

Product Notice #353



GA Release of AudioCodes SmartTAP™ 360° Recording Solution

AudioCodes is excited to announce the General Availability (GA) release of Software Version 4.3 for the SmartTAP 360° Recording Solution.

This release includes new features as well as resolved constraints from previous releases. See a summary of the new main features below. For detailed information, click [here](#) to download the *SmartTAP 360° Release Notes* from AudioCodes website.

New Features

- The new SmartTAP 360° Web interface is now managed under the umbrella of AudioCodes One Voice Operations Center (OVOC Version 7.6.1000). The same crucial data that organizations of all sizes already rely upon is still available with the addition of specific enhanced views.
- Selective recording and filtering enables setting user call recording types. It is possible to select all, some, or one call type as well as the direction of the calls to record. In addition, it is possible to filter calls that the targeted user receives and to define black & white number lists.
- The Announcement service can now be activated for selected user calls.
- Playing a beep tone on the recorded calls which media traverse the SmartTAP 360° Media Proxy.
- Targeted user video conference calls are recorded and displayed in the SmartTAP 360° Web interface. The user and the recent active speaker's video is captured and available through the SmartTAP 360° player or in the downloaded recordings section.
- Enhanced malicious call recording, enabling users to save a recorded call for a user-defined period after the call has ended.
- Recording of Skype For Business 2019 calls is now available.
- Support for local recording of Genesys PureCloud Contact Center calls.
- Enhanced Test Call process that increases System Health Monitoring by revealing recording issues as they occur through periodic test calls, verifying that the calls are recorded and notifying when recording issues arise in real-time.
- SmartTAP 360° inter-components communication status is now displayed in the SmartTAP 360° Web interface, allowing quick-and-easy detection of connection issues, which then assists the administrator to take subsequent actions to resolve these issues.
- Enhanced metadata records (for example, supporting persistence of original call release reasons).
- Support for HTTPS/TLS 1.2
- Improved scalability of SmartTAP 360° SIP Recording solution with an option to reroute calls to another recording server when the primary server reaches maximum capacity.
- The SmartTAP 360° server low-profile system can be deployed on the Mediant 1000B with OSN Server (Mediant 1000B OSN4B 256 GB SSD) alongside the Survivable Branch Appliance (SBA).

End-of-Support

This Product Notice is also a formal notification that SmartTAP 360° versions 3.0.x and earlier have reached End-of-Support (EoS) status.

From Version 4.3 and later, SmartTAP 360° and its' components are no longer supported on Windows Server 2008 64-bit SP2; however, the Windows Server 2008 R2 platform is still supported. If your SmartTAP 360° server is installed on this operating system and you wish to upgrade to Version 4.3, please contact your AudioCodes Sales or Support representative for information on migration and upgrade options.

Version 3.1.x will reach End-of-Support (EoS) status by the end of June 2019 and Version 3.2.x will reach End-of-Support by the end of 2019. Customers are encouraged to upgrade their software to the latest software version.

Software Updates and Installations

Software updates for SmartTAP 360° are available for customers who have purchased AudioCodes support packages (i.e., ACTS, CHAMPS, and Enhanced Support) that includes software updates for SmartTAP 360°.

SmartTAP 360° installation and upgrades must be performed only by AudioCodes Services Team or AudioCodes Certified Partners. Please contact your Sales Account Manager or AudioCodes Support for more information.

Subscribe for Notifications on SmartTAP Software Updates

You can subscribe for notifications on SmartTAP 360° software updates in AudioCodes Services Portal <https://services.audiocodes.com>. To subscribe to notifications, under "My Profile" settings for your support account, select the "Manage Update Subscriptions" field. To download software, select the "Software Download" tab and search for your SmartTAP 360o software to download.

Affected Products

SmartTAP 360° Recording



If you have any questions, contact us at
<https://www.audiocodes.com/corporate/offices-worldwide>

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