

Verba Release Notes

Verba 7.0 Release Notes (build 7.0.4314.0)

This document lists new features and fixes released in Verba 7.0 Release Notes (build 7.0.4314.0).

Release Date 2013-10-01

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Updates

Since the release of this major version, the following updates were released:

[7.0 Update 1](#) (build 7.0.4351.0)

[7.0 Update 2](#) (build 7.0.4390.0)

[7.0 Update 3](#) (build 7.0.4500.0)

[7.0 Update 4](#) (build 7.0.4548.0)

[7.0 Update 5](#) (build 7.0.4594.0)

[7.0 Update 6](#) (build 7.0.4615.0)

Release highlights

ID	Component	Description
RI-001867	Security	Encryption Key Lifecycle Management - learn more
RI-001864	Recording - Cisco	New Cisco Recording Modes
RI-001865	Recording - Lync/SfB	New Lync Recording Modes
RI-001866	Recording - Desktop	Desktop Agent call popups (record, pause buttons)
RI-001868	Solution - Speech Analytics	Silence and Crosstalk detection - learn more
RI-001870	Solution - Service Provider	Extended multi-tenant support (Cisco, SIPRec, Dial-In)
RI-001869	Platform - Licensing	Simplified License Management - learn more

ID	First Affected	Status	Description
KI-0002	4.0 (4.0.0000)	Resolved in 8.3.4675.0	<p>Summary After x weeks of operation recordings are terminated prematurely due to timeout on passive, SPAN-based direct NIC capturing solutions with specific HW/NIC/Virtual env conditions.</p> <p>In some conditions NIC/winpcap and OS clock is out of sync and over time (more weeks) the clock drift can accumulate and reach call timeout threshold.</p> <p>Impact</p> <ul style="list-style-type: none"> - only impacts Passive SPAN-port based recording - does NOT affect Media Collector source and remote capturing on Media Collector (most Lync recording deployments) - the issue happens on rare combinations of specific platforms depending on NIC, NIC driver and virtualization environment (cases found in virtualized, but SPAN port based systems) - it might happen several weeks after recorder service has been up and running (depends on hw) - recording sessions terminated prematurely (before call ends) with end cause: call timeout (calls are only partially recorded) <p>Workaround</p> <ul style="list-style-type: none"> - Set higher call inactivity/timeout threshold (def 180 sec -> 600 sec) - Restart recorder service every weekend
KI-0000	7.0 (7.0.4314.0)	Resolved in 8.3.4668.0	<p>Summary Call length mismatch due to silence suppression</p> <p>If there is no RTP sent in any direction since both side are on mute/do not talk Lync stops sending RTP (or at call start does not start sending RTP). These gaps between voice parts (where RTP is sent) are filled, but the gap (if there is any) between call start - first voice RTP and last voice RTP - call end cannot be filled.</p> <p>Impact</p> <ul style="list-style-type: none"> - this issue leads to losing silent segments, but not actual voice recording - it leads to time difference between presented recording time and actual recording time of media - mostly conference calls are affected, especially the first participant who is on mute until others arrive <p>Workaround</p> <ul style="list-style-type: none"> - there are currently no known workarounds
KI-0005	7.0 (7.0.4314.0)	Resolved in 8.3.4669.0	<p>Summary After updating to Skype for Business clients, P2P calls are dropped when proxy server based recording is used.</p> <p>Impact</p> <ul style="list-style-type: none"> - P2P calls dropped when the new Skype for Business client is used - effects all P2P calls - all installations are effected where proxy server based recording is used <p>Workaround</p> <ul style="list-style-type: none"> - Currently there are no known workarounds
KI-0003	7.0 (7.0.4314.0)	Resolved in 8.3.4693.0	<p>Summary Using a very large AD might cause timeout issues in the AD sync process. An AD timeout can lead to unwanted reconfiguration of the recorded users when only a subset of the configured users are retrieved from the AD during the sync process due to timeout.</p> <p>Impact</p>

- if the AD query runs too long, it can lead to unwanted reconfiguration of the recorded users, which can result to loss of recordings
- there is no indication or alert if timeout occurs

Workaround

- include (ObjectCategory=person) in the search filter to reduce search time
- increasing the timeout value on the AD side might prevent this issue

KI-0008 [7.0](#)
 (7.0.4314.0) Resolved in [8.4.4696.0](#)

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.

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

Workaround
 - configure SMTP server settings

KI-0014 [7.0](#)
 (7.0.4314.0) Resolved in [8.6.4809.0](#)

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.

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.

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.

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.

Prior to the re-invite, recordings contain both directions.

Workaround
 Disabling the session timer or media bypass completely resolves the issue

KI-0016 [7.0](#)
 (7.0.4314.0) Resolved in [8.7.4831.0](#)

Summary
 Recording failure due to new, unsupported RTP header extension in latest Skype for Business 2016 clients.

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

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

Workaround
 - currently there are no known workarounds

KI-0018 [7.0](#) Resolved **Summary**

(7.0.4314.0) in Siren7 decoding problem is causing garbled decoding of voice in certain cases.
[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](#) Resolved
(7.0.4314.0) 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](#) Resolved
(7.0.4314.0) 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>
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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>
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Critical Fixes

There are no new critical fixes in this build.

Feature Improvements

ID	Component	Description	Added in	Date
RI-001657	Security	Removed administrator login port hint		2014-08-10
RI-001871	Recording - Passive	Support for multiple and/or remote capture interfaces		2014-08-10
RI-001874	Recording - Passive	Improved Rules.xml (multi-tenancy, screen capture, popup and IM action flags)		2014-08-10
RI-001880	Recording - Cisco	Multitenant support for Cisco central recording		2014-08-10
RI-001881	Recording - Cisco	Centralized video recording for Cisco Video Communication Server		2014-08-10
RI-001882	Recording - Cisco	Cisco Gateway Recording		2014-08-10
RI-001883	Recording - Cisco	Cisco MediaSense integration		2014-08-10
RI-001884	Recording - Cisco	Cisco SIPREC support for ISR G2 gateways		2014-08-10
RI-001875	Recording - Lync/SfB	Video Conference Recording		2014-08-10
RI-001876	Recording - Lync/SfB	Remote Capture Service for Lync		2014-08-10
RI-001877	Recording - Lync/SfB	Verba Lync Recorder can now be co-located on Lync Servers		2014-08-10
RI-001878	Recording - Lync/SfB	Help in Lync filter installer		2014-08-10
RI-001879	Recording - Lync/SfB	.NET logger improvements		2014-08-10
RI-001663	Recording - Desktop	Ability to create two CDRs: with/without screen video		2014-08-10
RI-001895	Recording - Desktop	Desktop popup with record button		2014-08-10
RI-001896	Recording - Desktop	On-demand recording support for screen capturing		2014-08-10
RI-001886	Recording - Dial-in	DTMF-based PCI-DSS Pause/Resume during dial-in recording		2014-08-10
RI-001887	Recording - Dial-in	RFC 4575 (conference event) support in Dial-in Rec		2014-08-10
RI-001888	Recording - Dial-in	Multitenancy in Dial-in Recorder		2014-08-10
RI-001889	Recording - Radio	Bosch-Telex radio recording integration		2014-08-10
RI-001652	UI - Web Interface	Remove media player animation		2014-08-10
RI-001653	UI - Web Interface	Hint for metadata fields selection list		2014-08-10
RI-001654	UI - Web Interface	New user form shows Invalidate button		2014-08-10
RI-001655	UI - Web Interface	Simplify import scope selection		2014-08-10
RI-001659	UI - Web Interface	Thumbnail for screen capture videos		2014-08-10
RI-001660	UI - Web Interface	Chinese translations		2014-08-10
RI-001661	UI - Web Interface	Usability improvements of Active Directory import		2014-08-10
RI-001662	UI - Web Interface	Integrated playback of encrypted calls		2014-08-10
RI-001897	UI - Web Interface	Stay on tab after saving User Group Assignment		2014-08-10
RI-001898	UI - Web Interface	Add MAC address fields to UI		2014-08-10
RI-001899	UI - Web Interface	Configuration hints on Extension page		2014-08-10
RI-001900	UI - Web Interface	Remove JRE from Download menu		2014-08-10
RI-001901	UI - Web Interface	Save As Template		2014-08-10
RI-001658	UI - Language	Chinese translation fix in metadata fields		2014-08-10

RI-001885	Solution - Service Provider	Multitenancy in SIPRec Recorder	2014-08-10
RI-001666	Platform - Database	Install SQL scripts converted to UTF-8	2014-08-10
RI-001873	Platform - Environment	Switched to IPP 8	2014-08-10
RI-001656	Platform - Licensing	Login page uses the "Customer" name from license	2014-08-10
RI-001872	Platform - Media Processing	Improved H.264 SVC decoding	2014-08-10
RI-001665	Platform - Monitoring	New service level alert framework implemented in all services	2014-08-10
RI-001890	Platform - Storage Management	Media export supports decryption	2014-08-10
RI-001891	Platform - Storage Management	On-Demand call processing is now enabled by default	2014-08-10
RI-001892	Platform - Storage Management	Improved storage multi-threading	2014-08-10
RI-001893	Platform - Storage Management	More efficient keepalive handling	2014-08-10
RI-001894	Platform - Storage Management	New error log for storage configuration issues	2014-08-10
RI-001664	Integrations	Dynamics CRM Connector from ISI is integrated	2014-08-10

Fixes

ID	Component	Description	Fixed in	Date
RI-001675	Security	Verba Webapp Form Send Failure under SSO login		2014-08-10
RI-001679	Security	Direct Call URL lands user on front page login		2014-08-10
RI-001685	Security	XSS exploit resolved in web interface		2014-08-10
RI-001691	Recording - Passive	Recorder might freeze if out of order TCP call signaling is received		2014-08-10
RI-001692	Recording - Cisco	Callee name sometimes not shown in Cisco SIP calls		2014-08-10
RI-001693	Recording - Cisco	Wrong callee number in Cisco inter-cluster calls		2014-08-10
RI-001694	Recording - Cisco	Cisco shared recording / silent monitoring problems		2014-08-10
RI-001688	Recording - Lync/SfB	Verba Lync filter reconnection issue		2014-08-10
RI-001689	Recording - Lync/SfB	Lync filter does not write log on RS installation		2014-08-10
RI-001690	Recording - Lync/SfB	CDR issue with Lync response group calls		2014-08-10
RI-001695	Recording - Lync/SfB	Monitoring of Lync filter was not enabled by default		2014-08-10
RI-001668	UI - Web Interface	Information can not be copy/pasted from Call Detail screen		2014-08-10
RI-001669	UI - Web Interface	Exception in webapp.log when actually no error happened		2014-08-10
RI-001670	UI - Web Interface	Error in support contract expiration message		2014-08-10
RI-001671	UI - Web Interface	Verba codec does not work in IE10 on Windows 8		2014-08-10
RI-001673	UI - Web Interface	Old timezone used in search after timezone change		2014-08-10
RI-001674	UI - Web Interface	Deleting meta data template leads to exception		2014-08-10
RI-001676	UI - Web Interface	Call list scrolls up when user clicks play		2014-08-10
RI-001677	UI - Web Interface	Old service management page still reachable		2014-08-10
RI-001678	UI - Web Interface	Server monitor does not seem to work		2014-08-10
RI-001680	UI - Web Interface	Fixed Version number presentation on web interface		2014-08-10
RI-001681	UI - Web Interface	Old webapp remains in the tomcat directory after uninstall reinstall		2014-08-10
RI-001682	UI - Web Interface	Logged in since time is negative		2014-08-10
RI-001684	UI - Web Interface	Windows Server 2012 IE does not allow access to 127.0.0.1		2014-08-10
RI-001672	UI - Language	Typo in trial expiration warning		2014-08-10
RI-001701	Platform - Environment	Support for Windows Server 2012 R2		2014-08-10
RI-001902	Platform - Environment	Support for SQL Server 2012 R2		2014-08-10
RI-001683	Platform - Licensing	Unlicensed web app fails with user profile		2014-08-10
RI-001697	Platform - Licensing	Add License Agreement file to Lync Filter installer		2014-08-10
RI-001667	Platform - Media Processing	Infinite loop in Intel MP3 encoder		2014-08-10
RI-001686	Platform - Storage Management	Memory leak in secure VSFT upload client		2014-08-10
RI-001687	Platform - Storage Management	Storage cleans up already processed on-demand actions		2014-08-10

RI-001696	Installer - Servers	"Start the Verba Installer" active before answers are selected	2014-08-10
RI-001698	Installer - Servers	RS installation should not offer browser opening at the end	2014-08-10
RI-001699	Installer - Servers	No installer complaints about .Net 3.5	2014-08-10
RI-001700	Installer - Servers	Missing Desktop Experience should appear in log	2014-08-10

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