

# Verba Release Notes

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## Verba 7.0 Update 2 Release Notes (build 7.0.4390.0)

This document lists new features and fixes released in Verba 7.0 Update 2 Release Notes (build 7.0.4390.0).

**Release Date** 2013-10-01

**Document Download Date** 2024-05-25

### Release highlights

| ID        | Component            | Description   |
|-----------|----------------------|---|
| RI-003398 | Recording - Passive  | Adhoc (start/stop) recording for passive recording  |
| RI-003366 | Recording - Cisco    | Recording redundancy for SIPRec based Cisco gateway recording   |
| RI-004161 | Recording - Lync/SfB | Integration of SIP/RTP remote capture and proxy services (WinPCAP based remote capture, standard RTP proxy and Lync/SIP controlled RTP proxy) |

| ID      | First Affected                      | Status                                       | Description   |
|---------|-------------------------------------|--|---|
| KI-0002 | <a href="#">4.0</a><br>(4.0.0000)   | Resolved<br>in<br><a href="#">8.3.4675.0</a> | <p><b>Summary</b><br/>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><b>Impact</b></p> <ul style="list-style-type: none"> <li>- only impacts Passive SPAN-port based recording</li> <li>- does NOT affect Media Collector source and remote capturing on Media Collector (most Lync recording deployments)</li> <li>- 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)</li> <li>- it might happen several weeks after recorder service has been up and running (depends on hw)</li> <li>- recording sessions terminated prematurely (before call ends) with end cause: call timeout (calls are only partially recorded)</li> </ul> <p><b>Workaround</b></p> <ul style="list-style-type: none"> <li>- Set higher call inactivity/timeout threshold (def 180 sec -&gt; 600 sec)</li> <li>- Restart recorder service every weekend</li> </ul> |
| KI-0000 | <a href="#">7.0</a><br>(7.0.4314.0) | Resolved<br>in<br><a href="#">8.3.4668.0</a> | <p><b>Summary</b><br/>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><b>Impact</b></p> <ul style="list-style-type: none"> <li>- this issue leads to losing silent segments, but not actual voice recording</li> <li>- it leads to time difference between presented recording time and actual recording time of media</li> <li>- mostly conference calls are affected, especially the first participant who is on mute until others arrive</li> </ul> <p><b>Workaround</b></p> <ul style="list-style-type: none"> <li>- there are currently no known workarounds</li> </ul>   |
| KI-0005 | <a href="#">7.0</a><br>(7.0.4314.0) | Resolved<br>in<br><a href="#">8.3.4669.0</a> | <p><b>Summary</b><br/>After updating to Skype for Business clients, P2P calls are dropped when proxy server based recording is used.</p> <p><b>Impact</b></p> <ul style="list-style-type: none"> <li>- P2P calls dropped when the new Skype for Business client is used</li> <li>- effects all P2P calls</li> <li>- all installations are effected where proxy server based recording is used</li> </ul> <p><b>Workaround</b></p> <ul style="list-style-type: none"> <li>- Currently there are no known workarounds</li> </ul>  |
| KI-0003 | <a href="#">7.0</a><br>(7.0.4314.0) | Resolved<br>in<br><a href="#">8.3.4693.0</a> | <p><b>Summary</b><br/>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><b>Impact</b></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 [8.8.4874.0](#) Siren7 decoding problem is causing garbled decoding of voice in certain cases.

**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>

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|---|--|---|
| KI-0045 <a href="#">7.0</a><br>(7.0.4314.0) | Resolved<br>in<br><a href="#">9.0.2.5381</a> | <p><b>Summary</b><br/>In case an invalid regular expression is used for internal number patterns, calls are not recorded.</p> <p><b>Am I affected?</b><br/>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><b>Impact</b><br/>Calls are not recorded by the related service when an invalid regular expression is applied for one of the following settings:<br/>- Passive Recorder \ Basics \ Internal Number Pattern<br/>- Media Collector and Proxy \ General \ Internal Domain, Numbers Pattern<br/>- Unified Call Recorder \ Recording Providers \ General \ Internal Domain, Numbers Pattern<br/>The system uses these configuration settings to identify the direction of recorded calls.<br/>The affected services do not raise an alarm, except the Verba Unified Call Recorder Service which will send a CallProcessing alert.</p> <p><b>Workaround</b><br/>Remove any invalid regular expressions from the following configuration settings:<br/>- Passive Recorder \ Basics \ Internal Number Pattern<br/>- Media Collector and Proxy \ General \ Internal Domain, Numbers Pattern<br/>- Unified Call Recorder \ Recording Providers \ General \ Internal Domain, Numbers Pattern<br/>An online regexp validator is available to verify regexp patterns at <a href="https://demo.verba.com/verba/test/regex.jsp">https://demo.verba.com/verba/test/regex.jsp</a><br/>Enter the regexp value in the input box, then press the Test button to verify the expression.</p> |
|---|--|---|

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|---|--|--|
| KI-0058 <a href="#">7.0</a><br>(7.0.4314.0) | Resolved<br>in<br><a href="#">9.6.0.5944</a> | <p><b>Summary</b><br/>Certain calls between Skype for Business and Teams or Azure VoiceMail cannot be recorded</p> <p><b>Am I affected?</b><br/>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><b>Impact</b><br/>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><br/>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

There are no new critical fixes in this build.

## Feature Improvements

| ID        | Component                     | Description   | Added in   | Date       |
|-----------|-------------------------------|---|------------|------------|
| RI-003409 | Security                      | Windows SSO improvement to avoid setting DisableNTLMPreAuth registry parameter on Windows clients                             | 7.0.4374.0 | 2013-08-29 |
| RI-003407 | Recording - Cisco             | New configuration parameter (Cisco UCCX IP Addresses) and warning to restart service after changing UCCX Metadata Templates   | 7.0.4374.0 | 2013-08-30 |
| RI-004158 | Recording - Cisco IM          | Improved configuration tree for Cisco IM Recorder   | 7.0.4374.0 | 2013-09-13 |
| RI-003375 | Recording - Lync/SfB          | Remote traffic capture service added to Lync filter installer   | 7.0.4333.0 | 2013-05-16 |
| RI-003402 | Recording - Lync/SfB          | Option not to show Lync Trusted-UCMA users (announcements, music....) in conference participant lists                         | 7.0.4376.0 | 2013-09-18 |
| RI-004169 | Recording - Avaya             | CDR information is now sent to media receiver   | 7.0.4319.0 | 2013-04-24 |
| RI-003400 | Recording - Desktop           | Option to avoid manual resume during screen capture auto pause  | 7.0.4385.0 | 2013-09-30 |
| RI-003408 | UI - Web Interface            | New Webapp configuration parameter: continue or Web player can now either continue or pause playback at the end of markers    | 7.0.4374.0 | 2013-08-30 |
| RI-003406 | Solution - Speech Analytics   | Passive recorders now insert marker for silence and talkover periods if voice activity detection is enabled                   | 7.0.4374.0 | 2013-09-02 |
| RI-004302 | Solution - Speech Analytics   | Additional CDR fields populated with voice analytics results.   | 7.0.4345.0 | 2013-06-06 |
| RI-003373 | Solution - Service Provider   | Improvements in multi-tenant recording and access control   | 7.0.4333.0 | 2013-05-14 |
| RI-003397 | Platform - Database           | IM recording related database updates   | 7.0.4390.0 | 2013-10-02 |
| RI-004168 | Platform - Environment        | Verba web application is now compatible with Tomcat 7, tested with Tomcat 7.0.39, APR 1.1.27 (still compatible with Tomcat 6) | 7.0.4319.0 | 2013-04-24 |
| RI-003424 | Platform - Media Processing   | Improvements in silence detection implementation  | 7.0.4340.0 | 2013-05-24 |
| RI-004300 | Platform - Media Processing   | Support for L8 and L16 RTP/AVP audio and video payload type   | 7.0.4349.0 | 2013-06-10 |
| RI-004193 | Platform - Signalling         | Improved SIP Subscribe-Notify based conference event handling   | 7.0.4353.0 | 2013-06-17 |
| RI-003368 | Platform - Storage Management | New "upload protocol" added to recorders: local file move   | 7.0.4328.0 | 2013-05-06 |
| RI-003410 | Installer - Servers           | Installer prerequisite tool checks Windows language to avoid incompatibilities  | 7.0.4373.0 | 2013-08-27 |
| RI-004167 | Installer - Windows Desktop   | Verba desktop recorder installer supports token based user identity configuration   | 7.0.4354.0 | 2013-06-20 |

## Fixes

| ID        | Component               | Description   | Fixed in   | Date       |
|-----------|-------------------------|---|------------|------------|
| RI-004165 | Recording - Passive     | Rare issue in passive recorder load balancing   | 7.0.4361.0 | 2013-07-18 |
| RI-004159 | Recording - Cisco       | In certain cases participant list not filled properly when a call was transferred multiple times                      | 7.0.4369.0 | 2013-08-14 |
| RI-003403 | Recording - Cisco IM    | Extra newline at end of Cisco IM sessions   | 7.0.4374.0 | 2013-09-16 |
| RI-004170 | Recording - Lync/SfB    | Management issue with Lync Filter   | 7.0.4316.0 | 2013-04-23 |
| RI-003404 | Recording - Lync/SfB IM | Minor fixes in Lync IM recorder   | 7.0.4374.0 | 2013-09-13 |
| RI-004264 | Recording - SIPRec      | Cisco SIPREC parsing improvements   | 7.0.4342.0 | 2013-06-04 |
| RI-004303 | Recording - SIPRec      | Issues with recording and ondemand decisions in multitenant environments when recording SIPREC                        | 7.0.4333.0 | 2013-05-14 |
| RI-003411 | UI - Web Interface      | Fixes on the ongoing calls screen   | 7.0.4357.0 | 2013-07-03 |
| RI-004209 | Platform - API          | For improved interoperability, HTTP responses from all components now adds Content-Length: 0 if content/body is empty | 7.0.4358.0 | 2013-07-04 |
| RI-003413 | Platform - Database     | Multiple events of the same SQL connection error is logged once to avoid flooding the log.                            | 7.0.4378.0 | 2013-09-19 |
| RI-003423 | Platform - Signalling   | Resolved problems multipart content in SIP  | 7.0.4362.0 | 2013-07-26 |
| RI-004287 | Platform - Signalling   | Resolved potential deadlock in multithreaded SIP processing   | 7.0.4333.0 | 2013-05-13 |



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