
Configuring the Verba Desktop Agent

The Verba Desktop Agent enables several advanced features:

- Agent View
- Recording pop-up
- Screen recording
- Auto-pause for PCI DSS

Prerequisites

Most of the Verba Desktop Agent functionalities relies on the Voice recording. For the Voice recording configuration see **Step 3** at this article: [Configure](#)

The Agent View feature requires the **hostname of the desktop PCs** to be **resolvable** from the Media Repository server.

The **Windows user name of the users have to match to the Verba user ID**. The user's extensions have to be associated to the Verba user.

For the installation steps of the Verba Desktop Agent see: [Installing the Verba Desktop Agent](#)

If the desktop screen recording is required then the **Media Foundation (Windows Server 2012 or newer) / Desktop Experience (Windows Server 2008 R2)** feature have to enabled on the Media Repository server where the Desktop Agent uploads the recordings to.

Configure the Desktop Recorder Configuration Profile

Since in most cases multiple Desktop Agents are installed and all of them needs the same configuration, the Desktop Agent should be configured at **profile level**.

Step 1 - In the Verba web interface go to **System \ Configuration Profiles** then select the **Default Desktop Recorder Configuration Profile**.

Step 2 - Click on the **Change Configuration Settings** tab. Expand the **Desktop Agent** section.

Step 3 - Under the **Basics** section provide the Recording Server hostnames with the correct port (**HOSTNAME:PORT**) at the **Recording Service(s)** setting. If there are multiple Recording Servers then they can be separated by comma.

The ports for the different recording services are:

Verba Passive Recorder Service (SfB/Lync, Passive): 10000

Verba Unified Recorder Service (Cisco, IPTrade, Speakerbus, Avaya, SIP): 10031

Verba Cisco Central Recorder Service (Cisco legacy): 10003

Step 4 - Under the **Verba Connection** section provide the Verba Web Interface URL at the **MR HTTP API Server URL** setting.

Step 9 - If there are already installed Desktop Agents, then a notification banner will appear on the top. Click on the **click here** link, so you will be redirected to the **Configuration Tasks** tab. Click on the **Execute** button in order to execute the changes. **Step 8** - Sav

e the changes by clicking on the  icon.

 **There are tasks to be executed regarding the configuration of this Verba Server.**
If you would like to execute these tasks now, please [click here](#) .

Configuring new Desktop Agent installations

The configuration is have to be sent down to the new Desktop Agent installations. The following steps describes how to apply the configuration on the new agents:

Step 1 - In the Verba Web Interface go to **Administration > Verba Servers** menu.

Step 2A (if the Desktop Agent doesn't have database access) - If the Desktop Agents don't have database access, then they have to be added to the server list manually.

Click on the **Add New Verba Server** link. Provide the hostname at the **Hostname** setting, set the **Role** to **Desktop Recorder**, set the **Configuration Profile** then click **Save**.

Step 2B (if the Desktop Agent have database access) - Select the PC from the list.

Step 3 - Go to the **Change Configuration Settings** tab.

Step 4 - Select **Use configuration only from the central database**, then click **Start**.

 Configuration differences were found between the central database and the server's local configuration.
Please decide how to resolve these differences.

- Use central database configuration in case of profile values, otherwise use the server's local configuration (recommended)
- Use configuration only from central database
- Use configuration only from server's local registry

Step 5 - A notification banner will appear on the top. Click on the **click here** link, so you will be redirected to the **Configuration Tasks** tab. Click on the **Execute** button in order to execute the changes.

 **There are tasks to be executed regarding the configuration of this Verba Server.**
If you would like to execute these tasks now, please [click here](#) .

Changes can be execute at once at the end. In that case don't forget to click on **'Check All'**.

Deploying multiple Verba Desktop Agents

It is also possible to deploy multiple Verba Desktop Agents using pre-created configuration. For the details, see: [Deploying Multiple Verba Desktop Agents](#)

Starting the Verba Screen Capture Multiplexer Service

If the desktop screen recording is required then the recorded video files have to be multiplexed with the recorded audio files. This is done by the Verba Screen Capture Multiplexer Service on the Media Repository (or Single) Server. The **Media Foundation (Windows Server 2012 or newer) / Desktop Experience (Windows Server 2008 R2)** feature have to enabled on the server.

Step 1 - In the Verba web interface go to **Administration > Verba Servers > Select your Media Repository (or Single) Server > Click on the Service Activation** tab.

Step 2 - Activate the **Verba Screen Capture Multiplexer Service** by clicking on the  icon.

Step 3 - Click on the **Service Control tab** tab.

Step 4 - Start the **Verba Screen Capture Multiplexer Service** by clicking on the  icon.

Configure extensions

After finalizing the configuration of the recording services, make sure you have added the extensions you want to record to the Verba extension list. This can be done manually ([Extension list](#)) or using [Active Directory Synchronization](#).