

# Installing Verba Unified Media Codec

The Verba system is able to store recorded video and telepresence calls in a unique format called VF (Verba Media Format). Standard Windows Media Player cannot support this file type, so the Verba Unified Media Codec has to be installed on every computer, which would like to playback VF files.

You will need this codec for **silent monitoring** (listening to ongoing calls) over the web application. For silent monitoring, please make sure to **open UDP port range 16384-16500 on your client PCs**, where you install the Verba Unified Media Codec.

## Manual installation

### Installation

Please follow the steps below to install the Verba Unified Media Codec:

- Step 1** - Launch the **VerbaCodec.msi** installer
- Step 2** - Press the **Next** button to start the installation
- Step 3** - Read the Verba license agreement and **accept** it, before you click **Next** button
- Step 4** - Installer asks for the destination folder(default: C:\Program Files\Verba Media Codec), click the **Change** button to change it.
- Step 5** - Press the **Install** button. Verba setup will copy and install the codec files.

### Update

Please follow the steps below to update the Verba software:

- Step 1** - Launch the **VerbaCodec.msi** installer file
- Step 2** - Press the **Next** button to start the update (If the installer finds a newer or the same version of the product on the computer, the update is not possible. Press the **Finish** button.)
- Step 3** - Please press the **Install** button. Verba setup will copy and update the components onto the server.
- Step 4** - After the successful update, please **Restart** the computer to start the updated services.

## Unattended installation

The Verba Unified Media Codec installation package provides an **unattended installation feature** to support the automated, enterprise-wide installation of the software. The installer is MSI based.

### Installation

The MSI installer file can be located in the Verba Recording System installation package.

Put the Verba Unified Media Codec MSI installer into a local folder on your desktop PC. Customize the following command for your environment:

```
msiexec /i VerbaCodec.msi /quiet /LE verbacodec_install.txt
```

Parameters:

Command Line Parameter	Description
/i	Installation action.
VerbaCodec.msi	Name of the Verba Unified Media Codec MSI package.

/quiet	Invokes quiet/unattended installation.
/LE verbacodec_install.txt	Write the error log into the verbacodec_install.txt file.

## Update

The MSI installer file can be located in the Verba Recording System installation package.

Put the Verba Unified Media Codec installer into a local folder on your desktop PC. Customize the following command for your environment:

```
msiexec /i VerbaCodec.msi /quiet /LE verbacodec_update.txt
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Parameters:

Command Line Parameter	Description
/i	Installation action.
VerbaCodec.msi	Name of the Verba Unified Media Codec MSI package.
/quiet	Invokes quiet/unattended installation.
/LE verbacodec_update.txt	Write the error log into the verbacodec_install.txt file.

## Troubleshooting

For more verbose logging in case of an installation error use /L\*v instead of /LE.

## Uninstallation

Command example:

```
msiexec /X VerbaCodec.msi /quiet /LE verbacodec_uninstall.txt
```

Parameters:

Command Line Parameter	Description
/X	Uninstallation action.
VerbaCodec.msi	Name of the Verba Desktop Recorder MSI package.
/quiet	Invokes quiet/unattended installation.
/LE verbacodec_uninstall.txt	Write the error log into the verbacodec_install.txt file.

## Troubleshooting

After you've installed the Verba Media Codec and you are still not able to playback Verba video files or start Silent Monitoring, please follow the instructions below:

**Step 1** Close all browser window and media player

**Step 2** Open a command prompt as administrator

**Step 3** Navigate to Verba Media Codec's folder with the following command: **cd C:\Program Files\Verba Media Codec**

**Step 4** Run the following command in the codec's folder: **regsvr32 verbacodec.dll** (If registration was successful a dialog panel is prompted)

**Step 5** Test the playback

If the playback works with a downloaded file, but not in Internet Explorer, please follow the instructions below:

**Step 1** Close all browser window and media player

**Step 2** Open the Start menu, type "regedit" and press Enter.

**Step 3** Locate and then select the following registry entry **HKLM\SOFTWARE\Microsoft\Internet Explorer\Main\TabProcGrowth**

**Step 4** Delete the selected key

**Step 5** Test the playback