Release Notes for Insights 25.2

Release 25.2

Aug 27, 2025

Contents

Release Overview

These are the official release notes for:

- Product: VOSS Insights
- Release version: 25.2
- Release date: August 27, 2025

Release Details

2.1 Supported Upgrade Paths

- Insights 25.1 => 25.2

2.2 Download

VOSS Insights 25.2 release, including Insights Arbitrator Hawaii 25.2, Insights Dashboard 25.2, and Insights DS9 Hawaii 25.2, is now available from the Downloads section of the VOSS Customer Portal:

- **Downloads > VOSS Insights > Insights Arbitrator Hawaii > 25.2**
- **Downloads > VOSS Insights > Insights DS9 Hawaii > 25.2**
- **Downloads > VOSS Insights > Insights Dashboard > 25.2**

Customers that do not have access to the VOSS Customer Portal may contact the VOSS Customer Success Team.

Highlights

3.1 Refreshed Microsoft Call Quality and Analytics Dashboards

We have revised the out of the box dashboards and underlying data related to Microsoft call quality and analytics. This enables a streamlined call quality troubleshooting experience, as well as improved insights into call analytics. This further provides improved performance in environments with very high call volumes.

3.2   Deprecation of VOSS Automate Data Sync and Dashboards

As per Automate release highlights, with the native dashboarding capability in Automate the Automate data sync and dashboards are no longer required in Insights. These have been deprecated for new installations. See the release notes for more details on existing systems.

3.3   Security, Seamless Deployment, and Usability

This release includes several upgraded components and performance improvements for enhancing reliability and protecting critical data:

- OpenSSH has been upgraded to version 10.0.p1
- Azure agent integration adds flexibility and speeds up deployment
- Support for uploading 4096-bit SSL certificates via the GUI
- Improved CSV export formatting
- Drill-down from text widgets on dashboards

Features: Summary

4.1   Insights Arbitrator Hawaii

- *VOSS-1543*: Insights Microsoft Teams Improvements 25.2.
- *EKB-25315*: Insights server certificate upload to support SSL certificates using 4096-bit encryption.
- *EKB-24329*: Include Azure agent in Insights builds by default.
- *EKB-24293*: OpenSSH upgrade.

4.2   Insights Dashboard

- *EKB-25776*: CDR reports having the incorrect dates when exported from dashboard.
- *EKB-25567*: Text widget to support drill down to a dashboard.
- *EKB-24083*: Remove default user created as part of Insights installation.
- *EKB-23013*: Remove the Automate sync from Dashboards.

Features: Detail

5.1   Insights Arbitrator Hawaii

- **VOSS-1543: Insights Microsoft Teams Improvements 25.2.** This feature improves dashboard responsiveness and application performance by automatically terminating long-running queries on Microsoft Teams data. This helps prevent CPU spikes and allows greater platform stability, especially in large enterprise deployments with high call volumes. Automating queries also eliminates the need for manually identifying and terminating problematic queries.

- **EKB-25315: Insights server certificate upload to support SSL certificates using 4096-bit encryption.** Insights now supports uploading 4096-bit SSL certificates via the UI, with improved error messaging for key mismatches and validation failures.

- **EKB-24329: Include Azure agent in Insights builds by default.** This enhancement integrates the Microsoft Azure Linux VM Agent into the Insights platform and includes the agent by default in the Insights product builds to improve Azure deployment support and to leverage Azure-native capabilities.

- **EKB-24293: OpenSSH upgrade.** This enhancement upgrades OpenSSH to version 10.0.p1 to update Insights security.

5.2   Insights Dashboard

- **EKB-25776: CDR reports having the incorrect dates when exported from dashboard.** This enhancement includes improved date formatting in scheduled reports and resolves a CSV download issue:
    - Scheduled reports in CSV format will now display dates with a four-digit year (e.g., 07/23/2025). If the date value is 0, the field will appear as blank instead of showing "12/31/2969".
    - Previously, downloading all CSV files from a dashboard with date fields resulted in empty fields. The issue has been resolved so that downloaded CSVs now include the correct data.

- **EKB-25567: Text widget to support drill down to a dashboard.** This enhancement introduces functionality to allow drill down to a dashboard from a text-based widget.

- **EKB-24083: Remove default user created as part of Insights installation.** This enhancement updates Insights security so that new installations will no longer accept a default password for the browser's account.

- **EKB-23013: Remove the Automate sync from Dashboards.** The dashboarding of Automate data on the Insights Dashboard system is being deprecated with this release. Automate can now produce its own dashboards. Please migrate over to using dashboards in Automate. A new CLI menu has been added to purge VOSS Analytics data from Insights Dashboard, allowing the deprecation of all Automate tables from the system and preventing unintended data exposure. This option ensures cleaner dashboard data and avoids errors in saved custom dashboards.

Defects Fixed: Detail

6.1   Insights Arbitrator Hawaii

- **EKB-25299: Pentest: Auth.saveUser can be accessed with an invalid token.** This fix ensures that only users with the correct roles and permissions can access or modify data across all API routes.
- **EKB-25146: Unable to set probe to run at the exact time each day.** This fix now recalculates the next probe's restart timer based on the original scheduled start time, not the completion time of the previous probe. This ensures that probes consistently fire at the same intended time each day, regardless of how long the previous probe took to complete.
- **EKB-24278: Arbitrators - Log Snapshot error.** Fixes an issue where new "VOSS Log Snapshots" were not being collected.

6.2   Insights Dashboard

- **EKB-24713: Dashboard DS9 health reports - Errors (red).** Fixes an issue with the Dashboard server's collection of DS9 statistics information.

6.3   Insights DS9 Hawaii

- **EKB-25039: Disk is full.** This fix adds an automated cleanup mechanism that removes older storage files to prevent service disruptions caused by high Netflow ingestion rates, and which were resulting in full disk conditions and ingestion failures.