

Interactive Session Recorder

Release Notes



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Interactive Session Recorder Release Notes, Release 6.4

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About This Guide

The Interactive Session Recorder (Oracle Communications Interactive Session Recorder) Release Notes provides the following information:

- An introduction to the full release
- An overview of the new features available
- A summary of caveats, known issues, and fixes

If any of these sections does not appear in the document, then there were no changes to summarize in that category for that specific release.

Related Documentation

The following table describes the documentation set for this release.

| Document Name | Document Description |
|--|--|
| Oracle Communications Interactive Session Recorder Release Notes | Contains information about new Oracle Communications Interactive Session Recorder features, caveats, and known issues. |
| Oracle Communications Interactive Session Recorder Installation Guide | Provides an overview of the Oracle Communications Interactive Session Recorder, hardware/software requirements and recommendations, storage considerations, pre-installation information, installation procedures, post-install verification procedures, making the first call, and additional advanced topics about the Oracle Communications Interactive Session Recorder. |
| Oracle Communications Interactive Session Recorder User Guide | Contains information about using the Oracle Communications Interactive Session Recorder Dashboard for all levels of users. Provides information about viewing, playing, deleting recordings, running reports, and managing user profiles. |
| Oracle Communications Interactive Session Recorder Administrator Guide | Contains information about using the Oracle Communications Interactive Session Recorder Dashboard for the Administrator level user (Super User, Account Administrator, Tenant Administrator). Provides information about creating and managing accounts, routes, and users. Also provides information about configuring the Oracle Communications Interactive Session Recorder, running reports, viewing active calls, and securing the Oracle Communications Interactive Session Recorder deployment. |

| Document Name | Document Description |
|--|---|
| Oracle Communications Interactive Session Recorder API Reference Guide | Contains information about Oracle Communications Interactive Session Recorder FACE, Recording File Types/Formats Supported, Return Codes, and Troubleshooting. |
| Oracle Communications Interactive Session Recorder Monitoring Guide | Provides provisioning, configuration and test instructions for the NET-SNMP implementation to monitor all ISR component hosts. |
| Oracle Communications Interactive Session Recorder Security Guide | Contains information about security considerations and best practices from a network and application security perspective for the Oracle Communications Interactive Session Recorder product. |

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Call the CAS main number at 1-800-223-1711 (toll-free in the US), or call the Oracle Support hotline for your local country from the list at <http://www.oracle.com/us/support/contact/index.html>. When calling, make the selections in the sequence shown below on the Support telephone menu:

1. Select 2 for New Service Request.
2. Select 3 for Hardware, Networking, and Solaris Operating System Support.
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 - For non-technical issues such as registration or assistance with My Oracle Support, select 2.

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- A total system failure that results in loss of all transaction processing capability

- Significant reduction in system capacity or traffic handling capability
- Loss of the system's ability to perform automatic system reconfiguration
- Inability to restart a processor or the system
- Corruption of system databases that requires service affecting corrective actions
- Loss of access for maintenance or recovery operations
- Loss of the system ability to provide any required critical or major trouble notification

Any other problem severely affecting service, capacity/traffic, billing, and maintenance capabilities may be defined as critical by prior discussion and agreement with Oracle.

Locate Product Documentation on the Oracle Help Center Site

Oracle Communications customer documentation is available on the web at the Oracle Help Center (OHC) site, <http://docs.oracle.com>. You do not have to register to access these documents. Viewing these files requires Adobe Acrobat Reader, which can be downloaded at <http://www.adobe.com>.

1. Access the Oracle Help Center site at <http://docs.oracle.com>.
2. Click **Industries**.
3. Under the Oracle Communications sub-header, click the **Oracle Communications documentation** link.
The Communications Documentation page appears. Most products covered by these documentation sets appear under the headings "Network Session Delivery and Control Infrastructure" or "Platforms."
4. Click on your Product and then Release Number.
A list of the entire documentation set for the selected product and release appears.
5. To download a file to your location, right-click the **PDF** link, select **Save target as** (or similar command based on your browser), and save to a local folder.

Revision History

This section provides a revision history for this document.

| Date | Description |
|---------------|---|
| March 2020 | <ul style="list-style-type: none">Initial release of Oracle Communications Interactive Session Recorder 6.4 software. |
| July 2020 | <ul style="list-style-type: none">Updated for release 6.4P1.Adds "Oracle Communications ISR Cloud Platform Support" to "New Features". |
| November 2020 | <ul style="list-style-type: none">Updated for release 6.4P2. |
| February 2021 | <ul style="list-style-type: none">Updated for release 6.4P3. |
| April 2021 | <ul style="list-style-type: none">Updated for release 6.4P4. |
| May 2021 | <ul style="list-style-type: none">Updated for release 6.4P5. |
| July 2021 | <ul style="list-style-type: none">Updated for release 6.4P6. |
| October 2021 | <ul style="list-style-type: none">Updated for release 6.4P7. |
| January 2022 | <ul style="list-style-type: none">Updated for release 6.4P9. |

1

Introduction to Oracle Communications Interactive Session Recorder 6.4

The Oracle Communications Interactive Session Recorder (ISR) 6.4 Release Notes provide the following information about this product:

- Hardware and software requirements
- An overview of the new features available in this release
- A summary of Known Issues, Resolved Known Issues, and Caveats

Hardware

The Interactive Session Recorder (Oracle Communications Interactive Session Recorder) components are distributed as applications running on Oracle Linux Releases 7.2 - 7.7, which abstracts the ISR application from the physical hardware. As such, ISR can be deployed on any hardware platforms that support Oracle Linux Releases 7.2 - 7.7. For a comprehensive list of the hardware platforms currently certified, see the [Oracle Linux and Oracle VM Hardware Certification List \(HCL\)](#).

ISR testing is predominantly done on Oracle Server X5-2, Oracle Server X6-2, Oracle Server X7, and Oracle Server X8-2 systems with the following resource configurations:

| Hardware Description | Quantity |
|--|----------|
| Intel® Xeon® E5-2630 v3 8-core 2.4 GHz processor | 2 |
| One 16 GB DDR4-2133 DIMM | 8 |
| One 1.2 TB 10000 rpm 2.5-inch SAS-3 HDD with marlin bracket in RAID 10 configuration using 12Gb SAS RAID HBA | 4 |



Note:

RAID must be configured BEFORE performing the ISR component installation.

Each of the ISR components must be installed on their own server/VM instance.

Installation Prerequisites

Before beginning your Interactive Session Recorder (ISR) installation, ensure you have completed the following prerequisites:

1. Have at least three servers (physical or virtual) with Oracle Linux Releases 7.2 - 7.7 installed.
2. Have access to the ISR rpms:
 - `isr-Index-<release#>.x86_64.rpm`

- `isr-Dashboard-<release#>.x86_64.rpm`
- `isr-rss-<release#>.x86_64.rpm`
- `isr-Face-<release#>.x86_64.rpm` (optional)

 **Note:**

You may access these files via <https://edelivery.oracle.com..>

3. Have access to the Ruby 2.6 rpm (`ruby-2.6.4-1.el7.centos.x86_64.rpm`). Ruby is the framework the ISR Dashboard uses and must be installed as part of the ISR Dashboard installation.
4. Configure a Linux User named **isradm** on each of the Linux instances created in step 1 to allow you to automatically gain access to config and log files. Once you have configured the **isradm** Linux user, you must add the user to the "sudoers" group.
5. Verify that the hosts you are installing the ISR components on are connected to the internet.

 **Note:**

If your ISR hosts do not have internet connectivity, see "Oracle Public Yum Repository Configuration and Offline Installation Pre-Requisites in the *Installation Guide*.

6. Oracle Linux 7 has the yum package management utility configured by default with access to the "public-yum.oracle.com" repositories in the file located at `/etc/yum.repos.d/public-yum-ol7.repo`. If, for some reason, this file needs to be created, see the Appendix, "Oracle Public Yum Repository Configuration File" in the *Oracle Communications Interactive Session Recorder Installation Guide*, which contains the specific repository entries.
7. Configure interfaces; Oracle Communications Interactive Session Recorder expects network configuration to include 4 interfaces, connecting to separate Administration, Local, Data, and Voice networks. Refer to the Oracle Communications Interactive Session Recorder Security Guide for more information on networking and trusted boundaries. For more information on configuring networking in Oracle Linux 7, see the *man nmtui* guide and <http://www.unixarena.com/2015/04/rhel-7-network-management-nmcli-or-nmtui.html>.
8. If access to the external yum repository is gated by a proxy, ensure the **proxy** parameter in the `/etc/yum.conf` file is set to:

```
proxy=http://<your_proxy_host>
```



Note:

During the installation process, you will be asked to provide and/or verify the users, passwords and interfaces you created during the Oracle Linux installation. Ensure you have that information before you begin the installation process.

Oracle Communications Interactive Session Recorder Dashboard Requirements

The Oracle Communications Interactive Session Recorderi Dashboard is the web portal used for recording configuration and playback. As web technologies advance, some functionality may not be available on older browser versions. The Oracle Communications Interactive Session Recorderi has been tested with the following web browsers and versions:

- Google Chrome (Version 63.0.3239.84 64-bit)
- Mozilla Firefox (Version 52.5.2 32-bit)
- Microsoft Edge (Version 40.15063.674.0)



Note:

Browser playback support for recording codecs changes frequently. Refer to the *Oracle Communications Interactive Session Recorder Release Notes* for current details.

Supported Codecs

The Oracle Communications Interactive Session Recorderi supports the following transmission codecs:

- g.711 mulaw
- g.711 alaw
- g.729
- g.722 and g.722.2 (excluding g.722.1)
- H.264
- AMR-WB

The audio transmission codecs can be mapped to the following recording formats:

| Header Raw | Header WAVE | Format | Bit Rate | Sample Rate (KHz) | Channels Mono | Channels Stereo |
|------------|-------------|------------|----------|-------------------|---------------|-----------------|
| YES | YES | ulaw | 8 | 8 | YES | YES |
| YES | YES | alaw | 8 | 8 | YES | YES |
| YES | YES | Linear PCM | 8 | 8 | YES | YES |
| NO | YES | Linear PCM | 16 | 8 | YES | YES |
| NO | YES | Linear PCM | 16 | 1 | YES | NO |

| Header Raw | Header WAVE | Format | Bit Rate | Sample Rate (KHz) | Channels Mono | Channels Stereo |
|------------|-------------|------------|----------|-------------------|---------------|-----------------|
| NO | YES | Linear PCM | 16 | 16 | NO | YES |
| NO | YES | ADPCM | 4 | 8 | YES | YES |

H.264 video content is stored and replayed in MP4 format.

Upgrade Prerequisites

To upgrade the Oracle Communications Interactive Session Recorder components, you must complete the following prerequisites:

1. The Oracle Communications Interactive Session Recorder component hosts are properly running on the Oracle Linux Release 7.2 - 7.7 OS
2. Access to the following upgrade tar files from the Oracle Communications Interactive Session Recorder component hosts:
 - isr-Index-<release#>-upgrade.tgz
 - isr-Dashboard-<release#>-upgrade.tgz
 - isr-rss-<release#>-upgrade.tgz
 - isr-Face-<release#>-upgrade.tgz
3. Have access to the Ruby 2.6 rpm (ruby-2.6.4-1.el7.centos.x86_64.rpm).
4. For the duration of the maintenance window, all call traffic is stopped on all sites and outside client access to the Dashboard and API services is prohibited.



Note:

The following instructions assume the recommended "isradm" Linux user has sudo permissions.

WARNING: The upgrade process for each component includes a critical backup step that copies important host configuration, Oracle Communications Interactive Session Recorder application configuration, Oracle Communications Interactive Session Recorder application platform configuration, Oracle Communications Interactive Session Recorder application data, encrypted keys, keystores, and log files to a temporary directory before consolidating these copies into a compressed set of files for a potential rollback situation. This backup step requires additional disk space to successfully write the files, and a warning prompt is displayed to detail concerns and recommend an option to mount an additional drive if disk space may be an issue. Oracle strongly recommends you consider these details and the recommended option carefully before continuing with the upgrade. For more information about mounting remote storage, see [Chapter 22, Shared File System Administration](#) from the Oracle Linux Administrators Guide Release 7.

For more information on upgrading the ISR, see the *Installation Guide*.

Upgrade Caveats

The following items provide key information about upgrading with this software version.

Upgrading from 5.2 to 6.4

The nokogiri 1.8.4 gem installation failed during ISR 5.2 to 6.4 upgrade using the Dashboard.

Workaround: When the error occurs, run the following commands:

```
sudo yum install -y gcc ruby-devel libxml2 libxml2-devel libxslt libxslt-  
devel  
bundle config build.nokogiri --use-system-libraries
```

Then run *configlsr.sh* to install the remaining gems.

Dashboard Rack Issue

A Dashboard rack issue has been observed during ISR 6.0.5 to 6.4 upgrade.

Workaround: Stop the puma server, using the **service puma stop** command, before running *upgradelsr.sh*. Execute the **gem uninstall rack** and **gem uninstall nio4r** commands to uninstall the rack and nio4r gems, then execute the *upgradelsr.sh* and *configlsr.sh* scripts.

Conversion Errors

An upgrade from 5.2 to 6.x likely results in conversion failures until each Location has been updated to properly reflect connections to the Converter using the Data Network. Log into the Dashboard and update each Location in the "Recording Converter" section by setting the "Converter IP Address" field to the Converter's data network IP address. You may confirm the Converter data IP in the "Converter Server Configurations" accordion of the corresponding RSS.

2

New Features in Oracle Communications Interactive Session Recorder 6.4

This section lists and describes features developed and released new for Interactive Session Recorder (Oracle Communications Interactive Session Recorder) 6.4.

Oracle Communications ISR Cloud Platform Support

As of release 6.4P1, the Oracle Communications Interactive Session Recorder can be deployed on the following cloud platforms:

- Oracle Cloud Infrastructure (OCI)
- Microsoft Azure
- Amazon's Elastic Computing (EC2) infrastructure

When deploying on any of these cloud platforms, you can install and provision Oracle Communications Interactive Session Recorder components as applications running on Oracle Linux 7.x Virtual Machines (VMs). The required Oracle Communications Interactive Session Recorder component specifications depend on which cloud platform is used.

For more information on Oracle Communications Interactive Session Recorder Cloud Platform support, see "Public Cloud Platforms" in the *Installation Guide*.

Refer to the cloud platform's documentation for specifications, requirements, caveats, known issues, deployment considerations, and operation details prior to deploying Oracle Communications Interactive Session Recorder .

For more information or support for installing Oracle Communications Interactive Session Recorder on any of these public cloud platforms, contact your Oracle representative.

ISR Provision API

The Oracle Communications Interactive Session Recorder Provision API allows you to perform all the CRUD operations you perform using the Oracle Communications Interactive Session Recorder Dashboard without the need for the UI. Oracle Communications Interactive Session Recorder 6.4 supports provisioning APIs for Accounts, Routes, Users, and Recording Format Profiles. These provisioning APIs can be used once a user has been authenticated. To ensure security, the Oracle Communications Interactive Session Recorder uses JWT to authenticate each request made to the server. For more information on using the Oracle Communications Interactive Session Recorder Provision APIs, see "Oracle Communications Interactive Session Recorder Provisioning API" in the *API Guide*.

Oracle Communications Interactive Session Recorder Audio Codec Enhancements

The Oracle Communications Interactive Session Recorder now supports the AMR-WB codec to record and playback calls. For more information on supported audio codecs, see "Supported Codecs" in the *Installation Guide*.

Disabling ISR User Password Expiration

The Oracle Communications Interactive Session Recorder can be configured to disable User password expiration. When set to **Yes**, that User's password never expires. When set to **No**, that User's password follows the configured password expiration policy. For more information on disabling User password expiration, see "Adding a User" in the *Administrator Guide*.

Red Hat Compatible Kernel Support

The Oracle Communications Interactive Session Recorder is compatible with the Red Hat Kernel and Oracle Linux 7.6. For more information on RHEL support, see the *Installation Guide*.

Performance Enhancements

Optimization and performance enhancements have been made to Oracle Communications Interactive Session Recorder components. Contact your Oracle representative for more information.

3

Caveats and Known Issues

This chapter lists the caveats, known issues, and limitations for this release. Oracle updates this Release Notes document to distribute issue status changes. Check the latest revisions of this document to stay informed about these issues.

Caveats in Oracle Communications Interactive Session Recorder 6.4

The following information lists and describes the caveats and limitations for this release. Oracle updates this Release Notes document to distribute issue status changes. Check the latest revisions of this document to stay informed about these issues.

Oracle Linux

- In Oracle Linux version 7.4, the default SELinux and FirewallD versions have stricter policies that impact application file handling and communications from the Linux host. The impact is very disruptive to Oracle Communications Interactive Session Recorder, with RSS internal API, FACE, and Archival unable to initialize with their configurations in the database and unable to write to their expected log files. Also, Recorder and converter processes cannot initialize as well, since the internal API cannot return their configurations. While the incompatibilities are expected to be addressed in a subsequent Oracle Linux release, Oracle recommends the following two workaround options:
 - Permissive access to the Tomcat process—Execute the **semanage permissive -a tomcat_t** command.

Note:

Permissive access to the Tomcat process requires that you have an additional package installed on the system (i.e., **yum install polycoreutils-python**).

- Downgrade certain SELinux components—Execute the following command:

```
$ sudo yum downgrade selinux-policy-3.13.1-102.0.3.el7_3.16 selinux-policytargeted-3.13.1-102.0.3.el7_3.16 firewalld-0.4.3.2-8.1.el7_3.2 pythonfirewall-0.4.3.2-8.1.el7_3.2 firewalld-filesystem-0.4.3.2-8.1.el7_3.2 firewallconfig-0.4.3.2-8.1.el7_3.2
```

- The Oracle Linux firewalld services, enabled by default on all ISR component hosts, have demonstrated a performance impact (of as much as 25%), using Oracle hardware. When considering the balance of security vs. performance, see the Oracle Communications Interactive Session Controller Security guide for more information on the configuration options of firewalld services and their benefits.

- RTP IO port initialization fails in performance load testing when there is a port conflict between the RTP port and the Linux Ephemeral port, which is used by Archiver/API for DB connection. As a result, RSS fails to record calls on the conflicted port. The Recorder process maintains a port pool to listen to RTP and this RTP port range depends upon configured session capacity. The formula to calculate RTP port pool range is as follows:

```
RTP start port -> {RTP start port + (Number of sessions * max
number ports per session)}
```

For each channel (session) the Recorder process requires 8 ports (2 Audio, 2 Video; these must be on even numbers). The RTP Start port default value is 11000. For example, if Channel capacity is configured as 2500, then the RTP port pool range will be as follows:

```
11,000 -> {11,000 + (2500*8)} => 11,000 -> 31,000
```

The Linux default ephemeral port range is 32768 - 60999 (this can be found at `/proc/sys/net/ipv4/ip_local_port_range`).

This issue will occur only if session capacity is configured over 2500 for a single site. If configured session capacity is more than 2500, there will be port conflict between RTP and Linux ephemeral port.

To avoid conflict, first calculate the RTP port range using the formula above and then change the Linux ephemeral range value accordingly.

Workaround:

1. Login as root and use a text editor to open `/etc/sysctl.conf`.
2. Add or change the following:

```
net.ipv4.ip_local_port_range = <start_Port> <End_port>
```

Replace `<start_Port>` and `<End_port>` with the required values.

3. Restart the network using the following command:

```
# /etc/rc.d/init.d/network restart
```

4. Verify that your changes are present using the following command:

```
cat /proc/sys/net/ipv4/ip_local_port_range
```

ISR Dashboard

- The Dashboard fails to load in certain scenarios with an error message that complains of too many redirects. The following is an example message in the Chrome browser:

```
This page isn't working
<Dashboard host name> redirected you too many times.
Try clearing your cookies.
ERR_TOO_MANY_REDIRECTS
```


An example message in the Firefox browser:

```
The page isn't redirecting properly
Firefox has detected that the server is redirecting the request for
this address in a way that will never complete.
This problem can sometimes be caused by disabling or refusing to
accept cookies.
```

To resolve the problem, clear the browser's cookies.

- In certain scenarios with the Chrome browser, when the **Allow HTTP Cache of Recording files?** Dashboard configuration property set to **True**, the scroll bar still does not function properly for scrolling forward or back during recording playback.
- A certificate handling conflict exists with the ISR Dashboard web server that occasionally leads to latency and perceived unresponsiveness when clicking links and submit buttons. The request is properly transmitted, and the response ultimately does arrive, but much later than the expected time frames of previous versions of the Dashboard.
- The current Oracle JavaScript Extension Toolkit (OJET) release does not support aria labels for tables. As a result, the JAWS tool does not detect aria labels.
- Upon implementation of OJET, when a browser is zoomed out to less than 100%, the **Show Columns** drop-down checkboxes are not visible.

ISR Archival

- When multiple Archival hops are configured for a single Archival instance (i.e., Account Archival plus RSS Primary to Secondary Locations), a thread conflict may occur that leads to unresponsiveness from the Archival process.
- The Source Location's Advanced Configuration settings control the Archival decisions during the "hop", (i.e. the move of the recording from the Source to Destination Location).
- If the Archival cron schedule has been set to any other value than the default two minutes ("`0 0/2 * * ? * *`"), this setting will be lost and the schedule reverted to 2 minutes. For more information on changing the Archival schedule, contact your Oracle representative.
- Deletion and renaming of historical recordings that have been archived may fail due to changes in Archival Location directory paths, SFTP servers, or client user permissions.

ISR Index

- Oracle recommends you configure the ISR Index component time zone to be set to UTC. To do this, upon installation the `configIsr.sh` script prompts the user for permission to configure the system time zone to UTC. You can configure all other ISR components' time zone as needed.
- To add ISR users from the primary Index to the Secondary Index, you must execute replication configuration for mysql database in `/etc/my.cnf` file in single site implementations. In double site implementations, in `/configIsr.sh` script, ensure you give all users the same password.

ISR RSS

- You can only have one MySQL user password across all RSSs for each RSS user type. For example, if multiple RSSs are configured to use the same 'israpi' MySQL user name, the password must be the same for every RSS.

Web Browsers

Oracle Communications Interactive Session Recorder recording playback errors have been reported for the following web browsers:

- Firefox—Firefox is not supporting playback of the 8-bit/8 kHz audio format set in the "Default Recording Format Profile" for the g711 transmission codec (historically the most popular transmission codec). Most commonly, the Dashboard's playback controls appear only briefly before becoming unavailable. To work around this issue, for routes using the "Default Recording Format Profile", change the setting to the Firefox Supported Recording Format Profile, where the g711 transmission codec is converted to the PCM 16-bit/16 kHz recording format.
- Internet Explorer—You must use the Windows Media Player plugin to play recorded wave files via Internet Explorer. Without the plugin, an "Invalid Source" error appears in the player popup. This browser support issue impacts ObservIT Screen Recording integrations with ISR, where the Chrome or Firefox browsers must be used for playback instead of Internet Explorer.
- Chrome—Displays some inconsistent behavior with playback of long recordings in internal tests, where the browser stops playback prematurely. Playback in another browser rectifies the problem.
- Video and screen capture slide playback may display recording length as NaN. Close the playback window and repeat playback.
- Subsequent video playback only plays audio. Close the playback window and repeat playback.
- Screen capture slide playback progress bar may not move or move accurately. Close the playback window and repeat playback.

 **Note:**

Playback failures may also occur with the Quicktime plug-in version 7.7.7. If you encounter these issues, downgrade to version Quicktime 7.7.4.

Cloud

- The ISR does not support HA for VM instances on cloud platforms.
- The Ruby process port of an Azure instance can conflict with the ISR's media receiving port. For more information, consult your Oracle representative.
- For ISR VMs on Azure, it is observed that Microsoft Monitoring Agent impacts the overall CPU usage under ISR high load conditions.
- For RSS VM in AWS, the number of converter threads must be set to 4 (for example, VM shape -m4.2xlarge(8vCPU and 32RAM)) to help in reducing the spike in overall CPU caused by the converter process.
- Oracle recommends you have OCSBC and ISR in the same tenancy. You should be able to reach the OCSBC using the VoIP IP of the ISR instances.
- Data IP should be accessible from the external entities.

General

- The Segmentation feature, when enabled, may cause corruption to video recording. Oracle recommends disabling this feature for recording video.
- After upgrading FACE, existing tokens become invalid and you must login again to proceed.
- JSON bodies passed as part of ISR provision API must be syntactically correct. Any error occurring in the syntax must be rectified by the user as Provision API does not detect the exact line of the error.
- While upgrading from 6.0 to 6.4, there is an issue due to the fact that 6.0 gems are downloaded from the ruby source and 6.4 is shipped with all of the gems. In 6.0, since rack gem is downloaded from the ruby source, it takes the latest rack and nio4r gem for that particular ruby version. The downloaded versions may be newer than what is shipped with 6.4.
To avoid this, uninstall newer versions of rack and nio4r before upgrading the ISR.
- In a commitment to the more flexible design of Custom Data Fields, FACE and Dashboard no longer present the following specific fields in recording segment details:
 - agent ID
 - agent terminal
 - categories
 - completed
 - hours
 - notes
 - rating
 - transcriptions
- Double-check network settings to ensure that interfaces are enabled at boot, (ONBOOT=yes). For example, /etc/sysconfig/network-scripts/ifcfg-XXXX.
- To use NFS shares to backup ISR configurations and data, you must meet the following prerequisites:
 - Configured ISR host (with networking access to NFS share on the remote host)
 - NFS share with no_root_squash option and writable by root user on the client

To store ISR configuration and data backups on a remote host via NFS:

1. Set up and export the remote share. For more information, see the Oracle Communications Interactive Session Recorder Installation Guide.
2. Configure and test the client on the ISR host.
3. Ensure that the "isradm" user (or other configured non-root user) can connect, read, and write files from the share.
4. Backup ISR configuration and data files using the b menu option in the configIsr.sh file and use the local path to the remote share to the location to store configuration and data backups.
5. Verify the contents of the data and configuration backups using the **tar tzf /backup/path/<isr_component>-data.tgz** or **tar tzf /backup/path/<isr_component>-**

configs.tgz commands (replacing <isr_component> with the specific component data and backup filenames).

Known Issues in Oracle Communications Interactive Session Recorder 6.4

The following table lists the Interactive Session Recorder (ISR) known issues:

| ID | Description | Severity | Found In |
|--------------|--|----------|-------------|
| 334419 83 | CSV download working improperly with Search mode's From, To, and Session Id options. | 3 | 6.4.0 |
| 310723 38 | Swap memory usage is observed in RHCK Bare-metal RSS under load conditions. | 4 | 6.4.0 |
| 324288 88 | 'Advanced Search' is not working properly for some fields. | 4 | 6.4.0 |
| 310686 90 | While executing 1200/50 cps load on a VM, a soft lockup issue was detected in <code>/var/log/messages</code> log. <code>kernel:NMI watchdog: BUG: soft lockup - CPU#2 stuck for 22s!</code> | 4 | 6.4.0 |
| 300104 71 | Locale files are removed after upgrading the ISR Dashboard. | 3 | 6.3.0 |
| 298996 84 | Issues with audio sync with captured screens while playing ObserveIT recordings. | 3 | 6.3.0 |
| 285779 86 | Deleting recordings via FACE successfully deletes recorded file(s), but fails to delete some files in certain scenarios. | 3 | 6.2MOP 0 |
| 285790 59 | FACE recording details responses have improperly segment formatting in JSON. | 4 | 6.2MOP 0 |
| 285752 27 | Dashboard Security Settings fields are not properly reset to saved value when dialog is closed without updating | 4 | 6.1MOP 0 |
| 274306 49 | Playback of AMR-WB encoded session recordings is distorted and even unintelligible in certain scenarios. | 3 | 6.1 MOP0 |
| 275803 90 | MD5 checksums are not calculated for video recordings. | 4 | 6.0MOP 0 |
| 275804 03 | Renaming video or other "supplemental" files is not possible using Archival. | 4 | 6.1 MOP0 |
| N/A | Install and upgrade, do not explicitly set FACE recording retrieval timeouts for downloads. To edit the default setting, contact your Oracle account representative. | N/A | 6.1MOP 2 |
| 275806 07 | Subsequent video playback attempts may not be successful and may force the user to close the player to play again. This issue is specific only to the Chrome browser. | 3 | 6.1MOP 0 |
| 289452 17 | ISR Dashboard latency during service puma stop/start/restart. | 3 | 6.2MOP 0 |
| N/A | Major browsers may display an invalid recording duration during playback (for example, "NaN" in Chrome). To fix this, enable the security setting Allow HTTP Cache of Recording files? (disabled by default) and reload the recording playback. | N/A | 6.2MOP 0 |

Resolved Known Issues

The following table provides a list of previous Known Issues that are now resolved.

| ID | Description | Severity | Found In | Fixed In |
|----------|--|----------|-----------|-----------|
| 33352296 | After an upgrade, sound and download are unavailable when the records saved in "smallest". | 2 | 6.4.0M0P6 | 6.4.0M0P7 |
| 33144433 | Index upgrade from 5.2.M1 to 6.4.0P6 fails. | 3 | 6.4.0M0P6 | 6.4.0M0P7 |
| 33146550 | Different API recordings outputs when Segmentation enabled and disabled. | 3 | 6.4.0M0P6 | 6.4.0M0P7 |
| 30796850 | Unable to associate System Account to other Account's user. | 2 | 6.3.0 | 6.4.0 |
| 32891716 | Recording_Missing not created for the recording with no media when the purge request is enabled. | 4 | 6.4.0M0P4 | 6.4.0M0P6 |
| 32891740 | Archival exception when the file rename exceeds max attempts. | 4 | 6.4.0M0P4 | 6.4.0M0P6 |
| 32737872 | Recordings are incorrectly sorted at 12 AM time with 12 hour time format. | 4 | 6.4.0M0P4 | 6.4.0M0P6 |
| 32189511 | Calls configured with the G.711 codec are being sent by SIPRec as G.729. | 2 | 6.4.0M0P4 | 6.4.0M0P6 |
| 32863067 | Calls failing with 488 not acceptable here. | 2 | 6.4.0M0P4 | 6.4.0M0P5 |
| 32728889 | In provapi: UserType validation is not accurate while creating user via provapi. | 4 | 6.4.0M0P0 | 6.4.0M0P4 |
| 32643410 | Archiver is working but with errors being logged. | 3 | 6.4.0M0P0 | 6.4.0M0P4 |
| N/A | Not able to update 'Route Mode' to 'record and save' in Routes. | 3 | 6.4.0M0P0 | 6.4.0M0P4 |
| 32653916 | Backup some config files during upgrade to allow smooth rollback. | 4 | 6.4.0M0P0 | 6.4.0M0P4 |
| 32644465 | ISR Dashboard Search is not working properly when doing Sort Order. | 3 | 6.4.0M0P0 | 6.4.0M0P4 |
| 32649489 | The Dashboard's Recorder configuration is not editable upon upgrade from 5.2 to 6.4. | 4 | 6.4.0M0P0 | 6.4.0M0P4 |
| 32619516 | ISR Dashboard Tenant Admin error with primary account. | 3 | 6.4.0M0P0 | 6.4.0M0P4 |
| 32524940 | Recording Format Profiles is defaulted to default accounts and routes after Index upgrade. | 3 | 6.4.0M0P0 | 6.4.0M0P4 |
| 32536160 | MYSQL Data truncation Error on Duration along with negative duration of recording. | 2 | 6.4.0M0P0 | 6.4.0M0P4 |
| 32100012 | FACE recording control requests are unsuccessful with a fresh ISR installation. | 3 | 6.4.0M0P0 | 6.4.0M0P3 |
| N/A | FACE API pause/resume error messages may omit details. | N/A | 6.2.0M0P0 | 6.4.0M0P3 |
| N/A | Some special parameters ignored in FACE. | N/A | 6.2.0M0P0 | 6.4.0M0P3 |
| N/A | FACE API resume should log pause duration. | N/A | 6.2.0M0P0 | 6.4.0M0P3 |
| N/A | FACE must allow exact 'end' search for segments. | N/A | 6.2.0M0P0 | 6.4.0M0P3 |

| ID | Description | Severity | Found In | Fixed In |
|----------|--|----------|-----------|-----------|
| N/A | Inconsistent Allow headers in FACE API. | N/A | 6.2.0M0P0 | 6.4.0M0P3 |
| N/A | FACE API HTTP 405 expansion. | N/A | 6.2.0M0P0 | 6.4.0M0P3 |
| 32319259 | ISR server not recording calls; error in transit state to conferenced refusing calls. | 2 | 6.4.0M0P0 | 6.4.0M0P3 |
| N/A | Validate IP while initializing ProvApi service. | N/A | 6.4.0M0P0 | 6.4.0M0P3 |
| N/A | Provapi database connection retrying continuously. | 3 | 6.4.0M0P0 | 6.4.0M0P3 |
| 32164415 | Search by category not working. | 4 | 6.4.0M0P0 | 6.4.0M0P3 |
| N/A | Record save search (quick search) is not working properly. | 4 | 6.4.0M0P0 | 6.4.0M0P3 |
| N/A | CSV import for users, routes, and accounts fails if improper column values are provided. | 4 | 6.2.0M0P0 | 6.4.0M0P3 |
| 32284655 | Post upgrade to 6.4.0M0P2 unable to fetch users in the Dashboard. | 3 | 6.4.0M0P0 | 6.4.0M0P3 |
| 32165260 | Recordings are incorrectly sorted by date. | 3 | 6.4.0M0P0 | 6.4.0M0P3 |
| 32164560 | Search results are reset in ISR 6.4M0P1 Dashboard. | 3 | 6.4.0M0P0 | 6.4.0M0P3 |
| 32104535 | Dashboard taking long time to load Recording. | 4 | 6.4.0M0P0 | 6.4.0M0P3 |
| 32104534 | Live Session recordings optimization. | 4 | 6.4.0M0P0 | 6.4.0M0P3 |
| 32086060 | Dashboard not showing Tab Segment 1. | 2 | 6.4.0M0P0 | 6.4.0M0P3 |
| N/A | Routes section displaying 'undefined' message. | 4 | 6.4.0M0P0 | 6.4.0M0P3 |
| N/A | Record save search (quick search) not working properly. | 4 | 6.4.0M0P0 | 6.4.0M0P3 |
| 32197498 | Dashboard displays issue in Routes section. | 3 | 6.4.0M0P0 | 6.4.0M0P3 |
| 30432052 | Incorrect formatting of port in RSS advanced settings. | 4 | 6.3.0M0P0 | 6.4.0M0P3 |
| N/A | Need proper validation for priority values while creating routes via CSV. | 3 | 6.4.0M0P0 | 6.4.0M0P3 |
| 32305756 | Archiver process silently stopped on RSS. | 2 | 6.4.0M0P0 | 6.4.0M0P3 |
| 31931633 | Archiver created in site2 gets incorrectly added to site1. | 4 | 6.3.0M0P0 | 6.4.0M0P3 |
| 27534039 | Converter does not apply amr-wb concurrent sessions configuration. | 3 | 6.1.0M0P0 | 6.4.0M0P3 |
| 32189511 | Calls set up as G.711 code are sent by SIPREC as G.729. | 2 | 6.4.0M0P0 | 6.4.0M0P3 |
| 27353471 | User Audit shows invalid entries for a new user. | 3 | 6.1.0 | 6.4.0M0P2 |
| N/A | Dashboard Advanced Search time zone issue. | N/A | 6.4.0M0P0 | 6.4.0M0P2 |

| ID | Description | Severity | Found In | Fixed In |
|----------|---|----------|---------------|---------------|
| 31666480 | Issue with advance search download CSV with include details. | 4 | 6.2.0M OP0 | 6.4.0M OP2 |
| 28787447 | Dashboard needs to support user configurable SFTP port numbers. | 3 | 6.2.0M OP0 | 6.4.0M OP2 |
| 31613255 | Two different users with 'tenantadmin' and 'TENATNADMIN' creates issues while logging into Dashboard. | 3 | 6.4.0M OP0 | 6.4.0M OP2 |
| 31613284 | Issues with case-sensitive functionality while performing provisioning API operations in provapi. | 3 | 6.4.0M OP0 | 6.4.0M OP0 |
| 31718084 | Issues in Accounts section. | 3 | 6.4.0M OP0 | 6.4.0M OP0 |
| 31846501 | Issue in HA configuration in FACE and warnings in the RSS. | 4 | 6.4.0M OP0 | 6.4.0M OP0 |
| 31785463 | Files not being converted after being recorded. | 3 | 6.2.0M OP0 | 6.4.0M OP2 |
| 31872892 | Database issue. In mysql/innodb_index_stats table has length mismatch in the column name table_name. | 4 | 6.4.0M OP0 | 6.4.0M OP0 |
| 31888064 | Issue with Download split recordings when the call is going on. | 4 | 6.4.0M OP0 | 6.4.0M OP0 |
| 31703446 | Missing Database entry for 'Archival by Account'. | 3 | 6.4.0M OP0 | 6.4.0M OP0 |
| N/A | Issue with Mysql upgrade to 5.7.31. | N/A | 6.4.0M OP0 | 6.4.0M OP0 |
| 27740537 | API INFO level logs for keys, DB password, and no codec updates. | 4 | 6.4.0M OP0 | 6.4.0M OP0 |
| N/A | Time zone applicable for FACE users. | N/A | 6.4.0M OP0 | 6.4.0M OP0 |
| 31929775 | Update tomcat to always latest 7.* version. | 4 | 6.4.0M OP0 | 6.4.0M OP0 |
| N/A | Remove LOCAL Access type while enabling Archive by Account. | N/A | 6.4.0M OP0 | 6.4.0M OP0 |
| 27599754 | Converter logs filled with INFO-level configuration updates. | 4 | 6.2.0M OP0 | 6.4.0M OP2 |
| 31974048 | Password reset security issue. | 2 | 6.4.0M OP0 | 6.4.0M OP0 |
| 31971544 | Dashboard GUI taking longer time on ISR version 6.3. | 3 | 6.3.0M OP0 | 6.4.0M OP0 |
| 31232602 | API User files are missing in DB. | 3 | 6.4.0M OP0 | 6.4.0M OP1 |
| 31218157 | Error on Recordings Listing page when trying to use Advanced Search. | 3 | 6.2.0 | 6.4.0M OP1 |
| 31217573 | Archiver overrides the FACE deletion request. | 4 | 6.4.0M OP0 | 6.4.0M OP1 |
| 31217546 | FACE download fails when the Source and Destination of the Archiver are set to the same location. | 4 | 6.4.0M OP0 | 6.4.0M OP1 |
| 31199813 | Leftovers are present after Rollback. | 3 | 6.4.0M OP0 | 6.4.0M OP1 |
| 31130139 | Some fields are missing in the Accounts' section's Route Defaults page. | 3 | 6.3.0M OP0 | 6.4.0M OP1 |


| ID | Description | Severity | Found In | Fixed In |
|--------------|---|----------|---------------|---------------|
| 310722 95 | The following general Provisioning API issues have been found: <ul style="list-style-type: none"> Encoding values should be accepted in Request URL. When Tenant Users and API Users try to generate tokens, the Response code should be 401, not 200. Users other than Super User and Account Admin should be able to retrieve Account and Route Configurations through the Provisioning API. If any of the datatype fields are entered improperly, the Provisioning API displays the error, "JSON parse error, Please send the input in expected format error". | 3 | 6.4.0M 0P0 | 6.4.0M 0P1 |
| 310681 00 | Provisioning API with HA configured is not working. | 3 | 6.4.0M 0P0 | 6.4.0M 0P1 |
| 310427 81 | No Response messages and Codes for curl operations. | 3 | 6.4.0M 0P0 | 6.4.0M 0P1 |
| 310031 67 | Label in Route page is not searchable. | 3 | 6.3.0M 0P0 | 6.4.0M 0P1 |
| 308151 40 | CSV reports export the full JSON payload for Custom Variables instead of the Custom Variable Data. | 4 | 6.3.0M 0P0 | 6.4.0M 0P1 |
| 307361 83 | Custom Data Fields are shown in lower case in Recordings section. | 3 | 6.3.0M 0P0 | 6.4.0M 0P1 |
| 281315 58 | When lower priority message shows in Routes, the Continue function does not work. | 4 | 6.2.0M 0P0 | 6.4.0M 0P1 |
| 281315 31 | Template definition update issues. | 4 | 6.2.0M 0P0 | 6.4.0M 0P1 |
| 313035 87 | ISR notification issue when two accounts are opened. | 3 | 6.4.0M 0P0 | 6.4.0M 0P1 |
| 305484 12 | Secondary database encrypted password not working. | 3 | 6.2.0M 0P1 | 6.4.0M 0P1 |
| 288294 01 | Account admin user cannot view RSS, Archivers, or Locations. | 4 | 6.2.0M 0P0 | 6.4.0M 0P1 |
| 287879 25 | After importing accounts, deletion errors are observed. | 4 | 6.2.0M 0P0 | 6.4.0M 0P1 |
| 287823 92 | Dashboard does not recognize more than 2 Terabytes of disk space. | 4 | 6.2.0M 0P0 | 6.4.0M 0P1 |
| 286393 21 | Error dialog box when using advanced search. | 4 | 6.2.0M 0P0 | 6.4.0M 0P1 |
| 285705 56 | Null pointer exceptions/500 errors in FACE audioRecording/split. | 4 | 6.2.0M 0P0 | 6.4.0M 0P1 |
| 292228 30 | 5.2M1 to 6.2P2 upgrade creates ifcfg artifact which prevents recorderd start. | 3 | 6.2.0M 0P0 | 6.4.0M 0P1 |
| 312867 56 | RTP IO initialization failed in performance load. | 3 | 6.2.0M 0P0 | 6.4.0M 0P1 |
| 313215 06 | Socket timeout exception in Face.log. | 3 | 6.4.0M 0P0 | 6.4.0M 0P1 |
| 314396 19 | Key store password in application.properties is not updating correctly. | 3 | 6.4.0M 0P0 | 6.4.0M 0P1 |
| 313215 42 | Server.xml connector string got modified incorrectly upon re-run of configlsr.sh. | 3 | 6.4.0M 0P0 | 6.4.0M 0P1 |
| 277738 63 | Index configlsr script has no option to re-enter password if it is initially entered wrong. | 4 | 6.2.0M 0P0 | 6.4.0M 0P1 |

| ID | Description | Severity | Found In | Fixed In |
|----------|--|----------|-----------|-----------|
| 27876985 | Dashboard "sip auth password" is shown in clear text. | 4 | 6.2.0MOP0 | 6.4.0MOP1 |
| 28583506 | Dashboard segment details are not properly displaying DTMF | 4 | 6.2.0MOP0 | 6.4.0MOP1 |
| 31428963 | SR slow conversion after upgrade to 6.4.0. | 2 | 6.4.0MOP0 | 6.4.0MOP1 |
| 31400206 | Conversion failure during 300/15 cps AMR-WB load on VM. | 4 | 6.4.0MOP0 | 6.4.0MOP1 |
| 31321555 | Location drop-down is not refreshing with location listing in Recorder and Archiver configuration. | 4 | 6.4.0MOP0 | 6.4.0MOP1 |
| 31287703 | Recordings present in the DB are unavailable in Physical location for Performance load. | 3 | 6.4.0MOP0 | 6.4.0MOP1 |
| 31166448 | In 'Service' section's /var/log/message or Dashboard, "Unknown value 'ExecStatus'" shown. | 4 | 6.3.0MOP0 | 6.4.0MOP1 |
| 31363826 | Not able to download sample CSV files of Accounts and Routes. | 3 | 6.4.0MOP0 | 6.4.0MOP1 |
| 28353967 | Temporary FACE tokens must be stored encrypted. | 4 | 6.0MOP0 | 6.4MOP1 |
| 30505546 | External Event Notifications forming improperly after upgrading to 6.2MOP4. | 3 | 6.2MOP4 | 6.3.0MOP2 |
| 30452611 | Error in Face Tomcat server.xml causing TLS 1.2 not to be enabled. | 4 | 6.3.0MOP0 | 6.3.0MOP2 |
| 29589570 | Disable the weak TLS1.0 and 1.1 ciphers. | 4 | 6.3.0MOP0 | 6.3.0MOP2 |
| 30452640 | When running Index configISR.sh, the script does not pull the temporary mysql password. | 4 | 6.3.0MOP0 | 6.3.0MOP2 |
| 30616680 | Disable the weak TLS1.2 ciphers. | 4 | 6.3.0MOP0 | 6.3.0MOP2 |
| 30610130 | UI issues, including the Help field. | 4 | 6.3.0MOP0 | 6.3.0MOP2 |
| 30620995 | Duplication of some fields. | 3 | 6.3.0MOP0 | 6.3.0MOP2 |
| 29435273 | Error importing new certificates on certain ISR versions. | 3 | 6.3.0MOP0 | 6.3.0MOP2 |
| 30515293 | FACE recordings with the '+' character in the filename are saved with an incorrect file name. | 3 | 6.3.0MOP0 | 6.3.0MOP2 |
| 30399966 | Issues with the Filename when using the Start/Stop command. | 2 | 6.3.0MOP0 | 6.3.0MOP2 |
| 30706496 | Some values missing from the Routes section. | 4 | 6.3.0MOP0 | 6.3.0MOP2 |
| 30717842 | Some custom fields not appearing on Recording screen. | 3 | 6.3.0MOP0 | 6.3.0MOP2 |
| 30772584 | RSS restarting multiple times. | 2 | 6.3.0MOP0 | 6.3.0MOP2 |
| N/A | Remove DTMF digits from ISR logs in Debug mode. | 4 | 6.2.0 | 6.3.0MOP1 |
| 30206625 | ISR Certificates not updating when regenerating. | 4 | 6.2.0 | 6.3.0MOP1 |
| 30037916 | External Event containing Start time or End time failing. | 2 | 6.2.0 | 6.3.0MOP1 |

| ID | Description | Severity | Found In | Fixed In |
|----------|--|----------|-----------|-----------|
| 29899906 | Creating routes using .csv files may create problems, with the ISR replacing values from the .csv and replacing them with default values in the database. | 3 | 6.3.0M0P0 | 6.3.0M0P1 |
| 29888245 | Dashboard Recordings cannot be sorted based on identifying criteria, such as From, To, CallID, or sessionID data fields. | 3 | 6.3.0M0P0 | 6.3.0M0P1 |
| 30009374 | Deleting custom data does not remove it from "Recording List Settings". | 3 | 6.3.0M0P0 | 6.3.0M0P1 |
| 30061160 | Recordings alignment and Saved search not sorting and not showing when multiple searches are saved. | 4 | 6.3.0M0P0 | 6.3.0M0P1 |
| 30231758 | API query for recordings receiving two records with same callID (wav and rpdd). | 3 | 6.2.0 | 6.3.0M0P1 |
| 30231747 | "Session Metadata" and "Session Participant Metadata" missing. | 3 | 6.2.0 | 6.3.0M0P1 |
| 30203063 | A Null pointer exception issued in API log during high traffic. | 4 | 6.2.0 | 6.3.0M0P1 |
| 28727815 | The Dashboard generates an erroneous statistical report when the user time zone is set to a time zone other than "UTC". Since the statistical reports are generated in the database on a daily basis, and because these are aggregated statistics without the correct recording time, it impacts report statistics. Oracle recommends setting the user time zone to UTC to see accurate statistics. | 4 | 6.2M0P0 | 6.2M0P1 |
| 28229026 | Upgrades to 6.1M0Px require an additional configuration for MySQL client application hosts. Add the following configuration to the RSS host: <ol style="list-style-type: none"> Copy the original host configuration file: <pre>\$ cp /etc/sysctl.d/isr.conf /opt/isr/releases/</pre> Edit the file <code>/etc/sysctl.d/isr.conf</code>, and add the following line: <pre>net.ipv4.tcp_tw_reuse = 1</pre> Add the following configuration to the FACE host: <ol style="list-style-type: none"> Create a file <code>/etc/sysctl.d/isr.conf</code> and add the following line: <pre>net.ipv4.tcp_tw_reuse = 1</pre> | 4 | N/A | 6.2.0 |
| 29336610 | Archiver database reconnection failure. | 4 | 6.2.0 | 6.3.0 |
| 29322120 | Archiver not purging the recording files in ISR 6.2m0p2. | 3 | 6.2.0M0P2 | 6.3.0 |
| 29279470 | Audit view on users omits "object". | 3 | 6.2.0 | 6.3.0 |
| 29327267 | When executing the start and stop recording commands, the file created incorrectly retains its RPDD format instead of saving as a .wav. | 2 | 6.2M0P0 | 6.2M0P3 |
| 29027285 | Dashboard reports displaying wrong values when multiple routes are selected. | 3 | 5.2 | 6.2M0P0 |

| ID | Description | Severity | Found In | Fixed In |
|----------|---|----------|----------|----------|
| 29270289 | Multiple Routes with the same patterns cannot be created for different Accounts. | 3 | 5.2 | 6.2M0 P0 |
| 28578999 | If a segment contains custom data, FACE cannot retrieve the details for that segment using the custom data parameter in the search request (via a query parameter). For example: <pre>https://<face.host>:8443/Face/audioRecording/segment/details?token=<token>&<customDataName>=<customDataValue></pre> <p>The response is:</p> <pre>{"result": { "code": -1, "message": "No matching segments" }}</pre> | 4 | 6.2M0 P0 | 6.2M0 P1 |
| 28579096 | When searching for a recording in FACE (audioRecording/<method>), you cannot use unique information contained in a segment of that recording (filename or segmentId). To search with unique segment information, you must search for that segment on its own (audioRecording/segment/<method>). You can also search for a recording using custom data from the segment, or you can first find the segment and then use the segment's recordingId/tmpRecordingId to find the whole recording. | 4 | 6.2M0 P0 | 6.2M0 P1 |
| 28753730 | FACE Event parameters are limited to the following for each Event: <ul style="list-style-type: none"> RECORDING_STARTED_EVENT %ANI%, %DNIS%, %ISR_UCID%, %INGRESS_CALLID%, %EGRESS_CALLID%, %RESULT%, %FILENAME%, %CALLING_AORS%, %CALLED_AORS% SEGMENT_STARTED_EVENT %RESULT%, %FILENAME%, %TMP_RECORDING_ID% SEGMENT_ENDED_EVENT %RESULT%, %FILENAME%, %TMP_RECORDING_ID%, %SEGMENT_ID% RECORDING_ENDED_EVENT %ANI%, %DNIS%, %RESULT%, %FILENAME%, %DURATION%, %PAUSE_LENGTH%, %PAUSE_SILENCE% (only if recording ended during an active pause with silence), %CALLING_AORS%, %CALLED_AORS% | 2 | 6.2M0 P0 | 6.2M0 P1 |
| 25312719 | "root" user ownership of certain files has been changed to ownership by the non-root user provisioned during installation (for example, "isradm"). | 4 | 6.0M0 P0 | 6.1M0 P0 |
| 26803568 | A set of upgrade script fixes include proper management of the ISR certificates created during prior installations. | 4 | 6.0M0 P0 | 6.1M0 P0 |
| 25028023 | The "procmnl.elf" process for monitoring and potentially restarting RSS Converter and Recorder processes has been replaced with registration, monitoring and management by the Linux standard "systemd" init system. | 4 | 6.0M0 P0 | 6.1M0 P0 |
| 28714766 | After running "configlsr.sh", FACE ad-hoc recording controls are not working properly with the wrong webserviceIP value in FACE's web.xml configuration file. | 3 | 6.2M0 P0 | 6.2M0 P1 |

| ID | Description | Severity | Found In | Fixed In |
|--------------------|---|----------|----------|----------|
| 28579128 | Segments from legacy recordings do not show up in lists of possible matches. | 4 | 6.2M0P0 | 6.2M0P1 |
| 28831229 | External Events are not sent during Ad-hoc recording. | 4 | 6.2M0P0 | 6.2M0P1 |
| 27261514 | The "isr-api" key now expires after a year (instead of 3 months). | 3 | 6.0M0P0 | 6.1M0P0 |
| 26739197 | ObserveIT screen capture request/response latency has been addressed. | 3 | 6.0M0P0 | 6.1M0P0 |
| 27580455 | FACE "audioRecording/start" requests that fail to include the "filename" parameter result in a recorded file name of "-.wav". This means that subsequent requests omitting "filename" will overwrite previous "-.wav" files. | 4 | 6.0M0P0 | 6.2M0P0 |
| 26377516 | In certain scenarios where the Accept header of a FACE request is not set, the Content-Type header of the response may be incorrect. | 4 | 6.1M0P0 | 6.1M0P1 |
| 26584827 | Dashboard "configIsr.sh" script fails with error after selecting option 'd'. | 4 | 6.1M0P0 | 6.2M0P1 |
| 27709153 | FACE now shares authorization tokens for seamless load balancing across multiple FACE servers. | N/A | 5.2M1P7 | 6.1M0P2 |
| 28157636 | A slow memory leak with FACE login has been resolved. | 4 | 6.0M0P0 | 6.1M0P2 |
| 24667791 | Recordings Archival remarks explain renaming failure. | 4 | 6.0M0P0 | 6.1M0P1 |
| 27524390 | When multiple Archival instances are configured for the same RSS (for example, Account Archival and RSS primary to secondary Location Archival) the Archival process no longer stops logging and, at times functioning with "Exception in thread" ArchiverThread-X" java.lang.NullPointerException" message in /var/log/messages. | 3 | 6.1M0P0 | 6.1M0P1 |
| 25218527 | Archival process not properly handling database failover. | 3 | 6.0M0P0 | 6.2M0P2 |
| 28837884, 28501976 | An on-demand conversion and archival race condition has been addressed so recordings remain properly converted and indexed in this scenario. | 3 | 6.1M0P0 | 6.2M0P2 |
| 28826769 | The Archival service now addresses all recordings under high deletion load. | 3 | 6.2M0P0 | 6.2M0P2 |
| 28153275 | The HTTP response code to a FACE download request that cannot successfully retrieve the recording from the webserver has changed from 200 OK (with an error message) to 404 (with the same error message). | 3 | 6.1M0P0x | 6.1M0P2 |
| 28807238 | File extensions are not consistently ".RPDD" during G.729 sessions with multiple segments. | 3 | 6.2M0P0 | 6.2M0P1 |
| 28729536 | When running FACE's "configIsr.sh" script, you must accept the Would you like to configure FACE to work with a third party service? option to enable External Events. | 3 | 6.2M0P0 | 6.2M0P1 |

| ID | Description | Severity | Found In | Fixed In |
|---|--|----------|----------|---------------------|
| 29215924 | After a fresh installation, the FACE server.xml HTTPS connector is now properly commented, and FACE API properly responds to HTTPS requests to port 8443. | 3 | 6.2M0P0 | 6.2M0P2 |
| <div style="border: 1px solid #0070C0; padding: 10px; background-color: #E6F2FF; margin: 10px auto; width: fit-content;">  Note: Upgrade does not inherently solve this problem. Contact your account representative for the proper workaround in your environment. </div> | | | | |
| 27405564 | The Recorder process fails under load due to ulimit and other environmental restrictions while no longer running with "root privileges". | 2 | 6.1M0P0 | 6.1M0P1 |
| 27486270 | An Archival conversion query causes Index latency due to large Result Sets, impacting FACE and other ISR applications. | 2 | 5.2M1P3 | 5.2M1P4, 6.1M0P1 |
| 27406860 | A converter process memory leak that may impact recording indexing and archival has been addressed. | 1 | 6.1M0P0 | 6.1M0P1 |
| 27772137 | After upgrade from 5.2M1Px to 6.1M0P2 and Dashboard configuration of the RSSs, the Recorder process now properly initializes with primary and secondary locations set | 4 | 6.0M0P0 | 6.1M0P2 |
| 26775702 | Required Recording Format Conversion - For FACE All g.729 and g.722 recordings in RPDD format cannot be downloaded in FACE without prior conversion to playable format (either through Archival batch conversions or Dashboard ondemand conversion). You can now enable or disable the conversion of files requested for download using the FACE API by setting the enableConversion flag using the 'F' option in /configlsr.sh. To enable this feature, answer 'yes' to the prompt. | 4 | 6.0M0P0 | 6.1M0P1 |

| ID | Description | Severity | Found In | Fixed In |
|----------|--|----------|----------|----------|
| 27598672 | <p>FACE "configlsr.sh" script's F option is not properly setting the webserviceIP field. To ensure FACE conversion requests do not fail, you must edit the <code>/var/lib/tomcat/webapps/Face/WEB-INF/web.xml</code> file and change the following two fields:</p> <ul style="list-style-type: none"> From: <pre data-bbox="526 485 1084 604"> <param-name>webserviceIP</param-name> <param-value>1.2.3.4</param-value> </pre> To: <pre data-bbox="526 726 1084 846"> <param-name>webserviceIP</param-name> <param-value><your FACE data IP></param-value> </pre> From: <pre data-bbox="526 940 1138 1031"> <param-name>conversionAllowed</param-name> <param-value>>false</param-value> </pre> To: <pre data-bbox="526 1150 1127 1241"> <param-name>conversionAllowed</param-name> <param-value>>true</param-value> </pre> <p>Then restart Tomcat:</p> <pre data-bbox="526 1356 889 1381"> \$ systemctl restart tomcat </pre> | 3 | 6.1M0P1 | 6.1M0P2 |
| 28124467 | MySQL server default configurations have been adjusted for better performance. | 2 | 5.2M1P0 | 6.1M0P2 |



Note:

You must run the "configlsr.sh" script for the Index config changes to take effect.

| ID | Description | Severity | Found In | Fixed In |
|----------|---|----------|----------|----------|
| 27131008 | ISR now accommodates multiple codec offerings in the SDP, assuming an .RPDD extension of the recorded file. The RPDD file then requires conversion to a playable format. Previously, ISR accepted and assumed the top codec in the list, and in certain configurations wrote directly to the playable WAV (*.wav) format. The functionality has now changed. When two codecs are offered, RPDD is written. This may impact ad-hoc recording with the FACE API, where the filename parameter could be incorrectly assuming the ".wav" extension (e.g. https://<face_ip>:8443/Face/audioRecording/stop?token=<token>&filename=startstoptest.wav). | 3 | 6.0M0P1 | 6.1M0P2 |
| 27947568 | ISR can now be configured to suppress metadata updates for extraneous reINVITEs to avoid unnecessary processing on the Index MySQL database and the RSS API. To enable suppression to ignore changing "apkt:ucid" tags, execute the following command on the RSS host: <pre>\$ curl -k https://localhost:9998/RestMethods/ConfigModify?metadataUpdateSupprEnabled=true&metadataUpdateSupprIgnoreTag=apkt:ucid</pre> Confirm the reINVITE suppresses the UPDATEMETADATA event with an "/opt/isr/logs/recorder/recorder.log" entry. | 2 | 5.2M1P5 | 6.1M0P2 |
| 26499909 | The Recorder route map cache now properly updates on configurable number of seconds. | 3 | 6.1M0P0 | 6.2M0P2 |
| 27614712 | MySQL Server logging has been set to a more limited level. | 4 | 5.2M1P0 | 6.1M0P2 |
| 28024832 | SFTP location now hidden from Converter configuration. | 3 | 6.1M0P0 | 6.2M0P2 |
| 28826399 | Recordings tab headings are now properly in line. | 3 | 6.2M0P0 | 6.2M0P2 |
| 29133098 | A Dashboard fix has addressed an Internal Server Error when the tenant user tries to generate a report. | 2 | 6.2M0P0 | 6.2M0P2 |
| 29169534 | Recording is not deleted from DB after deleting from Dashboard. | 3 | 6.2M0P0 | 6.2M0P2 |
| 28579015 | ObserveIT screens fail to play back using segment details player. | 4 | 6.2M0P0 | 6.2M0P1 |
| 28228761 | Dashboard upgrade prompts do not state that the 'configIsr.sh' script must be run after upgrade. | 4 | 6.2M0P0 | 6.2M0P1 |
| 26584827 | Dashboard "configIsr.sh" script fails with error after selecting option d . | 4 | 6.1M0P0 | 6.2M0P1 |
| 28683981 | In certain scenarios External Event Destinations may not be viewed or edited. | 4 | 6.2M0P0 | 6.2M0P1 |
| 27767052 | Advanced search by categories, realm or request-URI now executes properly. | 2 | 6.1M0P1 | 6.1M0P2 |
| 27938500 | The Dashboard properly handles more than 15 route entries. | 2 | 6.1M0P0 | 6.1M0P2 |
| 26759445 | The slider on recording playback works properly with HTTP Caching enabled in Google Chrome. | 4 | 6.0M0P0 | 6.1M0P1 |

| ID | Description | Severity | Found In | Fixed In |
|----------|---|----------|----------|----------|
| 27356500 | ISR integration with ObserveIT retrieves slides from the upgraded, secure ObserveIT Application Server. | 3 | 6.1M0P0 | 6.1M0P1 |
| 27608203 | ISR Dashboard now offers the proper security token for second ObserveIT AS. | 3 | 6.1M0P1 | 6.1M0P2 |
| 27396923 | ISR Dashboard setting for concurrent AMR-WB sessions is not available. | 3 | 6.1M0P0 | 6.2M0P1 |
| 27599703 | ISR Dashboard login attempt no longer errors after browser sits idle on login page for a long time. | 4 | 6.1M0P0 | 6.1M0P1 |
| 27409091 | HTTPS Dashboard latency issues are addressed with webserver downgrade. | 4 | 6.1M0P0 | 6.1M0P1 |
| 27432527 | Dashboard now properly offers configuration settings for session capacity rejection codes. | 3 | 6.1M0P0 | 6.1M0P1 |
| 27409510 | An issue has been addressed where Dashboard playback of recordings requiring conversion may fail. | 3 | 6.1M0P0 | 6.1M0P1 |
| 27507821 | ISR Dashboard customized display of certain SIPREC metadata is now properly honored in certain scenarios (for example, customized display of extended Sonus SIPREC metadata). | 3 | 6.1M0P0 | 6.1M0P1 |
| 27517060 | ISR Dashboard now properly updates Archival destination Locations in certain scenarios. | 2 | 6.1M0P0 | 6.1M0P1 |
| 27369699 | ISR Dashboard properly views, edits, and deletes users on subsequent user listing pages. | 3 | 6.1M0P0 | 6.1M0P1 |
| 27022875 | Media realignment no longer causes memory leaks in suspect network environments where SSRC packet identifiers are suddenly reset. The feature has been disabled by default. | 3 | 5.2M1P0 | 6.2M0P0 |
| 28993403 | Dashboard now displays the proper timestamp during recording playback for major browsers. | 4 | 6.2M0P0 | 6.2M0P2 |