

## Verba Release Notes

---

### Verba 9.6 Service Build Release Notes (build 9.6.0.5944)

This document lists new features and fixes released in Verba 9.6 Service Build Release Notes (build 9.6.0.5944).

**Document Download Date** 2024-07-16

## Known Critical Issues

ID	First Affected	Status	Description
KI-0058	<a href="#">7.0</a> (7.0.4314.0)	Resolved in <a href="#">9.6.0.5944</a>	<p><b>Summary</b> Certain calls between Skype for Business and Teams or Azure VoiceMail cannot be recorded</p> <p><b>Am I affected?</b> All Skype for Business recording installations are affected where the recorded users can call Teams users or place voicemail messages in Azure VoiceMail.</p> <p><b>Impact</b> 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><b>Workaround</b> 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>

## Critical Fixes

ID	Component	Description	Fixed in	Date
RI-021153	Recording - Lync/SfB	<p>Certain calls between Skype for Business and Teams or Azure VoiceMail cannot be recorded</p> <p><b>Impact</b> All Skype for Business recording installations are affected where the recorded users can call Teams users or place voicemail messages in Azure VoiceMail.</p> <p>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</p>	9.6.0.5944	2020-06-10

calls are not recorded. No alerts are raised unless CDR reconciliation is enabled.

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

## Feature Improvements

ID	Component	Description	Added in	Date
RI-023673	UI - Web Interface	The duration filter now supports milliseconds to make sure the specified seconds are correctly filtered in the Data Retention Policy, Conversation Export, Labeling Rules, Role features	9.6.0.5677	2020-09-09
RI-020986	UI - Reporting	Improved CSV report format, all report produces a valid CSV file	9.6.0.5939	2020-04-20
RI-020993	Platform - API	All internal and external APIs now use HTTP Basic Authentication by default	9.6.0.5939	2020-04-16
RI-020958	Platform - Configuration	Performance improvements for Azure AD synchronization to support a large number of users	9.6.0.5939	2020-04-23
RI-020237	Platform - Database	Microsoft JDBC driver (used by Java based services such as Web Application, Cisco JTAPI, Cisco IM&P, Avaya DMCC) is updated to version 8.2	9.6.0.5919	2020-03-25

## Fixes

ID	Component	Description	Fixed in	Date
RI-021162	UI - Waveforms	Waveform always showed on peak when static there was noise in the call. Now data is normalized by the visualization script.	9.6.0.5944	2020-06-09

## Download your software

You can download the latest Verba releases at [support.verba.com](https://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](https://releases.verba.com).

## Access to support

Verba customers that have purchased support have access to support through [support.verba.com](https://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.