

## Knowledge Base Article #ETM609

### Release Notes for ETM® System v5.2 Update 4

#### Who Should Install This Software

ETM® System v5.2 Update 4 is recommended for customers using call recording. To obtain the update, visit <http://support.securelogix.com/updates/index.htm>. It is a cumulative software update that includes all fixes and enhancements issued since Release 5.2.

This software update can only be installed on ETM System Software v5.2. If you are running a previous version of ETM software, please contact your Account Executive or SecureLogix Customer Support for updated software.

#### About This Document

This document contains important information about ETM System v5.2 Update 4. The ETM System includes the ETM Communications Appliances, ETM Server software, and the ETM applications: the Performance Manager, the Voice Firewall, the Usage Manager, AAA Services for the Voice Firewall, the Voice IPS (Intrusion Prevention System), and the Call Recorder.

#### New Feature in this Update

- **Call Recording Status Detector**—The ETM System now tracks the percentage of all inbound/outbound calls recorded, to identify potential error conditions impairing call recording. If the percentage drops below a configurable threshold, the event is logged so that maintenance actions can be taken to correct the potential error condition. Real-time statistics are provided that can be used to determine why calls are not recorded.

#### Known Issues

- # 6733 - When SMDR data is unavailable for short duration calls, the call recording status detector statistics may count the call as two attempts/failures instead of one.
- # 6728 - Under rare scenarios, the CRC may produce erroneous diagnostic error logs saying it cannot find call recording files. These logs are erroneous because they refer to recording files that the CRC deleted because the call's characteristics changed mid-call and no longer met the recording criteria, or because an error occurred, such as loss of CRC/Span connectivity.

#### Current Version as of 5.2 Update 4 (*\*New in 5.2 Update 4*)

| ETM Appliance Software              |         |
|-------------------------------------|---------|
| ETM 1020, 1040                      | 5.0.55  |
| ETM 1000, 1030                      | 5.0.57  |
| ETM 1010                            | 5.1.21  |
| ETM 1012, 1060, 1090,<br>3000, 3070 | 5.2.66* |

|                            |
|----------------------------|
| <b>ETM Server Software</b> |
| 5.2 build 59-14*           |

**Files Installed**

The tables below list the files installed by the software update installer, depending the type of installation you choose.

|                    |               |
|--------------------|---------------|
| <b>Client Only</b> |               |
| Telewall.jar       | slc-crypt.jar |
| slc-crypt.hmac     | version.txt   |

|                          |                            |                            |
|--------------------------|----------------------------|----------------------------|
| <b>Complete</b>          |                            |                            |
| slc-crypt.hmac           | ETM_1060_5.2.66_upg2.pkg   | ETM_3000_5.2.66.pkg        |
| slc-crypt.jar            | ETM_1060_5.2.66.pkg        | ETM_3000_5.2.66_P2_bin.pkg |
| TeleWall.jar             | ETM_1060_5.2.66_P2.pkg     | ETM_3000_5.2.66_P2_img.pkg |
| Version.txt              | ETM_1090_5.2.66_upg1.pkg   | ETM_3070_5.2.66_upg1.pkg** |
| ETM_1012_5.2.66_upg1.pkg | ETM_1090_5.2.66_upg2.pkg   | ETM_3070_5.2.66_upg2.pkg** |
| ETM_1012_5.2.66_upg2.pkg | ETM_1090_5.2.66.pkg        | ETM_3070_5.2.66.pkg        |
| ETM_1012_5.2.66.pkg      | ETM_1090_5.2.66_P2.pkg     | ETM_3070_5.2.66_P2_bin.pkg |
| ETM_1012_5.2.66_P2.pkg   | ETM_3000_5.2.66_upg1.pkg** | ETM_3070_5.2.66_P2_img.pkg |
| ETM_1060_5.2.66_upg1.pkg | ETM_3000_5.2.66_upg2.pkg** |                            |

Each installation type also includes 6 files that are used in the verification and installation of Daylight Savings Time changes in the JRE software that is installed in the ETM installation directory

|              |             |                  |
|--------------|-------------|------------------|
| UpdateTZ.bat |             | Tzupdater.jar    |
| README       | README.html | SLC DST Memo.pdf |

*\*\*The upg1 and upg2 packages included in the installer are used to upgrade appliances from versions v5.0 to v5.2. For instructions on upgrading from versions prior to v5.0, refer to the upgrade documentation in the SecureLogix Knowledge Base. Contact SecureLogix Customer Support for more information before using these packages.*

**Note:** Legacy ETM appliances do not support software updates past version 5.0.55 (for 1020 and 1040 models), 5.0.57 (for 1000 and 1030 models) and 5.1.21 (for 1010 models). These appliances will not have software updates available beyond these versions.

**Last Update:** 3/14/2008

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The ETM System includes: Data Encryption Standard software developed by Eric Young ([eay@mincom.oz.au](mailto:eay@mincom.oz.au)),

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