Release Notes for Insights 25.3

Release 25.3

Dec 10, 2025

Contents

Release Overview

These are the official release notes for:

- Product: VOSS Insights
- Release version: 25.3
- Release date: December 3rd, 2025

Release Details

2.1 Supported Upgrade Paths

- Insights 25.1 => 25.3

2.2 Download

VOSS Insights 25.3 release, including Insights Arbitrator Hawaii 25.3, Insights Dashboard 25.3, and Insights DS9 Hawaii 25.3, is now available from the Downloads section of the VOSS Customer Portal:

- **Downloads > VOSS Insights > Insights Arbitrator Hawaii > 25.3**
- **Downloads > VOSS Insights > Insights DS9 Hawaii > 25.3**
- **Downloads > VOSS Insights > Insights Dashboard > 25.3**

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

Highlights

3.1 User Based Segmentation for Microsoft Teams Call Data

VOSS enabled the segmentation of call data (on top of other Microsoft tenant data) to match your organization's business hierarchy - a capability not available out of the box with Microsoft Administration tools. VOSS empowers IT teams to implement granular role-based access control (RBAC) and local admin delegation that respects your organization's structure. This segmentation supports governance best practices while giving regional or departmental teams just the right level of access they need.

3.2 VOSS Insights Integration with Cisco Unified Border Element for CDR Ingestion and Monitoring

Cisco CUBE Call Detail Records (CDRs) integrated into VOSS Insights to monitor call volumes, patterns, and failure conditions originating from or terminating at a Cisco Unified Border Element. VOSS Insights allows you to detect anomalies and gaps in service delivery across the UC estate, including interconnect points between internal and external networks and correlate CUBE data with upstream UC platforms (e.g. CUCM, Genesys) for holistic troubleshooting and service-level reporting.

3.3 Support for Digital Experience Dashboards on VOSS Platform

This feature introduces Digital Experience Monitoring (DEM) analytics onto the VOSS platform. Deploy and manage Insights synthetic testing agents and associated testing profiles to obtain insights into the health of key digital services, such as Microsoft Teams or Cisco Webex.

3.4 Support for Webex Insights Dashboards on VOSS Platform

As part of our product consolidation initiatives, we have updated and added new Webex dashboards. You'll find new dashboards for Webex users, locations & workspaces, licenses, devices as well as updated user services, and overview dashboards.

3.5 Add Menu Option to Remove Unneeded SNMP Data

This enhancement allows you to quickly identify un-configured SNMP devices and remove unneeded data from any SNMP device. A new " Flow device database cleanup" menu option has been added where you can:

- View your SNMP flow devices. Stale devices are those listed in the database but not configured.

- Purge data for any individual SNMP flow device (by IP address, stale or not) or simultaneously for all stale SNMP devices.

3.6 Core Product Platform Addition of Insights Dashboard Capabilities

This enhancement introduces Insights dashboarding capabilities into our core product platform, typically dedicated to VOSS Automate. You can now choose to view Insights dashboards side by side with VOSS Automate or standalone, "Insights Only". This effort is a continuation of our initiative towards consolidating VOSS products into a single interface.

Features: Summary

4.1 Insights Arbitrator Hawaii

- *VOSS-1559*: User based segmentation for Microsoft Teams call data.
- *VOSS-1557*: VOSS Insights Integration with Cisco Unified Border Element for CDR Ingestion and Monitoring.
- *EKB-26616*: Upgrade OpenSSH to the latest version.
- *EKB-26254*: Missing journal entries on new .ova install.
- *EKB-26050*: Enable SIP Probes to forward to Consolidator.
- *EKB-25562*: Remove SCDTSD from Arbitrator, including SSI/MSI support.
- *EKB-25128*: CUBE parser and database.

4.2 Insights Dashboard

- *VOSS-1540*: Support for Digital Experience dashboards on VOSS Platform.
- *VOSS-1536*: Support for Webex Insights dashboards on VOSS Platform.
- *EKB-26175*: Dashboard contains deprecated API & HTML pages.

4.3 Insights DS9 Hawaii

- *EKB-20119*: Add menu option to remove unneeded SNMP data.

4.4 Automate

- *VOSS-1563*: Support across the product suite for alternative virtualization/hypervisor solution for on-prem deployments.

4.5 Automate Templates

- *EKB-26695*: Core Product Platform Addition of Insights Dashboard Capabilities.
- *EKB-26391*: Update default RBAC to expose relevant Agent features.

Features: Detail

5.1 Insights Arbitrator Hawaii

- **VOSS-1559: User based segmentation for Microsoft Teams call data.** The hierarchy entered into VOSS is applied to Microsoft call data. View calls segmented into each level of your hierarchy.

- **VOSS-1557: VOSS Insights Integration with Cisco Unified Border Element for CDR Ingestion and Monitoring.** The ability to Ingest CDR from Cisco Unified Border Element and dashboard.

- **EKB-26616: Upgrade OpenSSH to the latest version.** This system update includes an upgrade to version openssh-10.2p1.

- **EKB-26254: Missing journal entries on new .ova install.** Fixes an issue where journal entries were missing after a new .ova installation. The resolution was to update the initialization logic, ensuring that all appropriate journal entries are now present after installation.

- **EKB-26050: Enable SIP Probes to forward to Consolidator.** Adds the ability for the SIP probes to forward output to a consolidating Arbitrator.

- **EKB-25562: Remove SCDTSD from Arbitrator, including SSI/MSI support.** Legacy support for inter-Insights VPN connectivity is being removed.

- **EKB-25128: CUBE parser and database.** The Insights product will now support Cisco Unified Border Element CDR file processing.

5.2 Insights Dashboard

- **VOSS-1540: Support for Digital Experience dashboards on VOSS Platform.** This feature introduces Digital Experience Monitoring analytics onto the VOSS Platform. Deploy and manage Insights synthetic testing agents and profiles, in order to obtain insights into the health of key digital services like Microsoft Teams or Cisco Webex.

- **VOSS-1536: Support for Webex Insights dashboards on VOSS Platform.** This feature delivers new dashboards for Webex Control hub, including Calling.

- **EKB-26175: Dashboard contains deprecated API & HTML pages.** Removed deprecated API documentation and html pages from product.

5.3 Insights DS9 Hawaii

- **EKB-20119: Add menu option to remove unneeded SNMP data.** New menu added so stale flow devices may be cleaned up from the SNMP tables.

5.4 Automate

- **VOSS-1563: Support across the product suite for alternative virtualization/hypervisor solution for on-prem deployments.** Adds support for VMWare Esxi 8, HyperV and Nutanix deployments for all products on the 25.3 Release: Automate, Migrate, Insights Dashboard, Insights Arbitrator, Insights DS9.

5.5 Automate Templates

- **EKB-26695: Core Product Platform Addition of Insights Dashboard Capabilities** This enhancement adds an "Insights Only" experience, expanding the initiative towards consolidating VOSS products into a single interface. An administrator role now exists that is able to view only the menus, dashboards, and data associated with a VOSS Insights deployment.

- **EKB-26391: Update default RBAC to expose relevant Agent features.** Created a Roles Based Access to enable Digital Experience Monitoring dashboards based on role.

Defects Fixed: Detail

6.1 Insights Arbitrator Hawaii

- **EKB-26683: High correlation event injection can cause downstream process starvation.** Fixes an issue where high event injection, while the correlator application was disabled, could result in a deadlock, preventing alerts from being processed.

- **EKB-26667: Probe Engine Start Time inv - icmp_ping_script to fix.** Enhance the UI to display the probe start and end times in a more user-friendly format for improved clarity and usability.

- **EKB-26477: Probe Engine Start Time inv - backend troubleshooting.** This fix updates the UI to display the probe start and end times in a more user-friendly format for improved clarity and usability.

- **EKB-26225: cucmVersion probe not pulling data.** Fixes an issue where the Cisco CUCM Version probe was not returning data due to PHP deprecating the use of self-signed certificates by default when quering Cisco CUCM via Soap API calls. The probe now supports self-signed certificates using the new PHP methods.

- **EKB-26193: User creation and cloning user failing post upgrade 25.2.** Fixes permissions issues surrounding the creation of new user from a non admin account.

- **EKB-25724: Recurring NDX Log Collection Failure on 10.98.33.70 with ARB/NDX Issues.** Internal Kafka messaging was not serving new messages.

- **EKB-25162: Probe Engine Start Time inv.** Enhance the UI to display the probe start and end times in a more user-friendly format for improved clarity and usability.

6.2   Automate Core

- **EKB-26342: Automate "Export Dashboard Data" fails with 504 for large datasets.** Fixes an issue where exporting dashboard data with large datasets failed with a 504 Gateway Timeout error. The export process has been optimized to handle large data volumes, ensuring successful exporting all CSV data at both widget and dashboard levels.