by OVOC. |
| SMAR-3724 | 4.3.0 | CU4 | Medium | Added a new option to specify the sender address in SmartTAP GUI e-mail settings. |

| Issue ID | Fixed in Release | Version | Severity | Description |
|------------------------|------------------|---------|----------|--|
| SMAR-3764 SMAR-3848 | 4.3.0 | CU4 | High | Add support for media file storage and retrieval using SMB 2.x and 3.x shares. Also add support for accessing these volumes using credentials from outside the current domain. |
| SMAR-3805 SMAR-3718 | 4.3.0 | CU4 | Critical | For Skype-for-Business integrations with beep tone enabled, calls may be disconnected if the Media Proxy fails to decrypt the media. |
| SMAR-3727 | 4.3.0 | CU4 | High | Media Delivery does not register as a managed device because port 80 is not opened in the firewall. |
| SMAR-3856 | 4.3.0 | CU4 | High | Call Delivery may crash under heavy load. |
| SMAR-3866 | 4.3.0 | CU4 | Critical | For Skype-for-Business integrations with media bypass enabled, and using an AudioCodes SBC, mobile PSTN calls may be disconnected. |
| SMAR-3683 SMAR-3718 | 4.3.0 | CU3 | Critical | For Skype-for-Business integrations with beep tone enabled, calls may be disconnected if the Media Proxy fails to decrypt the media. |
| SMAR-3685 | 4.3.0 | CU3 | Critical | For Skype-for-Business integrations, calls may be dropped if the only supported codecs are PCMU and PCMA. |
| SMAR-3706 | 4.3.0 | CU3 | High | CD-IP may crash if calls hang up soon after being established. |
| SMAR-3711 | 4.3.0 | CU3 | High | For Skype-for-Business integrations running in Monitoring mode, calls from a Skype client over VPN to PSTN may not be recorded. |
| SMAR-3701 | 4.3.0 | CU3 | High | A memory leak causes the Communication Server to stop functioning. |
| SMAR-3700 SMAR-3722 | 4.3.0 | CU3 | Med | The Application Server may attempt to send alarms to OVOC even if OVOC is not configured. |
| SMAR-3590 | 4.3.0 | CU3 | High | For Skype-for-Business integrations, when recording videoconferences, the Media Server may crash, causing lost recordings. |
| SMAR-3613 | 4.3.0 | CU3 | High | Users imported from LDAP may have a different security group assigned than what was set in LDAP. |

| Issue ID | Fixed in Release | Version | Severity | Description |
|-----------|------------------|---------|----------|---|
| SMAR-3578 | 4.3.0 | CU3 | High | For Skype-for-Business integrations using Media Proxy mode, CD-IP may not record audio in videoconference calls. |
| SMAR-3575 | 4.3.0 | CU3 | Med | License file serial numbers with more than 20 characters are not reported by SmartTAP. |
| SMAR-3502 | 4.3.0 | CU3 | Med | Redundant connection alarms may be sent from certain components, causing a flood of alarms. |
| SMAR-3484 | 4.3.0 | CU3 | High | Recordings may be corrupted when SmartTAP operates in Multiple Forwarders mode. |
| SMAR-3522 | 4.3.0 | CU3 | Med | The OVOC configuration page in the SmartTAP GUI is not enabled by default. |
| SMAR-3503 | 4.3.0 | CU3 | Critical | For Skype-for-Business integrations using Announcement Server, federated calls may be disconnected after an announcement is played if the calling party is a Federated user from Skype-for-Business Online. |
| SMAR-3476 | 4.3.0 | CU3 | Critical | For Skype-for-Business integrations, calls may be dropped if the only supported codecs are PCMU and PCMA. |
| SMAR-3541 | 4.3.0 | CU3 | Med | Updates to OVOC installers. |
| SMAR-3531 | 4.3.0 | CU3 | High | CD-IP may not record forwarded calls when operating in multiple forwarders mode. |
| SMAR-3466 | 4.3.0 | CU3 | Med | For Skype-for-Business integrations using Announcement Server, if the recording profile specifies an announcement to be played in one direction only, the announcement is played in both directions. |
| SMAR-3509 | 4.3.0 | CU3 | Critical | For Skype-for-Business integrations, a call may be disconnected if it is targeted for recording and a supervised transfer is performed. |
| SMAR-3470 | 4.3.0 | CU3 | Low | There are minor errors in the Lync Plug-in logs. |
| SMAR-3405 | 4.3.0 | CU3 | Med | The OVOC alarm for 'I/O Error' is misidentified as 'Resource Threshold Exceeded'. |
| SMAR-2628 | 4.3.0 | CU3 | Low | When upgrading Call Delivery from versions of SmartTAP prior to 4.0, certain categories of log messages may no longer be written. |

| Issue ID | Fixed in Release | Version | Severity | Description |
|-----------|------------------|---------|----------|---|
| SMAR-3487 | 4.3.0 | CU3 | Med | For Skype-for-Business integrations, some components may appear to be down when viewing the Managed Devices page of the SmartTAP GUI. |
| SMAR-3613 | 4.3.0 | CU3 | Med | "Connection Failure" alarms are reported to OVOC without a description. |
| SMAR-3423 | 4.3.0 | CU2 | Critical | For Skype-for-Business integrations, calls involving desktop or application sharing may be disconnected. |
| SMAR-3427 | 4.3.0 | CU2 | High | For Skype-for-Business integrations, mobile clients that are connected directly to the Lync Front End (not Federated) may not be recorded. |
| SMAR-3371 | 4.3.0 | CU2 | Med | For SmartTAP installations with Announcement services installed, 911 calls may play an unwanted announcement after a fresh install or upgrade. |
| SMAR-3355 | 4.3.0 | CU2 | High | Added support for multiple forwarding paths in CD-IP. |
| SMAR-3347 | 4.3.0 | CU2 | High | Calls from PolycomV VX to AUDC405HD handsets might not be recorded due to a mismatch in crypto negotiation. |
| SMAR-3323 | 4.3.0 | CU2 | High | For CD-SIPREC integrations, calls may not be recorded due to a parsing error involving the SDP codec parameter. |
| SMAR-3264 | 4.3.0 | CU2 | Critical | The Communication Server may lose connection with the Application Server. |
| SMAR-3340 | 4.3.0 | CU2 | High | If the Application Server is shut down while recording on RDD sites, these recordings may be missing the call metadata. |
| SMAR-3374 | 4.3.0 | CU2 | High | CD-SIPREC may crash. |
| SMAR-3244 | 4.3.0 | CU1 | Medium | The script which assists in disabling the HTTP protocol configuration for the Application Server fails. |
| SMAR-3090 | 4.3.0 | CU1 | Critical | If the Application Server is disconnected from the network, RDD sites may fail to record. |
| SMAR-3092 | 4.3.0 | GA | High | Call record metadata may be corrupted if the same call, traversing two locations is configured to be recorded in each location. |
| SMAR-3078 | 4.3.0 | GA | High | After upgrading Call Delivery in Edge Mode, specific configuration parameters (from laesp.xml) may be missing. This requires a manual workaround. |

| Issue ID | Fixed in Release | Version | Severity | Description |
|------------------------|------------------|---------|----------|--|
| SMAR-2819 | 4.3.0 | GA | Med | Some storage statistics may be missing if the media location was defined with a lower-case drive letter. |
| SMAR-2717 | 4.3.0 | GA | High | The REST application may allow a user whose recording profile does not include "pause and resume" functionality to have its recording started or stopped. |
| SMAR-2697 | 4.3.0 | GA | Med | When importing an LDAP group with more than 1500 users, not all users are imported. |
| SMAR-2546 | 4.3.0 | GA | Med | Multiple SmartTAP devices may be displayed with the same name in the Web interface. |
| SMAR-2497 | 4.3.0 | GA | High | A Skype-for-Business "team-call" may not be recorded if the targeted user is the call originator. |
| SMAR-2463 | 4.3.0 | GA | High | For SIP passive recording integrations, licenses are consumed by unconnected call sessions; however not released. This causes the recording process to stop. |
| SMAR-91 | 4.3.0 | GA | Low | On the SmartTAP Web interface, the LDAP Browser window does not scale when resized. |
| SMAR-3136 | 4.2.0 | CU2 | Critical | Call Delivery-IP may lock up causing calls to stop being recorded. |
| SMAR-3097 SMAR-2475 | 4.2.0 | CU2 | Med | For SIPREC integrations, the transaction ID of the original call may not be persisted in the call detail record if a custom SysCallId header is used. As a result, support has been added for load balancing mode. |
| SMAR-2580 SMAR-2760 | 4.2.0 | CU2 | Critical | For Skype-for-Business integrations, calls may be disconnected if Cryptoscale is the only option for encryption and the "RemoveCryptoScaleAtt" feature in the Lync Plug-in is enabled. This feature will now be turned off by default. |
| SMAR-2563 | 4.2.0 | CU2 | Critical | For Skype-for-Business integrations, no recordings are made if the Lync Plug-in becomes disconnected from Call Delivery. No reconnections are attempted. |
| SMAR-2673 | 4.2.0 | CU2 | Med | An error is shown when trying to change or view recording profiles. |
| SMAR-2566 | 4.2.0 | CU2 | Med | The SmartTAP GUI's licensing page was changed to report the "Product Key" instead of "Serial Number". |

| Issue ID | Fixed in Release | Version | Severity | Description |
|-----------|------------------|---------|----------|---|
| SMAR-2708 | 4.2.0 | CU2 | High | Fixed vulnerability issue (cve-2017-12149) in CS's http-invoker.sar application. |
| SMAR-2677 | 4.2.0 | CU2 | Critical | Communication Server Service may not start up. The CS's service.bat file has been updated to read the java version from system registry. |
| SMAR-2696 | 4.2.0 | CU2 | Med | The Health Monitor component's uptime may be reported as a negative number. |
| SMAR-2755 | 4.2.0 | CU2 | Med | The SmartTAP database is unable to correctly persist a component's uptime once it has been up for a few weeks. This requires a database schema update. |
| SMAR-2747 | 4.2.0 | CU2 | High | For Skype-for-Business integrations, recordings may be silent in one direction when a local SfB client is connected to an online SfB agent. |
| SMAR-2739 | 4.2.0 | CU2 | High | For Skype-for-Business integrations, workaround for silent recordings issue which forces the media to traverse the Edge Server. |
| SMAR-2726 | 4.2.0 | CU2 | Critical | During an upgrade from SmartTAP 3.2 or earlier, only the first <mediaSessionIpMapping> element from smartworksconfig.xml file is imported, causing recording errors. This requires a manual procedure to repair the data after installing the update. |
| SMAR-2812 | 4.2.0 | CU2 | High | For Skype-for-Business integrations, using a Sonus SBC, PSTN calls may have one-way audio in the recording after the call is placed on hold. |
| SMAR-2956 | 4.2.0 | CU2 | Med | For Skype-for-Business integrations, the Lync Plug-in may not update its version number on the Managed Devices page following an upgrade. |
| SMAR-2838 | 4.2.0 | CU2 | Med | The ability to display calls in the SmartTAP Web has been added based on sysCallId(s). |
| SMAR-2787 | 4.2.0 | CU2 | High | For Skype-for-Business 2015 integrations, the Lync Plug-in's configuration file may be empty. |
| SMAR-2911 | 4.2.0 | CU2 | Med | The Health Monitor crashes after upgrade. |
| SMAR-3080 | 4.2.0 | CU2 | Med | CD-IP registers as an incorrectly managed device type after upgrading from Version 3.2 and earlier. |

| Issue ID | Fixed in Release | Version | Severity | Description |
|------------------------|------------------|---------|----------|---|
| SMAR-3094 | 4.2.0 | CU2 | High | For Sonus SBC integrations, recording may stop after 2-3 seconds due to missing information in the SDP. |
| SMAR-2648 SMAR-2658 | 4.2.0 | CU1 | Critical | Recordings may not be presented in the system even though the media files exist. |
| SMAR-2623 | 4.2.0 | CU1 | High | Call Delivery-IP may crash if the service is stopped while a call is being recorded. |
| SMAR-2572 | 4.2.0 | CU1 | High | For Skype-for-Business integrations, Desktop Sharing sessions may not be recorded if the session does not include audio. |
| SMAR-2643 | 4.2.0 | CU1 | Critical | Video and/or desktop sharing licenses may not be available. |
| SMAR-2570 | 4.2.0 | CU1 | Med | For Cisco Skinny integrations, Calling Party metadata is not displayed on the SmartTAP Web interface. |
| SMAR-2586 | 4.2.0 | CU1 | High | Call Delivery crashes if no license file is present and Demo mode is not available. |
| SMAR-2640 | 4.2.0 | CU1 | Med | The Application Server may send out false alarms indicating that a managed device is down. |
| SMAR-2543 | 4.2.0 | CU1 | Med | Long video recordings may not play back or download. |
| SMAR-2512 | 4.2.0 | GA | High | For Skype-For-Business integrations, calls connected through a third party (non-Skype-For-Business) platform may not be recorded if the TURN candidates are not present in the media description. |
| SMAR-2473 | 4.2.0 | GA | Critical | For Skype-for-Business integrations, if a caller disconnects from a team call, the call may appear as "hanging" on the SmartTAP Web interface. |
| SMAR-2450 | 4.2.0 | GA | Med | Host names are truncated in the alarm logs when the host name is longer than 45 characters. |
| SMAR-1091 | 4.2.0 | GA | Critical | For Skype-for-Business integration, calls may be disconnected when the simultaneous ring feature is used. |
| SMAR-1074 | 4.2.0 | GA | High | For Skype-for-Business integrations using the Media Proxy solution, video may not be recorded if a user targeted for audio and video makes a video call to a user targeted only for audio. |

| Issue ID | Fixed in Release | Version | Severity | Description |
|-----------------------|------------------|---------|----------|---|
| SMAR-1063 SMAR-682 | 4.2.0 | GA | High | For Skype-For-Business integrations, calls connected through a third party (non-Skype-For-Business) platform may not be recorded if the TURN candidates are not present in the media description. |
| SMAR-1030 | 4.2.0 | GA | High | Call Delivery-SIPREC was leaking memory, which eventually led to a crash and automatic restart. |
| SMAR-1029 | 4.2.0 | GA | Critical | When upgrading to SmartTAP 4.0 or higher, the database may become corrupted under rare conditions. |
| SMAR-936 | 4.2.0 | GA | Low | The tool for enabling the SNMP Agent was updated to support Windows Server 2016. |
| SMAR-739 SMAR-953 | 4.2.0 | GA | High | The database schema may be corrupted when upgrading from SmartTAP version 3.2 or earlier. |
| SMAR-616 | 4.2.0 | GA | High | Upgrading the Communication Server in RDD mode could cause the MySQL database to be installed in an incorrect directory. |
| SMAR-608 | 4.2.0 | GA | Critical | For Skype-for-Business integrations with Edge solution, calls may be disconnected due to duplicate ports after Lync Plug-In SDP manipulation. |
| SMAR-586 | 4.2.0 | GA | Medium | For Skype-for-Business Integrations, CD-IP may hang when shutting down or restarting. |
| SMAR-543 | 4.2.0 | GA | Low | The Health Monitor may re-send a previous report if there is no new report for the current day. |
| SMAR-485 | 4.2.0 | GA | Medium | Added support for the SAN field (Subject Alternative Name) in a CSR (Certificate Signing Request). |
| SMAR-453 SMAR-497 | 4.2.0 | GA | High | When upgrading from an earlier version of SmartTAP, information may be corrupted in the database. |
| SMAR-435 | 4.2.0 | GA | High | Calls using Scale SRTP (Crypto keys for conference calls) may not be recorded due to incorrect parsing of the SDP. |
| SMAR-238 | 4.2.0 | GA | High | For Skype-for-Business integrations using Media Proxy, calls for remote users may contain silent media if the Media Proxy can communicate with the Edge Server External interface. |

| Issue ID | Fixed in Release | Version | Severity | Description |
|----------|------------------|---------|----------|--|
| SMAR-289 | 4.2.0 | GA | Medium | The install program for Media Delivery does not expose network interfaces that are part of network teaming. The workaround is to configure the interfaces manually. |
| SMAR-229 | 4.2.0 | GA | Critical | For Skype-for-Business integrations, when routing the call through the Announcement Server, calls involving iPhones may not be connected. |
| SMAR-133 | 4.2.0 | GA | High | For Skype-for-Business Integrations, the beginning of the call may not be recorded if one of the targets has multiple interfaces and the first one is not operational. |
| SMAR-123 | 4.2.0 | GA | High | When upgrading SmartTAP configured for Media Proxy mode, a Call Delivery configuration file may become corrupted. |
| SMAR-87 | 4.2.0 | GA | Low | The REST API Wrapper provided in the SmartTAP distribution does not support Recording Profiles. |
| SMAR-4 | 4.2.0 | GA | Medium | For Skype-for-Business Integrations, calls may not be recorded if Call Delivery-IP is incorrectly configured by entering the same IP address for the Lync Plug-in multiple times in voip.cfg. |
| SMAR-795 | 4.1.1 | CU3 | Med | When installing SmartTAP either as a fresh installation or an upgrade, several possible errors may occur that are fixed by running a companion script. The script verifies the AS and CS database schema integrity, configures the SNMP parameters for CS if not configured, and copies AS property files if they are missing. |
| SMAR-693 | 4.1.1 | CU3 | Med | When playing back calls using the SmartTAP Web interface, if the user selects a new recording quickly after beginning playback of a different recording, an incorrect call may be played, or an error message may be displayed. |
| SMAR-606 | 4.1.1 | CU3 | Critical | For Skype-for-Business integrations using Edge solution or involving a mobile client, calls may be disconnected if the client is configured with multiple Ethernet interfaces. |
| SMAR-705 | 4.1.1 | CU2 | High | For Skype-for-Business integrations, calls might not be recorded if the SIP URI of the targeted user does not follow the format "sip:user@domain". Support |

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|----------------------|------------------|---------|----------|---|
| | | | | was added for the format sip:phonenumber . |
| SMAR-718 | 4.1.1 | CU1 | Critical | When commencing a recording session, CD-IP may crash which causes the recording to be missed and the call to appear to hang in the SmartTAP Web interface. |
| SMAR-675 | 4.1.1 | CU1 | Critical | For Skype-For-Business integrations using a Media Proxy solution, an internal call with targeted user(s) may disconnect when one of the call parties utilizes a Skype-For-Business client on a machine with multiple network interfaces. In which case, not all of the network interfaces are routable in the Skype-For-Business network. |
| SMAR-688 | 4.1.1 | CU1 | Critical | For Skype-for-Business integrations using the Announcement Server, calls with PSTN or federated parties transferred from a non-targeted user to a targeted user may disconnect when rerouted to the Announcement Server. |
| SMAR-630 SMAR-719 | 4.1.1 | CU1 | High | CD-SIPREC may crash if a SIP BYE message is received too soon. A call may hang if the media type in the BYE message is not recognized. Added support to CD-SIPREC for ACME SBC, which makes use of the <name> field in SIP. An updated state machine file is provided. |
| SMAR-540 | 4.1.1 | GA | Med | The Health Monitor service does not log errors in its local log file. |
| SMAR-204 | 4.1.1 | GA | Low | Updated the SmartTAP logo in the SmartTAP user interface. |
| SMAR-228 8101 | 4.1.1 | GA | Critical | For Skype-for-Business integrations, when routing the call through the Announcement Server, calls involving iPhones may not be connected. |
| SMAR-306 | 4.1.1 | GA | Med | The user image icon on the SmartTAP GUI may be missing after uploading a new image. |
| SMAR-475 | 4.1.1 | GA | Critical | For Skype-for-Business integrations, when routing the call through the Announcement Server, calls from mobile phones or to voice mail may be disconnected. |
| SMAR-488 | 4.1.1 | GA | Low | For systems configured to record to SMB locations, the Media Server uses an incorrect default temporary location to store the recordings before |

| Issue ID | Fixed in Release | Version | Severity | Description |
|--|------------------|---------|----------|---|
| | | | | transferring the calls to the final destination. |
| SMAR-496 | 4.1.1 | GA | Med | On the User Status page of the SmartTAP GUI, the number of users and devices displayed on a single page is limited to 20, despite an option to increase this number to 10, 20, 50 or 100. |
| SMAR-530 | 4.1.1 | GA | High | For Skype-for-Business integrations, a new SmartTAP installation doesn't record calls that traverse the Edge Server when utilizing Media Proxy Mode and the Edge Server is located behind NAT. |
| SMAR-536 | 4.1.1 | GA | Med | For Skype-for-Business integrations, the Lync Plug-in will only send an alarm if the connection to its first Announcement Server or Media Proxy goes down. If there are multiple Announcement Servers or Media Proxy Servers, their connections will not generate alarms. |
| SMAR-575 SMAR-203 SMAR-197 8087 | 4.1.1 | GA | Med | For Skype-for-Business integrations, the ability for the Lync Plug-in to load balance among the Call Delivery components and Media Proxy components has been improved. |
| SMAR-243 | 4.1.1 | GA | Med | The Communication Server installer may fail when upgrading from previous versions if it was configured for all-in-one mode (not RDD). |
| SMAR-532 | 4.1.1 | GA | Critical | For SIPREC integrations, if a call is rejected immediately after being initiated, on-going and subsequent calls may not be recorded. |
| SMAR-495 SMAR-541 SMAR-637 8106 | 4.1.1 | GA | Med | Performance and functional improvements to allow up to 3000 targeted users. |
| SMAR-581 | 4.1.1 | GA | Critical | For Skype-for-Business integrations, calls to emergency numbers may be routed to the Announcement Server and subsequently not connected. A new Black List configuration option has been implemented to not route calls with the defined numbers to the Announcement Server. |
| SMAR-585 | 4.1.1 | GA | Med | The Plug-in installer does not check for proper execution policy settings. This may result in specific PowerShell scripts |

| Issue ID | Fixed in Release | Version | Severity | Description |
|----------------------------------|------------------|---------|----------|---|
| | | | | failing to run, causing the Lync Plug-in to not function correctly. |
| SMAR-587 SMAR-560 SMAR-643 | 4.1.1 | GA | Med | Added support for the SysLog Server for the Lync Plug-in logging. This allows SmartTAP to collate logs from all Lync Plug-in components into a single location for easier collection and analysis. |
| SMAR-547 | 4.1.1 | GA | Med | The Application Server installer may not update specific binary files during an upgrade. This may result in incompatibilities between components or missing bug fixes. |
| SMAR-591 | 4.1.1 | GA | Med | The Plug-in installer may not update specific files during an upgrade. This may result in incompatibilities between components or missing bug fixes. |
| SMAR-592 | 4.1.1 | GA | Med | The target list in Call Delivery may not update on schedule if there are many targeted users. Changes made to users in LDAP or on the SmartTAP GUI may not be reflected in the recordings in a timely manner. As a result, the timeout value for the connection to the Application Server was increased to reduce such incidents. |
| SMAR-545 SMAR-230 | 4.1.1 | GA | Med | Updated Java JRE to 1.8u152 to address security vulnerabilities. |
| SMAR-180 8098 | 4.1.1 | GA | Med | When exporting IMs into a PDF file, if unsupported languages are present in the messages, there is no warning that some of the data may be missing. |
| SMAR-187 8071 | 4.1.1 | GA | High | For Skype-for-Business integrations, calls using the Pexip Infinity Conferencing Platform may not be recorded. |
| 7847 | 4.1.0 | GA | Med | Some media files may not be removed after the defined Call Retention period has expired. |
| 8003 | 4.1.0 | GA | Med | The SNMP port used by the Application Server is always set to the default value by the install program, which conflicts with the Microsoft SNMP Agent. |
| 7611 | 4.1.0 | GA | Med | Commands for executing pause and resume functionality using the REST Executor library are not functioning properly. |

| Issue ID | Fixed in Release | Version | Severity | Description |
|----------|------------------|---------|----------|---|
| 7897 | 4.1.0 | GA | Low | AcProcDump is not properly upgraded which causes Call Delivery-IP to not be included in the monitoring process. |
| 7800 | 4.1.0 | GA | Low | When sending e-mail notifications, if the user's last name is not set, it will be printed as "NULL" instead of being left blank in the notification. |
| 7835 | 4.1.0 | GA | Low | The License Page in the SmartTAP Web interface allows you to enter a threshold value that is greater than the total number of licenses. |
| 7842 | 4.1.0 | GA | Med | LDAP data may become stale within the SmartTAP database and this results in out-of-date targeting information being used to record a call. |
| 7877 | 4.1.0 | GA | Med | The left and right sides of an audio recording may be reversed. |
| 7882 | 4.1.0 | GA | High | For Skype-for-Business Integrations, when configured for Edge Mode recording, a call may become stuck on in the SmartTAP Web interface if there is an error response to a SIP INVITE. |
| 7872 | 4.1.0 | GA | Med | Creation of a recording profile may fail in SmartTAP deployments containing RDD servers when the database is restarted. |
| 7898 | 4.1.0 | GA | High | For Skype-for-Business Integrations with the Edge Mode configured, the Media Delivery service may crash at the end of some calls. |
| 7913 | 4.1.0 | GA | High | Endpoints with multiple IP addresses might not be recorded due to a conflict over which IP address to use for the media. |
| 7888 | 4.1.0 | GA | Med | E-mail notifications will not be sent if any one of the notification subscribers has an empty e-mail address. |
| 7890 | 4.1.0 | GA | Low | The first e-mail message sent from SmartTAP after it is initially installed and configured may fail to send. |
| 7921 | 4.1.0 | GA | High | For Skype-for-Business Integrations, the decision to record a call or not may be incorrectly made depending on the algorithm used to determine if the endpoints are internal or external users. |
| 8026 | 4.1.0 | GA | High | For Skype-for-Business Integrations configured for Media Proxy Mode, CD-IP may occasionally crash. |

| Issue ID | Fixed in Release | Version | Severity | Description |
|--------------|------------------|---------|----------|---|
| 8037 | 4.1.0 | GA | Critical | For Skype-for-Business Integrations, calls using the Pexip Infinity Conferencing Platform may be dropped. |
| 8032 | 4.1.0 | GA | High | For Skype-for-Business Integrations, recording calls where the called party is not targeted, may lead to the CD-IP leaking memory, which eventually leads to a crash. |
| 8019 | 4.0.0 | CU2 | Low | Browsers configured for a Russian or Hebrew locale show an incorrect SmartTAP title. |
| 7917 | 4.0.0 | CU2 | Med | Cyrillic symbols in instant messages are not properly returned from the REST API. |
| 7947 | 4.0.0 | CU2 | Med | AcProcDump stops monitoring Call Delivery-IP after an upgrade is performed. |
| 7979 7987 | 4.0.0 | CU2 | Med | A resource leak when downloading media files may eventually prevent any further downloads. |
| 7958 | 4.0.0 | CU2 | Med | In Skype-for-Business Integrations, when using Client Window Extensions to access the SmartTAP UI, page retrievals may fail with error code 500 or an exception. |
| 7983 | 4.0.0 | CU2 | Med | In Skype-for-Business Integrations, the Lync Plug-in may leak memory if it is not properly registered. |
| 7996 | 4.0.0 | CU2 | High | In Skype-for-Business Integrations, the Lync Plug-in may block DTMF digits after it is upgraded. |
| 7946 | 4.0.0 | CU2 | Med | Throttling was added for connection alarms generated by the Lync Plug-in. |
| 7931 | 4.0.0 | CU1 | Med | In Skype-for-Business Integrations, a recording license may not be released if the media traverses a Lync Edge Server. |
| 7919 | 4.0.0 | CU1 | High | In Skype-for-Business integrations using Media Proxy, calls may not be recorded if clients do not publish Host Candidates. |
| 7923 | 4.0.0 | CU1 | High | The Lync Plug-in setting that limits recordings to external PSTN calls was not working. |
| 7911 | 4.0.0 | CU1 | High | Call Delivery will not trigger recordings for users/devices that are targeting with a TEL_URI attribute which does not contain an extension. An update to the |

| Issue ID | Fixed in Release | Version | Severity | Description |
|--------------|------------------|---------|----------|--|
| | | | | calldeliveryconfig.xml file resolves this issue. |
| 7862 7881 | 4.0.0 | CU1 | High | For CD-AL Integrations, the Media Server may fail to record the beginning of some calls or insert the end of an earlier call into the beginning of a different call. |
| 7875 | 4.0.0 | CU1 | Critical | In Skype-for-Business Integrations, calls using a Polycom VVX 300 handset may be disconnected. |
| 7766 | 4.0.0 | GA | Med | Updated Application Server to display date fields using the locale of the browser, if supported. |
| 7521 | 4.0.0 | GA | Med | Implemented a workaround for Polycom phones concerning the consent feature on the Announcement Server. |
| 5082 | 4.0.0 | GA | Low | The audio player will now play back recordings longer than 200 minutes. |
| 7608 | 4.0.0 | GA | Med | For Shoretel integrations, the caller ID may not be properly reported depending on signaling conditions. |
| 7562 | 4.0.0 | GA | Med | The Call Retention feature may not delete specific messages and participants if they are not associated with a conversation. |
| 6038 | 4.0.0 | GA | Low | In the SmartTAP Web interface, a previous error message will not be removed even after a successful submission of a Certificate Signing Request form. |
| 7338 | 4.0.0 | GA | Med | For specific SmartTAP versions when upgrading the Communication Server that has been installed to a custom location, the installation process would not successfully complete. |
| 7834 | 4.0.0 | GA | Med | The following components were updated so that they will upgrade correctly if installed to a custom location: AS, MS, CD-IP, MD, all Lync Plug-ins. |
| 7457 | 4.0.0 | GA | High | A call record may be missing if a targeted user calls an untargeted user who then forwards the call to a targeted user. |
| 7331 7173 | 4.0.0 | GA | Low | The "back" button was fixed in the Media Server install program. |
| 7621 | 4.0.0 | GA | Med | The Lync Plug-in service can hang if it is manually stopped from the Service Manager. |

| Issue ID | Fixed in Release | Version | Severity | Description |
|--------------|------------------|---------|----------|---|
| 6134 | 4.0.0 | GA | Med | For SmartTAP with one Media Delivery component connected to two SmartTAP servers, the first call may be reported as missed or abandoned with no media. |
| 7413 7392 | 4.0.0 | GA | Med | The Lync Plug-in may fail to install because it tries to create a text file under C:\windows\system32, which is often a read-only location. |
| 7404 | 4.0.0 | GA | High | Security updates for Java in the Application Server and Communication Server. |
| 7395 | 4.0.0 | GA | High | Security updates for MySQL database. |
| 7390 | 4.0.0 | GA | High | For Skype for Business integrations in Monitoring Mode, as well as for passive VoIP Integrations, there may be silent recordings or missing media files for some specific configurations. |
| 6615 | 4.0.0 | GA | Med | The LAESP module, which is part of the Application Server, does not shut down properly, which forces you to restart the AS Service instead of just redeploying a single module. |
| 7546 | 4.0.0 | GA | High | Instant Messages are not recorded if the IM window is opened before the users are targeted. |
| 7547 | 4.0.0 | GA | Med | Instant Messages may be duplicated if the users are each attached to a different Lync Front End Pool. |
| 7548 | 4.0.0 | GA | Low | If a user is configured without a last name, messages are sent to the user with the text "NULL" instead of a blank space for the last name. |
| 7373 | 4.0.0 | GA | Med | An IM conversation may not export correctly when performing multiple exports on the same search result. |
| 7523 | 4.0.0 | GA | Med | Modifying an existing LDAP Configuration in the SmartTAP GUI may fail. |
| 7613 | 4.0.0 | GA | Med | For Shoretel Integrations, specific Hold and Retrieve calls may result in a hanging call in the Web interface and possibly two separate call records. |
| 7615 | 4.0.0 | GA | High | For Shoretel Integrations, for specific Call Waiting cases, the caller ID may be missing and the call may not be recorded. |
| 7617 | 4.0.0 | GA | Med | Lync Plug-in installation may fail depending on PowerShell permissions. |

| Issue ID | Fixed in Release | Version | Severity | Description |
|----------|------------------|---------|----------|--|
| 7361 | 4.0.0 | GA | Critical | For Skype for Business integrations with Edge Mode or Media proxy Mode configurations, calls to a VVX 500 phone may be disconnected after the announcement is played by the Announcement Server. |
| 7700 | 4.0.0 | GA | High | The Lync Plug-in may crash when operating under certain adverse networking conditions. |
| 7346 | 4.0.0 | GA | Med | Database tables for the Communication Server are not correctly installed in a distributed environment. |
| 7797 | 4.0.0 | GA | High | For Skype for Business integrations, a call from a mobile client to an internal user may not be recorded. |
| 7662 | 4.0.0 | GA | Med | Announcements might not play in cases where the phone number needs to be normalized. |
| 7016 | 4.0.0 | GA | Med | HLS Live Monitoring Playlist Program Date and Time is not properly updated when using version 3. |
| 7337 | 4.0.0 | GA | Med | For Skype for Business integrations using Edge Mode and Active/Active configuration, a recording may not terminate properly if Call Delivery is not configured properly. |
| 7653 | 4.0.0 | GA | High | Recordings can be out-of-sync after a call is released from hold. |
| 5840 | 4.0.0 | GA | Med | For Skype for Business integrations, a call may hang if one user dials the same user. |
| 7796 | 3.2.0 | CU9 | Med | Fixed a memory leak on the Application Server. |
| 7798 | 3.2.0 | CU8 | High | In Skype-for-Business integrations with Media Proxy solution, a call to an internal client from a mobile client connected to internal Wi-Fi may not be recorded. |
| 7753 | 3.2.0 | CU8 | Med | Security updates for Java for the Application Server and Communication Server were implemented. |
| 7731 | 3.2.0 | CU7 | High | When operating in Media Proxy Mode, Call Delivery-IP fails to retrieve licenses, and thus doesn't record any calls if a physical SmartWORKS board is installed on the same server. |

| Issue ID | Fixed in Release | Version | Severity | Description |
|--------------|------------------|---------|----------|--|
| 7732 | 3.2.0 | CU7 | Med | In Skype-for-Business integrations, SmartTAP may report the answering party incorrectly. |
| 7728 7729 | 3.2.0 | CU7 | High | Shortel Integration improvements. |
| 7694 | 3.2.0 | CU7 | High | In Skype-for-Business integrations with Announcement Server, the announcement may not be played after transferring an inbound PSTN call to a targeted user. Added a feature in the Announcement Server to allow it to normalize phone numbers. Note: This feature is not enabled by default. To enable it, open "Config\System.config" and add the "normalizeNumbers" attribute in the <System> element to "true". Example: <System normalizeNumbers="true" /> |
| 7696 | 3.2.0 | CU6 | High | A Skype-for-Business user logged in from an external network may fail to join online meetings. |
| 7586 | 3.2.0 | CU6 | Critical | A Skype-for-Business user removed from a conference call may stay in the busy state if the user joined the conference using an HP phone. |
| 7551 | 3.2.0 | CU6 | Med | A REST principal is unable to stop recordings for another target. Permissions were extended so that users with "controlGroupRecordings" permissions can stop recordings on users for whom they have call access permissions. |
| 7542 | 3.2.0 | CU6 | Critical | For Lync Integrations, use of E-911 can cause calls to disconnect when using a Polycom phone. |
| 7487 | 3.2.0 | CU5 | Critical | The Lync Plug-in Service may read an invalid topology if it starts up before the Front End Service. |
| 7480 | 3.2.0 | CU5 | Med | For Lync Integrations, call recordings may have silence or noise for the first 5-7 seconds of a call in the case where Media Bypass is enabled; however, the answering client declines to use the bypass route. |
| 7470 | 3.2.0 | CU4 | High | For all integrations, Call Delivery may not properly use its assigned Location, causing media files to be missing or recorded in the wrong location when Multiple Media Locations are in use. |

| Issue ID | Fixed in Release | Version | Severity | Description |
|----------------------|------------------|---------|----------|---|
| 7431 | 3.2.0 | CU4 | Med | For AES Integrations, missed calls are reported with no duration on the call search page of the SmartTAP Web interface. |
| 7436 | 3.2.0 | CU4 | Critical | Call Delivery-AES can run out of channels and stop recording if extensions are untargeted. |
| 7426 | 3.2.0 | CU4 | Critical | Calls to a federated conference bridge may fail when unmuted right after a connection is made. |
| 7432 | 3.2.0 | CU4 | Med | The Notification Threshold Value on the Storage Statistics page is always zero. |
| 7439 | 3.2.0 | CU4 | Critical | The Lync Plug-in fails if it cannot read the Skype-for-Business Topology. |
| 7442 | 3.2.0 | CU4 | Critical | When using the Edge Solution in Skype-for-Business, an outgoing PSTN call may fail if media bypass is enabled. |
| 7444 7452 | 3.2.0 | CU4 | Med | In Skype-for-Business integrations, calls may be shown as hanging on the GUI if a user calls their voicemail. |
| 7394 | 3.2.0 | CU3 | Med | The Lync Plug-in writes a file to the \system32 directory, which may fail due to permission issues on specific systems. The file is moved to the application directory. |
| 7408 | 3.2.0 | CU3 | Critical | In Skype-for-Business integrations, when calling into an Unassigned Number Range, the call may fail. |
| 7422 | 3.2.0 | CU3 | Med | The Lync Plug-in writes unnecessary logs to the Windows Event Log. |
| 7385 | 3.2.0 | CU3 | Med | Updates to the PDF document format for exported instant message records. |
| 7386 7400 7402 | 3.2.0 | CU3 | High | Security updates for Java in the Application Server and Communication Server. |
| 7369 | 3.2.0 | CU3 | Med | Instant Messages sent to a Skype-for-Business user in 'Do Not Disturb' mode appear on the incorrect side of the SmartTAP Web interface, giving the appearance that the receiver is the sender of the message. |
| 7371 7375 | 3.2.0 | CU3 | High | Skype-for-Business PSTN calls are not recorded when using Media Proxy Mode with Media Bypass enabled. |
| 7357 | 3.2.0 | CU3 | High | UTF-8 support on the SmartTAP GUI does not work after upgrading to SmartTAP 3.2.0. |

| Issue ID | Fixed in Release | Version | Severity | Description |
|----------|------------------|---------|----------|--|
| 7353 | 3.2.0 | CU2 | Med | 500 Server Error is generated by the SmartTAP GUI when the user logs in and has Access Group Calls and ROD/SOD Other Users with LDAP. |
| 7351 | 3.2.0 | CU2 | Med | Recordings can be out-of-sync after a call is released from hold. This is caused by the timestamp being reset in the RTP stream after a period of silence. |
| 7332 | 3.2.0 | CU1 | High | For integrations with CloudBond 365, targeted online users are not recorded. Online users are users who are registered to the Microsoft Cloud. |
| 7340 | 3.2.0 | CU1 | Med | Call recordings appear to hang in the SmartTAP Web interface when there a brief disconnection between Call Delivery and the Lync Plug-in. |
| 6719 | 3.2.0 | GA | High | For installations using RDD, a connection failure between the Application Server and Communication Server may result in lost recordings. |
| 6655 | 3.2.0 | GA | Med | SIP calls with multiple invites are not released properly, causing licenses to run out. "Quota Exceeded" alarm is then generated, leading to calls not being recorded. |
| 7304 | 3.2.0 | GA | Med | While performing an upgrade of the Lync Plug-in for a version older than SmartTAP 3.1.0, calls might fail to connect during a two-minute period. |
| 6979 | 3.2.0 | GA | High | Targeted calls forwarded in Skype for Business or Lync environment include a missing call record for the 'forwarding' party. This fix includes a change to the Lync state machine file in Call Delivery. |
| 7280 | 3.2.0 | GA | High | Garbled audio is present in some recordings involving Skype-for-Business 2016 clients. |
| 7219 | 3.2.0 | GA | Low | The Announcement Server service no longer has to be started manually following an upgrade. |
| 6927 | 3.2.0 | GA | Critical | A failure of one of the NIC teaming interfaces to start may cause an outage in recording the media. |
| 6916 | 3.2.0 | GA | Med | Fixed an issue related to SIPREC integrations when recording call transfer scenarios handled by SBC version 7.00A.046.003 or later. |
| 6127 | 3.2.0 | GA | Med | Added input validation for "User Base Context", "Group Base Context", and |

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|------------------------------|------------------|---------|----------|---|
| | | | | "Security Group Base Context" fields under LDAP. |
| 7118 | 3.2.0 | GA | Critical | For AES Integrations, recording stops after loss of communication to Avaya AES, and is not reestablished. |
| 7245 | 3.2.0 | GA | Med | SmartTAP services were changed to the "Delay Start" option in the Service Manager to avoid service start-up failures upon reboot after Windows Updates are applied. |
| 7265 | 3.2.0 | GA | Critical | For Skype for Business integrations, targeted calls may be disconnected if one endpoint adds video to the session and the other endpoint is not video-capable. |
| 7012 | 3.2.0 | GA | Critical | For Skype for Business integrations, targeted calls may be disconnected if both endpoints add video at the same time. |
| 7008 | 3.2.0 | GA | High | Upon startup, the Lync Plug-in service may prevent calls from being recorded for up to five minutes. This issue has been fixed to use the default of five seconds. |
| 7093 | 3.2.0 | GA | High | Some registration errors of Avaya extensions caused SmartTAP AES integration to stop recording the extension. This has been fixed by retrying the registration for the extensions that failed. |
| 6850 | 3.2.0 | GA | High | Calls may get stuck in the recording state if they last longer than two hours. |
| 6989 | 3.2.0 | GA | Med | Added support for HDX clients in the Skype for Business and Lync integrations. |
| 7074 | 3.2.0 | GA | High | SmartTAP Media Proxy solution might cause a call establishment failure when one of the endpoints publishes multiple media IP addresses and one of these addresses is not routable in the network. |
| 7078 7080 7167 7050 | 3.2.0 | GA | Med | Added a custom installation option to various SmartTAP installers that were missing this feature. |
| 7092 | 3.2.0 | GA | Med | If the DMCC service on the AES Server fails, the SmartTAP AES Adapter would reconnect; however instead, it re-registers for the same extensions, causing duplicate call records. |

| Issue ID | Fixed in Release | Version | Severity | Description |
|----------|------------------|---------|----------|---|
| 7094 | 3.2.0 | GA | High | If DMCC service and SmartTAP AES Adapter service are starting up at the same time, the AES Adapter can fail to connect. The AES Adapter will now retry the connection periodically until it succeeds. |
| 7097 | 3.2.0 | GA | High | Some AES users were never recorded if the SmartTAP AES Adapter was not connected to the AES Server. This issue has been resolved by sending targeting to the AES Adapter regardless of the connection status with the AES Server. |
| 7102 | 3.2.0 | GA | Med | The alarm that indicates when Call Delivery resumes its connection with the Lync Plugin is not always sent. |
| 7103 | 3.2.0 | GA | High | A limit on the maximum number of AES extensions that can be targeted was removed. |
| 7260 | 3.2.0 | GA | Critical | Targeted calls answered by Lync 2010 clients may be disconnected. |
| 6836 | 3.2.0 | GA | Critical | For Skype for Business integrations, when adding video to an existing call, the call may be disconnected. |
| 7111 | 3.2.0 | GA | High | Peer-to-peer video calls are dropped or experience poor quality on systems using Media Proxy. A configuration parameter was added to the Lync Plugin component to optionally allow video to be routed through the Media Proxy. |
| 7112 | 3.2.0 | GA | Med | Changes to recording profiles were added to the audit trail. |
| 7115 | 3.2.0 | GA | High | For AES integrations, call records are marked as "Abandoned" instead of "Normal" for outgoing calls when the answering party cannot be found. |
| 7285 | 3.2.0 | GA | Med | LDAP users targeted for recording did not receive their LDAP attributes persisted in the SmartTAP database. This resulted in the data being lost if the user is subsequently deleted from LDAP. |
| 7119 | 3.2.0 | GA | High | Conference calls involving Polycom VVX phones are not recorded when SmartTAP is configured for Edge Mode. |
| 7124 | 3.2.0 | GA | Med | Some Avaya AES calls are shown as remaining in the "Active" state on the User Status web page, even after the call has completed. |

| Issue ID | Fixed in Release | Version | Severity | Description |
|------------------------------|------------------|---------|----------|--|
| 7125 7127 7128 7236 | 3.2.0 | GA | High | Improved support for recording Lync mobile clients. |
| 7148 | 3.2.0 | GA | Critical | For Avaya AES integrations, if SmartTAP is upgraded from a version prior to version 3.0, no recordings can be made because the Call Delivery's configuration is incomplete. The Call Delivery-AES also will not be able to send traps. |
| 6406 | 3.2.0 | GA | High | For SIPREC integration, when using an AudioCodes gateway, calls may hang and not be recorded. |
| 7058 | 3.2.0 | GA | Critical | Targeted calls on Skype for Business systems configured for monitoring mode are not recorded. They appear as hung calls on the SmartTAP GUI. |
| 7175 | 3.2.0 | GA | High | A non-targeted user may fail to join a conference when it is invited into a conference by a targeted user. |
| 7174 | 3.2.0 | GA | High | For Skype for Business integrations using the Announcement Server, calls transferred after the announcement is played may not be recorded in systems using a Front End pool with multiple Front End Servers. |
| 6959 | 3.2.0 | GA | High | Skype for Business Video Conference may fail when SmartTAP is deployed with a Media Proxy solution in multi-site environments. |
| 7169 | 3.2.0 | GA | Med | For 3-way conference calls in AES integrations, SmartTAP shows an extra digit in the "Called Party" field of the call record. |
| 7168 | 3.2.0 | GA | High | If LDAP mapping for user name extension, or SIP URI are incorrect, The SmartTAP Web interface may return a page loading error immediately after logging in. |
| 7201 | 3.2.0 | GA | Med | LDAP user names that include a forward slash (/) causes errors when trying retrieve the associated resources using REST APIs. |
| 7165 | 3.2.0 | GA | High | Video conferencing fails when SmartTAP is configured in Edge Mode. |
| 7046 | 3.2.0 | GA | High | Application Servers set up for HTTPS only would be unable to provide |

| Issue ID | Fixed in Release | Version | Severity | Description |
|----------|------------------|---------|----------|--|
| | | | | targeting data to Call Delivery, resulting in no recordings. |
| 6948 | 3.2.0 | GA | High | The Lync Plug-in service was fixed so as to prevent it crashing if the Skype for Business Front End service goes down. Instead, it will periodically try to reconnect. |
| 7043 | 3.2.0 | GA | Low | On the SmartTAP Web interface, the Audit Trail and Alarm History pages have been updated to validate that the start and end dates are in the correct order. |
| 7247 | 3.2.0 | GA | Med | Accessing the "/targets/info" resource from REST may return a 500 error for some targets because certain characters are required to be escaped. |
| 7251 | 3.2.0 | GA | Critical | Targeted Skype for Business calls may be disconnected when simultaneous ring is configured to ring a PSTN number; however, a non-PSTN client answers the call. |
| 7253 | 3.2.0 | GA | High | Frequent disconnects between Call Delivery and Media Proxy causes parts of the recordings to be lost. |
| 7036 | 3.2.0 | GA | Critical | If the DMCC service on the AES Server goes down, AES Adapter would fail to reconnect. |
| 7203 | 3.2.0 | GA | High | Some audio recordings may be unsynchronized. |
| 7065 | 3.1.1 | GA | Low | The behavior of the "back" button in the CS installer has been corrected. Dialog windows now proceed in the correct order (you can proceed forward and backwards). |
| 7033 | 3.1.1 | GA | Med | The announcement message generated by the Announcement Server was not recorded if SmartTAP 3.1.0 CU1 is installed. A new state machine file for Call Delivery (Hpx.scxml) resolves this issue. |
| 6996 | 3.1.1 | GA | Med | Fix for Announcement Server installer: Announcement Service will now restart automatically after an upgrade. |
| 7052 | 3.1.1 | GA | Med | Fix for Media Proxy installer: configuration is corrupted during an upgrade. |
| 7040 | 3.1.1 | GA | Med | Fix for Lync Plugin installers: configuration is corrupted when no Media Proxy or Announcement Server |

| Issue ID | Fixed in Release | Version | Severity | Description |
|--------------|------------------|---------|----------|--|
| | | | | IP Addresses are entered as input during the Plugin installation. |
| 7049 | 3.1.1 | GA | High | Support has been added for a custom installation path to the following install programs: Communication Server, Media Proxy, Announcement Server, Lync 2010 Plugin, Skype-for-Business Plug-in. |
| 6990 | 3.1.1 | GA | High | Support has been added for HDX clients in the Lync Plugin. |
| 7045 | 3.1.1 | GA | High | Support has been added for HTTPS for Call Delivery to communicate with the Application Server. |
| 6883 6691 | 3.1.0 | GA | High | Recordings can be a few seconds short under high recording loads. |
| 6579 6567 | 3.1.0 | GA | Med | Silence is recorded for calls with a Citrix Lync client participant. |
| 6493 | 3.1.0 | GA | High | The Media Server component might crash when RED media packets fail to decrypt. |
| 6378 | 3.1.0 | GA | High | Poor audio quality recordings occur when the media is transmitted over large MSRTA packets. |
| 6902 | 3.0.1 | CU2 | High | Security updates for JBoss in the Communication Server have been implemented. |
| 6904 | 3.0.1 | CU2 | High | Specific calls with early media, decryption errors result in bad recordings. |
| 6905 | 3.0.1 | CU2 | Med | Incorrect configuration data can cause a crash in CD-IP when using Media Proxy. |
| 6933 | 3.0.1 | CU2 | High | Inter-pool calls fail to record when Lync optimizes the SIP message path to skip over the Lync Front End to which the user is homed. |
| 6848 | 3.0.1 | CU1 | High | Calls may get stuck in the recording state if they last longer than two hours. |
| 6843 | 3.0.1 | CU1 | High | Connection alarms between Call Delivery and Media Proxy are raised due to spurious connection resets. |
| 6841 | 3.0.1 | CU1 | Med | Connection alarms between the Call Delivery and Application Servers are raised due to premature timeouts. |
| 6780 | 3.0.1 | CU1 | High | Support has been added for recording between Skype for Business and the Announcement Server. |

| Issue ID | Fixed in Release | Version | Severity | Description |
|----------|------------------|---------|----------|---|
| 6827 | 3.0.1 | CU1 | High | When the SmartTAP Username is not parsed correctly for SIPRec, this leads to a malfunction. |
| 6826 | 3.0.1 | CU1 | High | CD-SIPRec can malfunction if it does not receive a SIP Acknowledge request from the gateway after the 200 OK response to the initial INVITE. |
| 6829 | 3.0.1 | CU1 | Med | Call recording may hang for 24 hours if the call is transferred to voice mail before the caller hangs up. |
| 6809 | 3.0.1 | CU1 | Med | The e-mail notification recipients list displays LDAP recipients in the non-recipients list. |
| 6833 | 3.0.1 | CU1 | High | After upgrading CD-IP from a version earlier than 3.0 and adding a Media Proxy, the CD-IP cannot collect media from calls traversing the Media Proxy. |
| 6707 | 3.0.1 | GA | Critical | Search while selecting a non-targeted user displays records for other targeted users. |
| 6640 | 3.0.1 | GA | High | Calls were not recorded in Cisco Target by Extension mode (this mode supports only basic call scenario recordings). |
| 6718 | 3.0.1 | GA | Med | Media is not recorded for a Media Proxy call at all when configured to record Lync and another IP integration. |
| 6764 | 3.0.1 | GA | High | For SmartTAP systems with Media Proxy enabled, video calls in a Skype-for-Business platform fail to connect when using an AudioCodes IP phone. |
| 6732 | 3.0.1 | GA | High | Call Tagging in SmartTAP 3.0 on a Lync Client Window Extension does not function correctly. |
| 6750 | 3.0.1 | GA | High | Calls to a federated conference server fails when a recording uses a Media Proxy. |
| 6766 | 3.0.1 | GA | Critical | Incoming PSTN calls are not recorded when using a Media Proxy solution in a Skype-for-Business environment. |
| 6702 | 3.0.1 | GA | High | CD-IP fails to record SIP calls in a Lync + SIP (Target by IP) CD-IP configuration. |
| 6583 | 3.0.0 | GA | Med | The Installer now automatically removes old tools from a previous version. |
| 6437 | 3.0.0 | GA | Med | Deleted users will no longer be displayed in a group unless you select the checkbox to show deleted users. |

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|----------|------------------|---------|----------|---|
| 6436 | 3.0.0 | GA | Med | The Status page now only displays recorded users. |
| 6427 | 3.0.0 | GA | High | The SmartTAP installer will no longer overwrite CD-IP state machine files. |
| 6404 | 3.0.0 | GA | Med | Group management and changes are now tracked in Audit Trail. |
| 6390 | 3.0.0 | GA | High | Corrected PowerShell script used during installation of firewall rules to prevent leaving unrestricted access after the script is complete. |
| 5455 | 3.0.0 | GA | Med | Resolved an issue where sort order is affected if a target is removed. |

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