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Verba Release Notes

Verba 8.0 Release Notes (build 8.0.4628.0)

This document lists new features and fixes released in Verba 8.0 Release Notes (build 8.0.4628.0).

Release Date 2014-11-03

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Updates

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

8.1 (build 8.1.4633.0)

8.2 (build 8.2.4675.0)

8.3 (build 8.3.4702.0)

8.4 (build 8.4.4752.0)

8.5 (build 8.5.4809.0)

8.6 (build 8.6.4831.0)

8.7 (build 8.7.4902.0)

8.8 (build 8.8.4995.0)

8.9 (build 8.9.5075.0)

Release highlights

ID	Component	Description
RI-004766	Security	Role-based Access Control - learn more
RI-004776	Recording - Cisco	Cisco Jabber Client User Interface integration - learn more
RI-004773	Recording - Desktop	Focus-based screen recording
RI-004762	UI - Web Interface	Mobile optimized web interface - learn more
RI-004769	Solution - Legal Compliance	Advanced Legal Hold - learn more
RI-004777	Solution - Legal Compliance	Completed Collaboration Compliance feature set - learn more
RI-004770	Solution - Quality Management	Speech Analytics driven Quality Management
RI-004953	Solution - Silent Monitoring	Real time agent desktop monitoring. New Agent View page allowing supervisors to monitor real time screen activity on agent desktop computers. - learn more
RI-004763	Platform - Data processing	Automatic labeling using conversation details and speech analytics - learn more
RI-004764	Platform - Data processing	Recording notifications in email (part of automatic labeling) - learn more

RI-004761	Platform - High Availability	New 2-tier HA recording architecture with media collector/proxy and recorder layers - [learn more](#)
RI-004765	Platform - High Availability	Media collectors can send recording streams to multiple recorders simultaneously - [learn more](#)
RI-004774	Platform - Storage Management	Compliance Store integration - IBM Tivoli Storage Manager (available in private beta) - [learn more](#)
RI-004775	Platform - Storage Management	Compliance Store integration - Actiance Vantage (available in private beta) - [learn more](#)

Known Critical Issues

ID	First Affected	Status	Description
KI-0002	4.0 (4.0.0000)	Resolved in 8.3.4675.0	**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. 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. **Impact** - 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) **Workaround** - 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	**Summary** Call length mismatch due to silence suppression 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 filled. **Impact** - 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 **Workaround** - there are currently no known workarounds
KI-0005	7.0 (7.0.4314.0)	Resolved in 8.3.4669.0	**Summary** After updating to Skype for Business clients, P2P calls are dropped when proxy server based recording is used. **Impact** - 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 **Workaround** - Currently there are no known workarounds
KI-0003	7.0 (7.0.4314.0)	Resolved in 8.3.4693.0	**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. **Impact**

- 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 (7.0.4314.0)	Resolved in 8.8.4874.0	**Summary** 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 (7.0.4314.0)	Resolved 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 (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	**Summary**

| | 9.0.2.5381 | | 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-0001 | 8.0 (8.0.4628.0) | Resolved in 8.3.4670.0 | **Summary** Short extra Lync recording segments in the beginning of Edge calls |

Routing of media streams might be changed up to 10 seconds into a call by Lync. In case multiple Verba recorders are used with proxy recording, the modified media stream might be process as a new call.

Impact
- effects Lync / Skype for Business recording, in proxy mode and only in redundant recorder setup
- effects minor subset of calls going through Lync Edge servers
- the beginning of the call might be cut off into a separate short recording

Workaround
- currently there are no known workarounds

Critical Fixes

There are no new critical fixes in this build.

Feature Improvements

ID	Component	Description	Added in	Date
RI-004795	Recording - Passive	SCCP based voicemail calls can be detected and instead of the VM pilot number, the original called number is interpreted as the called party number	8.0.4612.0	2014-10-28
RI-004872	Recording - Passive	Cisco Fabric Path encapsulation between Cisco switches supported (https://tools.cisco.com/bugsearch/bug/CSCun74440/?referring_site=ss)	8.0.4616.0	2014-11-22
RI-004792	Recording - Lync/SfB	Round robin based load balancing method is introduced for proxy endpoints in the Lync filter	8.0.4612.0	2014-10-28
RI-004793	Recording - Lync/SfB	IP range based load balancing method is introduced for announcement endpoints	8.0.4612.0	2014-10-28
RI-004794	Recording - Lync/SfB	Load balancing groups can be created in Lync filter for both endpoints types (proxy and announcement)	8.0.4612.0	2014-10-28
RI-004868	Recording - Lync/SfB	The proxy connection setting separator is changed from ' ' to '|', the filter can read both of them for backward compatibility.	8.0.4616.0	2014-11-24
RI-004882	Recording - Lync/SfB	P2P announcement option is enabled for all recording modes (edge/mediation/proxy)	8.0.4616.0	2014-11-18
RI-004914	Recording - Lync/SfB	Video forwarding to the recorder can be disabled in the RTP proxy if video is not recorded	8.0.4616.0	2014-11-14
RI-004910	Recording - Lync/SfB IM	Priority of announcement services can be configured and taken into account during load-balancing	8.0.4616.0	2014-11-14
RI-004843	Recording - Hardware	Synway SDK update	8.0.4612.0	2014-11-06
RI-004939	Recording - Hardware	Basic support for voice activated analog recording	8.0.4617.0	2014-11-27
RI-004807	UI - Web Interface	User and Extension search filter works with all conference participants now	8.0.4612.0	2014-10-23
RI-004830	UI - Web Interface	MP3 streaming over HTTP is now done in chunked transfer encording	8.0.4613.0	2014-11-06
RI-004889	UI - Web Interface	Delete emails from the database after 30 days (configurable)	8.0.4616.0	2014-11-17
RI-004891	UI - Web Interface	Content-Type can be set in email_content table (text/html was assumed before)	8.0.4616.0	2014-11-17
RI-004952	UI - Web Interface	New Roles column on User list	8.0.4618.0	2014-11-28
RI-004956	UI - Web Interface	New internal functions for new context sensitive help system	8.0.4618.0	2014-11-28
RI-004957	UI - Web Interface	New monitoring permission for listing background running storage/label/speech tasks	8.0.4618.0	2014-11-28
RI-004785	Platform - Database	The system allows to keep non-recorded on-demand calls for less than 720 hours (30 days)	8.0.4612.0	2014-10-31
RI-004802	Platform - Database	Microsoft SQL Server Windows Authentication and Failover Partner support added to Verba Cisco IM Recorder service	8.0.4612.0	2014-10-27
RI-004803	Platform - Database	Microsoft SQL Server Windows Authentication and Failover Partner support added to the following services: Verba Cisco Central Recorder Database Service, Verba Cisco Central Silent Monitoring Service, Verba Avaya Recorder Service	8.0.4612.0	2014-10-27
RI-004820	Platform - Database	Conversation detail record extended with new voicemail flag	8.0.4612.0	2014-10-28

RI-004928	Platform - Database	Storing the type of transfers (unattanded/attanded) added to all recording engines	8.0.4616.0	2014-11-10
RI-004901	Platform - Environment	Terminology change: Recorder Proxy is not called "Media Collector and Proxy" for clarity	8.0.4616.0	2014-11-16
RI-004932	Platform - Signalling	Call participants table is filled in even if the call is not a conference call for all recording services	8.0.4615.0	2014-11-15
RI-004816	Platform - Storage Management	NetApp SDK added for storage integration support	8.0.4612.0	2014-11-03
RI-004847	Installer - Servers	Tomcat 8, and Tomcat Native 10.3.2 is added to the installer (OpenSSL 1.0.1j)	8.0.4614.0	2014-11-07
RI-004849	Installer - Servers	Installer can now grant "Service log on" right for the selected Win Auth user automatically	8.0.4614.0	2014-11-07
RI-004866	Installer - Servers	New Verba Speech Server role is introduced	8.0.4616.0	2014-11-24
RI-004881	Installer - Servers	New Verba Announcement Server role is introduced	8.0.4616.0	2014-11-18
RI-004804	Installer - Windows Desktop	Capture mode setting is added to the desktop installer	8.0.4612.0	2014-10-27
RI-004871	Integrations	Direct MP3 transcoded upload for Actiance Vantage	8.0.4616.0	2014-11-22
RI-004800	Other	Email notification feature for labeling has been added	8.0.4612.0	2014-10-28

Fixes

ID	Component	Description	Fixed in	Date
RI-004896	Security	Minor fixes in role handling	8.0.4616.0	2014-11-17
RI-004790	Recording - Passive	Fixes an issue related to SIP unattended transfers when the transferred leg was not recorded, the transfer info was not saved to CDR	8.0.4612.0	2014-10-28
RI-004919	Recording - Passive	Voice stereo vs mono negotiation fixes	8.0.4616.0	2014-11-13
RI-004797	Recording - Cisco	In some circumstances RTP events are not received so that Controlled records were not insert into the database. Now in such case the DB Service uses the other party's RTP events.	8.0.4612.0	2014-10-28
RI-004913	Recording - Cisco	If the information about remote participant is available (CUCM 8.6 or later) and it is empty due to caller id blocking, we handled the CDR as pre CM 8.6 session (no info about remote participant). Now this is interpreted as an anonymous caller.	8.0.4616.0	2014-11-14
RI-004798	Recording - Lync/SfB	Lync filter connection statistics and counters are now referenced both by host name and IP address (earlier we tried to do host name lookup, which might result in the same host name for each filter behind DNS load-balancing)	8.0.4612.0	2014-10-28
RI-004828	Recording - Lync/SfB	Issue when manually created filter list includes one extension twice (this does not effect if only the webapp is used for configuration)	8.0.4613.0	2014-11-06
RI-004831	Recording - Lync/SfB	Audiocodes phones send early media SDP offer in Ringing response instead of standard 183 Early media response, this flaw is now handled properly by our engine	8.0.4613.0	2014-11-06
RI-004860	Recording - Lync/SfB	If the P2PAnnouncement is not enabled then the service cannot be stoped, it stucks in running state	8.0.4616.0	2014-11-26
RI-004887	Recording - Lync/SfB	Prevent multiple announcements in p2p calls, fix call drops during the announcement	8.0.4616.0	2014-11-18
RI-004906	Recording - Lync/SfB IM	In rare circumstances when a recorded user initiates a P2P IM session to a federated user everything is working fine. But when the federated user initiates the P2P IM session to the recorder user, only the first message is recorded and it is stuck in the ongoing conversations.	8.0.4616.0	2014-11-14
RI-004921	Recording - Lync/SfB IM	Lync 2010 client doesn't receive the first message in IM conference from all participants	8.0.4616.0	2014-11-11
RI-004965	Recording - Lync/SfB IM	Fix of recording notification text in rtf messages	8.0.4619.0	2014-11-28
RI-004877	UI - Web Interface	If Speech Analytics was enabled then the administrator was able to list Speech related data retention policies only.	8.0.4616.0	2014-11-20
RI-004942	UI - Web Interface	NullPointerException when a user is removed from a Role without adding a new user	8.0.4617.0	2014-11-27
RI-004959	UI - Web Interface	Improved protection for Unvalidated Redirects and Forwards	8.0.4618.0	2014-11-27
RI-004902	Platform - Data processing	Label email notification fixes	8.0.4616.0	2014-11-15
RI-004832	Platform - High Availability	After all recorder servers go down, when any of them come back the ongoing calls were not reassigned to the newly available recorder (if at least one remained	8.0.4613.0	2014-11-06

online there is no problem). This issue was introduced by the new recorder group feature.

RI-004931	Platform - Media Processing	If VF G.723.1 VAD/silence suppression mode is used then we might create corrupted vf file if there wasn't any voice frame to be written into the file (silence only).	8.0.4615.0	2014-11-22
RI-004920	Platform - Signalling	SDP - media negotiation fix: if peer1 offers stereo capability of an audio codec but peer2 accepts only mono capability for the same codec then the negotiated codec on peer1 is also degraded to mono as it should be.	8.0.4616.0	2014-11-13
RI-004875	Platform - Storage Management	Storage policy execution may did not delete "URL=NULL" conversations if the criteria contained some special filters (labels for example)	8.0.4616.0	2014-11-20
RI-004876	Platform - Storage Management	When a storage policy contained filter for a label, then after the policy created, only the label ID was displayed.	8.0.4616.0	2014-11-20
RI-004861	Installer - Servers	The impersonate method in the installer is using service logon instead of interactive logon.	8.0.4616.0	2014-11-25
RI-004817	Integrations	Line ending '\n' is now replaced with '\r\n' in HTTP API calls	8.0.4612.0	2014-11-03
RI-004870	Integrations	Actiance Vantage retry wait time in error responses are now taken into account	8.0.4616.0	2014-11-22

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