SmartTAP 360º Enterprise Recording Solution

Version 5.6.1

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Date Published: May-05-2024

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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 360° Administrator Guide
SmartTAP 360° Installation Guide
SmartTAP 360° Teams Deployment Guide
SmartTAP 360° Hardware and Software Requirements
SmartTAP 360° Genesys Integration Guide

Software Revision Record

Release	Version	Release Date
5.6.1	CU8	2/1/2024
	CU7	11/28/2023
	CU6	10/5/2023
	CU5	6/5/2023
	CU4	5/22/2023
	CU3	3/6/2023
	CU2	1/30/2023
	CU1	11/23/2022
	GA	10/24/2022
5.6.0	GA	8/16/2022
5.5.0	CU5	5/31/2022
	CU4	2/17/2022
	CU3	2/3/2022
	CU2	12/23/2021
	CU1	12/15/2021
	GA	12/3/2021
5.4.0	CU6	5/19/2022
	CU5	2/17/2022
	CU4	12/30/2021
	CU3	11/2/2021
	CU2	8/12/2021
	CU1	7/15/2021
	GA	06/03/2021
5.3.0	CU8	5/20/2022
	CU7	2/17/2022

Release	Version	Release Date
	CU6	1/20/2022
	CU5	11/4/2021
	CU4	8/6/2021
	CU3	5/12/2021
	CU2	4/14/2021
	CU1	2/22/2021
	GA	01/13/2021
5.2.0	CU2	12/28/2020
	CU1	12/1/2020
	GA	10/8/2020
5.1.0	CU1	9/3/2020
	GA	7/20/2020
5.0.0	CU3	6/4/2020
	CU2	3/26/2020
	CU1	2/20/2020
	GA	1/13/2020
4.3.0	CU5	9/26/2019
	CU4	8/12/2019
	CU3	7/8/2019
	CU2	4/17/2019
	CU1	3/11/2019
	GA	2/20/2019
4.2.0	CU2	1/29/2019
	CU1	9/21/2018
	GA	8/6/2018
4.1.1	CU8	2/7/2018
	CU7	11/6/2018
	CU6	10/23/2018
	CU5	8/28/2018
	CU4	8/2/2018
	CU3	5/14/2018
	CU2	4/17/2018
	CU1	4/12/2018
	GA	3/21/2018
4.1.0	GA	11/20/2017

Release	Version	Release Date
4.0.0	CU4	1/18/2018
	CU3	12/6/2017
	CU2	10/23/2017
	CU1	8/31/2017
	GA	7/6/2017

Third-Party Component Versions

Third-party software components are routinely installed as part of SmartTAP. These components are updated with newer versions whenever high-level security vulnerabilities have been fixed or when new features are required for SmartTAP.

Component Name	Version
MySQL Server Database	8.0.35.0
Amazon Corretto JDK	1.8.402.06 x64 11.0.22.7.1 x64
Wildfly	24.0.1.Final

Document Revision Record

LTRT	Description
27154	Initial release for this version.
27155	Update for fix version 5.6.1.
27156	Update to incorporate fix versions CU1 to CU8.

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1 Introduction

This document lists new features, resolved issues and known issues in AudioCodes SmartTAP Version 5.6.

2   New Features in this Release

2.1   Management

2.1.1   Analytics

- SmartTAP for Teams introduces category analytics and sentiment analysis powered by Microsoft cognitive services. Rules based categorization can be applied on transcribed calls with criteria such as word matches and words not spoken. This allows enterprises to gather powerful business insights with transcription highlighting, filtering options, and automated email reports. Sentiment Analysis can be applied to transcription to show positive, negative, and neutral scoring per phrase with options to filter and specify percentage ranges.

- A new license model for Analytics provides an Hours bulk license representing a one-time allocation for the number of hours of calls analyzed by the Analytics service. This in addition to the existing model consisting of a monthly counter for the number of hours (reset on a monthly basis).

- Speech to text quality is optimized using the PCM16 16 KHz coder by default. The G.711 coder can still be used for standard quality specifications (as previously supported).

2.1.2   SmartTAP for Teams

- SmartTAP for Teams now releases GA version for recording 1:1 and group chat. This includes the ability to search for text within a chat interaction and to capture attachment file names.
- SmartTAP for Teams users who are utilizing the double recording solution can trigger on demand recording from one system and applied it to both systems simultaneously.
- Added support for the Microsoft Teams App Update (2022 October 12, 1.5.00.28361), which hardened security and caused the embedded SmartTAP Teams apps to fail in SmartTAP versions prior to 5.6.0.

2.1.3   Other

- SmartTAP "My Settings" now includes the ability for users to set their resident time zone and language. The Timestamps displayed in call records reflect this configuration accordingly.
- A new option has been added to the Retention Policy for separately managing Video and Desktop Sharing recordings.
- The default recording codec was changed to G729 for lower storage consumption; however, there is still an option to select the G711 codec. This change impacts new deployments only.

2.2   Genesys Integration

SmartTAP for Genesys introduces a seamless widget for playback of local call recordings via the PureCloud transaction ID. The addition of the SmartTAP/Genesys widget enables users to easily find call recordings without leaving the Genesys application.

2.3   SmartTAP Server

■   Support for opening an RDP session on the SmartTAP Application server from OVOC via the Apache Guacamole VPN gateway.

■   For Hybrid deployment scenarios, allow VPN traffic from Microsoft Azure Bot deployment via RTS to access the local SMB On-Premises storage host location using either the host's Private IP address or its NAT address.

3   Issues Resolved in this Release

The table below lists issues resolved in this release.

Table 1: Issues Resolved in this Release

Issue ID	Release	Version	Severity	Description
SMAR-10227	5.6.1	CU8	High	Security updates for .NET 6.0.
SMAR-10234	5.6.1	CU8	High	For Microsoft Teams integrations, recorded conference calls may show metadata but no media.
SMAR-10226	5.6.1	CU8	High	Security updates for Java in the Communication Server.
SMAR-10225	5.6.1	CU8	High	Security updates for Java in the Application Server.
SMAR-10220	5.6.1	CU8	High	Security updates for the Remote Transfer Service, Media Processor, and Call Delivery-Live.
SMAR-10195	5.6.1	CU8	Low	Logging improvements for the Remote Transfer Service, in the event that the service is failing to connect to SMB volumes.
SMAR-10183	5.6.1	CU8	Med	For SmartTAP systems using Azure Active Directory, user information may not sync properly.
SMAR-10176 SMAR-10212 SMAR-10167	5.6.1	CU8	Med	Retrieving the media from a recording may fail when using the Recorder REST API (POST: /rs/audiocodes/recorder/media).
SMAR-10174	5.6.1	CU8	Med	SmartTAP may report a recovered internal conference call recording as an external conference call. The call status will show an error due to missing media.
SMAR-10163	5.6.1	CU8	Critical	The Media Server may crash while recording calls after being upgraded with CU7.
SMAR-10145	5.6.1	CU7	Med	For Microsoft Teams integrations, a PSTN call may be mis-identified as a Federated call.
SMAR-10140	5.6.1	CU7	Critical	For analog integrations, CD-AL service may not start up.
SMAR-10136	5.6.1	CU7	High	Performance improvements for the Application Server.
SMAR-10135	5.6.1	CU7	High	For Microsoft Teams integrations, the Teams Bot may not disconnect an untargeted user even if it is configured to do so.
SMAR-10114	5.6.1	CU7	High	Security updates for the MySQL Database.
SMAR-10113	5.6.1	CU7	High	Security updates for Java in the Application Server.
SMAR-10112	5.6.1	CU7	High	Security updates for Java in the Communication Server.
SMAR-10092	5.6.1	CU7	High	For Microsoft Teams Integrations, external conference calls may not be recorded even if the "Federated" options are enabled in the recording profile.

Issue ID	Release	Version	Severity	Description
SMAR-10089 SMAR-10078	5.6.1	CU7	High	For Microsoft Teams integrations, a conference call may not be recorded due to the type of call being misidentified as a federated call rather than a conference call.
SMAR-10088 SMAR-10145	5.6.1	CU7	Low	Logging enhancements in the Teams Bot.
SMAR-10084 SMAR-10090 SMAR-10080	5.6.1	CU7	Med	For Microsoft Teams integrations, if the targeted compliance user leaves the conference call, the call is not disconnected. If the compliance user is untargeted, the call is not recorded, but the recording banner may still appear in Teams.
SMAR-9719	5.6.1	CU7	Med	In the SmartTAP GUI, the media player's fast-forward and volume control features are not functioning.
SMAR-10024	5.6.1	CU6	High	Performance improvements in the Application Server.
SMAR-9996	5.6.1	CU6	High	Performance improvements in the Application Server concerning triggering Record-on-Demand and Save-on-Demand.
SMAR-9997	5.6.1	CU6	Med	For Microsoft Teams integrations, a mobile client may fail to access the SmartTAP GUI due to certificate issues.
SMAR-9645	5.6.1	CU6	Med	For Microsoft Teams integrations, downloaded recordings which include video may run longer than the original call recording, due to some extra or out-of-order video segments.
SMAR-9961	5.6.1	CU6	High	Upgraded Remote Transfer Service, Media Processor, Call Delivery-Live, and CU Installer from unsupported .NET SDK versions to .NET 6.0.
SMAR-9696	5.6.1	CU6	High	For Microsoft Teams integrations, calls that should otherwise not be recorded may be recorded if a participant begins a screen sharing session.
SMAR-9778	5.6.1	CU6	High	Updated Microsoft libraries in Teams Bot.
SMAR-9743	5.6.1	CU6	High	For all integrations except Microsoft Teams, calls may be recorded partially or completely as silence.
SMAR-9835	5.6.1	CU6	Med	SmartTAP groups and security profiles may not be synced with Azure Active Directory.
SMAR-9856	5.6.1	CU6	High	For Microsoft Teams integrations, missed calls are sometimes logged as recorded with a 16-17 minute duration, however no audio is actually recorded.
SMAR-9881	5.6.1	CU6	High	For Microsoft Teams integrations, some calls may not be recorded if the Teams Bot misses the "joined" event.
SMAR-9903	5.6.1	CU6	High	Security updates for the Remote Transfer Service.
SMAR-9908	5.6.1	CU6	High	Security updates for the Teams Bot.
SMAR-9916	5.6.1	CU6	High	Security updates for Java in the Communication Server.

Issue ID	Release	Version	Severity	Description
SMAR-9915	5.6.1	CU6	High	Security updates for Java in the Application Server.
SMAR-9922	5.6.1	CU6	High	Security updates for the MySQL Database.
SMAR-9694	5.6.1	CU5	Med	Added support for an "evaluation" licensing and payment model in Call Delivery-Live.
SMAR-9728	5.6.1	CU5	Med	When using a custom filter on the Call Search page of the SmartTAP GUI, the results may not include all relevant records.
SMAR-9538	5.6.1	CU5	Med	Party identifiers in the call metadata may be prefixed as an OID even when they are not actually OIDs.
SMAR-9575	5.6.1	CU5	Low	Logging enhancements in the Application Server.
SMAR-9596	5.6.1	CU5	High	Performance improvements in the MySQL database.
SMAR-9609	5.6.1	CU5	High	Security updates for Java in the Communication Server.
SMAR-9610	5.6.1	CU5	High	Security updates for Java in the Application Server.
SMAR-9611	5.6.1	CU5	High	Security updates for the MySQL Database.
SMAR-9635	5.6.1	CU5	High	Security updates for the Remote Transfer Service.
SMAR-9564	5.6.1	CU5	High	For SmartTAP configured to record in monitoring mode, targets without IP addresses assigned in the user profile may not be recorded.
SMAR-9548 SMAR-9709	5.6.1	CU5	Med	For Microsoft Teams integrations, the Teams call queue display name will be treated as a participant in the call detail record.
SMAR-9650	5.6.1	CU4	High	For Microsoft Teams integrations, there is a new feature to prevent recording of internal conference calls which include external participants if the number of invitees or the total number of participants exceeds the configured values.
SMAR-9630	5.6.1	CU4	Med	For Microsoft Teams integrations, when compliance users are not recorded due to not being assigned a recording profile, an event will no longer be triggered.
SMAR-9606	5.6.1	CU4	Med	For Microsoft Teams integrations, improvements in Teams Bot load balancing.
SMAR-9591	5.6.1	CU4	High	Updated Microsoft libraries in Teams Bot.
SMAR-9504	5.6.1	CU3	Med	For Microsoft Teams Integrations where the recording format is set to G.729a, the recording quality is poor.
SMAR-9496	5.6.1	CU3	Low	Logging improvements in the Teams Bot.
SMAR-9497	5.6.1	CU3	Med	Updated Microsoft libraries in Teams Bot.
SMAR-9468	5.6.1	CU3	High	Security updates concerning OpenSSL.
SMAR-9467	5.6.1	CU3	Med	For SmartTAP systems using Azure Active Directory, the Application Server is not able to log in with User Principle Names containing a single quote (') character.

Issue ID	Release	Version	Severity	Description
SMAR-9400	5.6.1	CU3	High	Security updates for the MySQL Database.
SMAR-9406	5.6.1	CU3	High	Security updates for Java in the Application Server.
SMAR-9407	5.6.1	CU3	High	Security updates for Java in the Communication Server.
SMAR-9438	5.6.1	CU3	High	Security updates for the Application Server concerning log4j.
SMAR-9439	5.6.1	CU3	Med	Adding support for managing Azure Active Directory providers in the Recorder REST API.
SMAR-9445	5.6.1	CU3	High	Enable .NET Core updates in Windows Update.
SMAR-9385 SMAR-9418	5.6.1	CU2	Med	When trying to retrieve calls, either using the SmartTAP GUI or the Recorder REST API, an error may be reported.
SMAR-9374	5.6.1	CU2	Med	Automated deployments for AudioCodes Live Cloud fail because the license file is not installed.
SMAR-9268 SMAR-9273 SMAR-9293	5.6.1	CU2	High	Added support for triggering recording of an internal conference call when an external participant joins the calls.
SMAR-9292	5.6.1	CU2	Med	When filtering on the "Audit Trail" page of the SmartTAP GUI, the results may be incorrect if the username includes an underscore (_).
SMAR-9298	5.6.1	CU2	Med	Users with system administration privileges, but not call or user administration privileges will not be able to access the "Add Recording Location" page on the SmartTAP GUI.
SMAR-9300	5.6.1	CU2	Med	The Azure Storage Sampling setting is not persisted if SMTP is not configured.
SMAR-9247 SMAR-9278	5.6.1	CU1	Med	Analytics operations may not be performed on recordings after adding an analytics configuration.
SMAR-9248	5.6.1	CU1	Med	The license feature named "Purchased Storage Size (GB)" is displayed as "Undefined" on the Licenses page of the SmartTAP GUI.
SMAR-9253	5.6.1	CU1	Med	Added support for deleting analytics profiles and configuration to the Recorder REST API.
SMAR-9244	5.6.1	CU1	Low	The System Profile Tool may fail to collect data for the Application Server, Communication Server, and Database Service for SmartTAP 5.6.1 installations.
SMAR-9240	5.6.1	CU1	High	Security updates for the Remote Transfer Service.
SMAR-9189	5.6.1	CU1	High	Security updates for the MySQL Database.
SMAR-9182	5.6.1	CU1	High	Security updates for Java in the Application Server.
SMAR-9181	5.6.1	CU1	High	Security updates for Java in the Communication Server.
SMAR-9155	5.6.1	CU1	Med	When downloading or playing back a recording which includes video, the video and audio may be out of sync.

Issue ID	Release	Version	Severity	Description
SMAR-9132	5.6.1	CU1	Med	Added support for providing storage statistics for systems configured to store media in Azure Blob Storage.
SMAR-9093 SMAR-9115 SMAR-9221	5.6.1	CU1	Med	Added a new alarm type to the Teams Bot to signal when a recording has failed due to an error communicating with Microsoft services.
SMAR-9160	5.6.1	CU1	Med	The Media Server may not register as a Managed Device after an upgrade to SmartTAP 5.6.1 is performed.
SMAR-9245	5.6.1	CU1	Med	Alarms sent by the Application Server to OVOC may not be received.
SMAR-9110	5.6.1	GA	Med	After upgrading from an earlier version of SmartTAP, the SmartTAP GUI will not display any transcriptions on the playback page.
SMAR-9111	5.6.1	GA	Med	For call recordings which include a video component, the SmartTAP GUI will not play back or download the audio portion of the recording if the video media file is not available.
SMAR-8609	5.6.1	GA	Med	For SmartTAP system configured for LDAP or Azure Active Directory, the Data Migration Tool may fail to insert records.
SMAR-8984 SMAR-9101	5.6.1	GA	High	For Skype-for-Business integrations, conference calls may continue being recorded after the call has ended.
SMAR-9031 SMAR-9037	5.6.1	GA	High	For Microsoft Teams integrations, missed calls are sometimes logged as recorded with a 16-17 minute duration, however no audio is actually recorded.
SMAR-8825	5.6.1	GA	High	Security updates for Java in the Application Server and Communication Server.
SMAR-9042	5.6.1	GA	High	Security updates for the Teams Bot.
SMAR-7662	5.6.1	GA	Med	Language updates for the SmartTAP GUI.
SMAR-8585	5.6.1	GA	Med	The Health Monitor service may crash when validating calls.
SMAR-9061	5.6.1	GA	Med	The Sentiment Analysis feature has been changed so that it can only be enabled for supported languages.
SMAR-9065	5.6.1	GA	Med	For AudioCodes Live Teams Cloud installations, SmartTAP is unable to register with OVOC using its serial number.
SMAR-9088	5.6.1	GA	High	For Microsoft Teams integrations, attempting to record only internal conference calls by setting up a recording profile with "Calls with Internal Conference" will record both internal and external conference calls.
SMAR-8890	5.6.1	GA	High	Security updates for the MySQL Database.
SMAR-9073	5.6.1	GA	Med	Updated the OVOC Main Agent to the latest version.
SMAR-8818	5.6.1	GA	High	Security updates for Java in the Application Server and Communication Server.

Issue ID	Release	Version	Severity	Description
SMAR-9098	5.6.1	GA	Med	While performing an upgrade, the SmartTAP installation Suite may fail and stop the installation after trying to upgrade the OVOC Agents.
SMAR-8848	5.6.0	GA	High	Updates to Media Locations, Retention Policies, and Analytics Profiles may not fully take effect.
SMAR-8780 SMAR-8799 SMAR-8808	5.6.0	GA	High	Security updates for the Remote Transfer Service, Call Delivery-Live, and Team Bot.
SMAR-8788	5.6.0	GA	Med	For Microsoft Teams integrations, missed calls are sometimes logged as recorded with a 16-17 minute duration, however no audio is actually recorded.
SMAR-8732	5.6.0	GA	Med	For Microsoft Teams integrations, the call metadata is missing the "transfer" information for transferred calls.
SMAR-8731	5.6.0	GA	Med	For Microsoft Teams integrations, a forwarded call may display the target's OID instead of the username on the SmartTAP GUI.
SMAR-8520	5.6.0	GA	Med	The SmartTAP GUI may fail to display a transcription if it contains UTF-16 character data.
SMAR-8278	5.6.0	GA	Med	When setting recipients on the "View/Modify Analytics Profiles" page of the SmartTAP GUI, the recipient may be present in both the "Recipients" and "Non Recipients" selection boxes.
SMAR-7636 SMAR-7656 SMAR-7985	5.6.0	GA	High	Security updates for the Application Server concerning log4j.
SMAR-7589	5.6.0	GA	Med	On the SmartTAP GUI, transcriptions displayed in languages which are written from right to left may be displayed incorrectly.
SMAR-8057	5.6.0	GA	High	For Microsoft Teams integrations, recordings may be missing due to a crash in the Teams Bot.
SMAR-7857	5.6.0	GA	Med	When upgrading SmartTAP from a previous version, the database configure file may not be preserved.
SMAR-8746 SMAR-8813	5.6.0	GA	Med	For SmartTAP systems configured for REST access using HTTPS only, if the Health Monitor and/or Remote Transfer Service are installed on Windows Server 2012 R2, they will not be able to connect to the Application Server.
SMAR-8741	5.6.0	GA	High	Security updates for the Application Server to prevent clickjacking.
SMAR-7995	5.6.0	GA	High	Performance improvements in the Application Server related to the number of users supported in relation to the alarm notifications feature.
SMAR-8585	5.6.0	GA	Med	The Health Monitor service may crash when validating calls.
SMAR-8923	5.6.0	GA	Med	Performance improvements in the Application Server related to exporting calls.

Issue ID	Release	Version	Severity	Description
SMAR-7181 SMAR-7249	5.6.0	GA	High	For SmartTAP systems where Call Delivery-IP is configured with multiple forwarders, some calls may not be recorded.

4   Known Issues in this Release

The table below lists known issues in this release.

Table 2: Known Issues in this Release

Issue ID	Discovered in Release	Severity	Description
SMAR-2642	4.2.0	Med	The Timeline view may display the call out-of-sync if it involves a Desktop Sharing recording.
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 connection fails, the Media Server continues to report its UDP connection with CS on port 5064 as "up", even though the connection is down.
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-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-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-4636	5.1.0	Med	For Microsoft Teams Integrations, the "Target Status" page on the SmartTAP GUI may display a Desktop Sharing call as an Audio-only call.
SMAR-5868	5.3.0	Med	Both the On-Demand Panel and the User Status Page of the SmartTAP Web interface may display an OID instead of the display name for the Called Party under some circumstances: For Internal calls, the display name may be received only after the call is answered and, in some cases, only after the call is released. Until then, the OID is displayed. For calls forwarded externally to PSTN calls, the forwarding number is shown as the Called Party and the Answering Party is the phone number of the outside phone or mobile. For external calls, the user OID may be displayed as the Called Party.
SMAR-4783	5.1.0	Med	The Communication Server may report a broken UDP connection with Call Delivery on port 5060.
SMAR-5848	5.3.0	Med	When exporting IMs into a PDF file, long messages may be truncated.
SMAR-5885	5.3.0	Med	For Application servers installed on Windows Server 2012 R2 or Windows Server 2016, Video and Desktop Sharing calls may not play back without first installing the optional "Media Foundation" feature in Windows.

Issue ID	Discovered in Release	Severity	Description
SMAR-7178	5.2.0	Med	For the SmartTAP Recorder REST API, the Server Send Events protocol (SSE) may prematurely close the connection when using the "calls/events/" API.
SMAR-7516	5.5.0	Low	On the "Add Users to Media Locations" page of the SmartTAP GUI, a validation error message may be generated when submitting changes.
SMAR-8926	5.6.0	Low	When retrieving a call to play back in the SmartTAP GUI, if one or more media files are not present or not accessible, the GUI may not display any error message other than an empty player.

4.1   Known Issues with Microsoft Teams

The following lists some current limitations of Microsoft Teams as it pertains to SmartTAP.

■ Live Event participants configured under the Compliance Recording Policy are not recorded unless they are either a Presenter or a Producer of the Live Event.

■ The recording banner on the Mobile phone may show "policy applied to one or more participants requires this call to be recorded" without the statement whether the Recording was started or stopped.

■ For PSTN to Teams scenario, when the Teams user resumed the call from hold, it took ~10 seconds to retrieve it. After the call is resumed, the Teams client does not respond and also displays the call as "on-hold" and the call could not be disconnected.

■ A recording notification banner is present for all the users in the meeting with the message "Recording Started" when the Recording Party joins the call. The recording banner is updated only for the other non-Recording Party users as "Recording stopped". When the Recording Party user leaves the call and for the remaining user it shows as "Recording started".

■ Once a call is picked up from parking, the Bot name is displayed in Teams User. Also, when a call is parked by the Recording Party user, the other user's status shows as Parking and is placed on hold, and park music is heard after 5 seconds.

■ Compliance Recording is not supported with Conference mode call queues by Microsoft. Use Transfer mode call queues.

■ P2P or PSTN calls connection may take 7-14 seconds longer when the user is associated with a Teams Compliance Recording policy.

■ PSTN Call (PSTN to Teams) during audio notifications: No recording occurs for the following scenarios (Microsoft informed that this is expected behavior):

  • Park/Pickup

  • Single Step Transfer

  • Consulted Transfer

■ Stereo (unmixed audio) is not supported for Teams calls.

■ Voice transcription of analytics is supported with unencrypted G.711 coder only.

4.2   Microsoft Teams- Limitations

The following lists the limitations of Microsoft Teams integration for this release:

■   Multiple Azure subscriptions are not supported for the same recording solution. For example, using an AudioCodes subscription to host SmartTAP while using a Customer subscription to host the SmartTAP-Teams Bot.

■   The Client Extension Window feature, which is supported in Skype-for-Business integrations, is not supported in Teams.

■   When a strict Microsoft Compliance Recording Policy is required and the SmartTAP Recording profile is configured to record specific call types (i.e. not for all call types e.g. only PSTN calls):

   •   The SmartTAP Teams Bot must be configured to join all call types (otherwise the non-selected call types are disconnected by Microsoft). All calls must be calculated when defining Bot resources.

■   When a user is targeted for recording in both Microsoft Teams and for other integrations, then Live Monitoring only supports Microsoft Teams calls.

■   For Microsoft Teams integrations, when specifying Block or Allow lists for filtering calls in a Recording Profile, the filter only applies to PSTN calls.

■   For conference calls set to record with external participants, a peer-to-peer call will not be recorded if an external user joins the call if it is not already being recorded. Although the call is escalated to a conference call and one of the original peers is a targeted user, a limitation in the Microsoft Graph API does not allow SmartTAP to sense the escalation and re-evaluate the call type.

■   For a federated peer-to-peer call, the callee's display name is unavailable until the callee has accepted the call. Therefore, in unanswered (missed) calls SmartTAP will present the OID of the called party instead of the display name or user principal name.

4.3   Azure Active Directory- Limitations

The following lists the limitations of Microsoft Azure Active Directory integration for this release:

■   The SmartTAP Recorder REST API does not support authenticating via Azure Active Directory.

4.4   Azure Active Directory and LDAP Active Directory- Limitations

When configuring SmartTAP with both Active Directory (LDAP) and Azure Active Directory (AAD) objects, the behavior is undefined if the sources have group names in common.

4.5   Video Feature- Limitations

The table below lists video feature-problems and limitations.

Table 3: 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 for video-enabled users are supported for Teams integration only.	-
For Skype for Business integration, 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. Applicable to Skype for Business and Lync integrations.	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: Video-Based-Screen-Sharing	RDP support will be added in a future release.

4.6   Browser Limitations

SmartTAP currently supports the Google Chrome Browser. Other browsers, such as, Firefox, and the Microsoft Edge Browser may have limited functionality, particularly concerning the media player.

4.7   Analytics Limitations

SmartTAP is currently only able to transcribe a single audio file per call. Due to the fact that there are cases where multiple audio files can be recorded for a single call, the following limitations apply:

- Transcriptions are only supported for Microsoft Teams integrations.
- If a recording has been paused and resumed one or more times, only the last segment of the recording will be transcribed.

4.8   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.

> ⓘ   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.

4.9   Load Balancing in Active-Active Mode for Skype for Business Integration

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.
]
```

4.10   Configuring the Application Server for HTTP

The Application Server should be configured for HTTPS-only operation for the most secure operation. However, it can operation in HTTP mode. By default, the HTTP protocol is only available to users and components operating on the same server as the Application Server (using localhost). To change this so that the HTTP protocol is available for use over a network, perform the configuration changes shown below.

1.   Using a text editor, open file domain.xml. By default, it is located in "C:\Program Files\AudioCodes\SmartTAP\AS\domain\configuration\domain.xml". Find the section illustrated below and make the highlighted changes.

```
<subsystem xmlns="urn:jboss:domain:undertow:12.0" default-
server="default-server" default-virtual-host="default-host"
default-servlet-container="default" default-security-domain="other"
statistics-enabled="${wildfly.undertow.statistics-
enabled:${wildfly.statistics-enabled:false}}">
  <buffer-cache name="default"/>
  <server name="default-server">
    <ajp-listener name="ajp" socket-binding="ajp"/>
    <http-listener name="default" socket-binding="http" max-post-
size="20971520" max-header-size="65536" max-parameters="30000"
redirect-socket="https" enable-http2="true"/>
    <https-listener name="https" socket-binding="https" max-post-
size="20971520" max-header-size="65536" max-parameters="30000"
security-realm="SslRealm" enable-http2="true" enabled-
protocols="TLSv1.2" enabled-cipher-
suites="TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384,TLS_ECDHE_RSA_WITH_AE
S_128_GCM_SHA256,TLS_DHE_RSA_WITH_AES_256_GCM_SHA384"/>
      <host name="default-host" alias="localhost">
        <location name="/" handler="welcome-content"/>
        <http-invoker security-realm="ApplicationRealm"/>
        <!-- CORS Configuration -->
        <filter-ref name="server-header"/>
        <filter-ref name="x-powered-by-header"/>
        <filter-ref name="Access-Control-Allow-Origin"/>
        <filter-ref name="Access-Control-Allow-Methods"/>
        <filter-ref name="Access-Control-Allow-Headers"/>
        <filter-ref name="Access-Control-Allow-Credentials"/>
        <filter-ref name="Access-Control-Max-Age"/>
        <!-- Clickjacking Configuration -->
        <filter-ref name="Content-Security-Policy"/>
        <filter-ref name="x-content-type-options"/>
        <filter-ref name="hsts-header"/>
        <filter-ref name="x-frame-options"/>
        <filter-ref name="x-xss-protection"/>
        <!-- in case the system is not configured to https then
remove the samesite-cookie -->
        <filter-ref name="samesite-cookie"/>
        <!-- in case the system is not configured to https then set
http-only and secure to false-->
        <single-sign-on path="/" http-only="false" secure="false"/>
      </host>
  </server>
  <servlet-container name="default">
    <jsp-config/>
    <!-- in case the system is not configured to https then set
http-only and secure to false-->
    <session-cookie http-only="false" secure="false"/>
    <websockets/>
```

```
</servlet-container>
```

4.11   EOS (End-of-Service)

4.11.1   EOS (End-of-Service) for SmartTAP 360° Version 5.0 and Version 5.1

SmartTAP 360° Version 5.0 will reach EOS on January 31, 2023, and Version 5.1 will reach EOS on July 31, 2023 .

4.11.2   EOS (End-of-Service) for SmartTAP 360° Version 4.2 and Version 4.3

SmartTAP 360° Version 4.2 will reach EOS on 31 December 2021, and Version 4.3 will reach EOS on 30 June 2022.

### 4.11.3   EOS (End-of-Service) for SmartTAP 360° Version 4.1.1

SmartTAP 360° Version 4.1.1 reached EOS on 30 June 2021.

4.11.4   EOS (End-of-Service) for Adobe Flash player

The Adobe Flash player is no longer supported, SmartTAP Live Call Monitoring player has been updated to HTML5 starting from Version 5.x.

4.12   Microsoft Teams Instant Messaging Recording Limitations

■   When Editing a chat message, the new message content will be replaced with the original one, and "This message has been edited" will be displayed on top of it.

■   When Deleting a chat message, the content of the message will still be displayed, and "This message has been deleted" will be displayed on top of it.

■   Clicking 'Undo' on deleted message will be considered as Edited.

■   "HTML based messages, such as Formatted\Tables\Links are not supported, the content will be displayed only".

■   Text formatting is not reflected in Teams Chat messages (Bold\Underline\Italic\etc.)

■   Emojis, Gifs and any other special content will not be displayed in Teams chat messages.

■   Channel messages are not supported:
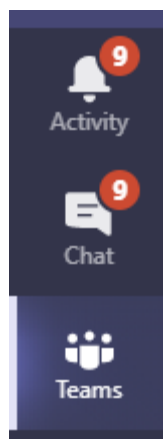
■   URLs of attached or transferred files are displayed in SmartTAP when a chat is included the attachment/transfer (see below)

5   Historically Resolved Issues

The table below lists the historically resolved issues.

Table 4: Historically Resolved Issues

Issue ID	Fixed in Release	Version	Severity	Description
SMAR-8538	5.5.0	CU5	Med	Added a new Recorder REST API to support mapping Professional Services users from AudioCodes AAD to the customer's SmartTAP installation to facilitate support and configuration.
SMAR-8390	5.5.0	CU5	Med	For SmartTAP systems configured to use LDAP with security profiles, the mapping may not take effect.
SMAR-8392	5.5.0	CU5	Med	For Microsoft Teams integrations, the Remote Transfer Service may not start up in a Service Fabric environment if there are multiple certificates which match the certificate common name specified in the configuration file.
SMAR-8436	5.5.0	CU5	High	Security updates for the Health Monitor Service and License Server.
SMAR-8437	5.5.0	CU5	Med	On the "Add Security Profile" page of the SmartTAP GUI, the "Access License API" should not be displayed.
SMAR-8439	5.5.0	CU5	Med	For SmartTAP systems configured to use Azure Active Directory with security profiles, using the SmartTAP GUI to configure a user with a security profile may result in an error.
SMAR-8450	5.5.0	CU5	Med	The license file installed with CD-SIPREC or CD-IP may not take effect.
SMAR-8452	5.5.0	CU5	Med	For SmartTAP systems configured to use Azure Active Directory with recording profiles, when changing the name of a Recording Profile, the recording profile description may become null.
SMAR-8339	5.5.0	CU5	High	Security updates for Java in the Application Server and Communication Server.
SMAR-8381	5.5.0	CU5	High	Security updates for the MySQL Database.
SMAR-8336	5.5.0	CU5	Med	For audio recordings longer than approximately 30 minutes with transcription enabled, the Media Player on the "Calls" page of the SmartTAP GUI may not render correctly.
SMAR-8198	5.5.0	CU5	Med	Added support for using the license file's Product Key, which may be the server's FQDN, as the OVOC serial number.

Issue ID	Fixed in Release	Version	Severity	Description
SMAR-8294 SMAR-8310	5.5.0	CU5	Med	The user is unable to add or change a media location of type "file" using the "Modify Recording Location" or "Add Recording Location" pages on the SmartTAP GUI.
SMAR-8302 SMAR-8309	5.5.0	CU5	Med	The user may not have permissions to create and modify users and groups, despite having the permission assigned in the Security Profile, unless the "Configure system" permission is also enabled.
SMAR-8238	5.5.0	CU5	High	For Microsoft Teams integrations, delays in setting up a media session can cause the Teams Bot to fail to join a call.
SMAR-8151 SMAR-8256	5.5.0	CU5	High	Security updates for the Application Server related to the TLS protocol.
SMAR-8296	5.5.0	CU5	Med	Added a new Recorder REST API to support license information retrieval.
SMAR-8228	5.5.0	CU5	Low	The System Profile Tool fails to collect logs from the OVOC agent components.
SMAR-8058	5.5.0	CU5	Low	For SmartTAP systems with Analytics enabled, the "View/Modify Analytics Configurations" page may have a corrupted tooltip label.
SMAR-8101	5.5.0	CU5	Med	Added a new Recorder REST API to support mapping to Azure Active Directory.
SMAR-8096	5.5.0	CU5	Med	Added support for AudioCodes Live Cloud automated deployments in the License Server.
SMAR-8179 SMAR-8328	5.5.0	CU5	Low	Logging enhancements in the Teams Bot.
SMAR-8047	5.5.0	CU5	High	Security updates for the OVOC Agents.
SMAR-8056	5.5.0	CU5	Med	An alarm is triggered in OVOC when the Public OVOC Connector is not in use.
SMAR-8067	5.5.0	CU5	Med	The Media Server may send spurious REST commands to the Application Server, causing it to log multiple authentication errors for each recording.
SMAR-8072	5.5.0	CU5	Low	For Microsoft Teams integrations, the Remote Transfer Service may fail to start when configured to use Azure App Configuration.

Issue ID	Fixed in Release	Version	Severity	Description
SMAR-7971	5.5.0	CU4	Med	For Microsoft Teams Integrations, File Transfer Failed events are generated by the Remote Transfer Service. Many of these events will implicate the "transfer_failure" file.
SMAR-7747	5.5.0	CU4	High	Performance improvements for the CD-Live Service.
SMAR-7989	5.5.0	CU4	Med	For Microsoft Teams integrations, the Remote Transfer Service will not start up in a Service Fabric environment if the certificate uses a partial subject common name.
SMAR-7300	5.5.0	CU4	Med	On the "Modify Recording Location" page of the SmartTAP GUI, the "Password" field does not show a mask, whether or not there is a password set for the location.
SMAR-7450	5.5.0	CU4	Med	Language updates for the SmartTAP GUI.
SMAR-7664	5.5.0	CU4	Low	After using the SmartTAP GUI to add an OID Connection Token Configuration, a confirmation message referring to Azure Active Directory is displayed instead of one referring to device registration.
SMAR-7672 SMAR-7881 SMAR-7932	5.5.0	CU4	High	Fixes for Screen Capture feature.
SMAR-7688	5.5.0	CU4	Med	Unable to search by the "Called Party" on the Calls Search page of the SmartTAP GUI.
SMAR-7721	5.5.0	CU4	Med	When retrieving credentials for Media Locations using the Recorder REST API, the password value is missing.
SMAR-7729	5.5.0	CU4	Med	On the "Modify Recording Location" page of the SmartTAP GUI, the "Domain" field may be grayed out for locations of "Scheme" type "SMB".
SMAR-7772	5.5.0	CU4	High	For SmartTAP integrations using Media Delivery for edge recording, some recordings may fail if there are four or more Call Delivery services configured for use.
SMAR-7809 SMAR-7815	5.5.0	CU4	High	For Microsoft Teams integrations, after upgrading to SmartTAP 5.5, PSTN calls may not be recorded due to the "Allow" filter list in the Recording Profile being empty.
SMAR-7813	5.5.0	CU4	Med	The SmartTAP GUI may fail to play back recordings which include desktop sharing and whose media is stored on an SMB volume.

Issue ID	Fixed in Release	Version	Severity	Description
SMAR-7819 SMAR-7844	5.5.0	CU4	Med	The Health Monitor Service may fail to generate daily reports.
SMAR-7865	5.5.0	CU4	High	Security updates for Java in the Application Server and Communication Server.
SMAR-7703	5.5.0	CU3	Med	The SmartTAP Recorder REST API does not support enabling the screen capture feature in the recording profiles.
SMAR-7765	5.5.0	CU3	Low	For Microsoft Teams integrations, the Remote Transfer Service reports an incorrect version number to the Application Server when registering.
SMAR-7768	5.5.0	CU3	Med	Added support for modifying the HTTPS certificate to the Recorder REST API.
SMAR-7770	5.5.0	CU3	Med	Added support for modifying the OpenID Connect token configuration credentials to the Recorder REST API.
SMAR-7782	5.5.0	CU3	Med	For Microsoft Teams integrations, the Teams Bot does not support the Common Name for loading certificates.
SMAR-7696	5.5.0	CU2	Critical	Media Servers installed in the RDD configuration may not start up.
SMAR-7627	5.5.0	CU1	Med	For SmartTAP systems configured for Azure Active Directory, adding a user from the SmartTAP GUI will fail if the user already exists in AAD, even if the user does not yet exist in SmartTAP.
SMAR-7632	5.5.0	CU1	Med	When modifying an Analytics Profile using the Recorder REST API, the server may respond with an error.
SMAR-7637	5.5.0	CU1	High	Security updates for the Application Server concerning log4j.
SMAR-7424	5.5.0	CU1	Med	On the "Upload Certificate" page of the SmartTAP GUI, a certificate will fail to upload if the certificate signing chain cannot be validated.
SMAR-7569	5.5.0	CU1	Med	When creating an Analytics Profile using the Recorder REST API, the server will accept a missing or invalid language field.
SMAR-7587	5.5.0	CU1	High	Performance improvements for the Application Server.
SMAR-7609	5.5.0	CU1	Low	Logging enhancements on the Application Server.

Issue ID	Fixed in Release	Version	Severity	Description
SMAR-7611	5.5.0	CU1	Med	The "OpenID Connect" page of the SmartTAP GUI was split into two separate pages.
SMAR-7617	5.5.0	CU1	Low	For Microsoft Teams integrations, the Teams Bot reports an incorrect version number when registering with the Application Server.
SMAR-7606	5.5.0	CU1	Med	For Microsoft Teams integrations, the Remote Transfer Service will not deploy to a Service Fabric cluster.
SMAR-7539	5.5.0	CU1	Med	For SmartTAP systems with the Screen Capture feature installed, the video recorded by the Screen Capture feature may not play back on the SmartTAP GUI.
SMAR-7006	5.5.0	CU1	High	For Microsoft Teams integrations, when using the Record on Demand feature with Video and Desktop Sharing, video may be recorded during a time when the recording had been paused by the user.
SMAR-7567	5.5.0	CU1	High	For Microsoft Teams integrations, agents targeted for Teams Queue calls with a specific Instance ID may go on hold and be disconnected after answering a call from the queue.
SMAR-7431	5.5.0	GA	Med	After making changes on the "Add/Modify OpenID Connect (OIDC) Client Configuration" page of the SmartTAP GUI, a restart is required for the changes to take effect.
SMAR-7500	5.5.0	GA	Low	When installing the License Server in a custom location, its configuration file may be installed in the default location.
SMAR-7481	5.5.0	GA	Med	While performing an upgrade, the Health Monitor install program may move the installation directory from a custom location to the default location. Configuration settings may also be lost.
SMAR-7441	5.5.0	GA	High	On the "Upload Certificate" page of the SmartTAP GUI, the "Keystore Password" field is not obfuscated.
SMAR-7409	5.5.0	GA	Med	When migrating call metadata into SmartTAP, duplicate entries may appear after applying the same metadata files twice. The Application Server should prevent duplicate entries.

Issue ID	Fixed in Release	Version	Severity	Description
SMAR-7372	5.5.0	GA	Critical	For analog integrations, only silence is recorded.
SMAR-7364	5.5.0	GA	Med	The Remote Transfer Service may fail to throttle "File Transfer Failed" events.
SMAR-7352	5.5.0	GA	Med	SmartTAP may register with OVOC using a negative serial number.
SMAR-7296	5.5.0	GA	High	For Microsoft Teams integrations, Teams Queue calls may not be recorded.
SMAR-7241 SMAR-7259	5.5.0	GA	Critical	For Skype-for-Business integrations, if there are any recording profiles where "Teams Queue Calls" is selected under "Call type", however "All" is not selected, calls may not be recorded.
SMAR-7192	5.5.0	GA	High	When using the "Recovery" feature, CD-Live may store a file in the incorrect location if it fails to copy it to the specified SMB storage location.
SMAR-7170	5.5.0	GA	Med	On the SmartTAP GUI, the Save-on-Demand wait time on the "SOD Configuration" page has been increased from 255 seconds to 30 minutes.
SMAR-7104	5.5.0	GA	Low	Logging enhancements in the Teams Bot.
SMAR-7101	5.5.0	GA	Med	For Microsoft Teams integrations, the "Live Monitoring" feature may not play any audio.
SMAR-7091	5.5.0	GA	Med	On the SmartTAP GUI, the "Calls" search page and "User/Device Status" page may list the same user multiple times if that user and the logged-in user are present in multiple overlapping user groups.
SMAR-7068	5.5.0	GA	High	Performance improvements for the Application Server.
SMAR-7041	5.5.0	GA	Med	On the SmartTAP GUI, access is denied to the "Live Monitoring" feature despite having "Live Monitor" permissions.
SMAR-6944	5.5.0	GA	Low	For Microsoft Teams integrations, the Teams Bot does not write any logs from the media library.
SMAR-6877	5.5.0	GA	Med	The Media Delivery component's connection status may be missing or incorrectly reported on the Managed Devices page of the SmartTAP GUI.
SMAR-6842	5.5.0	GA	Med	The OVOC Agents are not upgraded along with other the SmartTAP components when using the Suite Installer.

Issue ID	Fixed in Release	Version	Severity	Description
SMAR-6793	5.5.0	GA	Med	The internal REST listener for the Media Server is disabled after installation.
SMAR-6746	5.5.0	GA	Critical	For SIPREC integrations, CD-SIPREC may deadlock when receiving a SIP BYE while establishing a recording session.
SMAR-6727	5.5.0	GA	Low	When exporting a list of calls into an Excel file, the date format is different to what appears in the Calls page of the SmartTAP GUI.
SMAR-7311	5.4.0	CU3	High	Security updates for Java in the Application Server and Communication Server.
SMAR-7325	5.4.0	CU3	High	Security updates for the MySQL Database.
SMAR-6853	5.4.0	CU2	Med	On the "Add/Modify OpenID Connect (OIDC) Client Configuration" page of the SmartTAP GUI, input validation may not be done properly before form submission.
SMAR-6926	5.4.0	CU2	Med	For Microsoft Teams integrations, SmartTAP components with Azure App Registrations that are misconfigured will not immediately recover their connections to the Application Server after their configurations are fixed.
SMAR-6932	5.4.0	CU2	Med	The Live Monitoring feature may get stuck in the "initial" state.
SMAR-6933	5.4.0	CU2	Med	For SmartTAP systems configured for Azure Active Directory, un-mapping a retention policy group within AAD may cause previously recorded instant messages to lose their retention policy.
SMAR-6934	5.4.0	CU2	Low	On the SmartTAP GUI, added a note to the "Recording Profile" page to clarify that Video and Desktop Sharing recording is only supported for Microsoft Teams integrations.
SMAR-6936	5.4.0	CU2	Med	After adding a new user using the SmartTAP, the selected security profile may not immediately appear for that user.
SMAR-6949	5.4.0	CU2	High	Security updates for the MySQL Database.
SMAR-6891 SMAR-6960	5.4.0	CU2	Med	For recording targets with no retention policy defined, instant messages are not automatically assigned to the default retention policy.
SMAR-6964	5.4.0	CU2	Med	Added the ability to import a certificate from the SmartTAP GUI without first creating a Certificate Signing Request (CSR).

Issue ID	Fixed in Release	Version	Severity	Description
SMAR-6903	5.4.0	CU2	Critical	For Microsoft Teams integrations, the Teams Bot will not function if it is deployed before its App Registration permissions are granted admin consent.
SMAR-6852	5.4.0	CU2	Med	The SmartTAP Recorder REST API does not support the "Hosted (Tenant) ID" field.
SMAR-6859 SMAR-6864	5.4.0	CU2	Med	For SmartTAP systems configured for Azure Active Directory, a user that is mapped to multiple security groups will only be granted the roles from one of them.
SMAR-6860 SMAR-6870	5.4.0	CU2	Med	On the "Messages" page of the SmartTAP GUI, instant messages and users are not filtered as expected.
SMAR-6861 SMAR-6873	5.4.0	CU2	Med	For Microsoft Teams integrations, if a user's configuration is changed such that it is no longer targeted for IM recording, the user's instant messages will continue to be recorded until the Call Delivery Live service is restarted.
SMAR-6814 SMAR-6868 SMAR-6883 SMAR-7003	5.4.0	CU2	High	For Microsoft Teams integrations, support was added for "Pause and Resume" and "Record on Demand" for video and desktop sharing calls.
SMAR-6911 WOA-99	5.4.0	CU2	Med	For SmartTAP integrations not using Microsoft Teams which have been upgraded to version 5.4.0, the OVOC Client Agent may not have been upgraded to the latest supported version.
SMAR-6895	5.4.0	CU2	High	Security updates for Java in the Application Server and Communication Server.
SMAR-6782	5.4.0	CU1	Med	Usability enhancements on the "Licensed Targets" page of the SmartTAP GUI.
SMAR-6785	5.4.0	CU1	High	For systems configured to use Azure Active Directory, attempting to log in with an AAD user not mapped to SmartTAP will result in an improper entry in the MySQL database.
SMAR-6794	5.4.0	CU1	High	Security enhancements related to the Teams Bot load balancer.
SMAR-6798 SMAR-6801	5.4.0	CU1	Critical	For Microsoft Teams integrations, added support for authenticating the Teams Bot in a multi-tenant environment.
SMAR-6645 SMAR-6800	5.4.0	CU1	Med	For integrations other than Microsoft Teams, no audio is heard when using the Live Monitoring feature.

Issue ID	Fixed in Release	Version	Severity	Description
SMAR-6648	5.4.0	CU1	High	For Microsoft Teams integrations, the "Record on Demand", "Save on Demand", and "Pause and Resume" features will not work if the Teams Bot fails to create Azure Service Bus topic subscriptions.
SMAR-6675	5.4.0	CU1	Low	An additional configuration option was created for the Teams Bot to control the health check interval.
SMAR-6708 SMAR-6799	5.4.0	CU1	Med	For Microsoft Teams integrations, "targeting" licenses may not be correctly allocated.
SMAR-6709	5.4.0	CU1	High	Performance improvements for the Application Server.
SMAR-6712	5.4.0	CU1	Med	The OpenID Connect parameters cannot be set using the REST API.
SMAR-6730	5.4.0	CU1	Low	Logging enhancements for the Application Server.
SMAR-6731	5.4.0	CU1	Med	Temporary media files related to Live Monitoring may not be removed once they are no longer needed.
SMAR-6732	5.4.0	CU1	Med	The Live Monitoring feature of SmartTAP may fail, requiring a restart of the Application Server.
SMAR-6735	5.4.0	CU1	Med	On the "Licensed Targets" page of the SmartTAP GUI, where the targeting licenses are assigned, no error message is displayed if license assignment fails.
SMAR-6736	5.4.0	CU1	Med	Creating a recording profile using the REST API fails with a 500 Internal Server Error code.
SMAR-6742	5.4.0	CU1	Med	Creating a new user on the "Add User" page of the SmartTAP GUI may result in a 500 Internal Server Error code.
SMAR-6764	5.4.0	CU1	Critical	Recordings may be missing due to Media Server crashes.
SMAR-6587 SMAR-6580	5.4.0	GA	High	For Microsoft Teams integrations, users in a recording profile with the Recording Type set to "None" are still recorded.
SMAR-6564	5.4.0	GA	Med	For Microsoft Teams integrations, the concurrent calls counters may be inaccurate.
SMAR-6453	5.4.0	GA	Med	For SmartTAP systems using Azure Active Directory, attempting to assign a user whose UPN is longer than 45 characters to a security profile may fail. Such users fail to be registered in the SmartTAP database.

Issue ID	Fixed in Release	Version	Severity	Description
SMAR-6421	5.4.0	GA	Med	The Application Server is unable to play back or download video recordings which contain audio encoded with G.729.
SMAR-6407	5.4.0	GA	High	Security updates for the Team Bot.
SMAR-6399	5.4.0	GA	Med	Information is missing or unavailable when trying to retrieve the Recorder REST schema and XSD via REST.
SMAR-6392	5.4.0	GA	Med	Changes to security profiles in the SmartTAP GUI may require a restart of the Application Server, rather than just logging in again.
SMAR-6224	5.4.0	GA	Med	For Microsoft Teams integrations, call directions will appear to be flipped when recording Call Queue Consultative Transfers.
SMAR-6074	5.4.0	GA	High	For Microsoft Teams integrations, Service Fabric clusters with more than 10 nodes may experience problems recording calls.
SMAR-5888	5.4.0	GA	Low	On the "Add/Modify Active Directory Configuration" page of the SmartTAP GUI, the "Member Groups" value may be cleared after clicking the "Submit" button.
SMAR-5213	5.4.0	GA	High	Performance improvements in the Application Server when configured for LDAP.
SMAR-4804	5.4.0	GA	Med	When upgrading from SmartTAP 3.2 to the current version, OVOC support in SmartTAP is disabled.
SMAR-4199 SMAR-4198 SMAR-4183	5.4.0	GA	Med	Various improvements in the SmartTAP GUI related to language support.
SMAR-3814	5.4.0	GA	Med	When exporting data from the SmartTAP GUI, dates will be formatted for US-English despite the selected language.
SMAR-3171	5.4.0	GA	Med	When viewing call recordings on the "Calls" page of the SmartTAP GUI, filtering by "Conference ID" or "Conversation ID" may not work properly.
SMAR-6338	5.3.0	CU3	High	Security updates for the MySQL Database.
SMAR-6273	5.3.0	CU2	Med	For SIPREC integrations, the media for the calling party and called party may be reversed after resuming from a hold.
SMAR-6226	5.3.0	CU2	High	Performance improvements for the Application Server related to LDAP synchronization.

Issue ID	Fixed in Release	Version	Severity	Description
SMAR-6233	5.3.0	CU2	High	For Microsoft Teams integrations, the Teams Bot fails to start after deploying it using the Bot Deployment Package.
SMAR-5922 SMAR-5968	5.3.0	CU2	High	For Microsoft Teams integrations, the Teams Bot may not record conference calls as defined by the recording profile.
SMAR-5925	5.3.0	CU2	High	For Microsoft Teams Integrations, the Teams Bot may be allocating more network resources than required based on the recording profile.
SMAR-6194	5.3.0	CU2	Med	The Call Retention process in the Application Server may become stuck and fail to delete all required calls.
SMAR-6217	5.3.0	CU2	Med	For Microsoft Teams Integrations, after upgrading to SmartTAP 5.3, the Application Server may fail to receive recording data due to a missing configuration entry for Azure Service Bus.
SMAR-6178	5.3.0	CU2	High	Application Server security misconfiguration - Permissions for accessing Azure Active Directory are too broad.
SMAR-6166	5.3.0	CU2	High	For Microsoft Teams Integrations, while recording audio, the Teams Bot may crash, causing lost recordings and metadata.
SMAR-6115	5.3.0	CU2	Med	A user with non-ASCII characters in the first or last name may be unable to download calls.
SMAR-6086	5.3.0	CU2	Med	For Microsoft Teams integrations, the Teams Bot may not send an alarm for every failure scenario, for example, failure to join a call.
SMAR-6085	5.3.0	CU2	Med	For Microsoft Teams integrations, a user is unable to download any video conference calls using the Recorder REST API if the media is located in either SMB storage or Azure Blob storage.
SMAR-6083	5.3.0	CU2	Med	On the "Licenses" page of the SmartTAP GUI, some license types may not be displayed, even if they are present in the system. A null pointer exception may also be generated.
SMAR-5993	5.3.0	CU2	Low	Clarifications made to the "IM" section of the "Recording Profile" pages of the SmartTAP GUI.
SMAR-5981	5.3.0	CU2	Med	For Microsoft Teams integrations, calls with a "NORMAL" Release Cause may be presented twice on the SmartTAP GUI.

Issue ID	Fixed in Release	Version	Severity	Description
SMAR-5963	5.3.0	CU2	High	After selecting a recorded call from the "Calls" page on the SmartTAP GUI, the media automatically begins loading in anticipation of playback. If the media is then downloaded, the media is loaded a second time, which impacts system performance.
SMAR-5930	5.3.0	CU2	Med	For SmartTAP systems using Azure Active Directory, usernames presented in call metadata may be incorrect or inconsistent after deleting a group in Azure Active Directory.
SMAR-5904	5.3.0	CU2	High	For Microsoft Teams Integrations, processing instant messages may cause high CPU and resource consumption in the Application Server.
SMAR-5887	5.3.0	CU2	Low	On the SmartTAP GUI, when submitting new information on the "OpenID Connect (OIDC) Client Configuration" form, there is no warning that this operation requires the Application Server to be restarted.
SMAR-6048	5.3.0	CU1	High	Security updates for the MySQL Database.
SMAR-5965 SMAR-6103 SMAR-6109	5.3.0	CU1	High	Security updates for Java in the Application Server and Communication Server
SMAR-5797	5.3.0	GA	Med	For Microsoft Teams Integrations, alarms originating from the Teams Bot are not parsed correctly in OVOC.
SMAR-5450	5.3.0	GA	Med	For Integrations other than Microsoft Teams, the Application Server is unable to play back media stored in Azure Blob storage.
SMAR-5313	5.3.0	GA	Med	For Microsoft Teams Integrations, a call record may be created for a non-compliance user.
SMAR-5787	5.3.0	GA	Med	The Application Server may fail to play back encrypted media files which are stored in Azure Blob storage.
SMAR-5348	5.3.0	GA	Med	For Microsoft Teams Integrations, a call may continue to record after the targeted compliance user is placed on hold.
SMAR-5844	5.3.0	GA	Med	If the Remote Transfer Service starts up before the temporary recording directory is created, it will not be able to transfer any files until the RTS service is restarted.

Issue ID	Fixed in Release	Version	Severity	Description
SMAR-5782	5.3.0	GA	Med	The "List View" mode of the "User Status" page on the SmartTAP GUI may not show the "Pause" button while recording a user configured with a "Pause or Resume" recording profile.
SMAR-5705	5.3.0	GA	Med	In the event of a component crash, Windows Error Reporting is not configured correctly to generate a crash dump.
SMAR-5650	5.3.0	GA	Med	The Health Monitor may fail to send e-mails when SMTP is configured with TLS and Authentication.
SMAR-5610	5.3.0	GA	High	For Skype-for-Business integrations, a Desktop Sharing call may not be recorded and may appear hung on the SmartTAP Web interface when Call Delivery is configured for Multiple Forwarders mode.
SMAR-5841	5.3.0	GA	Med	The Health Monitor may fail to register as a managed device if its configuration has been edited on the "General" tab of its Web interface.
SMAR-5721	5.3.0	GA	Med	Some users may not be displayed in the SmartTAP Web interface if many users are mapped from LDAP and targeted.
SMAR-5840	5.3.0	GA	Low	When attempting to log into the SmartTAP after the user session has timed out, the user is taken to the log-off page.
SMAR-3172	5.3.0	GA	Low	In the SmartTAP Web interface, pop-up windows such as the Live Monitoring Player, the Call Detail window, and the Tags window do not have a border, making them difficult to view.
SMAR-5753	5.2.0	CU2	High	For Microsoft Teams integrations, when a user is configured with a Recording Profile that enables both "Save On Demand" and "Pause and Resume", after clicking the "Pause" button on the SmartTAP Web interface during a live call, resuming a recording may fail.
SMAR-5766	5.2.0	CU2	High	Security Vulnerability Patch - Updated jQuery library due to Cross Site Scripting vulnerabilities.
SMAR-5681	5.2.0	CU2	High	For users configured with a Recording Profile that enables both "Save On Demand" and "Pause and Resume", after clicking the "Save" button on the SmartTAP Web interface during a live call, resuming a recording may fail if it has been paused.

Issue ID	Fixed in Release	Version	Severity	Description
SMAR-5720	5.2.0	CU2	Low	Logging enhancements in Teams Bot.
SMAR-5725	5.2.0	CU2	High	Security Vulnerability Patch - Updated Microsoft libraries for DoS and Open Redirect vulnerabilities.
SMAR-5737	5.2.0	CU2	Low	Visual enhancements when submitting a change on the SmartTAP Web interface's "Add Users to Recording Profiles" page.
SMAR-5248	5.2.0	CU2	High	The Application Server will continue to process media for playback after the user has selected another call to play back. This results in a temporary overallocation of resources as cancelled media streams continue to be processed, possibly resulting in noticeable performance degradation from the Application Server.
SMAR-5482	5.2.0	CU2	High	When files are downloaded from Azure Blob Storage, the Application Server experiences memory leaks. .
SMAR-5576	5.2.0	CU2	Med	On the SmartTAP Web interface, when submitting data on the Credentials page, an exception is thrown if there is an existing "Recording Location" set for Azure Blob storage.
SMAR-5577 SMAR-5603	5.2.0	CU2	Med	The media player for the Live Monitoring feature on the SmartTAP GUI was replaced due to Adobe Flash technology being at end of life.
SMAR-5585	5.2.0	CU2	Med	The Health Monitor may incorrectly report that a call has failed to record or has silent media if it loses access to the recordings on an SMB share volume.
SMAR-5589	5.2.0	CU2	Low	For SmartTAP Teams integrations configured to use Azure Active Directory, a null value for any of the participants listed in the call metadata will log an error.
SMAR-5591	5.2.0	CU2	Med	Call Retention may not delete all required call records due to database connection errors.
SMAR-5609	5.2.0	CU2	Med	For Microsoft Teams integrations, recorded calls may have the "Release Cause" field set to "abandoned" instead of "Normal" in the call metadata.
SMAR-5628	5.2.0	CU2	Med	The SmartTAP GUI may generate an exception when a new user logs in using a browser configured with an unsupported language.

Issue ID	Fixed in Release	Version	Severity	Description
SMAR-5676	5.2.0	CU2	High	Security Vulnerability Patch - Prevented disclosure of internal version numbers.
SMAR-5680	5.2.0	CU2	High	Security Vulnerability Patch - Restricted access to user profile pictures.
SMAR-5689 SMAR-5692	5.2.0	CU2	Med	For Microsoft Teams integrations, forwarded calls may report the forwarded party as the Called Party.
SMAR-5697	5.2.0	CU2	Med	In the SmartTAP Web interface, editing a user after manually adding it may result in an error message being displayed.
SMAR-5698	5.2.0	CU2	Critical	For Microsoft Teams integrations, the Bot may leave the call and cause the call to be disconnected if the user is not targeted in SmartTAP even when the Bot is configured to not disconnect.
SMAR-5708 SMAR-5736	5.2.0	CU2	High	Security Vulnerability Patch - Implement CAPTCHA to avoid brute-force login attacks.
SMAR-5712	5.2.0	CU2	High	For SmartTAP systems using Azure Active Directory, when relying on the "officephone" attribute in AAD, users are not targeted and therefore not recorded.
SMAR-5497	5.2.0	CU1	Med	A recording may appear stuck in the recording state on the SmartTAP GUI if one of the call participants uses UTF8 characters in its name.
SMAR-5295	5.2.0	CU1	Med	For Microsoft Teams integrations, the Answering Party in the call metadata may be reported incorrectly for conference calls or peer-to-peer calls.
SMAR-5532	5.2.0	CU1	High	For Microsoft Teams integrations, compliance users configured with a Record-on-Demand user profile may not be able to trigger a recording.
SMAR-5544	5.2.0	CU1	Med	For Microsoft Teams integrations, the targeted user's OID was added to the Call Recording Error alarms originating from the Teams Bot.
SMAR-5273	5.2.0	CU1	Med	In the SmartTAP Web interface, when adding groups to a user mapping, the icon being displayed is misleading.
SMAR-5281	5.2.0	CU1	Med	For Microsoft Teams integrations, the display name in the call metadata may show the user's Azure OID instead of the display name.

Issue ID	Fixed in Release	Version	Severity	Description
SMAR-5291	5.2.0	CU1	Med	The Health Monitor may not retry a login to an SMB share after a failure. The Health Monitor may also omit some calls from its report if the date changes while it is compiling the report.
SMAR-5336	5.2.0	CU1	Med	For Microsoft Teams integrations, the User Status page in the SmartTAP Web interface may show duplicate entries to calls that are recorded under a Save-on-Demand recording profile.
SMAR-5344	5.2.0	CU1	Med	Updates for language files.
SMAR-5346 SMAR-5362	5.2.0	CU1	Med	For Microsoft Teams integrations, the Teams Bot does not send an alarm when it fails to join a call.
SMAR-5356	5.2.0	CU1	High	Performance improvements for the Teams Bot.
SMAR-5447	5.2.0	CU1	Med	For Microsoft Teams integrations, a call may be logged as "answered" by a target that has not actually answered the call.
SMAR-5388	5.2.0	CU1	High	For Microsoft Teams integrations, targets configured with a Record-on-Demand recording profile may not be recorded, although the call is logged.
SMAR-5445	5.2.0	CU1	Med	For Microsoft Teams integrations, a DAS call may be recorded even if the targeted user has not answered the call.
SMAR-5394	5.2.0	CU1	Med	For SmartTAP systems configured to use Azure Active Directory, an attempt to reassign a user's security profile will fail if the user has subsequently been unmapped from AAD.
SMAR-5396	5.2.0	CU1	Med	For SmartTAP systems configured to use LDAP with groups, the Application Server may generate an exception page when accessing the User Status page of the SmartTAP GUI.
SMAR-5399	5.2.0	CU1	Low	Logging enhancements in Application Server related to user groups.
SMAR-5425	5.2.0	CU1	Med	For SmartTAP systems configured to use Azure Blob Storage, the Call Retention feature may fail to delete calls.
SMAR-5427	5.2.0	CU1	High	For SmartTAP systems configured to use Azure Blob Storage, the media files may not be visible to the Application Server, affecting recording download, playback, and call retention.

Issue ID	Fixed in Release	Version	Severity	Description
SMAR-5431	5.2.0	CU1	Low	Logging improvements related to Microsoft Teams integrations.
SMAR-5439	5.2.0	CU1	Med	Health Monitor fails to validate media files stored in an Azure Blob.
SMAR-5462	5.2.0	CU1	Critical	For Microsoft Teams integrations, Teams calls made by a Delegate on behalf of a Boss may not be connected.
SMAR-5463	5.2.0	CU1	Med	For Microsoft Teams integrations, a Recording Banner may appear in the Teams interface even if the targeted user is not being recorded.
SMAR-5483	5.2.0	CU1	Med	For Microsoft Teams integrations, when a recorded call was answered by a Delegate, the calling party field in the call metadata may be set as the answering party.
SMAR-5495	5.2.0	CU1	Low	For Microsoft Teams integrations, the Application Server may perform an unnecessary name lookup in Azure Active Directory in the case of a PSTN call.
SMAR-5499	5.2.0	CU1	Med	For Microsoft Teams integrations, the Teams Bot may fail to clean up unused Azure Service Bus topic subscriptions.
SMAR-5194	5.2.0	GA	Med	For Microsoft Teams integrations, missed/abandoned calls are missing the To and From metadata in the call record.
SMAR-5193	5.2.0	GA	Med	When using the REST API, adding or modifying a recording profile may return an error.
SMAR-5184	5.2.0	GA	Med	For Microsoft Teams integrations, the display name in the call metadata may show the user's Azure OID instead of the display name.
SMAR-5149	5.2.0	GA	Low	In the SmartTAP GUI, the media type icon is missing from the Status page, when in List View mode.
SMAR-5148	5.2.0	GA	Med	When using Azure Blob storage for media files, the Storage Statistics page on the SmartTAP Web interface returns an error.
SMAR-5144	5.2.0	GA	Med	When using Azure Active Directory to map users into SmartTAP, lists of groups or users may be incomplete, showing only a partial list.
SMAR-5140 SMAR-5017	5.2.0	GA	Critical	Under poor network conditions, the connection between Media Delivery and Call Delivery may fail and not be re-established.

Issue ID	Fixed in Release	Version	Severity	Description
SMAR-5136	5.2.0	GA	Critical	Security fix for SmartTAP Teams Bot.
SMAR-5134	5.2.0	GA	Critical	For SmartTAP systems configured for HTTPS only, if the Application Server starts up before the MySQL Database Service, no connections can be made to the Application Server.
SMAR-5090	5.2.0	GA	Med	When using Azure Blob storage for media files, recording playback and download, as well as call retention, may fail due to long filenames.
SMAR-5057	5.2.0	GA	Med	When using Azure Blob storage for media files, recording playback and download, as well as call retention, may fail due to the media being stored with the wrong filename.
SMAR-4926	5.2.0	GA	Critical	The Application Server may lock up while removing duplicate Teams calls.
SMAR-4923	5.2.0	GA	Low	For Microsoft Teams integrations, the Teams Bot may appear as an "unknown" device type on the Managed Devices page of the Web interface.
SMAR-4791	5.2.0	GA	High	For Skype-for-Business integrations, internal conference calls may not be recorded.
SMAR-5065	5.1.0	CU1	Med	When logging off from the SmartTAP Web interface, Azure Active Directory users will be redirected to an error page instead of the Logged Off page.
SMAR-5045	5.1.0	CU1	Med	For servers configured with a region other than EN-US, an install program may lock up during an upgrade of the MySQL Database or the Communication Server.
SMAR-5042	5.1.0	CU1	High	CD-SIPREC may crash when receiving a SIP INVITE message with malformed XML from a third-party SBC.
SMAR-5040	5.1.0	CU1	Med	Changes made to the recording location using the SmartTAP GUI are not persisted in the database.
SMAR-5018	5.1.0	CU1	Med	For calls where the calling party is missing from the call metadata, the SmartTAP GUI may fail to play back the recording.
SMAR-5012 SMAR-4973	5.1.0	CU1	Critical	Media Delivery may stop responding to commands after adverse network conditions.

Issue ID	Fixed in Release	Version	Severity	Description
SMAR-4997	5.1.0	CU1	Med	On the SmartTAP GUI, targeting license count is not updated for Microsoft Teams targets.
SMAR-4972	5.1.0	CU1	Critical	The Application Server may lock up while removing duplicate Teams calls.
SMAR-4942	5.1.0	CU1	Med	For systems using both an Announcement Server and a Response Group, the call direction may be reported incorrectly.
SMAR-4925	5.1.0	CU1	High	For Skype-for-Business integrations, internal conference calls may not be recorded.
SMAR-4899	5.1.0	CU1	Med	A SmartTAP user who is part of the supervisor or agent security profile may not be able to see their status due to case sensitivity with the User ID.
SMAR-4702	5.1.0	CU1	High	For Microsoft Teams integrations, the Teams Bot may fail to record a call if the targeted user has been un-targeted and then re-targeted.
SMAR-5073	5.1.0	CU1	Low	The System Profile Tool may fail while trying to collect Alarms from the Application Server.
SMAR-4744	5.1.0	GA	Med	The Call Injector tool could not communicate with the MySQL database.
SMAR-4690	5.1.0	GA	Med	The call retention feature is unresponsive for very large databases.
SMAR-4687	5.1.0	GA	High	The Media Server may crash after receiving RTP packets containing specific formatting.
SMAR-4630	5.1.0	GA	Med	Upgrades since SmartTAP 4.1 may prevent the Application Server from shutting down gracefully.
SMAR-4688	5.1.0	GA	Med	When upgrading a Database Server which was installed with a custom application path, the path may revert back to the default value of "C:\Program Files\MySql".
SMAR-4550	5.1.0	GA	Med	Live Monitoring may not work after upgrading SmartTAP, if the existing media location is set to the default value.
SMAR-4646	5.1.0	GA	Med	Users with administrator privileges are unable to use the GET: /calls/info REST API.
SMAR-4496	5.1.0	GA	Med	Users may be unable to log onto the SmartTAP GUI using Single sign-on.
SMAR-4433	5.1.0	GA	Low	Logging improvements related to managed device connection status.

Issue ID	Fixed in Release	Version	Severity	Description
SMAR-4713	5.1.0	GA	Med	LDAP user mappings configured in SmartTAP may not be properly synchronized between LDAP and SmartTAP.
SMAR-4638	5.1.0	GA	Med	The REST API GET: /security_profiles/info returns an error.
SMAR-4643	5.1.0	GA	Med	The Called Party data may not appear when exporting call metadata to Excel.
SMAR-4718	5.1.0	GA	Low	In the System Health page on the SmartTAP GUI, disk space was labelled as MB (megabytes) instead of GB (gigabytes).
SMAR-4719	5.1.0	GA	Low	Logging enhancements in Application Server.
SMAR-4732	5.1.0	GA	Med	Windows Failover Cluster was not supported by the MySQL database installation.
SMAR-4569	5.0.0	CU3	High	For Skype for Business integrations using Media Proxy mode, calls may be recorded in only one direction.
SMAR-4583	5.0.0	CU3	Critical	For Skype for Business integrations, incoming calls routed to Teams Voicemail may be dropped.
SMAR-4475 SMAR-4440	5.0.0	CU3	High	For a SmartTAP system with a large database, triggering Save-On-Demand may take a long time.
SMAR-4474	5.0.0	CU3	High	For Skype for Business integrations, federated calls may appear to "hang" on the GUI.
SMAR-4538	5.0.0	CU3	Critical	For Skype for Business integrations, a call between a Teams client and a Skype for Business client which is routed to Voicemail may cause the call to be dropped.
SMAR-4543	5.0.0	CU3	Med	The Remote Transfer Service may crash if it incurs a problem connecting with the Application Server.
SMAR-4546	5.0.0	CU3	Med	When SmartTAP operates in multiple forwarders mode, Call Delivery may send duplicate control messages for audio calls escalated to video.
SMAR-4533	5.0.0	CU3	Low	The System Profile Tool is updated to collect crash dumps in a separate zip file.
SMAR-4339	5.0.0	CU2	Med	SmartTAP may incorrectly report call duration if the recording timed out due to its length.
SMAR-3478	5.0.0	CU2	Low	Timeout events may be logged as errors when SmartTAP is operating in multiple forwarders mode.

Issue ID	Fixed in Release	Version	Severity	Description
SMAR-4437	5.0.0	CU2	Critical	For Skype for Business integrations, calls may be disconnected if they are forwarded to Azure Voicemail.
SMAR-4439	5.0.0	CU2	Med	Upgrading the SmartTAP Monitoring Service fails, leaving the service unable to start.
SMAR-4327	5.0.0	CU1	High	Call Delivery and Media Server may crash when attempting to bind to SIP UDP ports that are already in use or not accessible.
SMAR-4349	5.0.0	CU1	High	The performance of the Call Delivery and Application Server components are impacted by complex LDAP mappings.
SMAR-4363	5.0.0	CU1	Critical	The Communication Server may leak memory and eventually stop functioning due to incorrect call metadata being supplied by Call Delivery.
SMAR-4377 SMAR-4316	5.0.0	CU1	Critical	SmartTAP may stop all recording activity when the Communication Server stops processing messages which control recordings.
SMAR-4388	5.0.0	CU1	Critical	For cloud-based integrations, the SmartTAP Media Server may not record calls when the media originates in a peered network.
SMAR-4381	5.0.0	CU1	High	For SmartTAP systems that include both SIP-based and Cisco integrations, one side of the voice recording may be missing.
SMAR-4396	5.0.0	CU1	High	For SmartTAP systems with IM recording enabled, instant messages with emojis cause a memory leak in the Application Server.
SMAR-4394	5.0.0	CU1	Med	On the "Add Recording Location" page of the SmartTAP Web interface, adding a new recording location with the scheme set to 'file' may fail if there are media credentials already set.
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 Web interface.
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.

Issue ID	Fixed in Release	Version	Severity	Description
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 display 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.
SMAR-3246	5.0.0	GA	Med	Performing an upgrade of SmartTAP sometimes triggers an unnecessary installation of .NET Framework 4.7.
SMAR-3139	5.0.0	GA	Med	The Media Exporter tool does not support Desktop Sharing recordings.
SMAR-3116	5.0.0	GA	High	Portions of video conference recordings may be corrupted or frozen, especially if the video resolution has changed during the call session.

Issue ID	Fixed in Release	Version	Severity	Description
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.
SMAR-563	5.0.0	GA	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-3883	4.3.0	CU5	Med	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	Med	When logged into the SmartTAP Web interface with a non-administrator account, failures with call searches and other errors may occur.
SMAR-3930	4.3.0	CU5	Med	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	Med	The Health Monitor service may crash if communication with other processes is disrupted.

Issue ID	Fixed in Release	Version	Severity	Description
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	Med	Corrected the default value for the SNMP port to simplify installation.
SMAR-3705	4.3.0	CU4	Med	"File Transfer Fail" events are not recognized by OVOC.
SMAR-3724	4.3.0	CU4	Med	Added a new option to specify the sender address in SmartTAP GUI e-mail settings.
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 tones 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 a 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.

Issue ID	Fixed in Release	Version	Severity	Description
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.
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 specific 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 Web interface 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.

Issue ID	Fixed in Release	Version	Severity	Description
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, specific categories of log messages may no longer be written.
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 PolycomVVX 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.

Issue ID	Fixed in Release	Version	Severity	Description
SMAR-3244	4.3.0	CU1	Med	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.
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 SysCall Id header is used. As a result, support has been added for load balancing mode.

Issue ID	Fixed in Release	Version	Severity	Description
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".
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 Skype for Business 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 has been implemented.
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.

Issue ID	Fixed in Release	Version	Severity	Description
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.
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.

Issue ID	Fixed in Release	Version	Severity	Description
SMAR-2450	4.2.0	GA	Med	Host names are truncated in the alarm logs when the hostname 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.
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 experienced 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	Med	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	Med	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.

Issue ID	Fixed in Release	Version	Severity	Description
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.
SMAR-289	4.2.0	GA	Med	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	Med	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.

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