

Verba Release Notes

Verba 8.7 Service Build Release Notes (build 8.7.4831.0)

This document lists new features and fixes released in Verba 8.7 Service Build Release Notes (build 8.7.4831.0).

Document Download Date 2023-02-01

Release highlights

ID	Component	Description
RI-007729	UI - Web Interface	New bulk user and extension update tool - learn more

ID	First Affected	Status	Description
KI-0016	7.0 (7.0.4314.0)	Resolved in 8.7.4831.0	<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>
KI-0018	7.0 (7.0.4314.0)	Resolved in 8.8.4874.0	<p>Summary Siren7 decoding problem is causing garbled decoding of voice in certain cases.</p> <p>Am I affected? All Lync/SfB recording deployments are affected.</p> <p>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</p> <p>Workaround - currently there are no known workarounds</p>
KI-0030	7.0 (7.0.4314.0)	Resolved in 8.8.4966.0	<p>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.</p> <p>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.</p> <p>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</p> <p>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</p>

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](#)

Summary

In case an invalid regular expression is used for internal number patterns, calls are not recorded.

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.

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.

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.

KI-0058 [7.0](#)
(7.0.4314.0)

Resolved
in
[9.6.0.5944](#)

Summary

Certain calls between Skype for Business and Teams or Azure VoiceMail cannot be recorded

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.

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.

Workaround

Currently there is no workaround other than disabling Teams or Azure VM calling entirely for the recorded users.

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.

KI-0031 8.5 (8.5.4809.0)	Resolved in 8.8.4974.0	<p>Summary Lync/SfB Front-End service restart can cause the failure of the Verba SfB/Lync Call Filter, the Verba SfB/Lync IM Filter and the Verba SfB/Lync Communication Policy service. After the FE service restart, these Verba services will not process SIP messages anymore until restarting the affected Verba services.</p> <p>Am I affected? All Verba version 8.5 and later deployments are affected where SfB/Lync recording or ethical wall is used.</p> <p>Impact - Conversation recording will not work after the Front-End service restart on the affected SfB/Lync server - Communication policies (ethical wall) will not work after the Front-End service restart on the affected SfB/Lync server</p> <p>Workaround Restarting the affected Verba services resolves the issue. Until upgrading to a Verba version where the issue is resolved, it is advised to update operational procedures with the following: Restart the Verba SfB/Lync Call Filter, Verba SfB/Lync IM Filter and Verba SfB/Lync Communication Policy services after restarting the Front-End service.</p>
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Critical Fixes

ID	Component	Description	Fixed in	Date
RI-008149	Recording - Lync/SfB	Recording failure due to new, unsupported RTP header extension in latest Skype for Business 2016 clients. Impact - media stream processing error caused recording failure due to the new header extension - affects Skype for Business 2016 P2P calls between UCCAPI/16.0.6741.5270 OC/16.0.6741.2021 or newer clients - 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	8.7.4831.0	2016-04-05

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

Feature Improvements

ID	Component	Description	Added in	Date
RI-008155	Solution - Ethical Wall	Disclaimer notifications can now be defined without configuring a session policy.	8.7.4831.0	2016-04-01

Fixes

ID	Component	Description	Fixed in	Date
RI-008191	Recording - Lync/SfB	Support for invalid SDP attributes generated by Skype for Business clients intermittently in case of issues with device capabilities.	8.7.4831.0	2016-02-29
RI-008140	Recording - Unified Call Recorder	Recording rules did not take into account external call direction rule.	8.7.4831.0	2016-04-14
RI-008148	Platform - Media Processing	MP4 transcoder did not flush H.264 encoder which depending on encoder configuration might cache 20+ frames.	8.7.4831.0	2016-04-08

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