Neo Suite Version 7.3

Release Announcement
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1 Purpose of this Document

This document announces the availability of ASC's Neo Suite Version 7.3, including recording, quality management, related client applications and APIs.

2 Release Name

The official release name is Neo Suite 7.3.0-21.0.

The release of Neo Suite 7.3 includes the following products:

- EVOIP*neo*
- EVOLUTION*neo* eco
- EVOLUTION*neo*

The following new and required versions of client applications will be released in combination with Neo Suite 7.3:

- CLIENT*command* 7.3.0-1.0
- Dongle Manager 7.3.0-3.0
- Download Client 7.3.0-5.0
- POWER*play* Go 7.3.0-1.0
- POWER*play* Instant 7.3.0-1.0 – **for updates only**
- POWER*play* Pro 7.3.0-4.0 – **for updates only**
- SCREEN*rec* 7.3.0-3.0

The following products and applications will also be available with the latest release of Neo Suite 7.3:

- OS Image for EVOLUTION*neo* XXL 7.1.0-1.0 – **for updates only**
- OS Image for EVOLUTION*neo* 7.1.0-1.0
- OS Image for EVOLUTION*neo* eco 6.6.0-3.0

3   Installation and Upgrading Instructions

The following chapter describes installation requirements of the Neo Suite 7.3 and the related client applications. For further information, please refer to the Neo Suite 7.3 product documentation and the installation manuals, both available from the partner area of ASC's web site.

Implementation and/or updates of system architectures with multi core and/or redundant PostgreSQL databases require enhanced skills which are not covered in the NeoIC training. Those tasks require mandatory a NeoERT-trained technician or professional services engagement to complete.

Implementation and/or updates conducted by insufficiently trained personnel may result in an unusable system and will incur billable charges to assist in recovery.

Please note for an update to Neo 7.3 it is recommended to run at least PostgreSQL v14.16. Please refer to the manual "ASC PostgreSQL_Updater_us.pdf" for a detailed description.

Please note that for systems with server type A or server type H, at least 16 GB RAM is required with Neo 7.3. Please contact ASC HQ to upgrade systems with an existing EVOLUTION*neo* eco.

Please note that the OpenJDK Java is automatically updated to version 11.0.26 when upgrading systems to Neo version 7.3.

Please update the Microsoft Windows operating system to the latest security updates before installing or upgrading to Neo 7.3. Otherwise, some drivers may not work correctly.

Please note that a new license is required when upgrading systems lower than Neo 7.0 to Neo version 7.3. Please contact ASC HQ so that the new license can be applied.

Please note that all third-party applications that connect to Neo and all integrations that use TLS for SIP communication must be able to support at least TLS 1.2 or higher.

Please note that the capacity limit on the data drives for the recordings must be set no lower than 15% of the total storage available per volume (warning no lower than 10% and error no lower than 5%).

Please also note once the capacity limit is reached that there is no deletion of recordings or data from storage expansions.

Please note that post compression must be disabled for systems with audio analysis and/or Recording Content Validation.

Please note that a delay for post compression cannot be used in combination with exports. Please also note that not all available codecs are considered for post compression, as only G.711 (a-Law, u-Law) and G.722 are supported with Neo 7.3.

Please note that new language models and new technical requirements are mandatory for the new version of the EML transcription decoder and server. Before installing or upgrading to the new EML version, please contact ASC HQ to ensure that the new language model is available for the required language.

> Please note that EVOIP*neo* for Microsoft Skype for Business and Microsoft Lync Server 2010 & 2013 are no longer supported starting with Neo 7.3.

3.1 Upgrade to Neo Suite 7.3

For upgrading information, please refer to the software update manual, available from the partner area of ASC's web site.

> For systems using software adaptations such as Professional Services or a Custom Hotfix, please note that you must contact ASC before upgrading.

> Please note that Payara and Neo upgrade will fail if http or https ports have been customized in the previous version (NEO-47531).

3.2 Installation of EVOIP*neo* 7.3

For detailed hard- and software requirements for EVOIP*neo*, please refer to the installation requirements manual "Inst_Neo_suite_SP_us.pdf", available from the partner area of ASC's web site.

3.3 Installation of Client Applications for Neo Suite 7.3

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 requirements manual, available from the partner area of ASC's web site.

3.4 Installation of EVOLUTION*neo* Product Line 7.3

EVOLUTION*neo* systems such as EVOLUTION*neo* eco and EVOLUTION*neo*, 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.

3.5 Installation of OS Images for EVOLUTION*neo*

The operating system image is only available for EVOLUTION*neo* eco and EVOLUTION*neo* / XXL. It comes pre-installed with each ASC recording system. If recovery of the system is required, please refer to the manual "Backup_and_Disaster_Recovery_us.pdf" for a detailed description.

The operating system images cannot be updated via ASC installation media. Security updates for the operating system may be installed with the standard procedures provided by Microsoft. OS updates require a new OS image. Please contact ASC to order an image for a new OS version.

3.6 Supported Operating Systems

Neo Suite and POWER*play* Station:
- ASC Image for EVOLUTION*neo* eco with Microsoft Windows 10 IoT 64 Bit (English)
- ASC Image for EVOLUTION*neo* / XXL with Microsoft Windows Server Embedded Standard 2016 64 Bit (English) – **for updates only**
- ASC Image for EVOLUTION*neo* / XXL with Microsoft Windows Server Embedded Standard 2019 64 Bit (English) – **for updates only**
- ASC Image for EVOLUTION*neo* / XXL with Microsoft Windows Server Embedded Standard 2022 64 Bit (English)
- Microsoft Windows Server 2016 64 Bit (German / English) - **for updates only**
- Microsoft Windows Server 2019 64 Bit (German / English)
- Microsoft Windows Server 2022 64 Bit (German / English)

Client applications and POWER*play* Station:
- Microsoft Windows 10 64 Bit (German / English)
- Microsoft Windows 11 64 Bit (German / English)

3.7 Supported Databases
- PostgreSQL 14 (for Microsoft Windows, version 14.16 included in setup for new installations)
- Microsoft SQL 2016 Standard Edition English - **for updates only**
- Microsoft SQL 2017 Standard Edition English - **for updates only**
- Microsoft SQL 2019 Standard Edition English
- Microsoft SQL 2022 Standard Edition English

3.8 Supported Browsers
- Mozilla Firefox 103 (64-Bit) or higher
- Microsoft Edge Chromium
- Google Chrome version 104 or higher

3.9 Supported Virtualization Solutions
- VMware ESXi 7.0
- VMware ESXi 8.0
- Microsoft Hyper-V Server 2016 - **for updates only**
- Microsoft Hyper-V Server 2019
- Microsoft Hyper-V Server 2022
- Nutanix 6.5.2 - **for active integrations only** - community edition **not** supported
- Proxmox 8.3.1
- Citrix XenApp **- on request only**
- Citrix XenDesktop **- on request only**

3.10 Required 3rd Party Software
- Eclipse Termurin OpenJDK Java, version ≥ 11.0.26 (**not** for POWER*play* Pro / Station)

> To upgrade from OpenJDK Java, version 11.0.26 to a newer minor version, please contact ASC HQ for support.

Java is required for the following applications:
- Neo Suite
- SCREEN*rec*
- POWER*play* Pro (Oracle Java 8 required! Version ≥ 8u202, 64 Bit) **– for updates only**
- POWER*play* Station (Oracle Java 8 required! Version ≥ 8u202, 64 Bit) **– for updates only**

4   Components

Neo Suite 7.3 consists of the following components:

ASC Components	Version
APIServer	73.10.0
API COM Object	66.0.0
API Java	70.1.0
CTIConnectJava	73.11.0
CTIConnectNative	73.11.0
CTIConnectOBSOpenTrade	73.1.0
CTIConnectOSCC	73.2.0
CTIConnectUCD	73.0.0
db-model-update	73.35.0
DeleteMan	73.1.0
DongleManConnector	73.6.0
EnterpriseCore	73.35.0
FileMan	73.20.0
LegacyDBRestoreTool	73.1.0
LocalReplayService	73.2.0
OnlineHelp	73.6.0
RecordingControl	73.20.0
RecordingModule	73.16.0
ReplayServer	73.10.0
REPORTneo	73.16.0
ReportTemplateUpdater	73.6.0
RIA	73.18.0
Scripts	73.12.0
ServiceMan	73.6.0
SimpleEmotionDetection	73.2.0
TDMModule	73.1.0
TimeMan	73.1.0
XSCDM	73.1.0
Updater	73.12.0

| 3rd Party Components	Version
Installed:	
EML Transcription Decoder (optional)	2.16.7.0
EML Transcription Server (optional)	1.8.4.0
Payara	5.2022.5
Liquibase	3.1.1
JDK	OpenJDK11.0.26
pgAdmin	4
PostgresJDBC	42.5.2
PostgreSQL	14.11-1-x64
Solr (optional)	solr-9.4.1
WinPcap	4.1.3
Extracted:	
AirbusSDK	9.4
CM2DriverWin7amd64	2.1.0
CurrPorts64	2.77
HxDHexEditor	2.5.0.0
IntelDriver	4.0.100.1124
LCRGatewayFirmware	5.60A.014.009
LPT-Driver	2.1
MitelMiCCE	9.2; 9.3; 9.4; 9.5; 9.6
MS SQL driver	10.2.0.jre11
Notepad++	8.7.0
NeoVim	v0.9.0
OpenSSL	3.0.13
OSCCSDK	V8R2_GP10
PuTTY	0.81
RealtekDriver	6.105.0713.2007
SevenZa	24.08
SevenZip	24.08
SLPDriver	6.4
SmartWORKS	5.9.1.7449
SQuirreLSQL	4.8.0
StackDriverLoggingAgent	1-21
TSAPIClient	6.4.7
Wireshark	4.4.0

5 Functions and Features

Besides many small enhancements in usability and functionality, this release of Neo 7.3 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 New System Diagram module for graphical system overview (NEO-28890)

This feature provides a graphical system overview so that system administrators can see the architecture and health status at a glance. An overview is given with new icons and the status such as OK, warning (yellow/amber) and error (red). It includes modules such as database (primary & secondary), servers, storage expansions (NAS only) and provides an overview of Jobs such as archive, copy to expansion, export, synchronize and transfer. The System Diagram module is available for the system provider within the System Monitoring.
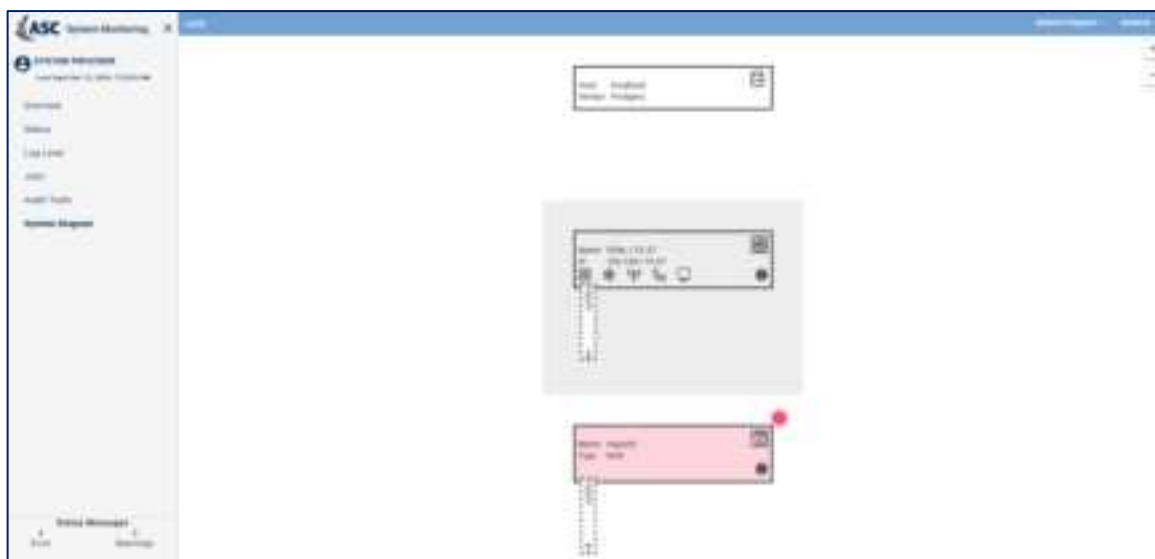
(System Diagram – All-in-One Basic example)

5.1.2 Direct access to recordings via URL link (NEO-41471)

This feature provides a possibility for users to store the link e.g., in a CRM system for direct access. When a user clicks on the link in their CRM application for the call, with the Conversation ID = abc (link example: https://<SERVER_IP>/POWERplayWeb/externalAccess?conversationID=UUID), it redirects them to the respective recording in POWER*play* Web. Please note, to replay the recording the user must log-in with a valid POWER*play* Web access with required license and rights.

5.1.3 Free seating support for Mitel PHONE*app* – MX-ONE (NEO-36563)

Until now, free seating was not supported for Mitel PHONE*app* with LED feedback. However, the integration is now enhanced and now allows the support of free seating.

5.1.4 Bulk import of trunk monitors in GUI for Mitel MX-ONE trunk side (NEO-39380)

To add new SIP trunks for Mitel MX-ONE with trunk side recording integration the process was done so far manually and took some time to add higher number of trunks. However, this feature now allows bulk import of the trunk monitors and makes the process easier.

5.1.5 Enhancement for MiVoice Business IP Console Recording (NEO-46884)

This feature allows you to enable simple RTP recording for specific configured end devices, even if there is no MiTAI signaling received by the MIR. When enabled the recording type is also added within a customCP field and is visible for replay within POWER*play* Web.
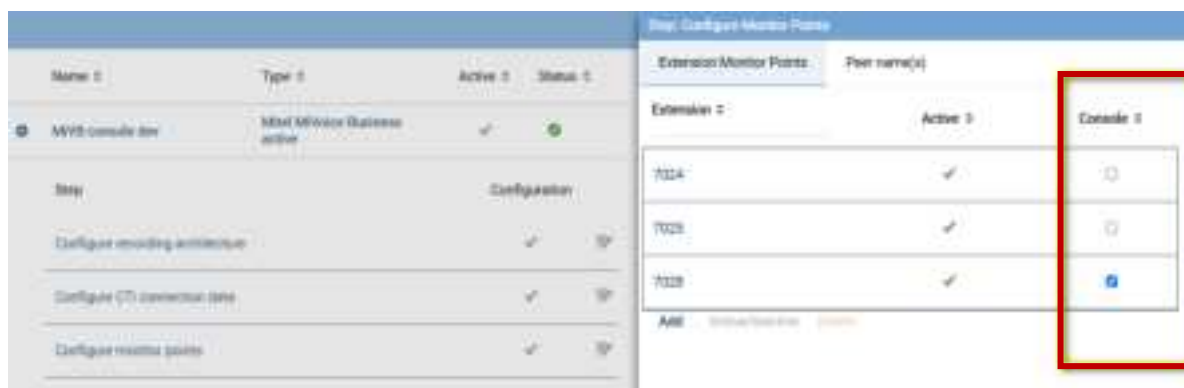
(System Configuration – Monitoring points)

(POWER*play* Web – Participant view)

5.1.6 Enhancements for Cisco Webex Meetings (NEO-39759)

Neo now uses REST API for Cisco Webex Meetings instead of XML API and NBR API, as Cisco Webex Meetings switched to REST API.

5.1.7 Media Converter (NEO-24862, NEO-48752)

This feature provides the possibility to copy files such as data from a storage expansion type A to a storage expansion type B. The Media Converter is available with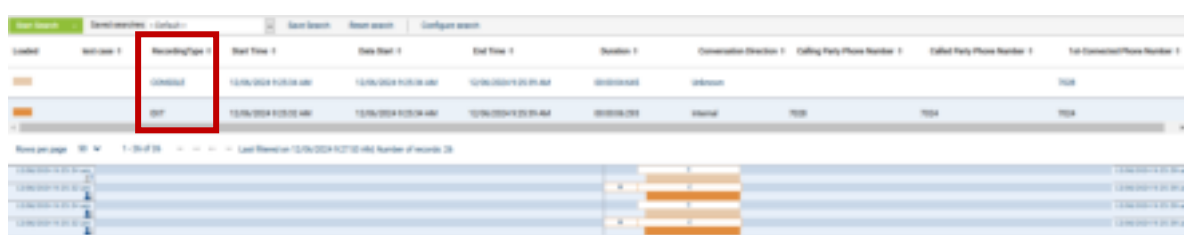 a license and is to be found under the Conversation Processing module within the System Configuration. It allows System Providers to transfer data from one point to another so that the data can be accessed and replayed by the tenant for whom the transfer is needed.

Please note that the validation in the Media Converter should check that more free space is available at the destination than is currently occupied at the source. However, it is checked against the free space on the source. Therefore, please ensure that enough free space is available at the destination.

(Media Converter – Job details and settings)

5.1.8 Enhancements to apply defined minimum password requirements by default (NEO-39338)

This feature allows system providers and resellers to define minimum password requirements by default to provide better security. Even though the password requirements are inherited from above they still can be increased by resellers or tenants if required.

5.1.9 Enhancements for separation of the TTL between SCREEN*rec* and voice recordings (NEO-35126)

This feature now allows separate TTLs to be configured via the recording planner for audio and screen recordings. This provides a further possibility for organizations to fulfill their own recording policies or simply to reduce the TTL for screen recordings to save storage capacity.
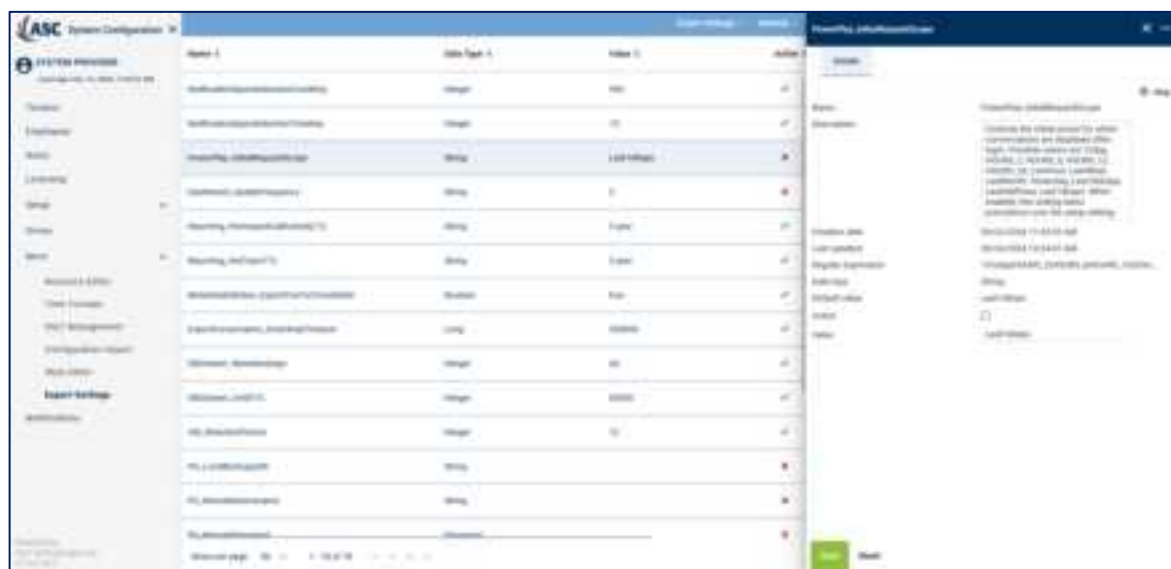
5.1.10 Enhancements to inherit 2FA configuration from tenants to employees (NEO-43141)

With this feature the 2FA is now added to the tenant configuration. If it is enabled on the tenant level, then all employees require 2FA as inherited from the tenant. If it is not set by default, then 2FA can still be enabled individually at the employee level. This provides higher security as users can no longer be added without 2FA when it is enabled on the tenant level.

5.1.11 New Expert Settings module for system administration (NEO-37776)

A new Expert Settings module is now available within System Configuration. It allows system configuration settings to be adjusted by system administrators to adapt the system behavior of Neo to custom conditions which differ from the default settings. It also allows the activation or deactivation of functions for e.g. backups and even the change values for e.g. TTLs etc.

Please note with this feature that the deletion of Conversation Monitoring table entries will now take place after 12 months by default. This value can be adopted where even 12 months may accumulate too much data in the database. However, please also note for the update of existing systems with a higher value that the old table is backed up and only written to a new table, but with the new default value of 12 months in which the data is then deleted incl. the old table. The trigger is with the next update e.g., every update checks if the set value is past and only then is the old table deleted.

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(System Configuration– Expert Settings)

5.1.12 Enhancements for configurable database backup (NEO-8971)

Until now, the recorder automatically created database backups in 5 days rhythm and then saved them on the Call data partition. This setting was automatically set by the setup. However, the setup of the database backup is now configurable and can be set within the Expert settings module of the System Configuration. Furthermore, it is also possible to decide where the database backup data is to be stored. This feature allows administrators to avoid the automatic saving on the Call data partition. Please note that this feature is for on-premises systems with Postgres only.

5.1.13 Enhancements for export to Recording Insights (NEO-43754, NEO-46459)

The G.711 codec (a-Law / u-Law) is now kept as existing when exported to Recording Insights so that the conversations are no longer converted.
Additionally, when exporting stereo recordings from Neo to Recording Insights, Neo mixed the two streams from stereo together to mono, even when the recording was originally done in stereo. In this case the export of conversations from Neo to Recording Insights is now enhanced so that the recordings stay in stereo to provide speaker separation in the analysis for Recording Insights AI.
Please note that Neo will only export multiple audio streams for 1:1 calls with speaker separation, not for two participants speaking in the same stream. In all other cases only one mixed audio will be exported.

5.1.14 Enhancements to import notes, stop reason, RoD tags and further metadata from Recording Insights (NEO-44940, NEO-44939, NEO-47659, NEO-47660)

With this feature it is now possible to also import notes and the stop reason from Recording Insights. The notes and stop reason can be configured and are displayed within separate customCP fields. Additional to that, Recording on Demand (RoD) tags from Recording Insights such as start/stop, mute/unmute and keep/delete are now also transferred to Neo. Furthermore, the import from Recording Insights to Neo has been enhanced to also allow further metadata such as header text and recording owner to be transferred to Neo. These are mapped to a customCP field.

5.1.15 Enhancements to support the import of large wave file (RF64) (NEO-47435)

Neo is now enhanced to support the import of wave files with RF64 file format.

5.1.16 Support of Microsoft Graph API (MS Graph) (NEO-38411, NEO-46572, NEO-47888)

With the support of the Microsoft Graph API (MS Graph), it is now possible to synchronize employees between Neo, Azure and Recording Insights. It is available within the System Configuration under the Configuration Import and XSLT Management module. Furthermore, an XSLT-template is available to

simplify the process. The template can be found under the resources within the scripts folder of the Neo system (path: C:\Program Files (x86)\ASC\ASC Product Suite\scripts\resources\XSLT). If a mapping is needed that is not available with the current XSLT-template, then please note that a Professional Service is required.

5.1.17 Enhancements to set monitor points via phone import (NEO-29023)

With this feature a new checkbox for the configuration of the import of phones and for the phone import in the phones module is available so that monitoring points are created. When set as active, the import of new phones with extensions for a PBX that are part of an integration will be with monitor points. A monitor point is created for each phone extension. However, when phones are deleted via the import, the monitor points are also deleted. When the configuration step of the integration is valid or invalid, this is set via the import as well. When the integration is active and the import of the configuration step should be incomplete, the integration is then automatically disabled.

5.1.18 Enhancements for import from Azure cloud drive (NEO-39629, NEO-39630)

V10 import of legacy archives and Neo2Neo import is now possible from an Azure cloud drive.

5.1.19 Enhancements to allow the usage of the same drive in a new recording import job (NEO-36214)

Until now, it was only possible to use one drive per import job. This feature now allows the possibility for the same drive to be used for more import jobs. This helps administrators to create separate import jobs from separate paths or with different settings and route them to the same drive.

5.1.20 No display of the Neo Suite version on log-in page (NEO-41410)

The Neo Suite version is no longer displayed on the log-in page to provide an even higher security to the system. However, the Neo Suite version is still visible after logging in.

5.1.21 User language is now saved and set with log-in (NEO-24275)

Until now, the language settings of the system provider or the tenant were set by default for the users, so the users had to change the language setting every time they log in. With this feature the language chosen by the user is now saved with the log-in, so that this language is set by default.

5.1.22 New AI analytics module within Neo Portal (NEO-44395)

The new AI analytics module routes users directly to the web view of Recording Insights AI and provides quick access to the application when using the AI analytics solution for Neo. Please note that additional licenses for Recording Insights AI analytics are required.

(Portal – AI Analytics)

5.1.23 Support of G.722.2 Codec (AMR-WB) (NEO-15319)

Neo now also supports G.722.2 for SIP active and SIPrec integrations, as this is the new standard for mobile communications and also is used within other communication branches. This feature allows mobile network providers to continue to use Neo as their recording solution.

### 5.1.24 New Integration for Motorola CRS (NEO-38898)

With our new EVOIP*neo* for Motorola CRS integration, public safety organizations with Motorola Control Room Solution software and consoles can now be integrated into Neo. It includes the capture of audio communications such as phone calls and radio.

Please ensure to have a look at the updated Neo Integration Overview for more details.

5.2 New Functions and Features for Quality Management

5.2.1 Enhancements of quick search for Sessions module (NEO-36973)

As known with the release of Neo 7.1 a new search framework was integrated within the Sessions module of INSPIRATION*neo* to provide even better performance, search possibilities to users with additional search parameters such as for audio analytics, SCREEN*miner* etc. However, the function for Quick Search is now also available within the Sessions module to allow parameters to be defined as favorites for quick search possibilities with simple easy access such as for example start time, extension, first name or last name of participants etc. Search filters can also be saved and are made available for easy selection within a drop-down field.
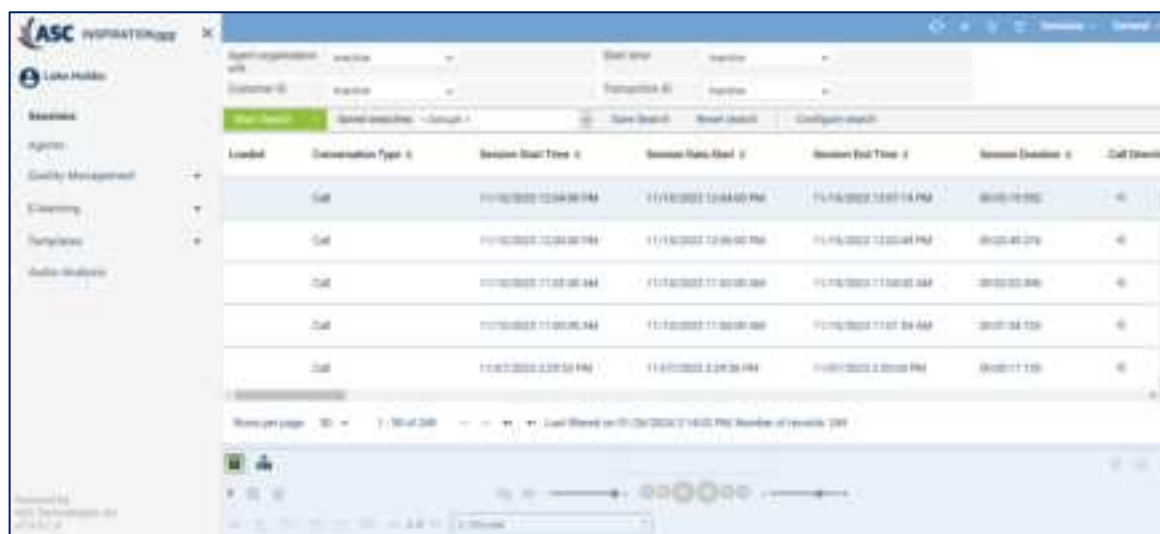
(Sessions module – quick search with selected filters)

5.2.2 Rights management of Recording Planner Profiles for Sessions module (NEO-41394)

With this feature a new induvial function right is available within the system configuration that allows supervisors or selected users with respective rights to add or remove agents, from their organization unit structure, to or from existing recording planner profiles directly as displayed within the Sessions module of INSPIRATION*neo*. However, recording planner profiles such as decision nodes must be predefined by an administrator within the system configuration. Additional to that, audit messages are generated for the adding and removal of agents as well.

(Sessions module – edit recording profiles)

5.3   New Functions and Features for Analytics

5.3.1   New EML version of transcription decoder and server (NEO-41107)

A new EML version with a transcription decoder and speech processing server is now available. It provides even better and faster performance. It also provides further features such as punctuation etc. Before installing or upgrading to the new EML version please note that the old language models are not compatible, and that the new version has new technical requirements. In this case, please contact ASC HQ to ensure that the new language model is available for the required language.

5.4   New Functions and Features for ASC Applications

5.4.1   Enhancements for POWER*play* Web

5.4.1.1   Balance settings (NEO-27875)

A sound balancer with a slider bar is now added to the player. For stereo recordings this enables replay of the agent voice on the left speaker and the customer voice on the right one (or vice versa).

5.4.1.2   Conversation Safe (NEO-33550)

This feature provides the same functions as the CCB as known from POWER*play* Pro, but with the new name Conversation Safe within POWER*play* Web. Each Conversation Safe can be designated individually and be granted with access rights. It allows calls to be stored in the Conversation Safe so that they are not automatically deleted. This can only be done by a user with a corresponding authorization who deletes the calls on purpose in the Conversation Safe.
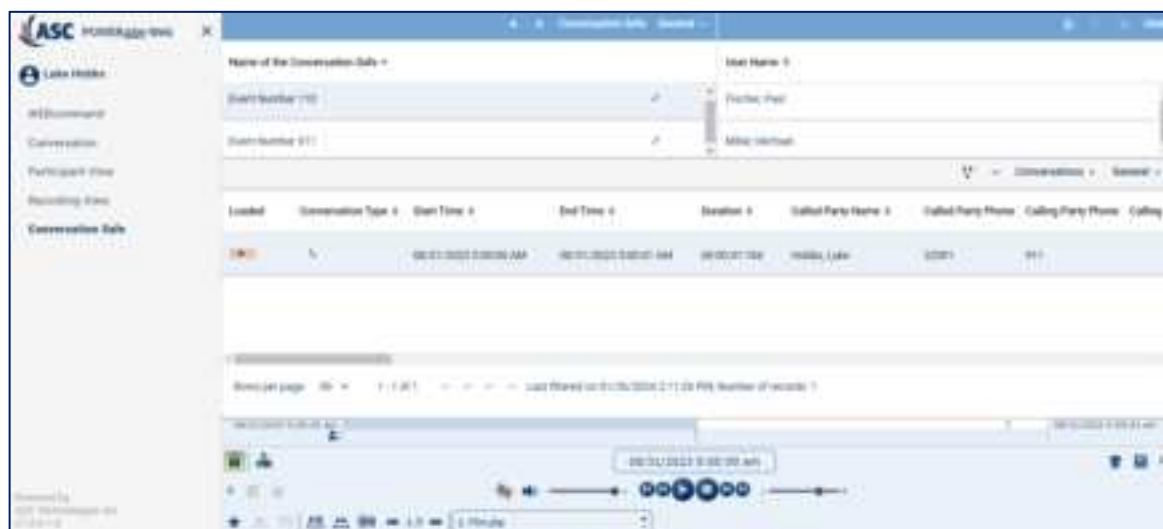
(POWER*play* Web – Conversation Safe module)

5.4.2 Enhancements for POWER*play* Go

5.4.2.1 Configurable search result list for Name or phone number (NEO-31942)

This feature now allows the configuration within the GUI of Neo so that the existing participant name or phone number from users or workstations are displayed within the player. This also helps users to identify external and existing internal participants within a glance.

(POWER*play* Go – Search list with participant name)

5.4.3 Download Client

5.4.3.1 Enhancement to allow batch change of TTL (DC-455, DC-456)

Until now, it was possible to increase the TTL with at least the download of the meta data. However, with this feature it is now possible to batch change the TTL of selected or all recordings without having to download anything with settings only. Additionally, the Windows display settings are now also supported e.g. dark mode.

(Download Client – change of TTL and Windows dark mode)

5.4.4 Enhancements for REPORT*neo*

5.4.4.1 New Template-based and Custom Reports (NEO-25877)

This feature provides the first step to combine INSIGHT*neo* and the Report Generator into one tool. It allows users with respective rights to

- create single or multiple Instances for selected reports
- schedule executions of report instances
- name reports and instances thereof as desired (default according to report definition)
- set filter criteria according to report definition. Please note that mandatory result fields are per default and that optional result fields are available.
- set an automated deletion of reports (TTL) and perform manual deletion as well
- download the reports as a Microsoft Excel-file
- upload new template versions and templates for custom reports that are provided by ASC.

Categories for conversation activity and system are available that include pre-defined template-based reports such as:

- **Agent conversation statistics (NEO-44858)**
  - This report is available for tenants. It displays an overview of the conversation statistics such as the number and duration of ringing sections, hold sections, connected sections, failed and successful consultations in the defined period and selected organization unit depending on the user's role and rights. Please note that at least one organization unit must be selected. However, agents only see their own data no matter which organization unit is selected.
- **Agent recordings (NEO-41043)**
  - This report is available for tenants. It displays an overview of the standard Agent Recording Report in table format and in the defined period, but additionally with selected organization units depending on the user's role and rights. Please note that at least one organization unit must be selected. However, agents only see their own data no matter which organization unit is selected.

- **Audit log (NEO-41040)**
  - This report is available for tenants. It displays selected audit notifications issued with the defined period. The availability of this report for the system provider will follow with a later version.
- **Call recordings (NEO-41044)**
  - This report is available for tenants and displays an overview of all recordings and data in the defined period.

- **Database size in MB (NEO-44771)**
  - This report is available for the system provider and displays an overview of the database and table size in MB.
- **Import statistics (NEO-36924)**
  - This report is available for the system provider. It displays the number of successful imports and provides an overview of failed imports. Please note when all imports are successful that only the number of successful and zero-failed imports are displayed without details.
- **Locked conversations (NEO-41042)**
  - This report is available for tenants and displays the total number as well as detailed information about all conversations which have been recorded but locked due to missing licenses.
- **Recording content validation (NEO-41041, NEO-44500)**
  - This report is available for the system provider and tenants. It displays all notifications regarding the recording content validation in the defined period. Please note for results that the license for recording content validation is required.
- **Screen recording users (NEO-43536)**
  - This report is available for tenants and displays an overview of all users that are configured for screen recording. Please note that further enhancements will follow with a later version.
- **System faults (NEO-36923)**
  - This report is available for the system provider. It displays the entries in the database within the defined period in a list and gives an overview of the status of all monitored objects with an error message or a warning, including the last OK.
- **System information (NEO-44820)**
  - This report is available for the system provider and displays an overview of the system such as installed servers, configured exports and configured archives.
- **User configuration (NEO-36922)**
  - This report displays the current user configuration from the system configuration depending on the user's role and rights. It is available for the tenants. Please note that individual function rights are excluded from this report.

Further categories and template-based reports will follow with later versions. Furthermore, templates for Custom Reports (category: custom) can be defined and made available for upload for the system provider and tenants on request. However, a Professional Service is mandatory for Custom Reports.

Please note to configure report settings to minimize direct database query impact, as large search results can strain system resources or cause delays (system incl. downloads), despite a 1GB report limit. For some systems this could occur with 3 million or more entries with a report size of appr. 300MB. Please also note the specifications and limits for Microsoft Excel (available under Excel specifications and limits - Microsoft Support).

(REPORT*neo* Template-based report – instances & executions overview)

6 Bug Fixes

The following bugs have been fixed with Neo Suite 7.3:

6.1 Bug Fixes for Recording

The following bugs have been fixed with the last Neo Suite 7.3.0-13.3 and 7.3.0-18.0:

Issue ID	Description
NEO-42429	Avaya CM: Wrong participant tagging for conference and transfer calls in MR mode (stereo and mixed stream)
NEO-43995	Avaya CM: Partially missing audio in No Hold Conference scenario
NEO-43216	Avaya CM: Workaround implemented to fix faulty behavior during CM connection loss is not working properly
NEO-44698	PHONE*app* for Avaya refuses Push without content type 'application/x-www-form-urlencoded'
NEO-43540	Cisco UCM misbehavior in Recording Plan with Shared Line
NEO-43370	IPC Unigy simHandleSpeakerAsTagger issue if used with RIA conversationSplitupInterval
NEO-38534	Wrong ExceptionType PA2500 for Mitel
NEO-41231	IP Trade: Multitenant Support for TPO recording
NEO-43378	Mitel MX-ONE: CopyStream: SessionTimer for TLS connection in order to stop the firewall from cleaning up the connection
NEO-43973	Mitel TAS integration shall use MX-ONE recording licenses
NEO-43366	I-2302982: Senseless merge check via internal numbers for MiTAI Trunk recording
NEO-44552	I-2400226: FileMan should send device states less frequently
NEO-40850	I-2203557: RC does not correctly recreate RTP streams only
NEO-41906	SIPrec cannot handle namespace prefix (exception in log)
NEO-44701	I-2400336: TDM recording: Poor error handling in RTP stream notifier
NEO-44824	Loss Detection support for embedded music on hold / MOH
NEO-43278	RM sends incorrect command results when client disconnected and causes hanging recording without package
NEO-44386	Job executions missing in job monitoring for new job
NEO-44477	Error while executing query org.apache.http.ProtocolExceltion: Target host is not specified
NEO-44394	NullPointerException was logged in EC log after deleting a recorder extension
NEO-36383	"Cannot save tenant" error message when trying to save a phone
NEO-42232	"filter by" doesn't work for some data tables
NEO-44563	Archive job cannot create meta data SQLite DB
NEO-42056	ASC_KEY_MANAGEMENT_AVAILABILITY monitor does not show the affected tenant
NEO-43723	Background and font color of heading bar of quick search not adaptable in white labelling
NEO-43386	Cannot create new action node if default action node contains auto tagging
NEO-42765	Certimporter creates logfile in current working directory
NEO-43898	Chat, Session Recording, Video and Download Client licenses are not freed up when employee is set to inactive
NEO-42619	Database Manager module is visible even no DB failover and no Solr is configured
NEO-44202	Default PostgreSQL settings after installation not appropriate
NEO-45062	defective chat data is causing replay server to fall into infinite loop
NEO-44200	Display of "disk space information" in drives manual is useless for most drive types

NEO-43054	RC signals RIA/RM status in parallel sync not always correct (ShutdownMode/Failover Dialog)
NEO-36985	Failover Job checks non-failover RecArcs while multi server parallel RecArcs are not checked
NEO-43871	Fileman can crash in AWS initialization with multiple AWS drives
NEO-42560	History search "mode" not visible in GUI
NEO-42597	I-2300880 EC loses permanently connection to DB
NEO-42161	I-2301119: Wrong monitoring information for CONNECTION_STATE > LICENSING_CONTROLLER.
NEO-42383	I-2301577 Default Monitor Retention in days is 90 instead of 7
NEO-44494	I-2302819 All in One Failover shall not "failover" if failover server is not reachable
NEO-43493	I-2303012: FileMan does not remove RCs from old import configuration and so the next import can fail
NEO-43896	I-2303652: Memory leak in loading files from Archive/NAS (direct accessible files, except callpool)
NEO-37015	It is impossible to choose some recording server for systems with more than 20 servers
NEO-44386	Job executions missing in job monitoring for new job
NEO-43957	Legend for CPU utilization and memory capacity widget does show only part of the server colors
NEO-44171	License summary report sorting doesn't work anymore with Nullpointer when search string has been entered and removed again
NEO-43194	Memory leak with general replay and video/screen export for each chunk in packet muxer
NEO-41857	Missing clean-up of old neo modules for update systems
NEO-41865	Missing clean-up of old updater packages in repo
NEO-42289	No Failover Warning while "Activate failover for standby systems" is checked
NEO-44865	Profile is not set to DELETED if an employee is deleted
NEO-41425	Recording Plan: sometimes changing the TTL of an action node doesn't work
NEO-42274	Replay issue when mute / proceed recording using DTMF sequences
NEO-40753	Specific add extension dialog in Recording plan module does support zip files only for upload - although manual says txt, csv or zip file
NEO-41766	Style Editor settings are not adopted for the detail area
NEO-43720	System Monitoring "From - until" filter for backward job does not work
NEO-44023	System Monitoring Tab Additional Settings Missing check box
NEO-33220	Tenants are not always assigned to drive
NEO-43999	The cancel button of the additional data field has no function
NEO-43005	Users can add roles to extend own function rights
NEO-41534	When Single Sign on is used the user gets logged in again automatically after session timed out
NEO-41655	jackson-databind-2.10.2.jar is still used in restmonitoring
NEO-43937	ReplayServer Jetty High Security Vulnerability (CVE-2023-36478)
NEO-43938	ReplayServer JSON Security Vulnerability (CVE-2023-5072)
NEO-41814	Web Services: Different input variations from extensions via Web Service import are not handled correctly
NEO-45100	Web Services REST: Muting by extension doesn't work! "extension" seems to be mixed up with "deviceIPAddress"
NEO-43468	REST API not accessible due to CORS limitation (mainly in browsers / ria / client sided scripting languages)
NEO-46853	Upgrades to 7.3 from 6.7 and 7.1 lead to GUI being in German after upgrade
NEO-46898	New created tenants and resellers have a German GUI after login
NEO-46919	Missing Resource Strings

NEO-46923	Login no longer works correctly from setup systems
NEO-46413	It is not possible to create and directly activate a transfer for a data storage job or sync job
NEO-46287	PHONE*app* - Basic HTTP authentication for EPIC interface not working
NEO-46253	Roles module for System Provider is not displayed
NEO-46019	Mitel MiVoice 5000: needs to poll system status on CSTA link to detect faulty TCP connection
NEO-47220	Mitel MiVoice Business: Wrong call direction for internal calls if MiVB multiline phone answers with second line
NEO-45937	I-2401409: MP3 import gets stuck on invalid/too short files
NEO-47286	After updating to Neo 7.3, with PostgreSQL failover, Core doesn't start completely
NEO-47059	Cannot export Neo conversations that are longer than 8 hours
NEO-46892	A New Drive Azure blob storage cannot be saved
NEO-45809	Status Monitor history search does not work for tenants
NEO-47033	Sysinfo Diagram: Sync job is only displayed in one direction
NEO-46944	Expert Settings: pg_backup correcting incorrect log messages
NEO-47077	Update of Online help for Neo 7.3

The following bugs have been fixed with Neo Suite 7.3.0-21.0:

Issue ID	Description
NEO-48340	Rebuild after update running into validation exception
NEO-48335	Fileman queue runs full in combination of the 1000 more to do Problem and recoverable errors (CAS-09851-R1F4Q7)
NEO-48318	I-2402571: Replay via API for codec with 16k output is not working correctly and VBR codec are distorted
NEO-48282	I-2402527 - Screen/video might not be replayable if it starts later in the conversation
NEO-48247	Import of 2GB PCM_16_16k WAV file with keep codec fails with OoM loop
NEO-48201	Security vulnerability in Wireshark 4.4.0 - need to ship v4.4.4 on Neo image (CVE-2025-1492)
NEO-48164	Export may raise write protection error after successful copy
NEO-48152	Thrift client - RC must signal calls for Xpert separated by device and agentid
NEO-48366	Airbus: roaming subscribers while call is alerting can cause hanging resources (wrong call count)
NEO-48067	Avaya CM: Tagging of VDN information is not available for SIP phone monitors
NEO-47945	Avaya CM: Incorrect handling of hunt/skill group monitors in Multiple Registration mode
NEO-47899	Avaya CM: Hanging STM when extension in ServiceInitiated state is transferring the call
NEO-47299	Genesys Add-On cannot connect with PBX anymore
NEO-48161	CAS-09703-R6D9D2: RQST00001139025 - MX-ONE Grammar: Certain calls are only partially recorded
NEO-48036	MiCCE tagging not working for extensions with recording method intrusion (MX-ONE)
NEO-47964	I-2500045 RQST00001135882 - InAttend blind transfers are not recorded
NEO-47785	Mitel PHONE*app* may cause resync issues in parallel sync architecture
NEO-47554	MX-ONE integration should avoid phoneinfo update for invalid or MBG IP addresses
NEO-47365	MiVB Trunk recording a participant change can lead to unexpected participants in other calls

NEO-30305	I-2500036 Mitel MiVoice Business active configure CTI connection data save without active integration
NEO-47347	MiCC extensions-agents not found if declared beyond the 100th agent recorded
NEO-45318	Hanging Recording Session on a Consultation Call with Mitel TAS Mode
NEO-43944	Recording check does not work with agent ID mapping
NEO-47590	I-2402740: Unify OS4000 shows wrong call direction if suppressed number is calling, and call is redirected
NEO-46966	Unify OSV not reconnecting with failover node of PBX
NEO-47526	I-2402703: HiPath4000 hanging stm if transfer reuses callid but monitor point is transferring device
NEO-47295	OS4000 hanging stm after recall of conference party
NEO-48160	CAS-09851-R1F4Q7: Media Converter copies only if the calls are also on call data available
NEO-48085	If source drive is EMC, Media Converter won´t work cause of missing CAS ID (CAS-09851-R1F4Q7)
NEO-47889	Storage Expansion connection reports that username and password are not set although they are set
NEO-47873	Web Service RecordingControl exception when PBX is not configured completely / correctly
NEO-47814	I-2402341: Resync issue with complex calls after a disconnect
NEO-47674	I-2500052 System Expansion drive needs only to be 10% (default) bigger than the System drive
NEO-47542	Import: No codec selection for Recording Insights anymore since Keep codec feature
NEO-47440	Export: 1 hour timeout after the last 1000 to do's have been processed
NEO-47419	Export "Behavior if no audio exists" setting can be changed now but config change is ignored
NEO-47487	Archive/Export: When creating a new version no backward job is triggered
NEO-47422	Parallel Sync: Hanging calls due to not executed port stops during pending disconnects
NEO-39163	I-2500036 PBX Integration delete is not working

6.2 Bug Fixes for Quality Management

The following bugs have been fixed with the last Neo Suite 7.3.0-13.3 and 7.3.0-18.0:

Issue ID	Description
NEO-23029	Searching for conversation ID in sessions module not working
NEO-44716	Inactive radio buttons from evaluation results are not clearly visible
NEO-23391	Wrong status for training packages
NEO-42146	Adjust table dialog cannot be opened in sessions module
NEO-43211	Connection lost to INSPIRATION*neo* when language set to French
NEO-31493	Evaluation cannot be displayed in details field
NEO-23391	Wrong status for training package
NEO-40755	Quality Alarm job for Quiz fails
NEO-39081	Wrong calculation of question group
NEO-47070	Resource string missing in sessions module when risk profile filter is active

The following bugs have been fixed with Neo Suite 7.3.0-21.0:

Issue ID	Description
NEO-48293	CAS-09411-D9F5J9: attachments disappear when switching between elements
NEO-47976	Quiz multiple choice elements calculation is wrong

6.3 Bug Fixes for Analytics

The following bugs have been fixed with the last Neo Suite 7.3.0-13.3 and 7.3.0-18.0:

Issue ID	Description
NEO-43228	"asc_rs.aanalysisjob_analsessions" has column "creationdate" for PostgreSQL but not for MS SQL
NEO-40963	Agent filter under categories does not work
NEO-42600	INSIGHT*neo*: KWS statistics report (An error occurred while creating report)
NEO-44150	URI entry incorrectly required after menu opening although not required
NEO-46925	Unable to load calls into player for INSPIRATION*neo* audio analysis

No bugs have been fixed with Neo Suite 7.3.0-21.0.

6.4 Bug Fixes for Clients and Applications

The following bugs have been fixed with the last Neo Suite 7.3.0-13.3 and 7.3.0-18.0:

Issue ID	Description
NEO-27464	Possible login in POWER*play* Go although the feature is deactivated
NEO-40425	POWER*play* Go - not correctly translated error message if window width is too small
NEO-43225	Last call repeat query not efficient
NEO-43148	Duplicate zip name entries aren't avoided on manual export
NEO-43272	Manual Mute Hints not respected in export
NEO-41718	I-2300396 - POWER*play* Web device name in details of conversation is using the same resource string for several types of participants
NEO-39685	WEB*command*: Tenant specific display name of customCP is not displayed
NEO-40950	Avoid CLIENT*command* wrap-up issues
NEO-41279	Wrong active call for CLIENT*command* with wrap-up (depends on call signaling)
NEO-42614	INSIGHT*neo*: Incomplete message text for Recording Validation report
DC-513	Download Client: Column names for CSV not complete
NEO-46855	REPORT*neo*: System Information Report definition - Headers on different tabs are not in standard formation
NEO-47293	REPORT*neo*: Missing Resources String and wrong Header
NEO-46858	REPORT*neo*: Locked Conversations Report definition - Report currently stays indefinitely on "running"
NEO-46856	REPORT*neo*: Rec content validation Report definition - Postgres Query not returning expected results
NEO-44037	REPORT*neo* - Dashboard - Update dashboard widgets on report edits
NEO-47258	I-2402172 - POWER*play* Web: Replay of V10 audio is distorted
NEO-47156	CLIENT*command*: RC crash during agent data disable for employee with Client Command
NEO-46658	I-2402145 - CLIENT*command*: Windows Dark mode causes text in taskbar-messages to be unreadable

The following bugs have been fixed with Neo Suite 7.3.0-21.0:

Issue ID	Description
NEO-48229	REPORT*neo* fails from invalid Whitelabled CSS
NEO-39403	REPORT*neo*: Agent comparison: Widget - Filter information not available
NEO-32881	REPORT*neo*: Missing filter option: Filter for agents and teams

NEO-47957	POWER*play* Web: Time Frame "Period (indiv.)" does not respect conversation rules
NEO-47944	POWER*play* Web: Conversation safe does not allow access to conversations "belonging" to other employees
NEO-47559	I-2500031 - RQST00001136779 – POWER*play* Web no longer showing Loaded icon for selected recording with Mitel MIR
NEO-46250	INSIGHT*neo*: ReportTemplate: Supervisor Comparison Calibrations - Bar Chart cannot be generated

7 Restrictions and Known Issues

7.1 General restrictions with Neo 7.3

7.1.1 Discontinued Integrations

The following clients, features and third party TDM recording cards have been discontinued with Neo 7.3 and are no longer available for new projects.

POWER*play* Instant
POWER*play* Pro / Station
Vormetric Key-Management
API C++
Last Call Repeat-Facility III for analog ports (4 concurrent replays)
Last Call Repeat-Facility III for analog ports (8 concurrent replays)
PRI Interface for two E1/T1 trunks, passive incl. D-channel decoding
PCM30 Interface for two trunks, passive (PCI Express)
PRI Interface for two E1/T1 trunks, passive incl. D-channel decoding (PCI Express)
8 Port Analog Interface, passive (PCI Express)

Please note that Last Call Repeat-Facility III for SIP VoIP ports (4 concurrent replays) is still available.

7.1.2 Avaya CIE: Secure / encryption connection to CIE not working (NEO-38074, NEO-38076)

The encrypted connection to the Avaya CIE does not work. SSL errors are displayed in the logfile and Wireshark traces. However, the connection via http works smoothly.

7.2 Recording Architecture restrictions with Neo 7.3

7.2.1 No recording failover in standard architecture 3A if 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 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.

7.3 Known Issues for Recording

Currently the following bugs are known for EVOIP*neo* and the EVOLUTION*neo* Product Line.

7.3.1 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.

7.3.2 Mitel: MICC-B add-on does not work if Agent ID is different from extension (NEO-39494)

Most of the time the same number in MICC-B is used for the fields Employee ID (PBX Agent ID) for the Agent Reporting Number and Line URI for the Extension. However, when the Employee ID / Reporting Number is different from the Line URI (Extension), then the MICC-B add-on will not work. For specific cases where a non-matching number is required, please contact ASC for support.

7.3.3 Mitel: MX-ONE trunk side: call direction is unknown on inbound call (NEO-42652)

The extension is set with trunk-ID; however, it is without caller and called. In this case the call direction of inbound calls appears as "unknown" even when the grammar transition shows the call as inbound. Please note that a fix can be provided with a custom hotfix.

7.4 Known Issues for Quality Management

Currently the following issues and restrictions are known for Quality Management with INSPIRATION*neo*.

7.4.1 Creating a training package with more than one section is not possible (NEO-23383)

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.

7.4.2 No notification for released coaching session (NEO-25405)

Agents can record conversations and mark them as proposals 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.

7.4.3 It is 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.

7.4.4 If Real-Time and KWS analysis active - display in listing only of Real-Time job (NEO-43002)

If real-time analysis and standard keyword spotting are running simultaneously, only the real-time results are displayed in the found keyword list.

7.5 Known Issues for Analytics

Currently the following issues and restrictions are known for Analytics with INSPIRATION*neo*.

7.5.1 SCREEN*miner* Reports with graphical Visualization (NEO-16529)

SCREEN*miner* reports do not always display the results as graphical diagram or comparison.

7.5.2 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 INSPIRATION*neo* 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.

7.6 Known Issues for Clients and Applications

7.6.1 ASC Connect for Salesforce

7.6.1.1 Link recording to a second object is not possible (SALF-7)

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 7.3 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 7.3 documentation, available from the partner area of ASC's web site.

9 Compatibility

Neo Suite 7.3 consists of EVOIP*neo* and EVOLUTION*neo* Product Line. 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 7.3 and all related client applications are available since April 23, 2025, for use.