

Verba Release Notes

Verba 8.8 Service Build Release Notes (build 8.8.4874.0)

This document lists new features and fixes released in Verba 8.8 Service Build Release Notes (build 8.8.4874.0).

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Release highlights

| ID | Component | Description |
|-----------|----------------------|--|
| RI-008975 | Recording - Lync/SfB | New supported modalities for Lync/SfB recording: Screen and Application Share. It allows recording of RDP and VBSS streams on the network. - learn more |
| RI-008976 | Recording - Lync/SfB | New supported modalities for Lync/SfB recording: Whiteboard, Poll and Q&A, Files Sharing for meetings. It allows importing/archiving of content shared over a meeting from the Lync/SfB archives. - learn more |

| ID | First Affected | Status | Description |
|---------|-------------------------------------|--|--|
| 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 take effect. https://quickview.cloudapps.cisco.com/quickview/bug/CSCvb32957</p> |
| KI-0047 | 7.0 (7.0.4314.0) | Resolved in 8.9.5075.0 | <p>Summary Lync / Skype for Business IM conversations might not be recorded after recording and processing 10,000 RTF based messages.</p> <p>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.</p> <p>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.</p> |

- 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 Skype 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](#)

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.

Am I affected?

All Verba version 8.5 and later deployments are affected where SfB/Lync recording or ethical wall is used.

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

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.

Critical Fixes

| ID | Component | Description | Fixed in | Date |
|-----------|-----------------------------|--|------------|------------|
| RI-008860 | Platform - Media Processing | Siren7 decoding problem is fixed. This issue causes garbled decoding in certain cases. 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 | 8.8.4874.0 | 2016-07-29 |

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

Feature Improvements

| ID | Component | Description | Added in | Date |
|-----------|-----------------------------------|--|------------|------------|
| RI-008437 | Security | Openssl library is updated to the latest v1.0.2h | 8.8.4872.0 | 2016-05-19 |
| RI-008366 | Recording - Passive | New recording rule options for modalities and call directions | 8.8.4873.0 | 2016-05-23 |
| RI-008395 | Recording - Lync/SfB | When the call is relayed (via the Verba Proxy or Edge) then the relay address is stored in a new metadata field and the original IPs are kept in the source and destination IP fields. | 8.8.4872.0 | 2016-05-09 |
| RI-008368 | Recording - Unified Call Recorder | New recording rule options for modalities and call directions | 8.8.4873.0 | 2016-05-23 |

| | | | | |
|-----------|-------------------------------|---|------------|------------|
| RI-008379 | UI - Web Interface | New LDAP failover servers can be configured for AD synchronization with a comma-separated list of host names | 8.8.4873.0 | 2016-05-18 |
| RI-008411 | Platform - API | New Verba API to retrieve call mute state has been implemented | 8.8.4872.0 | 2016-05-06 |
| RI-008383 | Platform - Database | Media recording and IM transcript file size information is now stored in the database and displayed on the search interface. | 8.8.4873.0 | 2016-05-16 |
| RI-008400 | Platform - Database | The system now stores the recorded source platform identifier and allows searching and filtering based on the information. | 8.8.4872.0 | 2016-05-08 |
| RI-008381 | Platform - Storage Management | Video transcoding is now supported by new transcode storage policy. Transcoding process can now run tasks in parallel (number of worker threads is configurable). | 8.8.4873.0 | 2016-05-16 |
| RI-008410 | Platform - Storage Management | Adding data retention policy batching to avoid big result sets and SQL Server overloading | 8.8.4872.0 | 2016-05-06 |

Fixes

| ID | Component | Description | Fixed in | Date |
|-----------|-------------------------|--|------------|------------|
| RI-008389 | Recording - Lync/SfB | When the Lync/SfB Call Filter rereads the proxy settings then it did not refresh the priority and subnet configuration | 8.8.4873.0 | 2016-05-10 |
| RI-008900 | Recording - Desktop | Using the Verba Screen Capture Codec, several artifacts were present when black text was on red or blue background | 8.8.4874.0 | 2016-07-13 |
| RI-008385 | UI - Reporting | Groups Performance Summary report filtering did not work | 8.8.4873.0 | 2016-05-15 |
| RI-008449 | Solution - Ethical Wall | Phrase filter takes into account non-alphabetic chars as whitespaces | 8.8.4872.0 | 2016-05-03 |
| RI-008451 | Solution - Ethical Wall | Regex content filter returned invalid result if the content had been already redacted | 8.8.4872.0 | 2016-05-02 |
| RI-008980 | Solution - Ethical Wall | Phrase filtering did not work for non-Latin1 characters | 8.8.4872.0 | 2016-05-03 |
| RI-008930 | Platform - Database | Updating the call end cause field (transfer flows), might collide with call linking trigger, causing false alert and database reconnection intermittently. | 8.8.4874.0 | 2016-06-27 |
| RI-008940 | Platform - Monitoring | After I/O failure (for example disk full), log file was not reopened and logging could never recover from the I/O issues | 8.8.4874.0 | 2016-06-16 |

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