

Release Announcement

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	Rendered	Verified	Released	Rev. 01	Rev. 02	Rev. 03	Rev. 04	Rev. 05	Rev. 06	Rev. 07
Date	14.10.20	09.04.21	12.04.21	11.05.21						
Name	PDM	A.Hein	J.Fountain	J.Fountain						

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1 Purpose of this Document

This document announces the availability of ASC's neo Suite Version 6.6, including recording, quality management, related client applications and APIs.

2 Release Name

The official release name is neo Suite 6.6.0-19.0.

The release of neo Suite 6.6 includes the following products:

- EVOIPneo
- EVOLUTIONneo eco
- EVOLUTIONneo
- INSPIRATIONneo

The following new versions of products and client applications will be released in combination with neo Suite 6.6:

- CLIENTcommand 6.6.0-2.0
- Dongle Manager 6.6.0-0.0
- Download Client 6.6.0-3.0
- POWERplay Go 6.6.0-1.0
- POWERplay Instant 6.6.0-2.0
- POWERplay Pro 6.6.0-1.0
- SCREENrec 6.6.0-2.0

The following products and applications will also be available with the latest release of neo Suite 6.6:

- Microsoft Skype for Business Components for EVOIPneo 6.0.0-0.0
- OS Image for EVOLUTIONneo / XXL 6.4.0-0.0
- OS Image for EVOLUTIONneo eco 6.5.0-0.0

3 Installation and Upgrading Instructions

The following chapter describes installation requirements of the neo Suite 6.6 and the related client applications. For further information, please refer to the neo Suite 6.6 product documentation and the installation manuals, both available from the partner area of ASC's web site.

Please update the Microsoft Windows operating system to the latest security updates before installing or upgrading to neo 6.6. Otherwise, some drivers may not work correctly.

If there are no errors mentioned in the logs after update and the replay server service is working fine, but issues with replay in POWERplay Web occur, please clear your browser cache.

Please note that TLS 1.0 is no longer supported with neo 6.6. All ASC clients and other applications must be able to support at least TLS 1.1.

Please note that the Capacity Limit on the data drives for the recordings has to be set no lower than 15% of the total available storage per volume. (Warning no lower than 10% and Error no lower than 5%)

Please note that Audio Analysis jobs must be saved twice before they can be started.

Please note that REPORTneo is not available for PostgreSQL PaaS with neo 6.6.

Please note that Microsoft Internet Explorer 11 is not supported for PGAdmin 4 and REPORTneo with neo 6.6.

Please note that VMWare 6.0 is not supported with neo 6.6, as vSphere 6.0 has reached the End of General Support (EOGS) since March 12, 2020.

3.1 Upgrade to neo Suite 6.6

For upgrading information, please refer to the Version Matrix document, available from the partner area of ASC's web site.

Please note that upgrading from previous neo versions may require a manual Java update to version 1.8. neo 6.6 only supports Java 1.8, please also refer to chapter 3.11.

Please note that when upgrading systems from neo version 5.5 to 6.6 with setup.xml parameter <ignoreDeleteDuplicateCriteria>pbxphoneid</ignoreDeleteDuplicateCriteria> for Delete Duplicate, the parameter must be removed from the setup.xml and added over the GUI of neo 6.6. Please also note that a restart of the Enterprise Core is required.

Please note when upgrading systems lower than neo version 5.5 to 6.6 with Export Jobs and with Postcompression, that existing Export Jobs must be deactivated, cloned, and started new.

3.2 Installation of EVOIPneo 6.6

For detailed hard- and software requirements for EVOIPneo, please refer to the installation requirements manual, available from the partner area of ASC's web site.

3.3 Installation of EVOLUTIONneo Product Line 6.6

The EVOLUTIONneo systems, containing EVOLUTIONneo eco and EVOLUTIONneo, come pre-installed with hardware chassis and operating system. For single-server systems, neo software is also pre-installed. In distributed environments, the neo software needs to be installed on-site to automatically apply and activate the required modules during installation.

The available recording systems differ in recording capacity and optional features.

For detailed information on hard- and software, features and options, please refer to the neo Feature List and the respective specification documents, available from the partner area of ASC's web site.

3.4 Installation of INSPIRATIONneo 6.6

INSPIRATIONneo is a server-based application, which is operated by users via browser. It is part of the EVOIPneo setup and comes pre-installed for the EVOLUTIONneo Product Line. No separate installation is necessary. However, a valid license file for INSPIRATIONneo is required.

3.5 Installation of Client Applications for neo Suite 6.6

The client setups are available as standard setup or MSI package. For detailed hard- and software requirements for the different client applications, please refer to the installation manuals, available from the partner area of ASC's web site.

3.6 Installation of OS Images for EVOLUTIONneo

The operating system image is only available for EVOLUTIONneo eco and EVOLUTIONneo / XXL. It comes pre-installed with each ASC recording system. If recovery of the system is required, please insert the DVD and follow the instructions.

The operating system images cannot be updated via ASC installation media. The operating system may be updated with the standard procedures, provided by Microsoft.

3.7 Supported Operating Systems

neo Suite and POWERplay Station:

- ASC Image for EVOLUTIONneo eco with Microsoft Windows 10 IoT 64 Bit (English)
- ASC Image for EVOLUTIONneo / XXL with Microsoft Windows Server Embedded Standard 2016 64 Bit (English) – **for updates only**
- ASC Image for EVOLUTIONneo / XXL with Microsoft Windows Server Embedded Standard 2019 64 Bit (English)
- Microsoft Windows Server 2012 R2 64 Bit (German / English) – **for updates only**
- Microsoft Windows Server 2016 64 Bit (German / English)
- Microsoft Windows Server 2019 64 Bit (German / English)

Client applications:

- Microsoft Windows 10 64 Bit (German / English)

3.8 Supported Databases

- PostgreSQL 9.5 (for Microsoft Windows)
- PostgreSQL 12 (for Microsoft Windows, included in setup for new installations)
- Microsoft SQL 2014 Standard Edition English
- Microsoft SQL 2016 Standard Edition English
- Microsoft SQL 2017 Standard Edition English
- Microsoft SQL 2019 Standard Edition English

3.9 Supported Browsers

- Mozilla Firefox 85.0 (64-Bit) or higher
- Microsoft Internet Explorer 11 (only with Microsoft Windows 10)
- Microsoft Edge Chromium
- Google Chrome version 73 or higher

3.10 Supported Virtualization Systems

- VMware ESXi 6.5
- VMware ESXi 6.7
- VMware ESXi 7.0
- Microsoft Hyper-V Server 2016
- Microsoft Hyper-V Server 2019
- Citrix XenApp 7.11 - **on request only**
- Citrix XenDesktop 7.11 - **on request only**

3.11 Required 3rd Party Software

- Adopt OpenJDK >= 1.8.0_232-b09 (**not** for POWER~~play~~ Pro / Station)
- Optional: Oracle Java SE Business Runtime Environment 8u202, 64 Bit

Java is required for the following applications:

- neo Suite
- SCREEN~~rec~~
- POWER~~play~~ Pro (Oracle Java only!)
- POWER~~play~~ Station (Oracle Java only!)

4 Components

neo Suite 6.6 consists of the following components:

ASC Components	Version
APIServer	66.9.0
API C++	66.0.0
API COM Object	54.6.0
API Java	66.0.0
CTIConnectJava	66.9.0
CTIConnectNative	66.8.0
CTIConnectOBSSOpenTrade	66.0.0
CTIConnectOSCC	66.0.0
CTIConnectUCD	66.0.0
db-model-update	66.25.0
DeleteMan	66.0.0
DongleManConnector	66.2.0
EnterpriseCore	66.25.0
EPICPhoneappProxy	1.4.0
FileMan	66.6.0
LegacyDBRestoreTool	66.0.0
LocalReplayService	66.0.0
OnlineHelp	66.0.0
RecordingControl	66.13.0
RecordingModule	66.14.0
ReplayServer	66.11.0
REPORTneo	66.2.0
ReportTemplateUpdater	66.0.6
RIA	66.7.0
SAES	62.0.0
Scripts	66.10.0
ServiceMan	66.3.0
EmotionDetection	66.1.0
TDMModule	66.1.0
TimeMan	66.0.0
XSCDM	55.1.0
Updater	66.13.0
Web Services	61.10.0

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3 rd Party Components	Version
AirbusSDK	9.4
CM2DriverWin7amd64	1.3.4
EML Transcription Decoder	1.5.3.0
EML Transcription Server	1.4.2.0
Glassfish	5.0
IntelDriver	4.0.100.1124
JDK	jdk8u202
JRE	jre8u202
LCRGatewayFirmware	5.60A.014.009
Liquibase	3.1.1
Notepad++	6.7.5
OSCCSDK	V8R2_GP05
PGAdmin	3.4
PostgresJDBC	42.2.5
PostgreSQL	12.5-1-x64
PuTTY	0.64
RealtekDriver	6.105.0713.2007
SevenZa	9.20
SevenZip	19.00
SLPDriver	6.4
SmartWORKS	5.9.1.7449
Solr	66.5.0
SquirrelSQL	3.7.1
TSAPIClient	6.4.7
WinPcap	4.1.3
Wireshark	2.2.6

5 Functions and Features

Besides many small enhancements in usability and functionality, this release of neo 6.6 introduces several feature highlights, ranging from enhancements of existing integrations to brand-new features and solutions.

5.1 New Functions and Features for Recording

5.1.1 OpenJDK support for neo Suite

The neo Suite now supports Adopt OpenJDK in addition to Oracle Java. The default Java for neo 6.6 is Adopt Java, Oracle Java can be selected alternatively during installation via an additional setup parameter. A migration script is available for existing installations < neo 6.6 to switch from Oracle Java to Adopt Java after updating to neo 6.6.

The supported versions of Adopt and Oracle Java can be found in section 3.11.

Please note, that POWERplay Pro and POWERplay Station do not support Adopt OpenJDK and must still be operated with Oracle Java.

5.1.2 New integration: SIP trunk recording for Mitel MiVoice Connect

The Mitel integration portfolio has been enhanced with the capability of recording SIP trunk calls with Mitel MiVoice Connect. The recording mode is passive. For further information, please refer to the respective manual.

5.1.3 Support of SIP trunk recording for Mitel MiVoice MX-ONE

Mobile extensions can now be recorded with Mitel MiVoice MX-ONE via SIP trunk recording. Meta data is received via CSTA. This recording method is available in addition to the already existing recording methods.

5.1.4 REST style web services

In addition to the already existing SOAP-based web services, the ASC web service interface is now also available with REST. All functions and features of the SOAP web services have been implemented with REST.

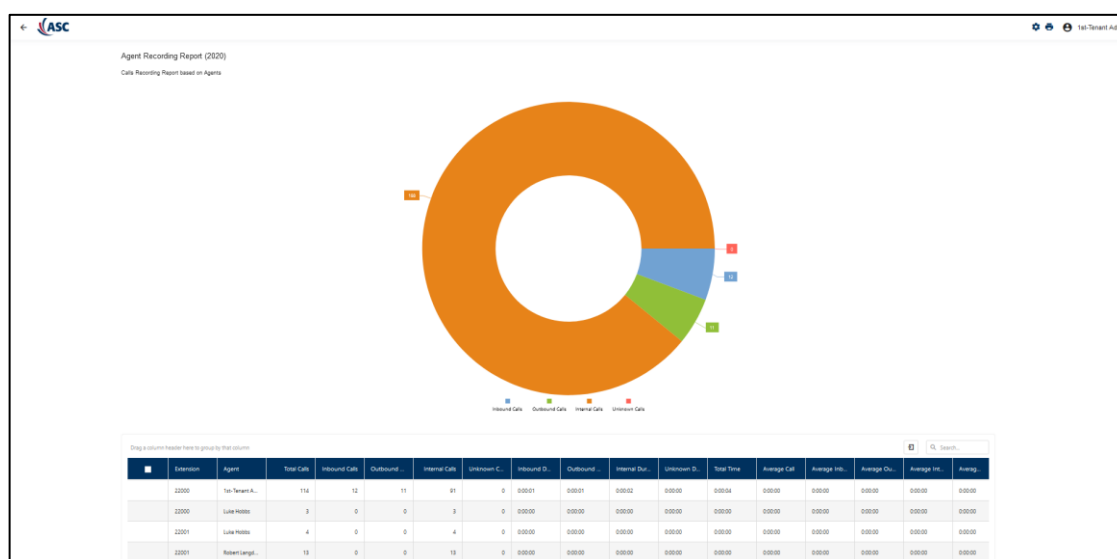
5.1.5 New default password rules

The password rules have been adjusted according to latest security guidelines. Certain default values will be set for all parameters if password rules are activated. This only applies to newly created tenants on existing systems and to new installations with neo 6.6. Existing tenants will not be changed automatically.

5.1.6 New reporting tool REPORTneo

ASC introduces a new reporting tool with neo 6.6, enabling a more flexible and easy-to-use reporting functionality. The following general functionality is available:

- Users can create their own individual dashboards
- Users with respective rights can gain deeper insights by:
 - adding or removing KPIs
 - changing the considered period
- Users can switch from dashboard widgets to detailed reports
- Users can change the graphical representation
- Reports can be printed
- Reports can be exported in Excel-format in full detail or with selected rows only



With this initial release, one report (agent recording report) with related dashboards is available, other reports will be transferred from INSIGHT_{neo} step by step with the next releases.

Please note that REPORT_{neo} is not available for PostgreSQL PaaS.

5.1.7 SNMP traps contain server names

SNMP traps only contained the message text, but not the server that triggered the message. Especially in recording systems with several servers, the administrator had to investigate, which server caused the message to trigger. To make identifying any issue in a distributed multi-server system a lot easier, the SNMP trap now contains the server name the trap has been sent from. If server name is not available due to missing configuration, the IP address is displayed instead.

5.1.8 Transfer for storage includes transfer for replay

It was not possible in earlier versions to configure transfer for storage and replay simultaneously. If transfer for storage to a replay server was configured and the recordings were not yet transferred to it, replay was not possible until the recording was processed. Now transfer for storage also includes transfer for replay. If the recording is not yet transferred to be stored, it still can be replayed, since it will now be passed via the included transfer for replay function.

5.1.9 System provider can configure tenant audit messages

The system provider can activate and edit the audit logs of all tenants in this system. This ensures all relevant audit messages are active to make a complete recording history available for the system provider and the tenant. The default tenant administrator is set as recipient of these notifications by default.

Please note that this feature requires the license "Tenant Specific Configuration" to be enabled. Please contact ASC for further information.

5.1.10 Report for locked conversations

A report is now available to list all conversations locked due to missing recording licenses. These recordings can be unlocked by qualified ASC staff based on this report.

5.1.11 Audit messages for downloads with Download Client

Audit messages are generated for downloads with Download Client. Information includes all downloaded files and the user who executed the download.

5.1.12 Option to select agent data from a list

If an extension, agent-ID or chat-ID should be assigned to a user in the Employees module, these values can be entered manually. In addition to the manual entry, neo now offers selection of extensions, agent-IDs, and chat-IDs from a list of all resources, assigned to the tenant by the system-provider.

5.1.13 Setups and MSI packages are code-signed

All setup executables and MSI packages are now code-signed with an ASC certificate to enhance security.

5.1.14 Enhancement of SIP active recording for Noetica Call Center

The recording solution for SIP active is now able to support recording with Noetica outbound dialer software. Requires API integration with Noetica.

5.1.15 Enhancements for user imports

An import job now only deletes not existing users for its own imports. This enables administrators to have more than one import job at a time, while the recording system is still able to delete no longer existing users of one import without deleting users of other imports.

5.1.16 Checksum verification for NAS drives

Copying files to NAS drives can now optionally be verified via checksum. If the verification fails due to any reason, the file will be copied again. This increases system security and file integrity.

5.1.17 Automated update process via web service API

neo can now be updated via web service by starting an automated process. The API delivers the status of the update so that administrators can see the progress. The status can be "In progress", "Successful" or "Failed", including a reason for the failed update.

5.1.18 Live Listening in Portal and INSPIRATIONneo

This feature provides administrators, superusers, supervisors, or users with appropriate rights the ability to listen to specific extensions or agents, with or without active recordings, depending on the integration. The view of screens is possible in conjunction with SCREENrec. These functions can be used for service support reasons or for even better quality management or training purposes. This feature is available in neo Portal and in the Agents module of INSPIRATIONneo.

5.2 New Functions and Features for Quality Management

5.2.1 INSPIRATIONneo is started with Sessions Module as default

If you started INSPIRATIONneo, the Agents module was the first module to be displayed. However, the Agents Module is normally accessed once to configure all relevant agent information. After initial setup, the Agents Module is only rarely used. Since the main module of INSPIRATIONneo is the Sessions Module, this is now the default view after entering INSPIRATIONneo. This saves time, reduces clicks and helps to have a better user experience.

5.2.2 Free-text search capabilities (demo only)

All text-based content can now be searched with free-text search functions. Parameters like AND, OR, NOT and NEAR can be used to execute more complex searches. The free-text search can be combined with other neo search criteria like agent information, conversation type, duration etc.

Please note that a Solr database is required for this feature. Solr can be installed optionally during setup of the neo Suite. The transfer of data between the Solr database and the neo system is encrypted with Transport Layer Security (TLS).

Please note that this feature is currently only available for demo purposes.

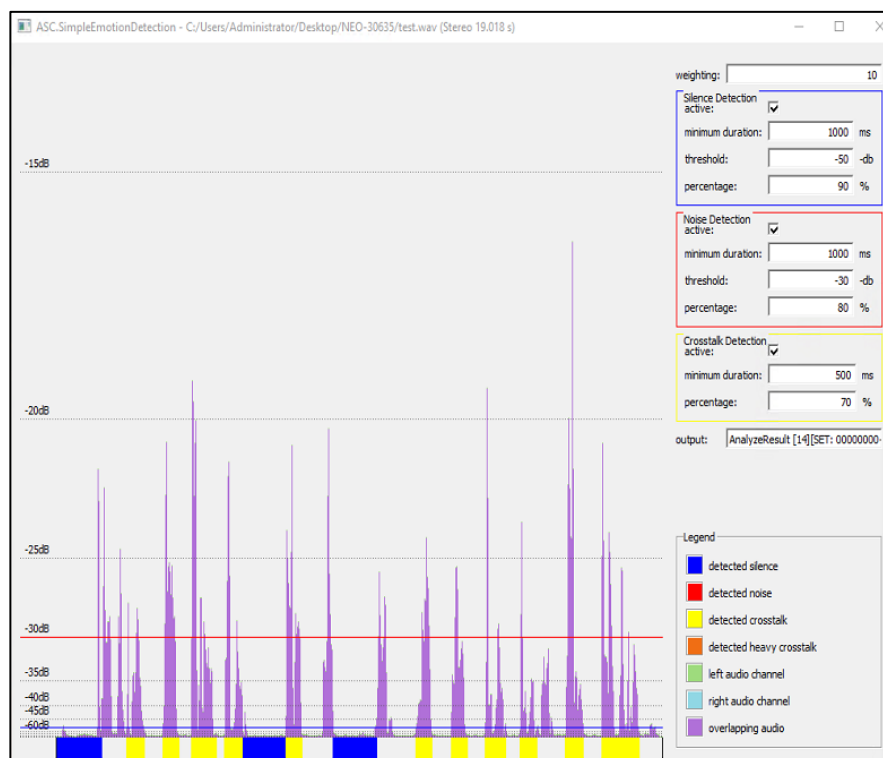
5.2.3 Usability enhancement for session searches

Searching for sessions has been enhanced. There are different buttons for standard searches and random searches available to make using INSPIRATIONneo easier and faster.

5.3 New Functions and Features for Analytics

5.3.1 Analyzing tool to determine emotion detection settings

A new tool is available with neo 6.6 where recordings can be analyzed to find the best settings for emotion detection in a specific customer environment. The tool is available in the ASC scripts folder after installation of neo 6.6. Simply drop a WAV file to be analyzed onto the tool. The recommended settings will be displayed in a separate window.



5.3.2 Interface for Microsoft Cognitive Services

Recordings can now be sent to Microsoft Cognitive Services for transcription. The transcribed results are sent back to the recording system and are available in INSPIRATIONneo for further processing.

5.4 New Functions and Features for ASC Applications

5.4.1 Enhancements for POWERplay Web

5.4.1.1 Export of conversations in MP3 format

In addition to the existing export function in WAV format, POWERplay Web now also supports MP3 as export format. The user can select the required format from the export dialog.

5.4.1.2 Export of call fragments

The export dialog in POWERplay Web now also offers the possibility to only export a marked call fragment. The option is disabled until a part of the conversation is marked with the AB button.

5.4.1.3 Skip silence within a recording

Silence parts between several recordings can be skipped by default. The newly added feature provides skipping silence within a recording. Conversation parts with a hold-flag can be skipped automatically. In addition, based on emotion detection results, parts of a recording with nobody speaking can be recognized and skipped as well.

5.4.2 Enhancements for WEBcommand

5.4.2.1 Table in main view can be adjusted

The table in the main view of WEBcommand can now be adjusted as already available with all other table views in the neo system. Adding and removing columns as well as changing their order and width are supported. The changes are stored for next login and a default configuration can be set.

6 Bug Fixes

The following bugs have been fixed with this version:

6.1 Bug Fixes for Recording

Issue ID	Description
NEO-32574	MiVB Workaround to overwrite IVR number with first employee as first connected for inbound calls
NEO-33553	Mitel MX-ONE passive SIP Trunk recording: Trunk config changes are not sent to RIA
NEO-31703	CLONE - 6.6 MiVoice 5000: Conference event not properly decoded (new CallID)
NEO-32297	Mitel MiVoice Business: No recording after update from neo 5.1
NEO-32028	Wrong participant stream mapping for Airbus User2User calls since NEO-27709
NEO-32416	Since 6.3 Avaya Passive is not correctly handled
NEO-28760	CLONE 6.X - Avaya CM: Support of additional SRTP encryption types
NEO-32268	Avaya incorrect Transfer handling since NEO-28695
NEO-33484	Avaya: I-2100319 - Missing ConnectionClearedEvent leads to hanging recording (Bridged appearance call)
NEO-32319	I-2003507: Broadworks: Configuration for sending username instead of extension number as monitored device corrupted
NEO-31539	BT IP Trade TPO Recording. split up conversations based on talking state
NEO-31807	UnifyOSV with SCREEN _{rec} Outbound Calls no recording
NEO-31717	I-2002628: Unify OSV CSTA: Country code 0 prepended for ONS and OND
NEO-32102	OS4k - clearconnection requests which return an error (already cleared) result in blocked resources
NEO-31858	I-2002582: OSV – keyed recording not working with outgoing calls -> handing stm
NEO-32072	I-2003343: CiscoUCM passive - CALLED_EXT is set to "" if SIP Remote-Party-ID header does not contain either a calling, a called or a x-cisco-original-called element!
NEO-32053	I-2003140: Agents trend analysis not working
NEO-31990	Cisco Support Soft and HW Phone in parallel for CLIENT _{command}
NEO-33125	Parallel Sync Assessor may crash on early media (e.g., Cisco BiB)
NEO-31654	Cisco parallel sync conference calls get stuck in recordmetadatarc
NEO-32103	CLONE 6.6 - I-2003276 - CiscoUCM active - No CONNECTED state at transfer end for devices configured with ApplicationControlledRecording
NEO-32019	I-2003274: CiscoUCM active - Timeout after starting application invoked recording until result is too short
NEO-31887	"Stream missing" alarm missing for IPC recording
NEO-31847	I-2002989: Multi RTP support not activated for Siemens Tetra
NEO-31776	SR-2002201 SIPREC: Stream participants not updated
NEO-31931	RelatedObjectId is not set in CONVERSATION_STREAM_MISSING notification
NEO-31959	Each Web Service call generates an audit trail message "EMPLOYEE LOGIN"
NEO-32769	Export of recordings as WAV+XML & MP3+XML does not work
NEO-31549	ReplayServer redirect servlet allows javascript code injection
NEO-31556	CLONE 6.6 - CopyToExpansion not copying Audio Packages in RC on Core, Recorder on separate machine scenario if postcomp not active on Core
NEO-31701	S3 Drive logs unnecessary errors on 404 response for HEAD requests
NEO-32846	TDMMModule crashes during start up with Ailogix small card setup
NEO-23765	Findings from email Test

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NEO-32696	Fileman tries to delete packages from Azure Blob which were already deleted
NEO-32681	Can create multiple Employees with same import Key
NEO-32626	Tenant specific configuration feature working without license
NEO-32558	"Delete archive after TTL has expired" checkbox is disabled after saving the import job
NEO-32292	I-2003222: Packages get occasional deleted through delete duplicate
NEO-32247	CLONE 6.X Restart of screen during wrap-up due to a new call lets RC crash (since NEO-27120)
NEO-32415	Notification retention period is wrong after <u>neo</u> update
NEO-32322	I-2003648: Subjects CONFIGURATION_STATUS, FILEMAN_INVALID_PACKAGE_FOUND, RECORDING_EXTENSION_STATE, GRACE_PERIOD, ACTIVATION_PERIOD changed configuration for "Recipient"-Tab compared to older version
NEO-32270	order for postcompression seems to be random
NEO-32247	Restart of screen during wrap-up due to a new call lets RC crash (since NEO-27120)
NEO-32229	Sometimes no Replay possible after FM restart
NEO-31575	After a new version of a bulk archive job was created, direction is empty
NEO-32182	sometimes checkboxes are disappeared in System Licenses Tab
NEO-31745	Role check during login only by name and not by tenant ID
NEO-31255	Cannot override silence detection parameters for Recording Content Validation
NEO-31243	Notification RECORDING_SILENCE_DETECTED not delivered to System Provider
NEO-33109	Stackdriver cannot be unmounted because usage is always set
NEO-33122	I-2003793: export fails with unknown error if conversation contains only screen recordings
NEO-31665	SetRetentionPeriod Flag is not updated in Fileman if set after drive creation
NEO-33209	Parallel Sync: Timing issue leads to delayed reprocessing with follow-up issues
NEO-33101	I-2003874: Period of time not working for system expansion
NEO-32436	I-2002757: Extensions are not visible in Tenant configuration
NEO-32074	Problems with installation with external database
NEO-30888	Screen-only recording does not automatically end if call starts
NEO-28384	Export Job shows only #SUCCESS# instead of the number of exported calls
NEO-32084	Organizational units are not active for Inactive users
NEO-32033	CLONE 6.X "Stream missing" alarm missing for SIP _{rec} recording
NEO-33123	If NO_REC conversations no xml will be exported
NEO-33060	Export access right bypass in replay server / API server
NEO-32534	Export fails for recordings with many segments
NEO-32519	WebService exportConversation result is successful with error code unknown
NEO-31746	I-2002198: Precision loss on GlobalCallID conversion to internal CallID format
NEO-31707	I-2002691: CLIENT _{command} is not informed about changes, which were created by tagging
NEO-31650	Recplan does not allow saving empty customCP fields
NEO-31593	CLONE 6.6 ReplayServer - Missing HTTP security response headers
NEO-31576	FileMan may encounter write protection on NAS if import and export for <u>neo-to-neo</u> run at the same time
NEO-31570	I-2002359: Contact person data blocks deletion of tenants
NEO-31564	I-2002220: Media stream parameters defined in configuration file of active solutions are ignored

NEO-28661	I-1903881: failover job does not consider multi server architectures with rm standby
NEO-30440	I-1902020: <u>neo</u> -to- <u>neo</u> import signals error in FileMan due to missing directory as long as no export was done
NEO-31204	I-1903165: Exception in core if time zone of user is set to "JST"
NEO-32274	6.5 jobs do not work properly after a <u>neo</u> update
NEO-31556	Copy to storage expansion not working in specific environments
NEO-33167	Login page does not work after wrong credentials
NEO-33336	No system report templates are available
NEO-33473	Some modules will not start with OpenJDK after previous OracleJDK was installed
NEO-33277	Speech Recording Service reports may cause system performance issues

6.2 Bug Fixes for Quality Management

Issue ID	Description
NEO-32690	Deletion of agent sessions takes place in steps of one instead of 1000 in MS SQL
NEO-22242	Training packages function available in activities module although eLearning module is not activated

6.3 Bug Fixes for Analytics

Issue ID	Description
NEO-27205	Error message not defined in Inspiration if Server no longer reachable
NEO-32601	Notification in Portal - Job Audio analysis - EML_TLU_DE and KWS_TLU_DE could not be executed
NEO-27231	Real-time analytics still sends messages to CLIENT <u>command</u> after deactivation
NEO-27168	Real-Time Job cannot be modified once saved as active
NEO-31100	Export not possible for Audio Analysis task if audio package contains only silence
NEO-33551	Emotion Detection Analysis will not start
NEO-32688	Real-time analytics not possible

6.4 Bug Fixes for Clients and Applications

Issue ID	Description
NEO-30894	CLIENT <u>command</u> : Manual started Work item via CC does not stop if CC is terminated
CLCO-314	I-2002425 CLIENT <u>command</u> cannot change password in combination with SSO
CLCO-315	CLIENT <u>command</u> : PJM-2002805 Hotkeys do not work after tagging
NEO-32597	I-2003743 CLIENT <u>command</u> tray icon is gray on start and it shows "no connection to RC"
NEO-31726	CLIENT <u>command</u> : No additional data can be tagged after call is finished
NEO-31772	CLIENT <u>command</u> sometimes does not get update when recording is started via tagging
NEO-30888	CLIENT <u>command</u> : Workitem is not ended if a call starts
NEO-31799	POWER <u>play</u> Pro: I-1904819 - Cannot use between search with "180 Days" Conversation Rule in PPP
PPPRO-756	POWER <u>play</u> Pro: Wrong position reset if talking clock is enabled
NEO-32003	Monitoring of shared lines in POWER <u>play</u> Pro is not possible
NEO-30876	POWER <u>play</u> Web: Can select huge time spans for wav export in a single wav file
NEO-30787	POWER <u>play</u> Web: Errors 32003 and 12005 pop up

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NEO-31500	POWER play Web: Disconnecting clients cause memory leak and thread leak
NEO-32290	POWER play Web: Search filter with favorites cannot be distinguished
NEO-31966, NEO-33328	I-2003227 POWER play Web: Changing active parameters with IE 11 may closed the search dialog
PPIR-215	POWER play Instant: Display of dates is in local time, search for dates is in UTC
NEO-29295	POWER play Go: The loading animation for automatic playback will not stop after login
NEO-31291	I-2001937 POWER play Go: Last loaded call can still be replayed after shift change
NEO-30679	POWER play Go: Automatic replay feature is sending hundreds of duplicate chunk streaming requests
NEO-27461	Automatic replay in POWER play Go currently not possible
SCREENR-410	SCREEN rec scan not working independent from SCREEN rec license
NEO-32012	REPORT neo : No logout button available

7 Restrictions and Known Issues

7.1 General restrictions with neo 6.6

7.1.1 Microsoft: SfB Connector not monitored by System Monitoring (NEO-23963)

The Microsoft Skype for Business connector is currently not connected to the system monitoring and, in this case, not being monitored.

7.1.2 PHONEapp does not work within Wrap-up Time (NEO-10157)

Currently there is a problem with the PHONEapp during wrap-up time. Commands may not be sent successfully, and error messages might appear at the phone screen.

7.1.3 DBFailoverConfigTool system analysis is not always correct with Postgres 12 (NEO-33422)

The DBFailoverConfigTool does not always display the correct status of a failover database. Please always refer to the System Configuration to see the correct status.

7.1.4 System Monitoring displays incorrect errors with Multi Server parallel System (NEO-27614)

Non-existing or no longer existing errors are displayed as active errors under Systems Monitoring, even though the system is running successfully without any errors. As a workaround, please use the feature to reset the monitoring.

7.1.5 Report “System disturbance” is not available (NEO-26928)

The report “System disturbance” is currently not available with neo 6.6. It will be re-implemented with one of the next releases.

7.1.6 neo Suite log-in via web browser is not possible by pressing enter (NEO-33289)

It is not possible for a user to log-in onto the neo Suite by entering the credentials and simply pressing enter on the keyboard, as the log-in is only possible when the user clicks on the log-in button.

7.1.7 Notification - Sorting by priority is not correct (NEO-32669)

Sorting the notifications in System Configuration based on their priority starts with “Very high”, followed by “Medium”, “Low” and then “High”.

7.1.8 REPORTneo function right on in combination with other rights (NEO-34397)

Users with only the REPORTneo function rights cannot access REPORTneo. The application is only visible in portal, if at least another function right for another application is assigned.

7.1.9 Vormetric key management does not work with OpenJDK (NEO-34320)

If Vormetric key management is in use, the system must be operated with OracleJDK. OpenJDK is currently not supported.

7.2 Recording Architecture restrictions with neo 6.6

7.2.1 No recording failover in standard architecture 3A when primary DB is in same DC as active recording (NEO-25094, NEO-29659)

If the primary database in standard architecture 3A runs on the same data center with the active recording architecture, failover to the standby recording architecture is not triggered if the whole active data center fails. The second enterprise core recognizes that recording failover should be triggered but cannot activate the secondary recording architecture due to read-only database. The database will not be set to write-mode due to prevention of possible split-brain.

7.2.2 Parallel recording with synchronization: One side connection loss of recorder or RIA can lead to unused state (NEO-32017)

Under rare conditions, connection loss between different services may occur. If this happens between Recording Module and Recording Control on separate servers with a parallel synchronized recording architecture, Recording Module may not switch to the secondary Recording Control service. This results in missing information for ongoing recordings and the ready state of the services may be wrong, e.g. the recording server may be recognized as inactive.

7.2.3 Core does not start if primary or secondary DB is not up (NEO-19908)

It is required that primary and secondary DB are running correctly before an Enterprise Core is restarted.

7.2.4 Import of chat messages does not work (NEO-33335)

Importing chat messages is currently not possible. Messages will not be imported correctly and may cause database issues.

7.3 Known Issues for Recording

Currently the following bugs are known for EVOIPneo and the EVOLUTIONneo Product Line.

7.3.1 Cisco: Problems with parked calls and PHONEapp (NEO-27245)

If a recording is started via Cisco PHONEapp and one participant parks and retrieves the other participant, the recording is stopped and can no longer be started by either party.

7.3.2 Cisco UCC: Support dynamic configuration changes (NEO-33319)

Configuration changes in the UCC add-on are not activated immediately. A manual restart of the PIF is required to activate the changes.

7.3.3 IPC Unigy: Corrupted Calls with IPC Unigy integration and delete duplicate (NEO-27435)

Do not use delete duplicate for IPC Unigy integration in conjunction with the parameter simNeedsSharedRecording=IPC_UNIGY (linked recording). Otherwise, recordings will be corrupted.

7.3.4 IPC Unigy: local CSTA address config change is ignored (NEO-30302)

When the IP under the local CSTA address is amended, there is no change on the recorder, because the IP address gets ignored. Instead of sending the new IP to IPC, the incorrect one is sent, even though the correct new IP is listed within the log files.

7.3.5 Microsoft Skype for Business: Wrong Display of Calling / Called Party Numbers and Conversation Direction (NEO-22210)

Under certain circumstances, conversation direction and participant numbers may be switched during a conference call initiated by an external party.

7.3.6 Mitel MiVoice Business: No multi-line recording (NEO-33477)

If multi-lines are recorded, the participants will get mixed up or are missing in parts of complex call scenarios. Therefore, multi-line recording is currently not supported.

7.3.7 Mitel MX-ONE: Configuration parameter mandatory but not required (NEO-32116)

The parameter Network card ID in the section Recording Module Universal Passive in the recording server configuration for Mitel MX-ONE is only relevant for trunk side recording. However, even if only active recording is required, the Network card ID parameter must be set, since it is marked as mandatory.

- 7.3.8 Mitel MX-ONE trunk side: No recording on early media (blind transfer with long ringing time) (NEO-33990, NEO-34018)**
In a transfer scenario with IP/Port-Info, the recording is not performed. In this case the audio is missing after the transfer, although the recording module detects a stream appropriately. Therefore, trunk side recording is currently not supported.
- 7.3.9 I-2004239 Mitel MX-ONE: Intrusion is not possible with MX-ONE Release 7.3 (NEO-34561)**
Mitel fixed an incompatibility of their ECMA-269 Intrude Call API implementation that requires a change in the intrusion handling. In this case intrusion does not work correctly with MX-ONE from version 7.3. Please contact ASC for support and that a workaround can be provided.
- 7.3.10 I-2100863 Mitel MiVB: Received event with cause TransferredCall gets ignored if CallingParty is empty (NEO-34226, NEO-34307)**
Sometimes during a transfer, the callingDevice is empty. This leads to ignoring the whole event and resulting in hanging statemachines. This may cause subsequent problems with new recordings.
- 7.3.11 I-2100656 Mitel MBG redundancy: Conversations of certain extensions with no data start (NEO-34458)**
Phones and devices can switch to the secondary MBG for a short time, without the primary MBG noticing anything. However, device-up und device-down events are generated by the secondary MBG, but this could conclude the assumption that the device/phone is no longer registered, and in this case, it is possible that the extension may not be recorded.
- 7.3.12 TDM: Automatically assigning Phones to paired PCM 30 Channels does not work (NEO-20335)**
If phones should be automatically assigned to paired PCM 30 channels, each channel receives a new phone instead of assigning one phone to each paired channel. This causes a faulty configuration that cannot be saved. In such cases, please configure phones manually.
- 7.3.13 Integration may stay in error state though working correctly after update (NEO-27165)**
After an integration has been configured for the first time, the system configuration may display an error. However, the integration is working correctly, and recording is possible. In such cases, please save the integration again. The error will then be removed if configuration is correct.
- 7.3.14 Export job generates wrong warning message (NEO-28347)**
If an export job does not have files to process for a job execution cycle, an info message is generated, that no files have been found for processing. In addition, a warning is generated, that AIP server and file manager are not connected. This message is wrong, and the job still works fine.
- 7.3.15 Rules-based archiving with custom parameters (NEO-27531)**
If a rules-based archiving job is running with custom parameters activated, the job works as expected. If these custom parameters are disabled, they should no longer be considered for this job, however if they are still available in the custom parameter list, they are considered by the job, even if they are deactivated. As workaround, please remove all parameters from the list before deactivating the custom parameter settings.
- 7.3.16 Manual archive termination does not change volume status (NEO-26241)**
Terminating a medium manually does not change the status to terminated. The medium is still displayed as available. If it should be ejected, the system will ask the user if the medium should be terminated despite already done manually. The status will be displayed correctly after the medium has been ejected and inserted again.
- 7.3.17 Video import already available in GUI, but not yet finalized (NEO-31885)**
Importing video files is already available for configuration in the GUI, but the process to import them is not yet finalized. So even if configuration is available, video files will not be imported.

- 7.3.18 REPORT_{neo}: Liquibase fails for PostgreSQL if no Superuser-Account or Jobs available (Cloud DB) (NEO-33913)**
REPORT_{neo} is not available for systems with PostgreSQL PaaS, because the access to the cloud database is only possible for superusers of cloud environments. If REPORT_{neo} is required and a superuser-account is available, please contact ASC HQ for support.
- 7.4 Known Issues for Quality Management**
Currently the following issues and restrictions are known for Quality Management with INSPIRATION_{neo}.
- 7.4.1 It is not possible to save quality alarms with other than default rating scheme (NEO-30718)**
If quality alarms are configured with a rating scheme other than the default, they seem to be saved correctly, but are not shown in the quality alarms list.
- 7.4.2 It is not possible to assign a training package to calibrations (NEO-22878)**
A training package cannot be assigned to a calibration process to train supervisors how to evaluate correctly. The assignment dialogue does not open.
- 7.4.3 Supervisor only available via default supervisor role (NEO-22603)**
A supervisor is only available for assignment to jobs, if configured via the default supervisor role. Copying the default role or assigning rights manually will require a supervisor license, but the respective user is not available from the list of supervisors to assign to jobs within INSPIRATION_{neo}.
- 7.4.4 Wrong calculation of multiple-choice elements for quizzes (NEO-23324)**
If a multiple-choice question with several correct answers is created, the agent must select all correct answers during a quiz. Otherwise, the agent will not get any points for this question instead of a subset of points, related to the number of correct answers.
- 7.4.5 Searching for conversation ID in sessions module not working (NEO-23029)**
Searching for conversation ID's is not working within the session module. The maximum number of results will always be displayed.
- 7.4.6 Creating a training package with more than one section is not possible (NEO-24734)**
If a second section should be added in the training package editor, a new window for creating a training package will be displayed. This window overlaps with the new section and cannot be closed. Therefore, adding content to the new section is currently not possible.
- 7.4.7 User can finalize calibration without evaluation (NEO-23091)**
A user can finalize an assigned calibration evaluation in the Evaluations Module without an evaluation. The calibration then is saved without a result. The "finalize calibration" functionality should only be available if the user already did an evaluation.
- 7.4.8 No scrolling in transcripts (NEO-23106)**
While reading a transcript in parallel to the audio, scrolling within the text is not possible. Even if the audio continues beyond the currently visible text, the transcript is reset to the start position after the user tries to scroll down.
- 7.4.9 Categories with the same name in different modules cannot be saved (NEO-23343)**
If categories in the sessions module and the eLearning module have the same name, the second category cannot be added, since the same name already exists for a category in the other module. However, categories in different modules should be handled separately.

- 7.4.10 Creating a calibration template with more than one section is not possible (NEO-23344)**
If a second section should be added in the calibration template, a new window for creating a template will be displayed. This window overlaps with the new section and cannot be closed. Therefore, adding content to the new section is currently not possible.
- 7.4.11 Wrong status for training packages (NEO-23391)**
If the deadline for an assigned training expires, the status should change to "not finished". Instead, the status stays "assigned".
- 7.4.12 Quiz rating scheme values are not sorted (NEO-22545)**
The values from the drop-down menu for rating quizzes are not sorted in the right order. This does not affect any functionality.
- 7.4.13 Rating schemes are displayed in German instead of English (NEO-22641)**
Names and descriptions of rating schemes are implemented in German only. Other languages are currently not available.
- 7.4.14 Quiz preview can only be opened when the status is finished (NEO-23750)**
Previewing a quiz that is not in the status finished is currently not possible. The respective button is only active if the quiz is already finished.
- 7.4.15 No notification for released coaching session (NEO-25405)**
Agents can record conversations and mark them as proposal for coaching sessions. If the supervisor releases the conversation to be part of a coaching session, the agent should receive a notification. This notification is currently not sent to the agent.
- 7.4.16 Not possible to define coaching advisor sessions as agent without access rights to employees and data (NEO-25399)**
Agents should be able to define recordings as coaching advisor sessions. However, the button is only active, if the agent has access rights to other agents and their data. Since this is not intended in most customer environments, agents cannot define coaching advisor sessions currently.
- 7.4.17 Duration of quiz is shown in wrong format (NEO-25853)**
The duration of a quiz is currently displayed in a standard time format, so the result is shown e.g., as "12:15:00 AM", if the duration is 15 minutes.
- 7.4.18 Incorrect naming of role with import via CSV (NEO-30200)**
When importing users via CSV, the attribute "is supervisor" appears, which is not the correct naming at this point as it should be superior.
- 7.4.19 If an agent is reconfigured, the mapping in the Replay Server is not updated (NEO-33294)**
If the mapping for screen recording is removed from one agent and mapped to a new agent, this information is not forwarded to the replay server. This results in live monitoring not working correctly, since the mapping is wrong.
- 7.4.20 No release date for evaluations if agent feedback time expires (NEO-32887)**
If the time for the agent feedback of an evaluation expires, the evaluation is set to released, but without a release date. As a result, such evaluations are not considered for reporting due to the missing release date.
- 7.4.21 REPORTneo: Missing filter option: Filter for agents and teams (NEO-32881)**
For the Agent Recording Report there is only a filter for time and not for agent teams/agents. Therefore, the user currently cannot set the considered basis for the report, except considering every agent he has access to.

7.5 Known Issues for Analytics

Currently the following issues and restrictions are known for Analytics with INSPIRATIONneo.

7.5.1 SCREENminer Reports with graphical Visualization (NEO-16529)

SCREENminer reports do not always display the results as graphical diagram or comparison.

7.5.2 No description for job execution of periodic audio analysis jobs (NEO-28089)

In the job execution window for periodic audio analysis jobs, the description field is empty.

7.5.3 Keywords may be marked outside the conversation in all players (NEO-27232)

Keyword may be displayed outside the actual recording in POWERplay Pro and POWERplay Web, e.g. there may be flags for detected keywords after the conversation is already finished.

7.5.4 Keyword notification in CLIENTcommand with incorrect time zone and format (NEO-27949)

When a Keyword notification is activated, the time zone and time format is not displayed correctly within the pop-up window from CLIENTcommand and in this case is not the same as set by the user.

7.5.4.1 Monitoring for audio analysis job does not work as expected (NEO-30190)

Some errors for running audio analysis configurations are displayed, although the keyword spotting runs without errors at the times that are reported in Job Monitoring.

7.5.4.2 Not possible to see if the audio analysis is really activated (NEO-30355)

When a job for Postprocessing has not yet been activated, the audio analysis configuration should not be displayed as running in the INSPIRATIONneo Audio Analysis module, but instead it is displayed as running even though it is not. In this case the configuration should be saved again, as the correct status can only be seen within the log messages.

7.5.4.3 No Scrollbar available for audio analysis keyword spotting statistics (NEO-34167)

Within the tab statistics from the audio analysis keyword spotting job, only nine keywords in total are displayed, because the scrollbar is missing to view more results.

7.6 Known Issues for Clients and Applications

7.6.1 INSIGHTneo

7.6.1.1 Report “system disturbances” without function (NEO-26928)

The report “Errors in Voice Recording” or “System Disturbances” cannot be executed, because an error message appears.

7.6.2 POWERplay Pro

7.6.2.1 Saving conversation with several videos in parallel only saves one single video (PPPRO-1104)

Exporting conversations containing video results in only one exported video, even if more than one video has been selected.

7.6.2.2 Instability while performing Live Viewing (PPPRO-1132)

POWERplay Pro may crash during live viewing of screen recordings. However, live listening of conversations with only audio is working fine.

7.6.2.3 Conversation rules are not shown within the search of POWERplay Pro (PPPRO-1213)

The applied conversation rules are not shown in the search window of POWERplay Pro. However, they are considered correctly.

7.6.2.4 Conversation Rule with duration parameter can still be changed by user (PPPRO-1212)

If a conversation rule with a duration parameter for greater or equal is set, the user can still change the value manually in POWERplay Pro.

7.6.2.5 Searching for “Last updated” does not work the same as for “Created” (PPPRO-1210)

Searching for “Period of time” in the field “Last updated” does not work for values “last 24 hours” and “Yesterday”. The same search for the field “Created” shows results as expected.

7.6.2.6 Live Viewing with two different screens not working (PPPRO-1157)

If two agents start an internal conversation are both are recorded with audio and screen, live view will toggle between screen on one agent and an error message.

7.6.2.7 Single sign on with domain not possible (PPPRO-1243)

If the username is name@domain, login via single sign on is not possible in POWERplay Pro. Manual login still works.

7.6.2.8 Fast forward and rewind not working correctly (PPPRO-1271)

Fast forward and rewind are currently only working if replay is paused. Pressing the buttons while replay is ongoing does not have an effect.

7.6.2.9 Live Viewing regularly stops for a few seconds (PPPRO-1274)

The live view of an agent screen is stopped every of 5-10 seconds for a short time with no screen content display. After 1-2 seconds, the live view continues.

7.6.3 POWERplay Go

7.6.3.1 Default display size of 320x200 pixel does not come to effect (PPGO-15, PPGO-16)

When the application is opened, the default size of 320-pixel height and 200-pixel width is not displayed within the wrapper window for the application.

7.6.3.2 Possible login in POWERplay Go although the feature is deactivated (NEO-27464)

When a token ID is generated for a user, but the feature for POWERplay Go has been deactivated, it is still possible for the user to log into the application without receiving any error message.

7.6.3.3 No logout button displayed for POWERplay Go (NEO-27463)

When the start parameter show log-out button is active, no log-out button is displayed. As a work around the setting to close the browser window can be set which allows the user to close the application and log-out.

7.6.3.4 Call is not marked in search result list with LCR button for POWERplay Go (NEO-27465)

When a conversation is directly re-played with press of the Last Call Repeat button, the conversation is not marked as highlighted within the search results.

7.6.3.5 Error message for not installing certificate for POWERplay Go is misleading (NEO-27815)

Before using POWERplay Go, defined browser certificate must be installed. However, if a user forgets to follow the process, then a message is displayed that the access is denied when starting the application, but without indication why the access has been denied which can be misleading.

7.6.3.6 Available last call repeat button for users without rights for replay in POWERplay Go (NEO-27461)

When a user without respective rights logs into the application, the button for last call repeat is displayed as active, when it should not be displayed as active. The user can press the LCR button, but an error-message is displayed.

7.6.4 POWERplay Web

7.6.4.1 Incorrect coloring of loaded section in recording view of POWERplay Web (NEO-27476)

When a conversation with several connected sections is displayed within the Recording View, only the loaded sections of the conversation should be highlighted, but all sections including the non-loaded sections of the conversation are highlighted as well.

7.6.4.2 Search error messages in POWERplay Web only visible if details area is shown (NEO-27470)

When a search is generated and an error occurs, the error message is not displayed, because the details field is not generated by default within the current design of the player.

7.6.5 WEBcommand

7.6.5.1 Login to WEBcommand is not possible without license for POWERplay Web (NEO-29827)

Currently a concurrent license for POWERplay Web is needed so that WEBcommand can be accessed. A solution for this will follow with a later version.

7.6.6 SCREENrec

7.6.6.1 BlankApp Filter not working as intended (SCREENR-235)

If an application is marked to be excluded from recoding, all other windows or applications in front of this application will also be blanked during recording. So, if in worst case the blanked application is in the background in full screen, the whole recording will be blanked.

7.6.7 ASC Connect for Salesforce

7.6.7.1 Link recording to a second object is not possible (NEO-31449)

Linking a call to a certain Salesforce object is working as expected. However, if the already linked call should be also linked to another object via the "Available Recordings" list, this is currently not possible.



8 Test Conditions

The neo Suite 6.6 and all related client applications have been tested with the operating systems, third party software versions and hardware components listed in the hard- and software requirements for the respective product. For further information, please refer to the neo Suite 6.6 documentation, available from the partner area of ASC's web site.

9 Compatibility

neo Suite 6.6 consists of EVOIPneo, EVOLUTIONneo Product Line and INSPIRATIONneo. It is compatible with the software applications, mentioned in the neo Compatibility List, available from the partner area of ASC's web site.

10 Availability

The neo Suite 6.6 and related client applications are available since April 12, 2021 for use.