

Verba Release Notes

Verba 8.4 Service Build Release Notes (build 8.4.4696.0)

This document lists new features and fixes released in Verba 8.4 Service Build Release Notes (build 8.4.4696.0).

Document Download Date 2022-06-29

Release highlights

ID	Component	Description
RI-006033	Recording - Lync/SfB	New relay-only configuration option for extensions/addresses. It allows deploying the Verba system as an internal RTP relay server for Lync/SfB environments. It prevents P2P traffic between SfB/Lync endpoints to avoid any-to-any relations (security and firewall issues). - learn more
RI-006140	Platform - Configuration	New configuration option to detect call directions properly by providing phone number and/or domain patterns for internal endpoints. - learn more
RI-006097	Platform - Storage Management	New integration with Smarsh compliance archive service allowing archiving or exporting IM, voice and video recordings from Verba.

ID	First Affected	Status	Description
<p>KI-0008</p>	<p>7.0 (7.0.4314.0)</p>	<p>Resolved in 8.4.4696.0</p>	<p>Summary Amazon permanently disabled the built-in Amazon SES SMTP account and it can no longer be used to send email alerts from the system. Customers need to configure their own SMTP server for sending emails. This is due to an Amazon policy decision outside of our control.</p> <p>Impact - all deployments are affected where the built-in Amazon SES based account was configured to send email alerts - the system cannot send any alert until it is reconfigured to use another SMTP server</p> <p>Workaround - configure SMTP server settings</p>
<p>KI-0014</p>	<p>7.0 (7.0.4314.0)</p>	<p>Resolved in 8.6.4809.0</p>	<p>Summary There is one way audio in recordings after SIP re-invites when media bypass is active. The SfB/Lync Filter service does not recognize the SIP re-invite messages properly when media bypass is active, and the call is only partially rerouted through the proxy. This results in one way audio in the recordings after the first re-invite. The re-invite period is controlled by the session timer configured for the connection between the gateway and the SfB/Lync system.</p> <p>Am I affected? All 7.0 and later SfB/Lync recording deployments using proxy based recording are affected where media bypass is configured with SIP session timer.</p> <p>Impact The Verba SfB/Lync Filter does not recognize SIP re-invite messages properly when media bypass is active and the call is only partially rerouted through the proxy. This results in one way audio in the recordings after the first re-invite.</p> <p>The re-invite period is controlled by the session timer configured for the connection between the gateway and the SfB/Lync system. When the default SIP session timer setting (1800s) is used, the first re-invite is sent after 15 minutes. Thus all inbound or outbound calls longer than 15 minutes are affected.</p> <p>Prior to the re-invite, recordings contain both directions.</p> <p>Workaround Disabling the session timer or media bypass completely resolves the issue</p>
<p>KI-0016</p>	<p>7.0 (7.0.4314.0)</p>	<p>Resolved in 8.7.4831.0</p>	<p>Summary Recording failure due to new, unsupported RTP header extension in latest Skype for Business 2016 clients.</p> <p>Am I affected? Affects all Skype for Business 2016 P2P calls between UCCAPI/16.0.6741.5270 OC/16.0.6741.2021 or newer clients</p> <p>Impact - media stream processing error causes recording failure due to a new RTP header extension - more information is expected on other affected call scenarios and client/server versions - affects all Verba releases with all types of SfB/Lync recording deployments</p> <p>Workaround - currently there are no known workarounds</p>
<p>KI-0018</p>	<p>7.0 (7.0.4314.0)</p>	<p>Resolved in</p>	<p>Summary Siren7 decoding problem is causing garbled decoding of voice in certain cases.</p>

[8.8.4874.0](#)

Am I affected?

All Lync/SfB recording deployments are affected.

Impact

- Intermittently causes garbled voice recording when Siren7 voice codec is used for the call
- The recording quality is varying for the garbled recordings, from light impact to severe degradation of quality
- Siren7 voice codec is mainly used for Lync 2010 Windows endpoints and Skype for Business 2015 IOS/Android devices when network is degraded
- Siren7 voice codec is also used for Lync 2010/2013 and Skype for Business 2015 meetings during poor network conditions

Workaround

- currently there are no known workarounds

KI-0030 [7.0](#)
(7.0.4314.0) Resolved
in
[8.8.4966.0](#)

Summary

In a HA deployment, when multiple Verba Recording Servers are configured, then if the network connection goes down on any of the Verba Recording Servers, all IM communication stops as some of the Cisco IM&P Servers will not be able to establish the connection to another Verba Recording Server, causing all IM to stop. Cisco IM&P Servers are not able to reconnect to the Verba Recording Server after the connection is broken.

Am I affected?

All Verba deployments configured for Cisco IM recording or ethical wall are affected where multiple Verba Recording Servers are deployed in a failover configuration. All Cisco IM&P versions are affected.

Impact

- Recording/Compliance server failover does not work, the Cisco IM&P Server is not able to properly detect Verba Recording Server network failures
- All IM communication is blocked by the Cisco IM&P Servers (compliance mode) if Fire&Forget is disabled

Workaround

Cisco has fixed the issue and released an updated library. Now the library correctly handles OS level TCP keep alive. In addition to replacing the library, two registry entries are required under HKLM\SYSTEM\CurrentControlSet\Services\Tcpip\Parameters: KeepAliveTime=10 and KeepAliveInterval=5000. A server restart is required for the new settings to take effect.
<https://quickview.cloudapps.cisco.com/quickview/bug/CSCvb32957>

KI-0047 [7.0](#)
(7.0.4314.0) Resolved
in
[8.9.5075.0](#)

Summary

Lync / Skype for Business IM conversations might not be recorded after recording and processing 10,000 RTF based messages.

Am I affected?

All Lync / Skype for Business IM recording deployments are affected. This issue affects IM conversations which are using the RTF format. Lync 2013 or newer desktop clients are using the RTF format for P2P IM conversation when both participants are using a desktop client. Conferences, mobile, and consumer Skype conversations are not affected by this issue.

Impact

- When the instant message is transmitted using the RTF format, the Verba Lync / SfB IM Filter application (on the FE servers) can use all available Window handles due to the improper deallocation of the RTF parser.
- The service stops processing RTF based instant messages after approx. 10,000 RTF messages (after all Windows handles are consumed)
- No alert or notification sent when the issue occurs

Workaround

- The RTF message format can be disabled by a client policy, for more information see <https://docs.microsoft.com/en-us/powershell/module/skype/set-csclientpolicy>, DisableRTFIM

KI-0045	7.0 (7.0.4314.0)	Resolved in 9.0.2.5381	<p>Summary In case an invalid regular expression is used for internal number patterns, calls are not recorded.</p> <p>Am I affected? All version 7.x or later recording deployments where the Verba Passive Recorder Service, the Verba Media Collector and Proxy Service and the Verba Unified Call Recorder Service are used for recording could be affected.</p> <p>Impact Calls are not recorded by the related service when an invalid regular expression is applied for one of the following settings: - Passive Recorder \ Basics \ Internal Number Pattern - Media Collector and Proxy \ General \ Internal Domain, Numbers Pattern - Unified Call Recorder \ Recording Providers \ General \ Internal Domain, Numbers Pattern The system uses these configuration settings to identify the direction of recorded calls. The affected services do not raise an alarm, except the Verba Unified Call Recorder Service which will send a CallProcessing alert.</p> <p>Workaround Remove any invalid regular expressions from the following configuration settings: - Passive Recorder \ Basics \ Internal Number Pattern - Media Collector and Proxy \ General \ Internal Domain, Numbers Pattern - Unified Call Recorder \ Recording Providers \ General \ Internal Domain, Numbers Pattern An online regexp validator is available to verify regexp patterns at https://demo.verba.com/verba/test/regex.jsp Enter the regexp value in the input box, then press the Test button to verify the expression.</p>
KI-0058	7.0 (7.0.4314.0)	Resolved in 9.6.0.5944	<p>Summary Certain calls between Skype for Business and Teams or Azure VoiceMail cannot be recorded</p> <p>Am I affected? All Sykpe for Business recording installations are affected where the recorded users can call Teams users or place voicemail messages in Azure VoiceMail.</p> <p>Impact Certain Skype for Business calls cannot be recorded when a recorded Skype for Business user is calling a Teams user and one of the participants is outside of the corporate network, or a recorded Skype for Business user is placing an Azure VoiceMail message. This limitation is caused by the new call setup procedure, and specifically in ICE negotiation, introduced in Teams and Azure VoiceMail, which prevents the recording system to redirect and force the calls to the Skype for Business Edge Server where the Media collector can fork the related media streams. Since the system is not able to capture the media streams related to these calls, these calls are not recorded. No alerts are raised unless CDR reconciliation is enabled.</p> <p>Workaround Currently there is no workaround other than disabling Teams or Azure VM calling entirely for the recorded users.</p> <p>We are actively working on implementing a new solution which extends the capabilities of the Proxy Server to be able to relay these type of calls too. It requires a major change in the architecture by allowing the Proxy Server to relay calls with external participants through a public interface. It also means that that calls which are currently routed through the Skype for Business Edge Server and forked by the Media Collector Service will be routed through the Proxy Servers that same way as calls with internal or PSTN participants. We are currently targeting July 2020 with the enhanced version of the Proxy Server.</p>
KI-0007	8.3 (8.3.4702.0)	Resolved in 8.4.4693.0	<p>Summary Reconnect issue between the Verba Lync Filter and the Verba Media Collector & Proxy components</p>

In case a large number of Filters are trying to reconnect to the Media Collector & Proxy service at the same time, none of them will be able to connect due to an issue in the connection handling process. This could be the case when there are at least 8-10 or more Filter applications in the system and the Media Collector & Proxy service is restarted. This issue only occurs if there are a relatively large number of Filters (8-10 or more) trying to reconnect at the same time.

Impact

- If the Filter component is not able to connect to the Media Collector & Proxy service, signaling information cannot be shared, leading to a call recording service outage
- If system monitoring is enabled and configured properly, the system sends alerts for all Filter connection errors when the Media Collector & Proxy service goes down
- All Verba v8.3 deployments for Microsoft Lync 2010/2013 and Skype for Business with Proxy, Edge, Mediation and AVMCU based recording are affected

Workaround

- First all Filter services need to be stopped, and then started in a sequential fashion

Critical Fixes

ID	Component	Description	Fixed in	Date
RI-006160	Platform - Signalling	<p>Reconnect issue between the Verba Lync Filter and the Verba Media Collector & Proxy components. In case a large number of Filters are trying to reconnect to the Media Collector & Proxy service at the same time, none of them will be able to connect due to an issue in the connection handling process. This could be the case when there are at least 8-10 or more Filter applications in the system and the Media Collector & Proxy service is restarted. This issue only occurs if there are a relatively large number of Filters (8-10 or more) trying to reconnect at the same time.</p> <p>Impact</p> <ul style="list-style-type: none"> - If the Filter component is not able to connect to the Media Collector & Proxy service, signaling information cannot be shared, leading to a call recording service outage - If system monitoring is enabled and configured properly, the system sends alerts for all Filter connection errors when the Media Collector & Proxy service goes down - All Verba v8.3 deployments for Microsoft Lync 2010/2013 and Skype for Business with Proxy, Edge, Mediation and AVMCU based recording are affected 	8.4.4693.0	2015-06-24

If you are using the effected components, we recommend a software update.

Feature Improvements

ID	Component	Description	Added in	Date
RI-005891	Recording - Cisco	JTAPI service can be disabled completely, it is no longer required for central, RTP forking based recording. It is still required for UCCX integration.	8.4.4693.0	2015-04-13
RI-006086	Recording - Cisco	HTTP basic auth and redirection support implemented for media downloading related to Cisco MediaSense 9.1.	8.4.4696.0	2015-05-08

RI-006027	Recording - Cisco IM	Dynamic event registration option is added to the configuration for Cisco IM&P 9 or below.	8.4.4696.0	2015-06-02
RI-006084	UI - Web Interface	New menu structure on the user interface for optimized view and greater clarity.	8.4.4696.0	2015-05-11
RI-006144	Platform - Signalling	SIP response and ACK retransmission can be detected and discarded	8.4.4695.0	2015-04-22

Fixes

ID	Component	Description	Fixed in	Date
RI-006079	Recording - Passive	Issue fixed related to Mitel/Aastra MX One environments, where the early media/session in progress response carries the SDP answer if PRACK is enabled, in case of outgoing PSTN calls.	8.4.4696.0	2015-05-12
RI-006038	Recording - Cisco	When "Advanced Recording Rules" is enabled, and "RTP Started" event received before "Established" event (JTAPI), then the call were not recorded in some cases (observed with Jabber clients only).	8.4.4696.0	2015-05-31
RI-006058	Recording - Cisco	Cisco MediaSense issues fixed. All output files extension was set to .vf even if wave was recorded. Last chunk of media stream (1-2 sec) was not processed if its size was not divisible with the size of the codec frame,	8.4.4696.0	2015-05-19
RI-006074	Recording - Lync/SfB	When a recorded voice call was escalated to a video call, the recorder created a separate recording in VMF format instead of the configured voice media format.	8.4.4696.0	2015-05-14
RI-006102	Recording - Lync/SfB	From/to tag is taken into account in established SIP legs to filter out late BYE messages belonging to previous sessions with the same call id in special conditions	8.4.4696.0	2015-05-04
RI-005842	Recording - Lync/SfB IM	IM recorder will not write file URL into the database if file-writing is turned off (turned on by default), leading to null pointer exception (recorded data is not lost, it is available in the database)	8.4.4691.0	2015-04-10
RI-006071	Recording - Lync/SfB IM	Fixed SIP sequence counting issue which caused missing messages in rare circumstances	8.4.4696.0	2015-05-14
RI-006020	Recording - Avaya	Use both "Switch Name" and "Switch IP Interface" if both configured.	8.4.4696.0	2015-06-03
RI-006040	Recording - Avaya	Outgoing Bridged Appearance calls were not recorded in some cases.	8.4.4696.0	2015-05-31
RI-006053	Recording - IPTrade	IP Trade recorder inserts calls to ongoing table as other services. Timestamp on turret can be converted from UTC to configured timezone local time	8.4.4696.0	2015-05-21
RI-006018	UI - Web Interface	On webapp start, remove "restart" task not only for the simple host name but for the canonical host name as well.	8.4.4696.0	2015-06-03
RI-006047	UI - Web Interface	"Share/Publish" link did not work when the user came from a Quality Management menu.	8.4.4696.0	2015-05-27
RI-006062	UI - Web Interface	Player may displayed warning "Only secure content displayed"	8.4.4696.0	2015-05-18
RI-006068	UI - Web Interface	When a user moved from one Active Directory Profile to another one, then the user became expired. At the next synchronization it became valid again. Associated extensions are not affected.	8.4.4696.0	2015-05-15
RI-006090	UI - Web Interface	Wrong user was associated with a conversation when the agent_id field was empty.	8.4.4696.0	2015-05-07

RI-006124	UI - Web Interface	If an agent who was selected for a QA project deleted from the system, then selecting the next period's calls did not work for that QA project.	8.4.4696.0	2015-04-24
RI-006133	UI - Web Interface	Quality Assurance may not worked in Multi-Tenant mode	8.4.4696.0	2015-04-22
RI-006156	UI - Web Interface	Group sharing issue fixed related to participant lists	8.4.4694.0	2015-04-20
RI-006049	UI - Reporting	When "Current Week" or "Previous x Week" was configured for reports, the generated report was empty even if there was data in the report.	8.4.4696.0	2015-05-22
RI-006146	Platform - Configuration	Issues fixed for Node Manager when causing invalid binary output when the content was a binary file, and extra line breaks when the content was text/xml.	8.4.4695.0	2015-04-22
RI-006207	Platform - Database	In case of primary key violation earlier the recorder deleted the call from local cache. Now it just marks as inserted into SQL. This issue might occur if query timeout happens even so the call is inserted, so at next try the recorder detects PK violation.	8.4.4693.0	2015-05-06
RI-006163	Platform - Media Processing	When RTP processing received a packet which was not divisible by the fixed length of the codec payload (G.711/G.722/G.729), the decoding process might crashed.	8.4.4693.0	2015-06-24
RI-006209	Platform - Signalling	STUN parsing changes to provide backward compatibility with RFC 3489 for SNOM phones.	8.4.4693.0	2015-04-30
RI-006011	Platform - Storage Management	Video to voice only transcoding upated video codec id only in section table even if the call was already archived and resides in section_archived table, leading to keeping the call type as video.	8.4.4696.0	2015-06-04

Download your software

You can download the latest Verba releases at support.verba.com.

Updates to this document

This document may be updated after it is released. Check for updates to this document at releases.verba.com.

Access to support

Verba customers that have purchased support have access to support through support.verba.com.

Copyright © Verba Technologies and/or its affiliates. All rights reserved.

This document is provided under a the Verba End User License Agreement containing restrictions on use and disclosure and is protected by intellectual property laws. Unless expressly provided in any written license agreement from Verba, the delivery of this document does not give you any license to intellectual property.

Without limiting the rights under copyright, no part of this document may be reproduced, stored in or introduced into a retrieval system, or transmitted in any form or by any means, or for any purpose (including, but not limited to reverse engineering), without the express written permission of Verba Technologies.

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

Third party product names appearing in this document may be trademarks of their respective owners.