

Paraxip Technologies Inc.  
a Sangoma company

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# **NetBorder Call Analyzer**

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Release Notes

V1.0.11

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# NetBorder – Release Notes

## **1 Product Compatibility**

Here are some of the major compatibility points.

### **1.1 Standard Edition**

- Hardware Requirements:
  - Intel processor (AMD not supported)
  - 1 GB of RAM
- Operating Systems Supported:
  - Microsoft Windows XP
  - Microsoft Windows 2003 Server
- SIP 3261 compliant endpoints using UDP as the transport protocol, DTMF relay as per RFC 2833.

## 2 Acquiring a License

NetBorder is licensed on a per cpa port basis. The license is host locked. To get a full license, simply get the MAC address of the server and e-mail it to Paraxip or to its duly authorized distributor with the number of ports required.

To get the physical address of the Ethernet adapter, simply start a DOS command prompt and execute the following command: "ipconfig /all". Then look for the Physical Address item. It would look something like: 00-0B-DB-D8-06-00.

Please consult the user guide for more details.

## 3 Limitations and Known Problems

Here is the list of known problems and limitations.

### 3.1 Call Progress Analysis (CPA) limitations

- International Support. Netborder currently supports 3 different CPA models :
  - North America
  - United Kingdom
  - Other : This CPA model should be used outside the USA, Canada & UK. This model relies on the Media Gateway for the detection of inband telephony progress tones. The selected Media Gateway should be configured to detect the inband tones and relay them as SIP messages to NetBorder.

In a future release, the detection of in-band telephony progress tones will be performed by NetBorder for all countries thereby removing the dependency on the Media Gateway.

- The CPA algorithm currently can not detect the end of an answering machine greeting to allow an application to leave a message (Bug 1008)

### 3.2 Session Controller limitations

- SIP REFER is not supported (Ref. 876)
- The call logs of the various NetBorder User Agents cannot be easily retrieved for a given call because their filenames don't share a unique prefix (Ref. 959)
- TLS transport for SIP not supported (Ref. 879)
- Reception of SIP 3XX Redirects not supported (Ref. 952)
- Sending of Reliable Provisional Responses following RFC 3262 is not supported (Ref. 1513)

## 4 Changes Since Last Release

### 1.0.11

The following issues have been fixed since the 1.0.10 release:

- Allow option to send 183 without SDP to caller on reception of INVITE (Ref. 4200)
- Allow setting sendrecv SDP in initial INVITE sent to callee (Ref. 3957)
- Optimized default logging configuration (Ref. 3898)
- Saving a file with no audio in recorder caused a corrupt file name to be created (Ref. 3935)
- **Invalid Status code from SIP Message not handled correctly (Ref. 3921)**
- To header content on reINVITE was truncated (Ref. 3894)
- Corrected Runtime Error (*failed executing 'PYTHON\_TO\_PYTHON' event on Python state machine*) (Ref. 3909)
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### 1.0.10

The following issues have been fixed since the 1.0.9 release:

- Missing Telephony-event in SIP INVITE SDP to Callee (Ref. 3402)
- No User-Agent Present in SIP INVITE to Callee (Ref. 3413)
- Default License file is expired.

### 1.0.9

The following issues have been fixed since the 1.0.8 release:

- No audio on call if large RTP timestamps gap are detected (Ref. 915, 2379)
- Value of custom SIP headers may be corrupted in reINVITE messages (Ref. 2428)
- **Calls cancelled by the dialer are now reported with a result of 'Cancelled' rather than UNKNOWN. (Ref 2349)**
- **Custom SIP headers are now supported in initial INVITE message to provide CallAnalyzer with a reference Campaign name and reference ID that will be logged in the cpa-stats file. (Ref. 2362)**
- CallAnalyzer returns its internal call-id in a custom SIP header (X-Netborder-Call-ID) in the same SIP message the CPD-Result header is returned to the dialer. (Ref.2652)
- Cpa-stats.txt file is now named 'cpa-stats.csv' by default. (Ref. 2642)
- Cpa-stats.csv file now contains column headers on first line. (Ref. 2028)
- Recommended logs settings for production mode are now included as commented out examples in the '.properties' files. (Ref. 2643)
- Range of UDP ports used for RTP traffic is now settable via cpa-media-uas.properties file and start with a default range of 9000 to 13000. (Ref. 2512)

### 1.0.8

The following issues have been fixed since the 1.0.7 release:

- Immediate re-INVITE from caller not handled in data collection mode (*received an invalid event CHILD\_TO\_PARENT\_SDP\_OFFERED* warning) (Ref. 1699)
- CPA scenario: Relay custom (unknown) SIP headers from caller to callee (Ref. 2111)
- **Licensing is now performed on active CPA analysis sessions only (Ref. 2117)**
  - Channels tied down in agent-customer conversations are no longer counted
- DailyRollingFileAppender log files saved with wrong name if no log appended in rollover period (Ref. 2220)
- Default Voice/Human/Live threshold now 0.7 (from 0.9) following customer feedback.

### 1.0.7

The following features have been added since the 1.0.6 release:

- CPA statistics are now generated for each call
- Dynamic CPA threshold selection
- Static gain setting for the audio

### 1.0.6

The following issues have been fixed since the 1.0.5 release:

- RTP large timestamp jump not properly handled (Ref. 1740)
- Gateway service does not start automatically on Windows XP (Ref. 1443)
- RTP sequence number jump not always properly handled (Ref. 1828)

### 1.0.5

The following issues have been fixed since the 1.0.4 release:

- Relay server logic of base b2bua scenario should handle any kind of us (Ref. 1256)
- Redirect to callee if NetBorder session controller is invoked without CPA needed (Ref. 1516)

### 1.0.4

The following issues have been fixed since the 1.0.3 release:

- - NetBorder Session Controller and NetBorder Call Progress Analysis now work with SIP over TCP transport. Both services must be configured with the same transport (TCP or UDP) (Ref. 1425).
- - The INVITE sent by NetBorder Session Controller to the callee now contains the caller-id received from the INVITE's From header of the caller (Ref. 1426).