AudioCodes SmartTAP™ 360º Live

SmartTAP 360° Live Enterprise Recording Solution

Version 5.4

SmartTAP 360° Live

Certified for
Microsoft Teams

audiocodes

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Abbreviations and Terminology

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

Related Documentation

Document Name
SmartTAP 360º Live Administrator Guide
SmartTAP 360º Live Installation Guide
SmartTAP 360º Live Teams Deployment Guide

Software Revision Record

Release	Version	Release Date
5.4.0	GA	06/03/2021
5.3.0	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

Release	Version	Release Date
	GA	3/21/2018
4.1.0	GA	11/20/2017
4.0.0	CU4	1/18/2018
	CU3	12/6/2017
	CU2	10/23/2017
	CU1	8/31/2017
	GA	7/6/2017
3.2.0	CU15	3/6/2018
	CU14	2/1/2018
	CU13	1/16/2018
	CU12	1/11/2018
	CU11	12/6/2017
	CU10	9/26/2017
	CU9	8/17/217
	CU8	6/1/2017
	CU7	4/25/2017
	CU6	2/10/2017
	CU5	12/12/2016
	CU4	11/29/2016
	CU3	10/28/2016
	CU2	9/29/2016
	CU1	9/19/2016
	GA	9/9/2016
3.1.1	CU15	3/21/2017
	CU14	2/17/2017
	CU13	12/15/2016
	CU12	10/25/2016
	CU11	9/23/2016
	CU10	9/16/2016
	CU9	8/1/2016
	CU8	7/19/2016
	CU7	6/29/2016
	CU6	6/22/2016
	CU5	6/10/2016
	CU4	6/6/2016
	CU3	5/26/2016

Release	Version	Release Date
	CU2	5/1/2016
	CU1	5/4/2016
	GA	4/26/2016
3.1.0	CU2	4/5/2016
	CU1	3/22/2016
	GA	3/4/2016

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	8.0.22.0
Amazon Corretto JDK	1.8.265.1 x64
Wildfly	11.0.0.Final

Documentation Feedback

AudioCodes continually strives to produce high quality documentation. If you have any comments (suggestions or errors) regarding this document, please fill out the Documentation Feedback form on our Web site at https://online.audiocodes.com/documentation-feedback.

1 Introduction

This document lists new features, resolved issues and known issues in AudioCodes SmartTAP Version 5.4.

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2 New Features in this Release

- **AudioCodes Azure Active Directory Enhancements** for Active Directory provider configuration: Mapping of Azure Active Directory (AAD) groups to SmartTAP. The AAD groups can then be mapped as follows:

  - Map AAD groups to SmartTAP and associate the users from the AAD groups to the SmartTAP groups. Users can be mapped from either the highest Azure Active Directory object level (root group) or including subgroups.

  - Map AAD groups to SmartTAP Security Profiles and associate the users from the groups to security profiles. Recording permissions can be configured once the mapped profile is created in SmartTAP.

  - Map AAD groups to SmartTAP Recording Profiles and associate the users from the groups to recording profiles. Recording profiles can be configured once the mapped profile is created in SmartTAP.

  - Map AAD groups to SmartTAP Retention Policies and associate the users from the groups to retention policies. Retention policies can be configured once the mapped policy is created in SmartTAP.

- **Recording Profile Enhancements:**

  - A new option in the Recording Profile to record "Teams Queue Calls" only of targeted users. The recording is triggered once the call is connected to an agent.

  - A new option in the Recording Profile to determine whether to suppress Microsoft Teams recording notifications (the customer must sign a waiver to allow AudioCodes to turn off Microsoft notifications).

- **Disaster Site Recovery Service:** Storing SmartTAP data in Azure paired region for restoring the service in the paired region in case of a disaster situation in the main region. SmartTAP virtual machines, disks, and storage replication in the paired region can be enabled. Supported regions include Region 1: West US 2 (paired with West Central US), North Europe (paired with West Europe), Region 2: Southeast Asia (paired with East Asia) - for other regions, please contact the SmartTAP team.

- **BOT Resiliency**: Enhanced SmartTAP resilience by continuing the call recordings upon disconnection between Teams BOTs and SmartTAP servers. Once the connection is restored, call recordings are recovered in SmartTAP.

- **Call Live Monitoring for Teams:** Users with appropriate permissions can listen to calls of other users within the users' group when the Live Monitor button is clicked in the User/Device Status screen

- **Install Enhancements:** When installing SmartTAP Live for Microsoft Teams using the Distributed method, several components have been deprecated for disk space optimization. The following components must be installed:

  - Application Server
  - Database Server
  - CD-Live component

  The Remote Transfer Service is installed separately as a Standalone installation.

- **Licensing Enhancements:**

  - Licenses can now be allocated for targeted Microsoft Teams users and for users of other integrations for Audio Targets" and "Audio and Video targets" (or "All Included Targets") using the SmartTAP Web. Previously licenses were allocated on-the-fly by the Call Delivery server.

  - Microsoft Teams licenses are managed through a separate dedicated License server component that is installed as part of the Distributed method. Licenses for targeted users for both Microsoft Teams and other integrations are created using the pre-existing method.

- For hybrid integrations including licenses for both Microsoft Teams and other integrations, the total License Target Usage accumulates the number of licenses from each integration type. The SmartTAP web displays these totals, the total licenses for Microsoft Teams deployments and the total licenses for other integrations in separate panes.

- **Certificate White Listing:** A new mechanism has been implemented to determine whether certificate expiration notifications for Windows server certificates are sent to OVOC. This prevents excessive notifications for redundant certificates from flooding OVOC.

- **Capacity Enhancements:**

  - One SmartTAP recording solution can support up to 600 concurrent Video\Audio calls.

  - In Service Fabric Cluster: maximum total video call recordings per vCPU has been increased to 9.

  - In Azure Standalone Cluster: maximum total video call recordings per vCPU has been increased to 13 (maximum 70 concurrent video call recordings).

3   Issues Resolved in this Release

The table below lists issues resolved in this release.

Table 3-1: Issues Resolved in this Release

Issue ID	Release	Version	Severity	Description
SMAR-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.
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.

Issue ID	Release	Version	Severity	Description
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.

4 Known Issues in this Release

The table below lists known issues in this release.

Table 4-1: Known Issues in this Release

Issue ID	Discovered in Release	Severity	Description
SMAR-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-5897	5.3.0	Med	The Call Retention process may not delete empty directories after removing media from an SMB share volume.
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.

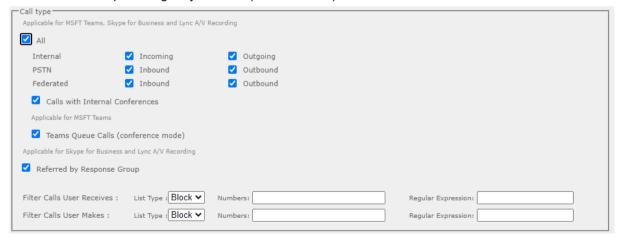## 4.1   Known Issues with Microsoft Teams

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

- 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.

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 calls types will be disconnected by Microsoft). All calls must be calculated when defining Bot resources.

- When Teams Queue Calls are enabled in a recording profile and Desktop Sharing recording is disabled then empty records will be created in the SmartTAP GUI for each desktop sharing only session (with no audio) .

- In order to record Desktop Sharing sessions, both Teams Queue Calls and Desktop Sharing are required to be enabled in the Recording profile.

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

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 4-2: Video Feature-Problems and Limitations

Problem/Limitation	Comments and Workaround
Digital signing is not supported when video is selected for download of a recording.	-
Encryption of the recorded video files is not supported.	This issue will be fixed in a future release.
Record on Demand and Pause or Resume are not supported for video-enabled users.	-
When a video call is initiated From/To targeted user and the Announcement is turned on, the user who initiates the call will see an error "Video was not accepted" and in the Lync plug-in log, the error "Error in transfer" is displayed. 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: https://docs.microsoft.com/en-us/skypeforbusiness/manage/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   Installation Prerequisites

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

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

4.8   Load Balancing in Active-Active Mode

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

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

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


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


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


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

4.9 EOS (End-of-Service)

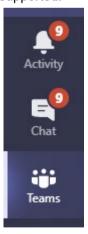### 4.9.1 EOS (End-of-Service) for SmartTAP 360° Version 4.1.1 and version 4.2

In addition, EoS (End-of-Support) is also planned for SmartTAP 360° Version 4.1.1 on 30 June 2021, and Version 4.2 on 31 December 2021.

4.9.2 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.
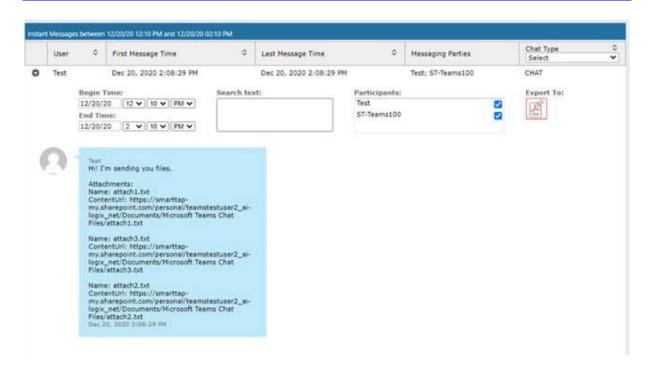
4.10 Microsoft Teams Instant Messaging Recording Limitations

- Microsoft Beta API, as well as the feature itself is not yet supported for production applications.
- 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 5-1: Historically Resolved Issues

Issue ID	Fixed in Release	Version	Severity	Description
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.
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.

Issue ID	Fixed in Release	Version	Severity	Description
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.
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, user names 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.

Issue ID	Fixed in Release	Version	Severity	Description
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.
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.

Issue ID	Fixed in Release	Version	Severity	Description
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.
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.

Issue ID	Fixed in Release	Version	Severity	Description
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.
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.

Issue ID	Fixed in Release	Version	Severity	Description
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.
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.

Issue ID	Fixed in Release	Version	Severity	Description
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.
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.

Issue ID	Fixed in Release	Version	Severity	Description
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.
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.

Issue ID	Fixed in Release	Version	Severity	Description
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.
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.

Issue ID	Fixed in Release	Version	Severity	Description
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.
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.

Issue ID	Fixed in Release	Version	Severity	Description
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.
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.

Issue ID	Fixed in Release	Version	Severity	Description
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.
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.

Issue ID	Fixed in Release	Version	Severity	Description
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.
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.

Issue ID	Fixed in Release	Version	Severity	Description
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 are disrupted.
SMAR-3915	4.3.0	CU4	High	For SIPREC integrations, CD-SIPREC may crash due to a memory leak if a call is rejected.
SMAR-3893	4.3.0	CU4	Critical	For Skype for Business integrations, calls between an internal endpoint and a VPN endpoint may be disconnected in cases where the media is routed through the Media Proxy and the signaling is routed through the Edge Server.
SMAR-3828 SMAR-3882	4.3.0	CU4	High	For Skype for Business integrations, calls using AudioCodes Auto Attendant may only be recorded in one direction.
SMAR-3668	4.3.0	CU4	Med	Corrected the default value for the SNMP port to simplify installation.

Issue ID	Fixed in Release	Version	Severity	Description
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.
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.

Issue ID	Fixed in Release	Version	Severity	Description
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.
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'.

Issue ID	Fixed in Release	Version	Severity	Description
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.
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.

Issue ID	Fixed in Release	Version	Severity	Description
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.
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.

Issue ID	Fixed in Release	Version	Severity	Description
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.
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.

Issue ID	Fixed in Release	Version	Severity	Description
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.
SMAR-2450	4.2.0	GA	Med	Host names are truncated in the alarm logs when the host name is longer than 45 characters.
SMAR-1091	4.2.0	GA	Critical	For Skype for Business integration, calls may be disconnected when the simultaneous ring feature is used.

Issue ID	Fixed in Release	Version	Severity	Description
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.
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.

Issue ID	Fixed in Release	Version	Severity	Description
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.
SMAR-795	4.1.1	CU3	Med	When installing SmartTAP either as a fresh installation or an upgrade, several possible errors may occur that are fixed by running a companion script. The script verifies the AS and CS database schema integrity, configures the SNMP parameters for CS if not configured, and copies AS property files if they are missing.
SMAR-693	4.1.1	CU3	Med	When playing back calls using the SmartTAP Web interface, if the user selects a new recording quickly after beginning playback of a different recording, an incorrect call may be played, or an error message may be displayed.

Issue ID	Fixed in Release	Version	Severity	Description
SMAR-606	4.1.1	CU3	Critical	For Skype for Business integrations using Edge solution or involving a mobile client, calls may be disconnected if the client is configured with multiple Ethernet interfaces.
SMAR-705	4.1.1	CU2	High	For Skype for Business integrations, calls might not be recorded if the SIP URI of the targeted user does not follow the format "sip:user@domain". Support was added for the format sip:phonenumber.
SMAR-718	4.1.1	CU1	Critical	When commencing a recording session, CD-IP may crash which causes the recording to be missed and the call to appear to hang in the SmartTAP Web interface.
SMAR-675	4.1.1	CU1	Critical	For Skype for Business integrations using a Media Proxy solution, an internal call with targeted user(s) may disconnect when one of the call parties utilizes a Skype for Business client on a machine with multiple network interfaces. In which case, not all of the network interfaces are routable in the Skype for Business network.
SMAR-688	4.1.1	CU1	Critical	For Skype for Business integrations using the Announcement Server, calls with PSTN or federated parties transferred from a non-targeted user to a targeted user may disconnect when rerouted to the Announcement Server.
SMAR-630 SMAR-719	4.1.1	CU1	High	CD-SIPREC may crash if a SIP BYE message is received too soon. A call may hang if the media type in the BYE message is not recognized. Added support to CD-SIPREC for ACME SBC, which makes use of the <name> field in SIP. An updated state machine file is provided.
SMAR-540	4.1.1	GA	Med	The Health Monitor service does not log errors in its local log file.
SMAR-204	4.1.1	GA	Low	Updated the SmartTAP logo in the SmartTAP user interface.
SMAR-228 8101	4.1.1	GA	Critical	For Skype for Business integrations, when routing the call through the Announcement Server, calls involving iPhones may not be connected.
SMAR-306	4.1.1	GA	Med	The user image icon on the SmartTAP GUI may be missing after uploading a new image.

Issue ID	Fixed in Release	Version	Severity	Description
SMAR-475	4.1.1	GA	Critical	For Skype for Business integrations, when routing the call through the Announcement Server, calls from mobile phones or to voice mail may be disconnected.
SMAR-488	4.1.1	GA	Low	For systems configured to record to SMB locations, the Media Server uses an incorrect default temporary location to store the recordings before transferring the calls to the final destination.
SMAR-496	4.1.1	GA	Med	On the User Status page of the SmartTAP GUI, the number of users and devices displayed on a single page is limited to 20, despite an option to increase this number to 10, 20, 50 or 100.
SMAR-530	4.1.1	GA	High	For Skype for Business integrations, a new SmartTAP installation doesn't record calls that traverse the Edge Server when utilizing Media Proxy Mode and the Edge Server is located behind NAT.
SMAR-536	4.1.1	GA	Med	For Skype for Business integrations, the Lync Plug-in will only send an alarm if the connection to its first Announcement Server or Media Proxy goes down. If there are multiple Announcement Servers or Media Proxy Servers, their connections will not generate alarms.
SMAR-575 SMAR-203 SMAR-197 8087	4.1.1	GA	Med	For Skype for Business integrations, the ability for the Lync Plug-in to load balance among the Call Delivery components and Media Proxy components has been improved.
SMAR-243	4.1.1	GA	Med	The Communication Server installer may fail when upgrading from previous versions if it was configured for all-in-one mode (not RDD).
SMAR-532	4.1.1	GA	Critical	For SIPREC integrations, if a call is rejected immediately after being initiated, on-going and subsequent calls may not be recorded.
SMAR-495 SMAR-541 SMAR-637 8106	4.1.1	GA	Med	Performance and functional improvements to allow up to 3000 targeted users.

Issue ID	Fixed in Release	Version	Severity	Description
SMAR-581	4.1.1	GA	Critical	For Skype for Business integrations, calls to emergency numbers may be routed to the Announcement Server and subsequently not connected. A new Black List configuration option has been implemented to not route calls with the defined numbers to the Announcement Server.
SMAR-585	4.1.1	GA	Med	The Plug-in installer does not check for proper execution policy settings. This may result in specific PowerShell scripts failing to run, causing the Lync Plug-in to not function correctly.
SMAR-587 SMAR-560 SMAR-643	4.1.1	GA	Med	Added support for the SysLog Server for the Lync Plug-in logging. This allows SmartTAP to collate logs from all Lync Plug-in components into a single location for easier collection and analysis.
SMAR-547	4.1.1	GA	Med	The Application Server installer may not update specific binary files during an upgrade. This may result in incompatibilities between components or missing bug fixes.
SMAR-591	4.1.1	GA	Med	The Plug-in installer may not update specific files during an upgrade. This may result in incompatibilities between components or missing bug fixes.
SMAR-592	4.1.1	GA	Med	The target list in Call Delivery may not update on schedule if there are many targeted users. Changes made to users in LDAP or on the SmartTAP Web interface may not be reflected in the recordings in a timely manner. As a result, the timeout value for the connection to the Application Server was increased to reduce the chance of occurrence for such incidents.
SMAR-545 SMAR-230	4.1.1	GA	Med	Updated Java JRE to 1.8u152 to address security vulnerabilities.
SMAR-180 8098	4.1.1	GA	Med	When exporting IMs into a PDF file, if unsupported languages are present in the messages, there is no warning that some of the data may be missing.
SMAR-187 8071	4.1.1	GA	High	For Skype for Business integrations, calls using the Pexip Infinity Conferencing Platform may not be recorded.

Issue ID	Fixed in Release	Version	Severity	Description
7847	4.1.0	GA	Med	Some media files may not be removed after the defined Call Retention period has expired.
8003	4.1.0	GA	Med	The SNMP port used by the Application Server is always set to the default value by the install program, which conflicts with the Microsoft SNMP Agent.
7611	4.1.0	GA	Med	Commands for executing pause and resume functionality using the REST Executor library are not functioning properly.
7897	4.1.0	GA	Low	AcProcDump is not properly upgraded which causes Call Delivery-IP to not be included in the monitoring process.
7800	4.1.0	GA	Low	When sending e-mail notifications, if the user's last name is not set, it will be printed as "NULL" instead of being left blank in the notification.
7835	4.1.0	GA	Low	The License Page in the SmartTAP Web interface allows you to enter a threshold value that is greater than the total number of licenses.
7842	4.1.0	GA	Med	LDAP data may become stale within the SmartTAP database and this results in out-of-date targeting information being used to record a call.
7877	4.1.0	GA	Med	The left and right sides of an audio recording may be reversed.
7882	4.1.0	GA	High	For Skype for Business Integrations, when configured for Edge Mode recording, a call may become stuck in the SmartTAP Web interface if there is an error response to a SIP INVITE.
7872	4.1.0	GA	Med	Creation of a recording profile may fail in SmartTAP deployments containing RDD servers when the database is restarted.
7898	4.1.0	GA	High	For Skype for Business Integrations with the Edge Mode configured, the Media Delivery service may crash at the end of some calls.
7913	4.1.0	GA	High	Endpoints with multiple IP addresses might not be recorded due to a conflict over which IP address to use for the media.
7888	4.1.0	GA	Med	E-mail notifications will not be sent if any one of the notification subscribers has an empty e-mail address.

Issue ID	Fixed in Release	Version	Severity	Description
7890	4.1.0	GA	Low	The first e-mail message sent from SmartTAP after it is initially installed and configured may fail to send.
7921	4.1.0	GA	High	For Skype for Business Integrations, the decision to record a call or not may be incorrectly made depending on the algorithm used to determine if the endpoints are internal or external users.
8026	4.1.0	GA	High	For Skype for Business Integrations configured for Media Proxy Mode, CD-IP may occasionally crash.
8037	4.1.0	GA	Critical	For Skype for Business Integrations, calls using the Pexip Infinity Conferencing Platform may be dropped.
8032	4.1.0	GA	High	For Skype for Business Integrations, recording calls where the called party is not targeted, may lead to the CD-IP leaking memory, which eventually leads to a crash.
8019	4.0.0	CU2	Low	Browsers configured for a Russian or Hebrew locale show an incorrect SmartTAP title.
7917	4.0.0	CU2	Med	Cyrillic symbols in instant messages are not properly returned from the REST API.
7947	4.0.0	CU2	Med	AcProcDump stops monitoring Call Delivery-IP after an upgrade is performed.
7979 7987	4.0.0	CU2	Med	A resource leak when downloading media files may eventually prevent any further downloads.
7958	4.0.0	CU2	Med	In Skype for Business Integrations, when using Client Window Extensions to access the SmartTAP UI, page retrievals may fail with error code 500 or an exception.
7983	4.0.0	CU2	Med	In Skype for Business Integrations, the Lync Plug-in may leak memory if it is not properly registered.
7996	4.0.0	CU2	High	In Skype for Business Integrations, the Lync Plug-in may block DTMF digits after it is upgraded.
7946	4.0.0	CU2	Med	Throttling was added for connection alarms generated by the Lync Plug-in.
7931	4.0.0	CU1	Med	In Skype for Business Integrations, a recording license may not be released if the media traverses a Lync Edge Server.

Issue ID	Fixed in Release	Version	Severity	Description
7919	4.0.0	CU1	High	In Skype for Business integrations using Media Proxy, calls may not be recorded if clients do not publish Host Candidates.
7923	4.0.0	CU1	High	The Lync Plug-in setting that limits recordings to external PSTN calls was not working.
7911	4.0.0	CU1	High	Call Delivery will not trigger recordings for users/devices that are targeting with a TEL_URI attribute which does not contain an extension. An update to the calldeliveryconfig.xml file resolves this issue.
7862 7881	4.0.0	CU1	High	For CD-AL Integrations, the Media Server may fail to record the beginning of some calls, or insert the end of an earlier call into the beginning of a different call.
7875	4.0.0	CU1	Critical	In Skype for Business Integrations, calls using a Polycom VVX 300 handset may be disconnected.
7766	4.0.0	GA	Med	Updated Application Server to display date fields using the locale of the browser, if supported.
7521	4.0.0	GA	Med	Implemented a workaround for Polycom phones concerning the consent feature on the Announcement Server.
5082	4.0.0	GA	Low	The audio player will now play back recordings longer than 200 minutes.
7608	4.0.0	GA	Med	For Shoretel integrations, the caller ID may not be properly reported depending on signaling conditions.
7562	4.0.0	GA	Med	The Call Retention feature may not delete specific messages and participants if they are not associated with a conversation.
6038	4.0.0	GA	Low	In the SmartTAP Web interface, a previous error message will not be removed even after a successful submission of a Certificate Signing Request form.
7338	4.0.0	GA	Med	For specific SmartTAP versions, when upgrading the Communication Server that has been installed to a custom location, the installation process would not successfully complete.

Issue ID	Fixed in Release	Version	Severity	Description
7834	4.0.0	GA	Med	The following components were updated so that they will upgrade correctly if installed to a custom location: AS, MS, CD-IP, MD, all Lync Plug-ins.
7457	4.0.0	GA	High	A call record may be missing if a targeted user calls an untargeted user who then forwards the call to a targeted user.
7331 7173	4.0.0	GA	Low	The "back" button was fixed in the Media Server install program.
7621	4.0.0	GA	Med	The Lync Plug-in service can hang if it is manually stopped from the Service Manager.
6134	4.0.0	GA	Med	For SmartTAP with one Media Delivery component connected to two SmartTAP servers, the first call may be reported as missed or abandoned with no media.
7413 7392	4.0.0	GA	Med	The Lync Plug-in may fail to install because it tries to create a text file under C:\windows\system32, which is often a read-only location.
7404	4.0.0	GA	High	Security updates for Java in the Application Server and Communication Server.
7395	4.0.0	GA	High	Security updates for MySQL database.
7390	4.0.0	GA	High	For Skype for Business integrations in Monitoring Mode, as well as for passive VoIP Integrations, there may be silent recordings or missing media files for some specific configurations.
6615	4.0.0	GA	Med	The LAESP module, which is part of the Application Server, does not shut down properly, which forces you to restart the AS Service instead of just redeploying a single module.
7546	4.0.0	GA	High	Instant Messages are not recorded if the IM window is opened before the users are targeted.
7547	4.0.0	GA	Med	Instant Messages may be duplicated if the users are each attached to a different Lync Front End Pool.
7548	4.0.0	GA	Low	If a user is configured without a last name, messages are sent to the user with the text "NULL" instead of a blank space for the last name.
7373	4.0.0	GA	Med	An IM conversation may not export correctly when performing multiple exports on the same search result.

Issue ID	Fixed in Release	Version	Severity	Description
7523	4.0.0	GA	Med	Modifying an existing LDAP Configuration in the SmartTAP GUI may fail.
7613	4.0.0	GA	Med	For Shoretel Integrations, specific Hold and Retrieve calls may result in a hanging call in the Web interface and possibly two separate call records.
7615	4.0.0	GA	High	For Shoretel Integrations, for specific Call Waiting cases, the caller ID may be missing, and the call may not be recorded.
7617	4.0.0	GA	Med	Lync Plug-in installation may fail depending on PowerShell permissions.
7361	4.0.0	GA	Critical	For Skype for Business integrations with Edge Mode or Media proxy Mode configurations, calls to a VVX 500 phone may be disconnected after the announcement is played by the Announcement Server.
7700	4.0.0	GA	High	The Lync Plug-in may crash when operating under certain adverse networking conditions.
7346	4.0.0	GA	Med	Database tables for the Communication Server are not correctly installed in a distributed environment.
7797	4.0.0	GA	High	For Skype for Business integrations, a call from a mobile client to an internal user may not be recorded.
7662	4.0.0	GA	Med	Announcements might not play in cases where the phone number needs to be normalized.
7016	4.0.0	GA	Med	HLS Live Monitoring Playlist Program Date and Time is not properly updated when using version 3.
7337	4.0.0	GA	Med	For Skype for Business integrations using Edge Mode and Active/Active configuration, a recording may not terminate properly if Call Delivery is not configured properly.
7653	4.0.0	GA	High	Recordings can be out-of-sync after a call is released from hold.
5840	4.0.0	GA	Med	For Skype for Business integrations, a call may hang if one user dials the same user.
7796	3.2.0	CU9	Med	Fixed a memory leak on the Application Server.

Issue ID	Fixed in Release	Version	Severity	Description
7798	3.2.0	CU8	High	In Skype for Business integrations with Media Proxy solution, a call to an internal client from a mobile client connected to internal Wi-Fi may not be recorded.
7753	3.2.0	CU8	Med	Security updates for Java for the Application Server and Communication Server were implemented.
7731	3.2.0	CU7	High	When operating in Media Proxy Mode, Call Delivery-IP fails to retrieve licenses, and thus doesn't record any calls if a physical SmartWORKS board is installed on the same server.
7732	3.2.0	CU7	Med	In Skype for Business integrations, SmartTAP may report the answering party incorrectly.
7728 7729	3.2.0	CU7	High	Shortel Integration improvements.
7694	3.2.0	CU7	High	In Skype for Business integrations with Announcement Server, the announcement may not be played after transferring an inbound PSTN call to a targeted user. Added a feature in the Announcement Server to allow it to normalize phone numbers. Note: This feature is not enabled by default. To enable it, open "Config\System.config" and add the "normalizeNumbers" attribute in the <System> element to "true". Example: <System normalizeNumbers="true" />
7696	3.2.0	CU6	High	A Skype for Business user logged in from an external network may fail to join online meetings.
7586	3.2.0	CU6	Critical	A Skype for Business user removed from a conference call may stay in the busy state if the user joined the conference using an HP phone.
7551	3.2.0	CU6	Med	A REST principal is unable to stop recordings for another target. Permissions were extended so that users with "controlGroupRecordings" permissions can stop recordings on users for whom they have call access permissions.
7542	3.2.0	CU6	Critical	For Lync Integrations, use of E-911 can cause calls to disconnect when using a Polycom phone.

Issue ID	Fixed in Release	Version	Severity	Description
7487	3.2.0	CU5	Critical	The Lync Plug-in Service may read an invalid topology if it starts up before the Front End Service.
7480	3.2.0	CU5	Med	For Lync Integrations, call recordings may have silence or noise for the first 5-7 seconds of a call in the case where Media Bypass is enabled; however, the answering client declines to use the bypass route.
7470	3.2.0	CU4	High	For all integrations, Call Delivery may not properly use its assigned Location, causing media files to be missing or recorded in the wrong location when Multiple Media Locations are in use.
7431	3.2.0	CU4	Med	For AES Integrations, missed calls are reported with no duration on the call search page of the SmartTAP Web interface.
7436	3.2.0	CU4	Critical	Call Delivery-AES can run out of channels and stop recording if extensions are untargeted.
7426	3.2.0	CU4	Critical	Calls to a federated conference bridge may fail when they are unmuted right after a connection is made.
7432	3.2.0	CU4	Med	The Notification Threshold Value on the Storage Statistics page is always zero.
7439	3.2.0	CU4	Critical	The Lync Plug-in fails if it cannot read the Skype for Business Topology.
7442	3.2.0	CU4	Critical	When using the Edge Solution in Skype for Business, an outgoing PSTN call may fail if media bypass is enabled.
7444 7452	3.2.0	CU4	Med	In Skype for Business integrations, calls may be shown as hanging on the GUI if a user calls their voicemail.
7394	3.2.0	CU3	Med	The Lync Plug-in writes a file to the \system32 directory, which may fail due to permission issues on specific systems. The file is moved to the application directory.
7408	3.2.0	CU3	Critical	In Skype for Business integrations, when calling into an Unassigned Number Range, the call may fail.
7422	3.2.0	CU3	Med	The Lync Plug-in writes unnecessary logs to the Windows Event Log.
7385	3.2.0	CU3	Med	Updates to the PDF document format for exported instant message records.

Issue ID	Fixed in Release	Version	Severity	Description
7386 7400 7402	3.2.0	CU3	High	Security updates for Java in the Application Server and Communication Server.
7369	3.2.0	CU3	Med	Instant Messages sent to a Skype for Business user in 'Do Not Disturb' mode appear on the incorrect side of the SmartTAP Web interface, giving the appearance that the receiver is the sender of the message.
7371 7375	3.2.0	CU3	High	Skype for Business PSTN calls are not recorded when using Media Proxy Mode with Media Bypass enabled.
7357	3.2.0	CU3	High	UTF-8 support on the SmartTAP Web interface does not work after upgrading to SmartTAP 3.2.0.
7353	3.2.0	CU2	Med	500 Server Error is generated by the SmartTAP Web interface when the user logs in and has Access Group Calls and ROD/SOD Other Users with LDAP.
7351	3.2.0	CU2	Med	Recordings can be out-of-sync after a call is released from hold. This is caused by the timestamp being reset in the RTP stream after a period of silence.
7332	3.2.0	CU1	High	For integrations with CloudBond 365, targeted online users are not recorded. Online users are users who are registered to the Microsoft Cloud.
7340	3.2.0	CU1	Med	Call recordings appear to hang in the SmartTAP Web interface when there a brief disconnection between Call Delivery and the Lync Plug-in.
6719	3.2.0	GA	High	For installations using RDD, a connection failure between the Application Server and Communication Server may result in lost recordings.
6655	3.2.0	GA	Med	SIP calls with multiple invites are not released properly, causing licenses to run out. "Quota Exceeded" alarm is then generated, leading to calls not being recorded.
7304	3.2.0	GA	Med	While performing an upgrade of the Lync Plug-in for a version older than SmartTAP 3.1.0, calls might fail to connect during a two-minute period.
6979	3.2.0	GA	High	Targeted calls forwarded in Skype for Business or Lync environment include a missing call record for the 'forwarding' party. This fix includes a change to the Lync state machine file in Call Delivery.

Issue ID	Fixed in Release	Version	Severity	Description
7280	3.2.0	GA	High	Garbled audio is present in some recordings involving Skype for Business 2016 clients.
7219	3.2.0	GA	Low	The Announcement Server service no longer has to be started manually following an upgrade.
6927	3.2.0	GA	Critical	A failure of one of the NIC teaming interfaces to start may cause an outage in recording the media.
6916	3.2.0	GA	Med	Fixed an issue related to SIPREC integrations when recording call transfer scenarios handled by SBC version 7.00A.046.003 or later.
6127	3.2.0	GA	Med	Added input validation for "User Base Context", "Group Base Context", and "Security Group Base Context" fields under LDAP.
7118	3.2.0	GA	Critical	For AES Integrations, recording stops after loss of communication to Avaya AES, and is not reestablished.
7245	3.2.0	GA	Med	SmartTAP services were changed to the "Delay Start" option in the Service Manager to avoid service start-up failures upon reboot after Windows Updates are applied.
7265	3.2.0	GA	Critical	For Skype for Business integrations, targeted calls may be disconnected if one endpoint adds video to the session and the other endpoint is not video-capable.
7012	3.2.0	GA	Critical	For Skype for Business integrations, targeted calls may be disconnected if both endpoints add video at the same time.
7008	3.2.0	GA	High	Upon startup, the Lync Plug-in service may prevent calls from being recorded for up to five minutes. This issue has been fixed to use the default of five seconds.
7093	3.2.0	GA	High	Some registration errors of Avaya extensions caused SmartTAP AES integration to stop recording the extension. This has been fixed by retrying the registration for the extensions that failed.
6850	3.2.0	GA	High	Calls may get stuck in the recording state if they last longer than two hours.

Issue ID	Fixed in Release	Version	Severity	Description
6989	3.2.0	GA	Med	Added support for HDX clients in the Skype for Business and Lync integrations.
7074	3.2.0	GA	High	SmartTAP Media Proxy solution might cause a call establishment failure when one of the endpoints publishes multiple media IP addresses and one of these addresses is not routable in the network.
7078 7080 7167 7050	3.2.0	GA	Med	Added a custom installation option to various SmartTAP installers that were missing this feature.
7092	3.2.0	GA	Med	If the DMCC service on the AES Server fails, the SmartTAP AES Adapter would reconnect; however instead, it re-registers for the same extensions, causing duplicate call records.
7094	3.2.0	GA	High	If DMCC service and SmartTAP AES Adapter service are starting up at the same time, the AES Adapter can fail to connect. The AES Adapter will now retry the connection periodically until it succeeds.
7097	3.2.0	GA	High	Some AES users were never recorded if the SmartTAP AES Adapter was not connected to the AES Server. This issue has been resolved by sending targeting to the AES Adapter regardless of the connection status with the AES Server.
7102	3.2.0	GA	Med	The alarm that indicates when Call Delivery resumes its connection with the Lync Plugin is not always sent.
7103	3.2.0	GA	High	A limit on the maximum number of AES extensions that can be targeted was removed.
7260	3.2.0	GA	Critical	Targeted calls answered by Lync 2010 clients may be disconnected.
6836	3.2.0	GA	Critical	For Skype for Business integrations, when adding video to an existing call, the call may be disconnected.
7111	3.2.0	GA	High	Peer-to-peer video calls are dropped or experience poor quality on systems using Media Proxy. A configuration parameter was added to the Lync Plugin component to optionally allow video to be routed through the Media Proxy.
7112	3.2.0	GA	Med	Changes to recording profiles were added to the audit trail.

Issue ID	Fixed in Release	Version	Severity	Description
7115	3.2.0	GA	High	For AES integrations, call records are marked as "Abandoned" instead of "Normal" for outgoing calls when the answering party cannot be found.
7285	3.2.0	GA	Med	LDAP users targeted for recording did not receive their LDAP attributes persisted in the SmartTAP database. This resulted in the data being lost if the user is subsequently deleted from LDAP.
7119	3.2.0	GA	High	Conference calls involving Polycom VVX phones are not recorded when SmartTAP is configured for Edge Mode.
7124	3.2.0	GA	Med	Some Avaya AES calls are shown as remaining in the "Active" state on the User Status web page, even after the call has completed.
7125 7127 7128 7236	3.2.0	GA	High	Improved support for recording Lync mobile clients.
7148	3.2.0	GA	Critical	For Avaya AES integrations, if SmartTAP is upgraded from a version prior to version 3.0, no recordings can be made because the Call Delivery's configuration is incomplete. The Call Delivery-AES also will not be able to send traps.
6406	3.2.0	GA	High	For SIPREC integration, when using an AudioCodes gateway, calls may hang and not be recorded.
7058	3.2.0	GA	Critical	Targeted calls on Skype for Business systems configured for Monitoring mode are not recorded. They appear as hung calls on the SmartTAP Web interface.
7175	3.2.0	GA	High	A non-targeted user may fail to join a conference when it is invited into a conference by a targeted user.
7174	3.2.0	GA	High	For Skype for Business integrations using the Announcement Server, calls transferred after the announcement is played, may not be recorded in systems using a Front-End pool with multiple Front-End Servers.
6959	3.2.0	GA	High	Skype for Business Video Conference may fail when SmartTAP is deployed with a Media Proxy solution in multi-site environments.

Issue ID	Fixed in Release	Version	Severity	Description
7169	3.2.0	GA	Med	For 3-way conference calls in AES integrations, SmartTAP shows an extra digit in the "Called Party' field of the call record.
7168	3.2.0	GA	High	If LDAP mapping for user name extension, or SIP URI are incorrect, the SmartTAP Web interface may return a page loading error immediately after logging in.
7201	3.2.0	GA	Med	LDAP user names that include a forward slash (/) causes errors when trying retrieve the associated resources using REST APIs.
7165	3.2.0	GA	High	Video conferencing fails when SmartTAP is configured in Edge Mode.
7046	3.2.0	GA	High	Application Servers set up for HTTPS only are unable to provide targeting data to Call Delivery, resulting in no recordings.
6948	3.2.0	GA	High	The Lync Plug-in service was fixed so as to prevent it crashing if the Skype for Business Front End service connection fails. Instead, it will periodically try to reconnect.
7043	3.2.0	GA	Low	On the SmartTAP Web interface, the Audit Trail and Alarm History pages have been updated to validate that the start and end dates are in the correct order.
7247	3.2.0	GA	Med	Accessing the "/targets/info" resource from REST may return a 500 error for some targets because certain characters are required to be escaped.
7251	3.2.0	GA	Critical	Targeted Skype for Business calls may be disconnected when simultaneous ring is configured to ring a PSTN number; however, a non-PSTN client answers the call.
7253	3.2.0	GA	High	Frequent disconnects between Call Delivery and Media Proxy causes parts of the recordings to be lost.
7036	3.2.0	GA	Critical	If the DMCC service on the AES Server goes down, AES Adapter would fail to reconnect.
7203	3.2.0	GA	High	Some audio recordings may be unsynchronized.

Issue ID	Fixed in Release	Version	Severity	Description
7065	3.1.1	GA	Low	The behavior of the "back" button in the CS installer has been corrected. Dialog windows now proceed in the correct order (you can proceed forward and backwards).
7033	3.1.1	GA	Med	The announcement message generated by the Announcement Server was not recorded if SmartTAP 3.1.0 CU1 is installed. A new state machine file for Call Delivery (Hpx.scxml) resolves this issue.
6996	3.1.1	GA	Med	Fix for Announcement Server installer: Announcement Service will now restart automatically after an upgrade.
7052	3.1.1	GA	Med	Fix for Media Proxy installer: configuration is corrupted during an upgrade.
7040	3.1.1	GA	Med	Fix for Lync Plugin installers: configuration is corrupted when no Media Proxy or Announcement Server IP Addresses are entered as input during the Plugin installation.
7049	3.1.1	GA	High	Support has been added for a custom installation path to the following install programs: Communication Server, Media Proxy, Announcement Server, Lync 2010 Plugin, Skype for Business Plug-in.
6990	3.1.1	GA	High	Support has been added for HDX clients in the Lync Plugin.
7045	3.1.1	GA	High	Support has been added for HTTPS for Call Delivery to communicate with the Application Server.
6883 6691	3.1.0	GA	High	Recordings can be a few seconds short under high recording loads.
6579 6567	3.1.0	GA	Med	Silence is recorded for calls with a Citrix Lync client participant.
6493	3.1.0	GA	High	The Media Server component might crash when RED media packets fail to decrypt.
6378	3.1.0	GA	High	Poor audio quality recordings occur when the media is transmitted over large MSRTA packets.
6902	3.0.1	CU2	High	Security updates for JBoss in the Communication Server have been implemented.

Issue ID	Fixed in Release	Version	Severity	Description
6904	3.0.1	CU2	High	Specific calls with early media, decryption errors result in bad recordings.
6905	3.0.1	CU2	Med	Incorrect configuration data can cause a crash in CD-IP when using Media Proxy.
6933	3.0.1	CU2	High	Inter-pool calls fail to record when Lync optimizes the SIP message path to skip over the Lync Front End to which the user is homed.
6848	3.0.1	CU1	High	Calls may get stuck in the recording state if they last longer than two hours.
6843	3.0.1	CU1	High	Connection alarms between Call Delivery and Media Proxy are raised due to spurious connection resets.
6841	3.0.1	CU1	Med	Connection alarms between the Call Delivery and Application Servers are raised due to premature timeouts.
6780	3.0.1	CU1	High	Support has been added for recording between Skype for Business and the Announcement Server.
6827	3.0.1	CU1	High	When the SmartTAP Username is not parsed correctly for SIPRec, this leads to a malfunction.
6826	3.0.1	CU1	High	CD-SIPRec can malfunction if it does not receive a SIP Acknowledge request from the gateway after the 200 OK response to the initial INVITE.
6829	3.0.1	CU1	Med	Call recording may hang for 24 hours if the call is transferred to voice mail before the caller hangs up.
6809	3.0.1	CU1	Med	The e-mail notification recipients list displays LDAP recipients in the non-recipients list.
6833	3.0.1	CU1	High	After upgrading CD-IP from a version earlier than 3.0 and adding a Media Proxy, the CD-IP cannot collect media from calls traversing the Media Proxy.
6707	3.0.1	GA	Critical	Search while selecting a non-targeted user displays records for other targeted users.
6640	3.0.1	GA	High	Calls were not recorded in Cisco Target by Extension mode (this mode supports only basic call scenario recordings).
6718	3.0.1	GA	Med	Media is not recorded for a Media Proxy call at all when configured to record Lync and another IP integration.

Issue ID	Fixed in Release	Version	Severity	Description
6764	3.0.1	GA	High	For SmartTAP systems with Media Proxy enabled, video calls in a Skype for Business platform fail to connect when using an AudioCodes IP phone.
6732	3.0.1	GA	High	Call Tagging in SmartTAP 3.0 on a Lync Client Window Extension does not function correctly.
6750	3.0.1	GA	High	Calls to a federated conference server fails when a recording uses a Media Proxy.
6766	3.0.1	GA	Critical	Incoming PSTN calls are not recorded when using a Media Proxy solution in a Skype for Business environment.
6702	3.0.1	GA	High	CD-IP fails to record SIP calls in a Lync + SIP (Target by IP) CD-IP configuration.
6583	3.0.0	GA	Med	The Installer now automatically removes old tools from a previous version.
6437	3.0.0	GA	Med	Deleted users will no longer be displayed in a group unless you select the checkbox to show deleted users.
6436	3.0.0	GA	Med	The Status page now only displays recorded users.
6427	3.0.0	GA	High	The SmartTAP installer will no longer overwrite CD-IP state machine files.
6404	3.0.0	GA	Med	Group management and changes are now tracked in Audit Trail.
6390	3.0.0	GA	High	Corrected PowerShell script used during installation of firewall rules to prevent leaving unrestricted access after script has run.
5455	3.0.0	GA	Med	Resolved an issue where sort order is affected if a target is removed.

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