



CUSTOMER GUIDE

# Microsoft Teams – Automated Provisioning with the Dubber Web App



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## About this Guide

This guide is intended for use by MS Teams and Office 365 administrators. It shows you how to configure and manage MS Teams users who need to be enabled for Dubber Call Recording.

Whenever you need to run PowerShell scripts, the Dubber Portal assists you by interpreting preferences you specify and generating scripts. These scripts include arguments based on your preferences, and you can copy and paste them into PowerShell as instructed.

## Intended Audience

This guide is designed to be used by customers who perform automated provisioning with the web app. Dubber assumes that you, as an administrator, are experienced in working with telephony equipment, software and web applications, and PC workstation hardware and software.

## Prerequisites

- Windows 64-bit PC to run the PowerShell scripts.
- Windows PowerShell 5.1 or higher. To see what version of PowerShell you have, run this command: `$PSVersionTable`
- Teams administrator and group administrator roles are required for running the scripts. Global administrator permissions are required to give consent for recording.
- Access to a production account so you can retrieve the API details.
- A domain on onmicrosoft.com is strongly recommended.

## Licensing

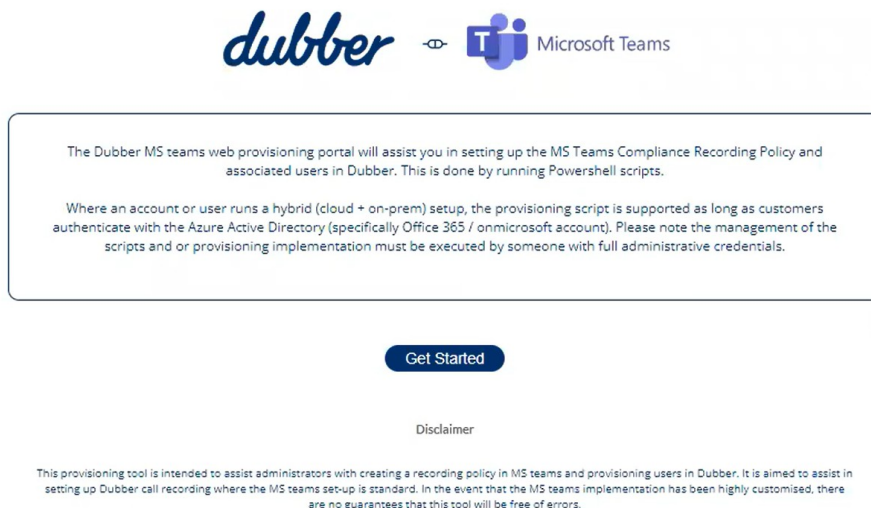
- Microsoft 365 A3/A5/E3/E5 and Office 365 A3/A5/E3/E5.



## Login to the Dubber Portal

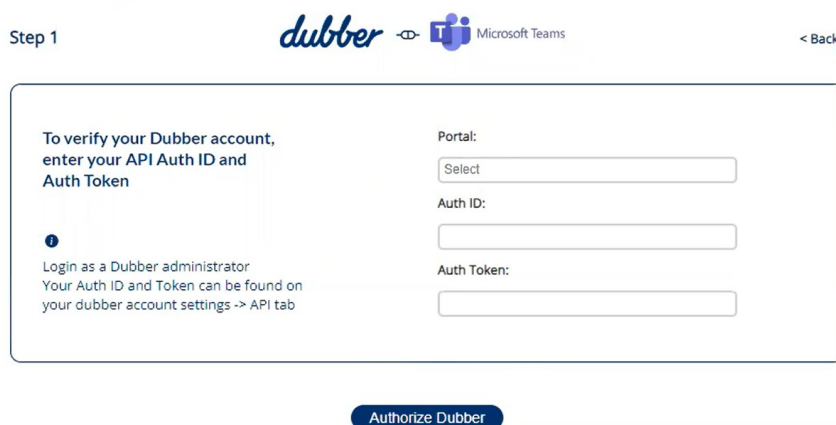
To access the Dubber Portal web app, navigate to the appropriate regional URL:

- APAC - <https://teams.apac.dubber.net/>
- EMEA - <https://teams.emea.dubber.net/>
- North America - <https://teams.na.dubber.net/>



Click “Get Started”.

The “Step 1” screen appears. This is the Dubber Administrator login prompt.

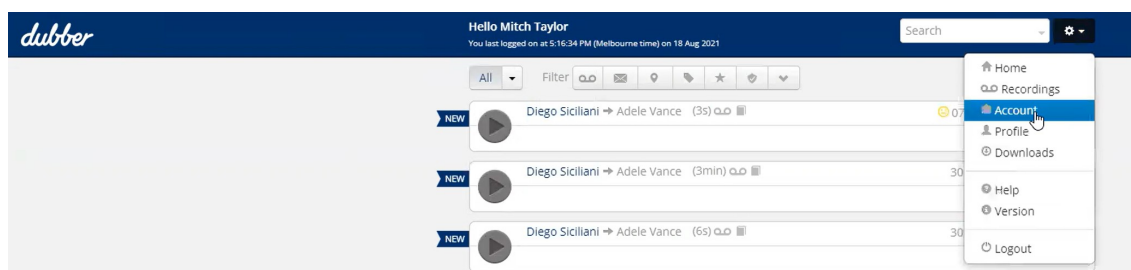


To connect the provisioning web app with your Dubber account, select your appropriate portal region and enter your Auth ID and Auth Token. These values can be found in your dubber account by logging in as an administrator and selecting Settings > API.

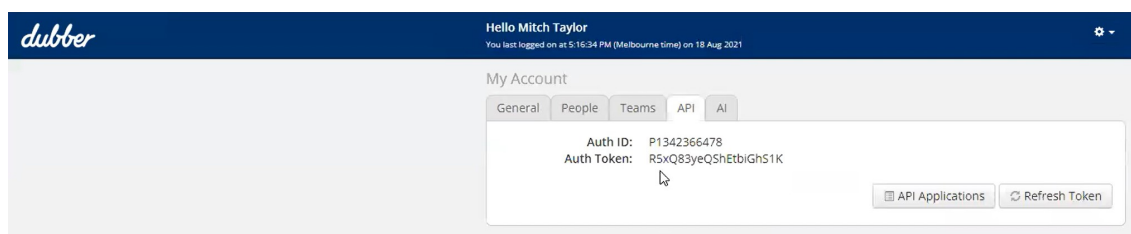


Open another tab in your web browser, and login to your Dubber account.

Click on the gear button to open the “Settings” menu, and select “Account”.



The “My Account” page appears. Go to the “API” tab.



Copy the “Auth ID”, go to the Dubber Administrator login prompt, and paste it into the “Auth ID” field.

Return to the web browser tab with your Dubber account.

Copy the “Auth Token”, go to the Dubber Administrator login prompt, and paste it into the “Auth Token” field.

Click the “Authorize Dubber” button. The “Step 2” screen called “Connect to MS Teams” appears.



## Connect to MS Teams and Azure

Step 2 dubber Microsoft Teams [Microsoft Teams](#) < Back

### Connect to Teams

The provisioning of the Compliance Recorders for MS Teams can only be accomplished through PowerShell. The PowerShell module 'MicrosoftTeams' contains the command required to create the policy. The command 'Connect-MicrosoftTeams' creates a connection to the MS Teams server where the compliance recording policy it created. The 'Connect-AzureAD' is required to retrieve the current list of users from Azure AD to be provisioned in the Dubber Portal.

**1**  
Prerequisites

- Ensure you have PowerShell version 5.1  
PowerShell 5.1 is included in the Windows Management Framework 5.1
- Run PowerShell as Administrator  
right click on the PowerShell icon and select run as administrator
- Once the PowerShell window has opened, use the commands provided to install the NuGet package provider module  
You may be prompted to continue.
- Connect to Azure AD and enter your authentication details
- Connect to Microsoft Teams and again enter your authentication details

Click to [Download PowerShell](#)

Right click on PowerShell and select "Run as Administrator"

```
Install-PackageProvider -Name NuGet -Mini
Install-Module MicrosoftTeams -Force
Import-Module MicrosoftTeams
Update-Module MicrosoftTeams -Force -Erro
To continue press 'Y'
```

[Copy](#)

Connect-AzureAD [Copy](#)

Connect-MicrosoftTeams [Copy](#)

---

6. After running the Connect-MicrosoftTeams command, the Tenant ID will be listed in the output. Copy the Tenant ID and the Tenant Domain Name into the field provided.

7. Enter your domain name associated to the Tenant ID

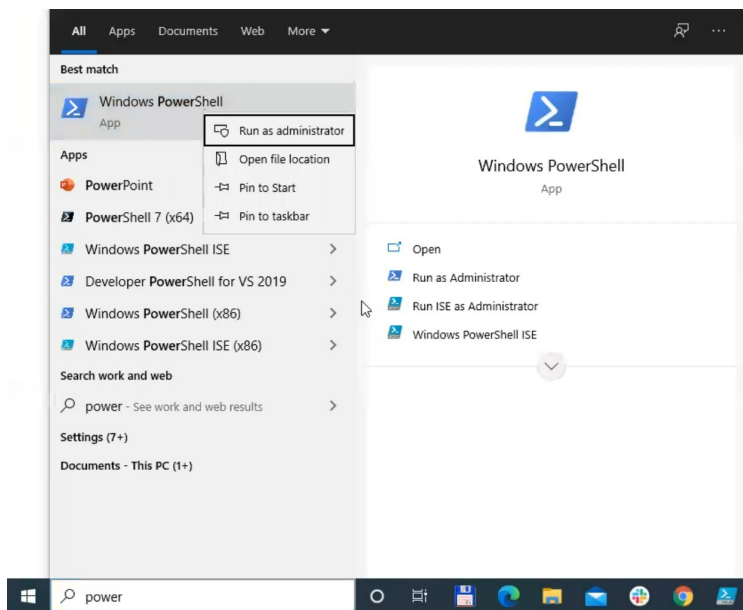
[Need assistance finding the Tenant ID?](#)

Enter Tenant ID

Enter the associated Azure AD Domain Name

Next

In the Start menu, search for Windows PowerShell. Right-click on "Windows PowerShell" and select "Run as Administrator".



Click the “Copy” button on the right side of first field of PowerShell script.

2. Run PowerShell as Administrator  
right click on the PowerShell icon and select run as administrator

3. Once the PowerShell window has opened, use the commands provided to install the NuGet package provider module  
You may be prompted to continue.

Right click on PowerShell and select "Run as Administrator"

```
Install-PackageProvider -Name NuGet -Min...
```

Copy

To continue press 'Y'

Paste the script into PowerShell and run it. It may take two or three minutes to run.

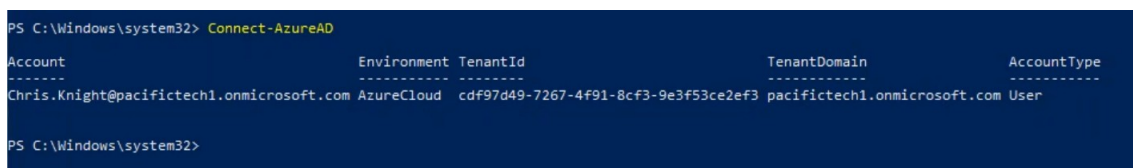
Click the “Copy” button on the right side of second field of PowerShell script.

4. Connect to Azure AD and enter your authentication details

Connect-AzureAD

Copy

Paste the script into PowerShell and run it. A Microsoft sign-in prompt appears so you can connect to Azure AD. PowerShell shows you a tenant ID and tenant domain.



Click the “Copy” button on the right side of third field of PowerShell script.

5. Connect to Microsoft Teams and again enter your authentication details

Connect-MicrosoftTeams

Copy

Paste the script into PowerShell and run it.

An authentication window appears so you can connect to Teams.

PowerShell shows you a tenant name and tenant ID.





Copy the “Tenant” name and paste it into “Enter Tenant ID” on the “Connect to MS Teams” screen of the Dubber Portal.

```

Account          Environment TenantId          TenantDomain          AccountType
-----
Chris.Knight@pacifictech1.onmicrosoft.com AzureCloud cdf97d49-7267-4f91-8cf3-9e3f53ce2ef3 pacifictech1.onmicrosoft.com User

PS C:\Windows\system32> Connect-MicrosoftTeams

Account          Environment Tenant          TenantId
-----
Chris.Knight@pacifictech1.onmicrosoft.com AzureCloud cdf97d49-7267-4f91-8cf3-9e3f53ce2ef3 cdf97d49-7267-4f91-8cf3-9e3f53ce2ef3
    
```

Copy the “TenantDomain” and paste it into “Enter the associated Azure AD Domain Name” on the “Connect to MS Teams” screen of the Dubber Portal.

```

PS C:\Windows\system32> Connect-AzureAD

Account          Environment TenantId          TenantDomain          AccountType
-----
Chris.Knight@pacifictech1.onmicrosoft.com AzureCloud cdf97d49-7267-4f91-8cf3-9e3f53ce2ef3 pacifictech1.onmicrosoft.com User

PS C:\Windows\system32> Connect-MicrosoftTeams

Account          Environment Tenant          TenantId
-----
Chris.Knight@pacifictech1.onmicrosoft.com AzureCloud cdf97d49-7267-4f91-8cf3-9e3f53ce2ef3 cdf97d49-7267-4f91-8cf3-9e3f53ce2ef3
    
```

Confirm the information you copied from PowerShell into the Dubber Portal is correct, then click “Next”.

6. After running the Connect-MicrosoftTeams command, the Tenant ID will be listed in the output. Copy the Tenant ID and the Tenant Domain Name into the field provided.

7. Enter your domain name associated to the Tenant ID

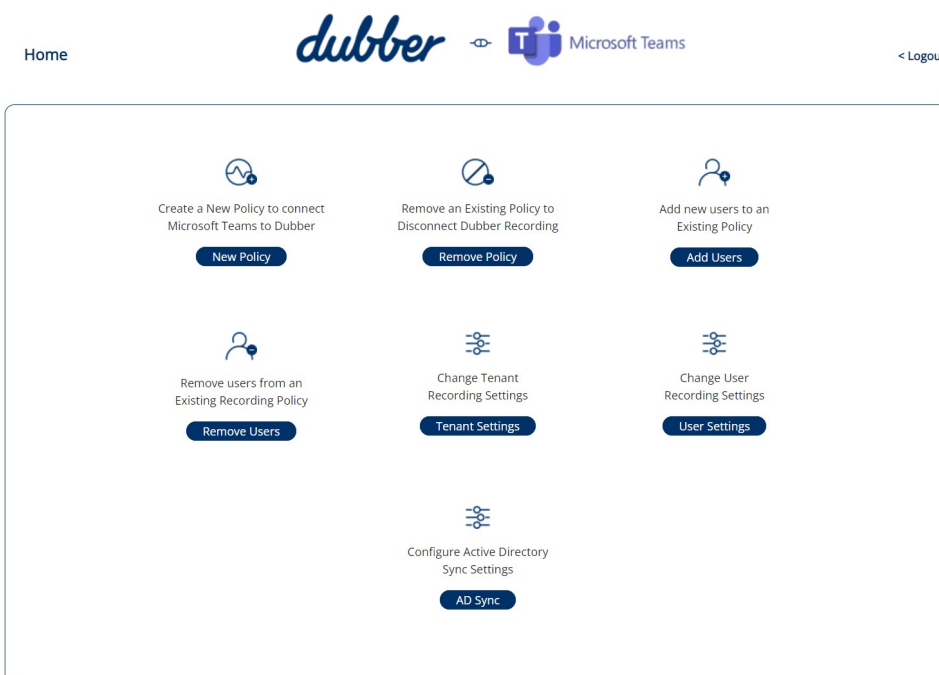
[Need assistance finding the Tenant id?](#)

Enter Tenant ID

Enter the associated Azure AD Domain Name

Next

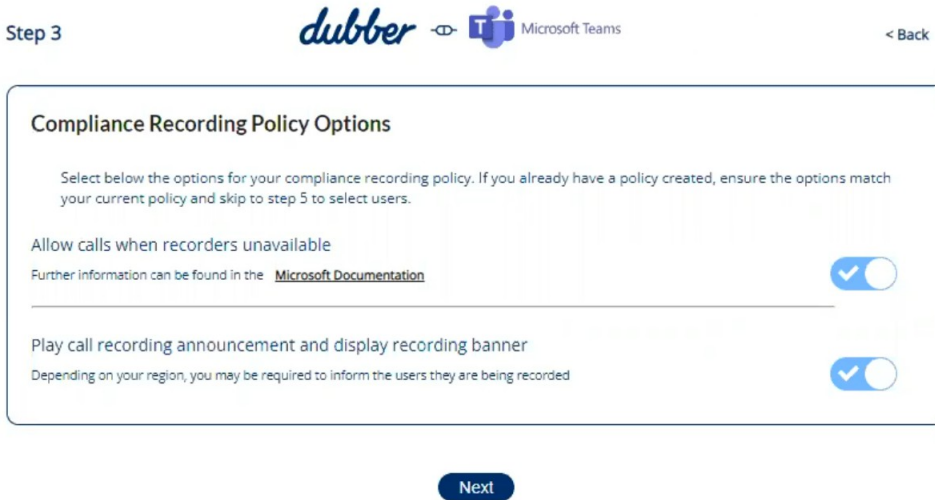
After you have successfully connected Dubber to Teams, the Dubber Portal “Home” screen appears.





## Recording Policy Options

To set compliance recording policy options, click the “New Policy” button on the Dubber portal home screen. The “Step 3” screen called “Compliance Recording Policy Options” screen appears.

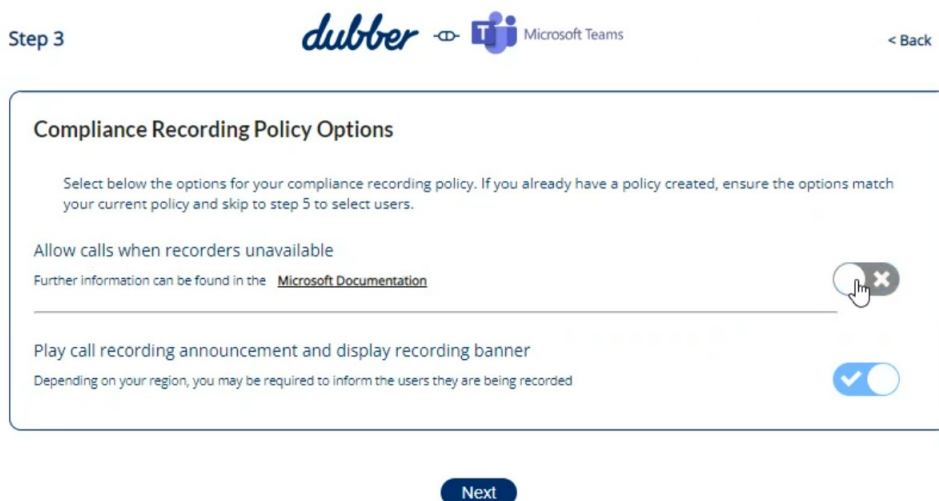


Policy options on this screen are switched on by default, but we advise you to consider these policy options and configure them appropriately.

**Allow calls when recorders unavailable:** This option allows calls even if recorders are unavailable. If you disable the option, a call cannot be made if you cannot record the call.

**Play call recording announcement and display recording banner:** This option displays a banner at the top of Teams to inform participants that the call is being recorded. On a telephone call, a notification message plays automatically a few seconds after the start of the call. In many locations, it is a legal requirement to tell people when their call is being recorded.

Example: Compliance regulations for many banks and financial institutions make it essential to record all calls. Switch off “Allow calls when recorders unavailable” to enforce call recording.



Click “Next”.



## Create Compliance Recording Policy

After you complete the “Compliance Recording Policy Options” screen, the “Step 4” screen called “Create Compliance Recording Policy” appears.

Step 4

Microsoft Teams

< Back

### Create Compliance Recording Policy

The Dubber Recorder consists of two highly available recorder groups in each region. The following PowerShell commands will create the recording policy, map the Dubber Applications to Applications in your tenant, create the recording Security Group and assign the Security Group to the Recording Policy. If you have already created the recording policy, click next to select the users to record.

- 1

1. Create the compliance recording policy

```
$complianceRecordingPolicy = New-CsTeamsC
```

Copy

This will result in a warning message. This is rectified in step 4.

View the Microsoft Documentation for [New-CsTeamsComplianceRecordingPolicy](#)
- 2

2. Create Application Instances for the Dubber Recorders

```
$onlineApplicationInstanceA = New-CsOnlin  
Sync-CsOnlineApplicationInstance -ObjectI  
$onlineApplicationInstanceB = New-CsOnlin  
Sync-CsOnlineApplicationInstance -ObjectI
```

Copy

If you get an error message stating 'UserPrincipalName is already used by another application' [expand](#)

View the Microsoft Documentation for [New-CsOnlineApplicationInstance](#)
- 3

3. Create the Recording Group

```
$recordingGroup = New-AzureADGroup -Descr
```

Copy

View the Microsoft Documentation for [New-AzureADGroup](#)
- 4

4. Assign Group to Recording Policy

```
$complianceRecordingApplicationA = New-Cs  
$complianceRecordingApplicationB = New-Cs  
$complianceRecordingPolicy = Set-CsTeamsC  
New-CsGroupPolicyAssignment -GroupId $rec
```

Copy

View the Microsoft Documentation for [New-CsTeamsComplianceRecordingApplication](#)  
View the Microsoft Documentation for [Set-CsTeamsComplianceRecordingPolicy](#)  
View the Microsoft Documentation for [New-CsGroupPolicyAssignment](#)

Next

The PowerShell commands have been customised automatically by the Dubber portal. These commands are based on the preferences you selected on the previous screen for “Allow calls when recorders unavailable” and “Play call recording announcement and display recording banner”.

Click the first “Copy” button. Paste the script into PowerShell and run it. This creates the compliance recording policy.

Click the second “Copy” button. Paste the script into PowerShell and run it. This creates application instances for the Dubber recorders.

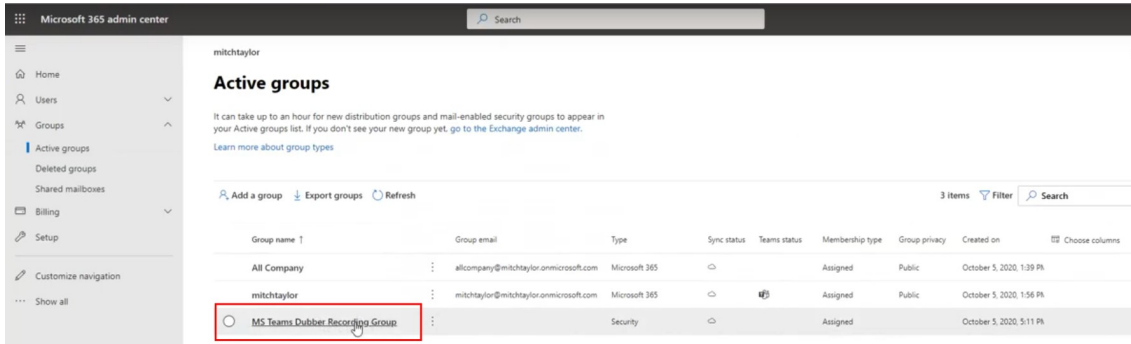
Click the third “Copy” button. Paste the script into PowerShell and run it. This creates the recording group.

Click the fourth “Copy” button. Paste the script into PowerShell and run it. This assigns the group to the recording policy.

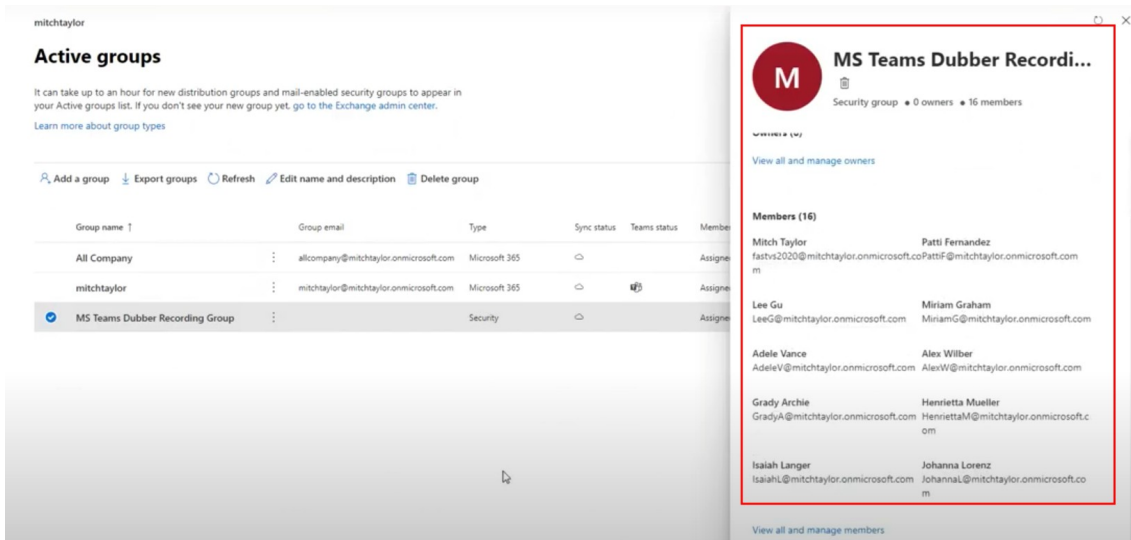


Click “Next”.

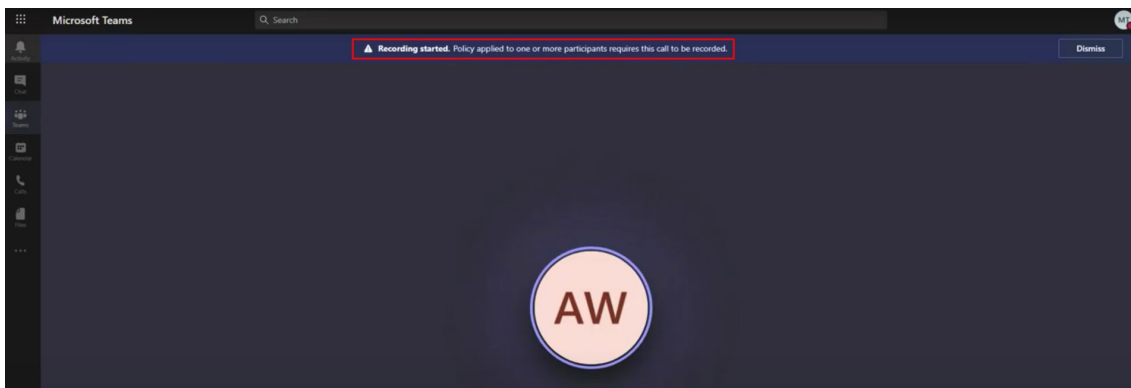
Go to the Office365 Admin page, navigate to “Groups” menu, and select “Active groups”. Confirm that this list includes a group called “MS Teams Dubber Recording Group”.



Click on the name of the group. This shows you all the members in the group who have been enabled for call recording.



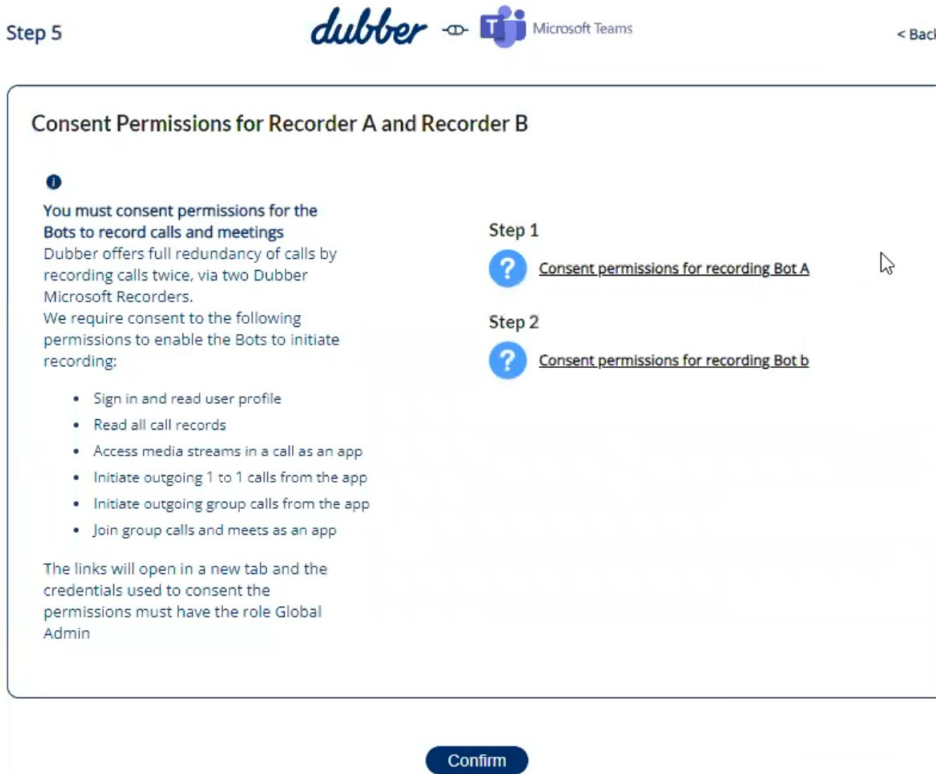
After the users are activated on the Dubber platform, make a test call to an MS Teams user. You should be able to see the Recording Started banner while the call is in progress.





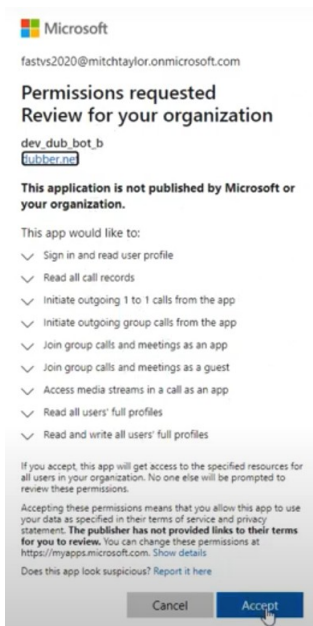
## Consent Permissions

After you complete the “Create Compliance Recording Policy” screen, the “Step 5” screen called “Consent Permissions for Recorder A and Recorder B” appears. Dubber has two recorders in each major region of the world. Full redundancy of recording bots helps Dubber offer high availability.



Click on the link for “Consent permissions for recording Bot A”. A login page for login.microsoftonline.com appears. Sign-in to your account.

On the “Permissions Requested Review or your organisation” form, review the permissions listed, and click “Accept”.





With Microsoft’s consent, you have requested an interim measure that certain use limitations prohibiting the use of the Dubber service to record or otherwise persist media accessed through the Microsoft Teams Media Access APIs be disabled. This does not mean your obligation to provide legally required notices to all parties to a call or meeting being recorded or persisted goes away. Such notices must be provided whereby every user must personally notify other participants in advance that recordings will be initiated or persisting of media.

Dubber’s terms of service at <https://www.dubber.net/terms/> require you, among other things, to use the Dubber service lawfully, including providing all such legally required notices.

By proceeding with removing notification, you are deemed to have acknowledged these requirements and accept this ongoing responsibility on behalf of your organisation. If you do not agree, or do not understand these requirements, or have any queries then do not proceed with this request, and instead contact the Dubber Support Team as soon as possible.

The “Consent Permissions for Recorder A and Recorder B” screen returns. Click on the link for “Consent permissions for recording Bot B”. Review and accept permissions. Click the “Confirm” button.

Step 5

**Consent Permissions for Recorder A and Recorder B**

**1**

You must consent permissions for the **Bots to record calls and meetings**

Dubber offers full redundancy of calls by recording calls twice, via two Dubber Microsoft Recorders.

We require consent to the following permissions to enable the Bots to initiate recording:

- Sign in and read user profile
- Read all call records
- Access media streams in a call as an app
- Initiate outgoing 1 to 1 calls from the app
- Initiate outgoing group calls from the app
- Join group calls and meets as an app

The links will open in a new tab and the credentials used to consent the permissions must have the role Global Admin

Step 1

✓ [Consent permissions for recording Bot A](#)

Step 2

✓ [Consent permissions for recording Bot b](#)

Next

The Dubber Portal checks the consent status. The icons should change from blue question marks to green ticks. If an icon shows red crosses, click the link again and confirm that you give consent.



When consent is confirmed for both recorders, the button at the bottom of the screen changes to “Next”. Click the “Next” button.

## Discover Azure Users

After you have completed the “Consent Permissions for Recorder A and Recorder B” screen, the “Step 6” screen called “Discover Users” appears.





Step 6   Microsoft Teams < Back

### Discover Users

In order to provision your Dubber account users and recording end points, a list of available Azure AD Users is required. Running the second command will select all of the users from Azure AD and create the 'AllUsers.csv' file. Upload this file in step 3 to continue.

**1. Change directory to your home directory**  
This will save the CSV file created below in your home directory

```
cd ~
```

**2. Get List of Current AD Users**

```
Get-AzureAdUser -Top 1000 | SELECT Object
```

**3. Upload AllUsers.csv file created above**

[Next](#)

Click the “Copy” button on the right side of first field of PowerShell script. Paste the script into PowerShell and run it. This takes you to the correct directory.

Click the “Copy” button on the right side of second field of PowerShell script. Paste the script into PowerShell and run it. This creates a list of all current Azure users and saves it in a .csv file.

Click the “Upload” button. Locate the file named “AllUsers.csv”, and click “Open”.

Click “Next”.

## Select Users to Record

After you have completed the “Discover Users” screen, the “Step 7” screen called “Select Users” screen appears.



Step 7



< Back

### Select Users

**i** Select the users below who should be recorded. Users already provisioned in Dubber with an MS Teams Compliance Recording Policy license cannot be removed.  
If you need to remove a dub point, log on to the Dubber portal and delete the dub point associated with the user.

**Available Licenses:**  
Dub AI Licenses: 6/999999

**New Users:**  
Create new users with Dubber Portal access.  
New users will be sent an email to setup their account

Add license	User Name	Product	Provisioned In Dubber
<input checked="" type="checkbox"/>	Adele Vance AdeleV@pacifictch1.onmicrosoft.com	Dub AI	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Alex Wilber AlexW@pacifictch1.onmicrosoft.com		<input type="checkbox"/>
	FNU LNU Chris.Knight@pacifictch1.onmicrosoft.com	Dub AI	<input checked="" type="checkbox"/>
	Diego Siciliani DiegoS@pacifictch1.onmicrosoft.com	Dub AI	<input checked="" type="checkbox"/>

Next

This lists users who have been setup already. To add a license for a user for recording, set the “Add License” switch next to the user’s name.





Add license	User Name	Product	Provisioned In Dubber
<input type="checkbox"/>	extra4 person extra4@pacifictch1.onmicrosoft.com		<input type="checkbox"/>
<input type="checkbox"/>	Grady Archie GradyA@pacifictch1.onmicrosoft.com	Dub AI	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Henrietta Mueller HenriettaM@pacifictch1.onmicrosoft.com	Dub AI	<input type="checkbox"/>
<input type="checkbox"/>	Isaiah Langer IsaiahL@pacifictch1.onmicrosoft.com		<input type="checkbox"/>
<input type="checkbox"/>	Johanna Lorenz		<input type="checkbox"/>

After you finish selecting users to receive licenses, the Dubber Portal is ready to provision new users. Click “Next”.

### Add Selected Users to the Azure Recording Group

After you have completed the “Select Users” screen, the “Step 8” screen called “Add Users to Azure recording group” screen appears.

Step 8
Microsoft Teams
< Back

#### Add users to Azure recording group

The following PowerShell scripts will add the newly selected users or all provisioned users to your Dubber Compliance Recording Security Group

Allow calls when recorders unavailable.

Calls may still be made if recorders are unavailable

Play call recording announcement and display recording banner.

Default Call Recording Announcement will be used

The policy options associated with this removal script are Recording Announcements Enabled and Always Allow Calls Enabled

**i** To add only new users run this PowerShell Script

```
$groupId = Get-AzureADGroup -All $True |
Add-AzureADGroupMember -ObjectId $groupId
```

[Copy](#)

To add all users run this PowerShell Script

Users already added will result in the error message: One or more added object references already exist for the following modified properties: 'members'.

```
$groupId = Get-AzureADGroup -All $True |
Add-AzureADGroupMember -ObjectId $groupId
Add-AzureADGroupMember -ObjectId $groupId
Add-AzureADGroupMember -ObjectId $groupId
```

[Copy](#)

Finish



If you want to confirm that new users have been provisioned, login to the Dubber portal. In the settings menu, select “Account”. On the “My Account” screen, go to the “People” tab. The list should include users you just provisioned. Hover the mouse cursor over the dub.point icon to see a summary of dub.points for that user.

My Account

General People Teams API AI

+ Add person dub.points 0 7

Grady Archie	Standard User	gradya@pacifitech1.onmicrosoft.com			
Miriam Graham	Standard User	miriamg@pacifitech1.onmicrosoft.com			
Lee Gu	Standard User	leeg@pacifitech1.onmicrosoft.com			
Lidia Holloway	Standard User	lidiah@pacifitech1.onmicrosoft.com			
FNU LNU	Standard User	chris.knight@pacifitech1.onmicrosoft.com			
Henrietta Mueller	Standard User	henriettam@pacifitech1.onmicrosoft.c...			
Joni Sherman	Standard User	jonis@pacifitech1.onmicrosoft.com			
Diego Siciliani	Standard User	diegos@pacifitech1.onmicrosoft.com			
Mitch Taylor	Administrator	fastvs2020@mitchtaylor.onmicrosoft.co...			
Adele Vance	Standard User	adelev@pacifitech1.onmicrosoft.com			
Nestor Wilke	Standard User	nestorw@pacifitech1.onmicrosoft.com			

Tooltip: dub.points  
Microsoft: 53a811f0-f3c9-4197-8be4-25451da3dd9a (with AI)

To see more information about a user’s dub.points, click on the dub.point button. The “My Account” screen lists the user’s dub.points.

My Account > Henrietta Mueller

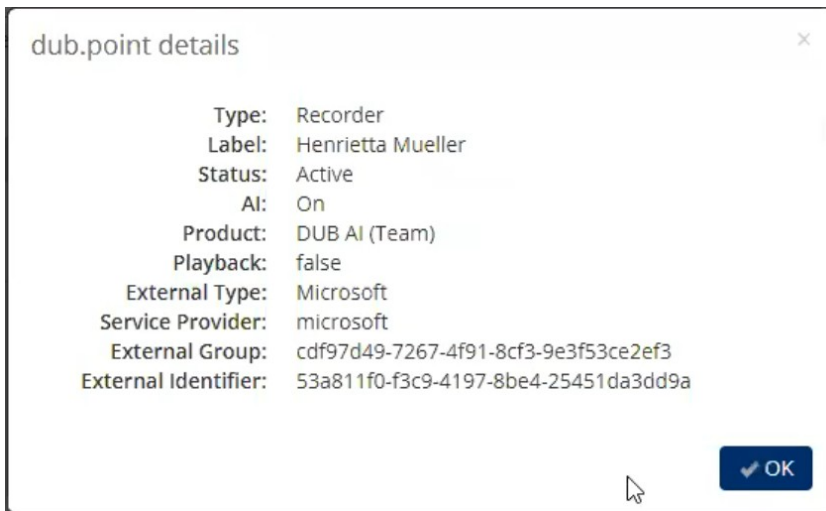
General People Teams API AI

Profile Link dub.points Add dub.point

dub.points

Recorder DUB AI (Team) 53a811f0-f3c9-4197-8be4-25451da3dd9a

For more details about a dub.point, click on the link next to the dub.point. The “dub.point details” screen appears.



Note that the “External Group” is the same as the tenant ID, and the “External Identifier” shows the object ID used by Microsoft Azure.

On the “Add Users to Azure recording group” screen, you can choose to add new users or add all users again. The first method is the usual choice, and it runs more quickly. Use the second method if you previously removed all users. The second method restores all the old users and adds new users at the same time. It is safe to add all users even if you didn’t remove old users earlier. When the PowerShell script runs, it shows a warning if a user has been added already, and skips trying to add that user again.

Click the “Copy” button next to one of the methods for adding users to an Azure recording group. Paste the script into PowerShell and run it.

After you run the script to add users, return to the “Add Users to Azure recording group” screen and then click “Finish”. The “Finish” screen confirms that Dubber recorders are now active.



To return to your Administrator account in Dubber, click “View” Account”. Otherwise, if you want to perform more user admin such as adding more users or removing users, click “Home” to return to the Dubber Portal “Home” screen.

## Remove Policy

The “Remove Policy” option on the Home screen lets you delete policy options that were configured previously on the “Create Compliance Recording Policy” screen. You can switch off “Allow calls when



recorders unavailable” to enforce call recording, or remove the announcement and banner that shows at the top of Teams to inform participants that the call is being recorded.

Remove Policy
< Back

### Remove Compliance Recording Policy

The scripts on this page will assist you in removing your existing policy.

Allow calls when recorders unavailable.

Calls may still be made if recorders are unavailable

Play call recording announcement and display recording banner.

Default Call Recording Announcement will be used

The policy options associated with this removal script are Recording Announcements Enabled and Always Allow Calls Enabled

**i**

1. Remove the Compliance Recording Group Policy Assignment

```
$recordingGroup = Get-AzureADGroup -All $
if ($recordingGroup -ne $null)
{
  Remove-CsGroupPolicyAssignment -Group
```

[Copy](#)

View the Microsoft Documentation for [Remove-CsGroupPolicyAssignment](#)

---

2. Remove Application Instances for the Dubber Recorders

```
$complianceRecordingPolicies = Get-CsTeam
Foreach ($compliancePolicy in $compliance
{
  $currentPolicyIdentity = $complianceP
```

[Copy](#)

View the Microsoft Documentation for [Remove-CsTeamsComplianceRecordingPolicy](#)

---

3. Remove the Recording Security Group

```
$recordingGroups = Get-AzureADGroup -All
Foreach($recordingGroup in $recordingGroup
{
  if ($recordingGroup -ne $null)
```

[Copy](#)

View the Microsoft Documentation for [Remove-AzureADGroup](#)

---

4. Remove the Recorders Application Instances

```
$CurrentInstances = Get-CsOnlineApplicati
Foreach($instance in $CurrentInstances)
{
  if ($instance.DisplayName.ToLower().S
```

[Copy](#)

View the Microsoft Documentation for [Remove-AzureADUser](#)

[Back](#)

When you change the settings for “Allow calls when recorders unavailable” and “Play call recording announcement and display recording banner”, the Dubber app generates customised PowerShell commands based on your preferences.

Click the first “Copy” button. Paste the script into PowerShell and run it. This removes the compliance recording policy.



Click the second “Copy” button. Paste the script into PowerShell and run it. This removes application instances for the Dubber recorders.

Click the third “Copy” button. Paste the script into PowerShell and run it. This removes the recording group.

Click the fourth “Copy” button. Paste the script into PowerShell and run it. This removes the recorders application instances.

Click “Back” to return to the Home screen.

### Disable Call Recording for a User

To remove users from a recording policy, go to the Dubber Portal “Home” screen and click the “Remove Users” button.

The “Remove Users” screen appears. This screen lets you remove users from the security policy.



Remove Users
Microsoft Teams
< Back

### Remove User from Compliance Recording Security Group

Allow calls when recorders unavailable.

Calls may still be made if recorders are unavailable

Play call recording announcement and display recording banner.

Default Call Recording Announcement will be used

The policy options associated with this removal script are Recording Announcements Enabled and Always Allow Calls Enabled

### Select the users to Remove

1. Select the users to be removed from the recording policy. The script below will remove the user from the group associated with the recording options above

**Adele Vance**

adelev-pacifictech1-onmicrosoft-com

**Grady Archie**

gradya-pacifictech1-onmicrosoft-com

**Diego Siciliani**

diegos-pacifictech1-onmicrosoft-com

**FNU LNU**

chris-knight-pacifictech1-onmicrosoft-com

**Joni Sherman**

jonis-pacifictech1-onmicrosoft-com

**Miriam Graham**

miriamg-pacifictech1-onmicrosoft-com

**Henrietta Mueller**

henriettam-pacifictech1-onmicrosoft-com

**Johanna Lorenz**

johanna1-pacifictech1-onmicrosoft-com

2. Remove the Members from the Dubber Recording Group

```
(group No Announcements" | Select -First 1  
-ErrorAction SilentlyContinue  
-ErrorAction SilentlyContinue
```

Copy

View the Microsoft Documentation for [Remove-AzureADGroupMember](#)

I confirm that I am done with the above scripts and want to delete the user's MS Teams configuration

Once deleted, the user will not appear in the above list.

Delete

The “Remove User from the Compliance Recording Security Group” section at the top of this screen lets you remove users from the compliance policy. These options are the same as options for adding users to the security group on the “Compliance Recording Policy Options” screen.

After you have selected options for policy changes you want to make, go to the “Select the users to Remove” section and select users whose policy you want to change. This is a convenient way to process a batch of users at the same time.

Click the “Copy” button on the right side of field of PowerShell script. The PowerShell commands have been customised automatically by the Dubber Portal based on the preferences you selected.

Paste it into PowerShell and run it.

After you run the PowerShell script, tick confirmation checkbox.



I confirm that I am done with the above scripts and want to delete the user's MS Teams configuration



Click the “Delete” button. The users you selected are now deleted from the security policy.

## Recording Controls

Settings for recording controls are in the “Tenant Settings” and “User Settings” screens. Tenant settings are a convenient way to manage default settings for all users on the account. On the “User Settings” screen, you can override default settings and customise settings on a per-user basis.

It's important to note that new and existing customers follow the same process to provision video recording, and you need the assistance of Dubber Support to enable the feature.

## Tenant Settings

On the Home screen, click the “Tenant Settings” button to open the “Edit Tenant Settings” screen.

**Tenant Settings** *dubber* Microsoft Teams < Back

**Edit Tenant Settings**

The Tenant settings are the default values that will be used for Compliance Recording. Settings can be overridden on an individual basis in the user settings.  
(Changes are save immediately)

Tenant	Settings
<b>fastcs</b> Tenant Id cdf97d49-7267-4f91-8cf3-9e3f53ce2ef3	Allow Pause Resume Calls <input checked="" type="checkbox"/> Auto Start Recording <input checked="" type="checkbox"/> Record Video <input type="checkbox"/> Call Classification Record All Calls <input checked="" type="checkbox"/> ----- OR ----- Record External Parties <input checked="" type="checkbox"/> Record Meetings <input checked="" type="checkbox"/> Record PSTN <input checked="" type="checkbox"/>

Back

**Allow Pause Resume Calls:** When you switch on this option, the user can pause and resume recording for a call they are on. Pausing a call recording excludes part of a conversation from the recording. It creates a single recording regardless of how many times the recording is paused and resumed.

Pausing and resuming is different to stopping and a starting meeting. A meeting recording can be stopped and started multiple times, which produces multiple recordings.





**Note:** When a call participant pauses or resumes a recording, it changes the recording status for all participants on the same tenant. The recording does not pause for users from external organisations with compliance recording policies. Likewise, an external party pausing their recording does not pause the recording for people in your organisation.

**Auto Start Recording:** This option makes recording start automatically at the beginning of every call so users don't need to start recording manually.

**Record Video:** When this option is enabled and a screen share or camera is present in the call or meeting, Dubber saves a copy of the video. If this option is not enabled, only the audio is recorded and storage requirements are reduced. This option is available on Dubber subscriptions that include video recording.

**Note:** Before you can make the “Record Video” option available, you need to enable the feature for the account. Email the Dubber Support team at [support@dubber.net](mailto:support@dubber.net) to request the “Record Video” feature. After the “Record Video” feature is enabled by Dubber, refresh the “Edit Tenant Settings” screen to show the “Record Video” option. This controls the default “Record Video” setting for all users. This process for enabling video recording is required if the account has existing users as well as if you are provisioning new users. Initially, the “Record Video” option is switched off for all existing users, and you can switch on the feature for any existing users as necessary. Likewise, when you refresh the “Edit User Settings” screen, the “Record Video” option is available if you want to customise “Record Video” settings for individual users. For more information about the “Edit User Settings” screen, see the “User Settings” section below.

**Call Classification:** This group of settings lets you classify the type of call. You can choose to record all calls or record only certain classifications of calls.

**Record All Calls:** Record calls of any classification.

**Record External Parties:** Record calls that include people from outside your organisation. If compliance rules for your organisation make it compulsory to record calls with external parties, select this option or “Record All Calls”.

**Record Meetings:** Calls that have more than two participants are classified as meetings.

**Record PSTN:** PSTN calls include calls from landlines and cellular networks.

When you change a setting, the configuration is updated immediately. After you have finished editing tenant settings, click “Back” to return to the Dubber “Home” screen.

## User Settings

To configure recording settings for individual users so they are different to the default settings established in the Tenant Settings, go to the home screen and click the “User Settings” button. The “Edit User Settings” screen appears.





User Settings dubber - Microsoft Teams < Back

**Edit User Settings**

This page allows the editing of settings related to Microsoft Teams Compliance Recording

User Name	Settings	Prev	Page 1	Next
<p><small>mitchtaylor@onmicrosoft.com fcd887a574c8584985-b2b2-b50cea197a01</small></p> <p><b>Lynne Robbins</b> <a href="#">edit</a></p> <p><small>https://api.dubber.net/dev/v1/users/lynne-pacifictech1-onmicrosoft-com</small></p>				
<p><b>Pradeep Gupta</b> <a href="#">hide</a></p> <p><small>pradeepg-pacifictech1-onmicrosoft-com</small></p>	<p>Override Account Default <input checked="" type="checkbox"/> Allow Pause Resume Calls <input checked="" type="checkbox"/></p> <p>Override Account Default <input type="checkbox"/> Auto start Recording <input checked="" type="checkbox"/></p> <p>Override Account Call Classifications <input checked="" type="checkbox"/> Record All Calls <input type="checkbox"/> <b>x</b></p> <p style="text-align: center;">----- OR -----</p> <p style="padding-left: 20px;">Record External Parties <input checked="" type="checkbox"/></p> <p style="padding-left: 20px;">Record Meetings <input type="checkbox"/> <b>x</b></p> <p style="padding-left: 20px;">Record PSTN <input type="checkbox"/> <b>x</b></p> <p>Override Account Default <input checked="" type="checkbox"/> Record Video <input type="checkbox"/> <b>x</b></p>			
<p><b>Johanna Lorenz</b> <a href="#">edit</a></p> <p><small>https://api.dubber.net/dev/v1/users/johanna-pacifictech1-onmicrosoft-com</small></p>				
<p><b>Isaiah Langer</b> <a href="#">edit</a></p> <p><small>isaiahl-pacifictech1-onmicrosoft-com</small></p>				

To customise settings for a user, locate the user in the list and click on “edit” next to their name. This shows a list of settings for the user. These settings are like settings on the “Edit Tenant Settings” screen but they apply to an individual user.

Before you can change a setting, you need to tick the “Override Account Default” checkbox. This enables the switch for that setting. For example, the screenshot above shows the “Override Account Default” checkbox is ticked for “Allow Pause Resume Calls”, “Auto start Recording”, and “Record Video” so the switches for those settings are enabled, and the “Override Account Default” checkbox is not ticked for “Auto start Recording” so the switch for that setting is not enabled.

To return a user’s settings to the default settings defined on the “Edit Tenant Settings” screen, untick the “Override Account Default” checkbox.

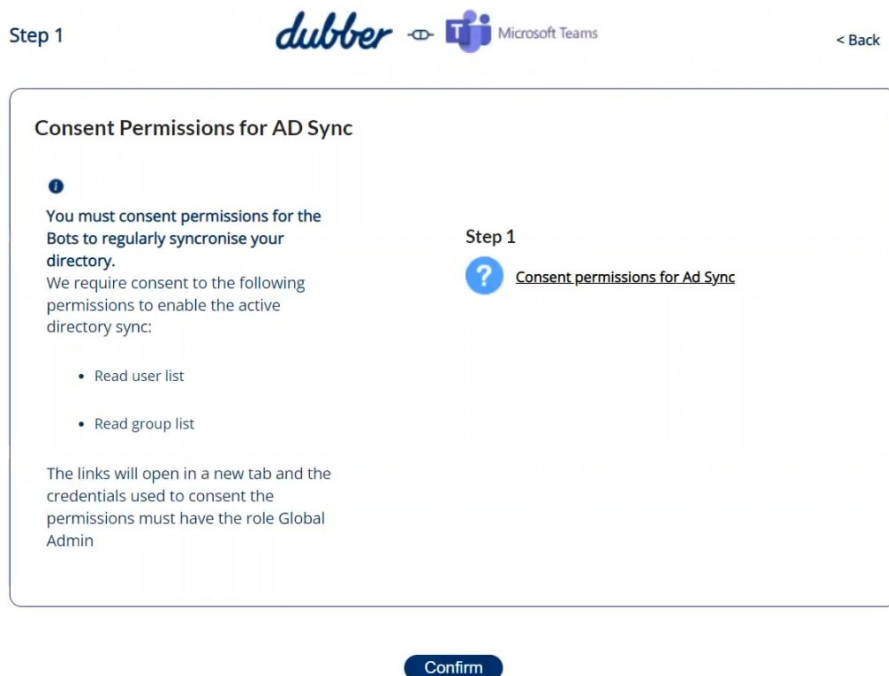
When you change a setting, the configuration is updated immediately. After you have finished editing user settings, click “Back” to return to the Dubber “Home” screen.



## AD Sync

The AD Sync feature lets you synchronise users in Dubber with an Active Directory group.

On the “Home” screen, click on the “AD Sync” button. The “Consent Permissions for AD Sync” screen appears.



An Azure Global Administrator is required to consent to the permissions. Click on the link for “Consent permissions for AD Sync” link. On the “Permissions Requested Review or your organisation” form, review the permissions listed, and click “Accept”.



chris.knight@pacifictech1.onmicrosoft.com

### Permissions requested Review for your organisation

msteams-ad-sync-dev  
Dubber Corp

This app would like to:

- ✓ Sign in and read user profile
- ✓ Read all users' full profiles
- ✓ Read all groups
- ✓ Read all group memberships

If you accept, this app will get access to the specified resources for all users in your organisation. No one else will be prompted to review these permissions.

Accepting these permissions means that you allow this app to use your data as specified in their Terms of Service and Privacy Statement. **The publisher has not provided links to their Terms for you to review.** You can change these permissions at <https://myapps.microsoft.com>. [Show details](#)

Does this app look suspicious? [Report it here](#)

Cancel

Accept



When consent is confirmed click the “Confirm” button.

The “Configure AD Sync” screen appears.

AD Sync Settings **dubber** Microsoft Teams < Back

### Configure AD Sync

Tenant pacifictch1.onmicrosoft.com Id: cdf97d49-7267-4f91-8cf3-9e3f53ce2ef3

No sync plans configured

**Add Sync Plan**

#### Group

No Active Synchronization Plans added.  
Click **Add Sync Plan** to get started.

When a user is added to the AD Group:  
 Allow the user to log in to the dubber portal

When a user is removed from the AD Group:  
 Remove Dubber User  
 Suspend Dub Point (Reccomended)

Select A Dubber Product:  
 Select Product

**Save Changes** **Run Now**

The first time you use AD Sync Settings, there are no sync plans so the status message says “No sync plans configured”.

## Add a Sync Plan

To add a sync plan, click on the “Select A Dubber Product” menu and select a product. This example shows options for customers.

Select A Dubber Product:

**Save Changes** **Run Now**

Configure what to do when users are added or removed.

When a user is added to the AD Group:  
 Allow the user to log in to the dubber portal

When a user is removed from the AD Group:  
 Remove Dubber User  
 Suspend Dub Point (Reccomended)

Click the “Add Sync Plan” button.



The “Select Active Directory Group” option appears. Select an option in the “Group to sync” menu, then click “OK”.

**Select Active Directory Group**

Select a security group to sync with Dubber

Group to sync: MS Teams Dubber Recording Group ▾

Cancel
Ok

On the “Configure AD Sync” screen, the status message updates, and the “Group” box shows the Active Directory Group you chose to sync.

AD Sync Settings
< Back

**Configure AD Sync**

Tennant pacifictch1.onmicrosoft.com Id: cdf97d49-7267-4f91-8cf3-9e3f53ce2ef3

Sync pending. Please check back in an hour.

Add Sync Plan

Group

MS Teams Dubber Recording Group Delete

When a user is added to the AD Group:

Allow the user to log in to the dubber portal

Select A Dubber Product:

DAI-T-01

When a user is removed from the AD Group:

Remove Dubber User

Suspend Dub Point (Reccomended)

Save Changes Run Now

The synchronisation plan has been created.

## Add Members

To add members to the group, go to the Microsoft Azure admin portal, navigate to the recording group you synchronised to, and then click on “Add Members”.

Microsoft Azure
Search resou

Home > MS Teams Dubber Recording Group

**MS Teams Dubber Recording Group | Members**

Group

«
+ Add members
✕ Remove
🔄 Refresh
📄 Bulk operations ▾
☰ Columns
🗨 Got feedback?

**Direct members**   All members

Add filters

Name	↑↓ Type
No members have been found	



On the right side of the window, the “Add Members” pane opens.

**Add members** ×

Search

- FNU LNU  
Chris.Knight@pacifictch1.onmicrosoft.com
- Grady Archie  
GradyA@pacifictch1.onmicrosoft.com
- Henrietta Mueller  
HenriettaM@pacifictch1.onmicrosoft.com
- Isaiah Langer  
IsaiahL@pacifictch1.onmicrosoft.com
- Johanna Lorenz  
JohannaL@pacifictch1.onmicrosoft.com
- Joni Sherman  
JoniS@pacifictch1.onmicrosoft.com  
Selected
- Lee Gu  
LeeG@pacifictch1.onmicrosoft.com  
Selected
- Lidia Holloway

**Selected items**

- Adele Vance  
AdeleV@pacifictch1.onmicrosoft.com Remove
- Alex Wilber  
AlexW@pacifictch1.onmicrosoft.com Remove
- Lee Gu  
LeeG@pacifictch1.onmicrosoft.com Remove
- Joni Sherman  
JoniS@pacifictch1.onmicrosoft.com Remove

Select members to add, then click the “Select” button. Wait for the members to be added. If this is taking a long time to update, click the “Refresh” button.

+ Add members
✕ Remove
Refresh
📄 Bulk operations ▾
☰ Columns
🗨️ Got feedback?

**Direct members** All members

+ Add filters

	Name	↑↓	Type	
No members have been found				

The list of members updates and shows the members you added.

+ Add members
✕ Remove
Refresh
📄 Bulk operations ▾
☰ Columns
🗨️ Got feedback?

**Direct members** All members

+ Add filters

	Name	↑↓	Type	Email	User type
<input type="checkbox"/>	Adele Vance		User	AdeleV@pacifictch1.onmicrosoft.com	Member
<input type="checkbox"/>	Alex Wilber		User	AlexW@pacifictch1.onmicrosoft.com	Member
<input type="checkbox"/>	Joni Sherman		User	JoniS@pacifictch1.onmicrosoft.com	Member
<input type="checkbox"/>	Lee Gu		User	LeeG@pacifictch1.onmicrosoft.com	Member



In the Dubber provisioning portal, click the “Run Now” button.

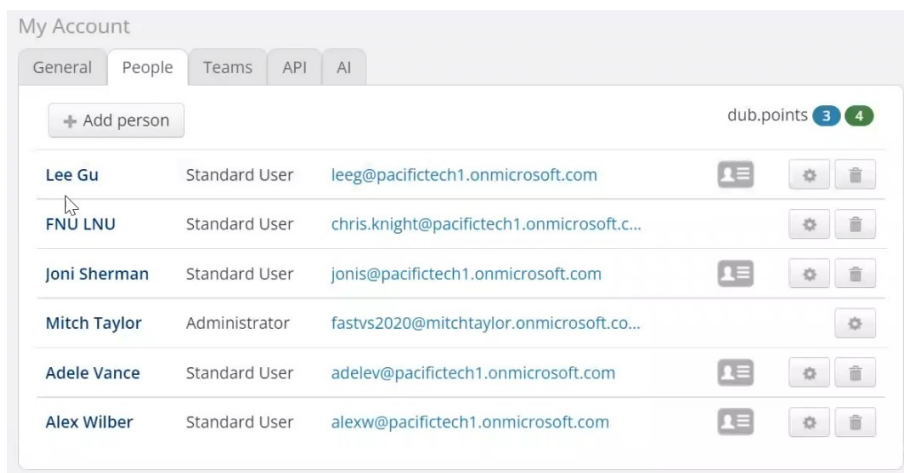
The screenshot shows the 'AD Sync Settings' page for a tenant. At the top, there are logos for 'dubber' and 'Microsoft Teams', and a '< Back' link. The main heading is 'Configure AD Sync', followed by the tenant ID: 'Tennant pacifictch1.onmicrosoft.com Id: cdf97d49-7267-4f91-8cf3-9e3f53ce2ef3'. A yellow banner indicates 'Sync pending. Please check back in an hour.' Below this is an 'Add Sync Plan' button. A table with a dark blue header 'Group' contains one entry: 'MS Teams Dubber Recording Group' with a 'Delete' button. Underneath, there are two sections: 'When a user is added to the AD Group:' with a checked checkbox for 'Allow the user to log in to the dubber portal' and a 'Select A Dubber Product:' dropdown menu set to 'DAI-T-01'; and 'When a user is removed from the AD Group:' with radio buttons for 'Remove Dubber User' (selected) and 'Suspend Dub Point (Reccomended)'. At the bottom right, there are 'Save Changes' and 'Run Now' buttons, with a mouse cursor clicking on 'Run Now'.

The status message says “A run request has been made”, then it confirms the run is successful.

This screenshot is similar to the previous one but shows a successful sync. The yellow banner is replaced by a green banner stating 'Last run at Wednesday, June 1, 2022, 4:05 PM (Local Time) successful.' The 'Select A Dubber Product:' dropdown menu is now set to 'Select Product'. The 'Run Now' button is still visible and clickable.



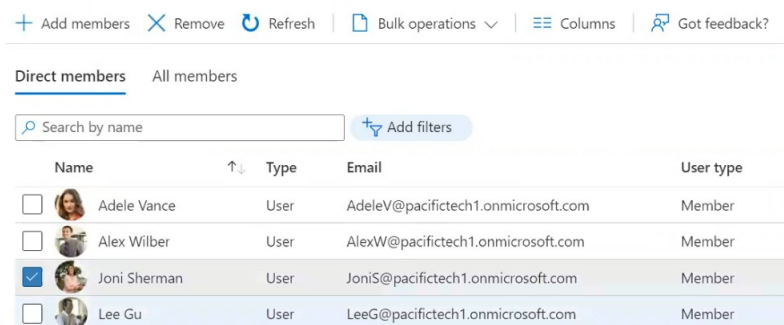
In the Dubber admin console, click on the “People” tab to refresh it. It updates to show the users you added.



It is important to note that the sync job can not add more users than the number of licenses available. If some users do not receive a license, check your email for a message titled “Dubber MS Teams AD-Sync Error – Not enough licenses”. For more information, see the “Troubleshooting: Attempt to Add More Users than Dub Point Licenses” section.

## Remove Members

To remove members, go to the “Members” screen and tick the checkbox next to one or more names in the list.



Click the “Remove” button above the list, then click “Yes” to confirm. Click the “Refresh” button to update the list.

In the Dubber provisioning portal, click the “Run Now” button. The status message says “A run request has been made”, then it confirms the run is successful.

In the Dubber admin console, click on the “People” tab to refresh it. It updates to show the users you removed are removed from the list.

## Change AD Sync Plan

To change a sync plan in the Dubber provisioning portal, go to the “Configure AD Sync” screen and click the “Delete” button.



AD Sync Settings dubber Microsoft Teams < Back

### Configure AD Sync

Tenant: pacifictch1.onmicrosoft.com Id: cdf97d49-7267-4f91-8cf3-9e3f53ce2ef3

Last run at Wednesday, June 1, 2022, 4:05 PM (Local Time) successful.

[Add Sync Plan](#)

Group	
MS Teams Dubber Recording Group	<a href="#">Delete</a>

When a user is added to the AD Group:

Allow the user to log in to the dubber portal

Select A Dubber Product:

When a user is removed from the AD Group:

Remove Dubber User

Suspend Dub Point (Recommended)

[Save Changes](#) [Run Now](#)

A confirmation message asks “Are you sure you want to delete this synchronization plan?”. Click “Yes”.

This example demonstrates how to change the Sync Plan so it suspends a user’s dub.point when they are removed from the AD Group.

AD Sync Settings dubber Microsoft Teams < Back

### Configure AD Sync

Tenant: pacifictch1.onmicrosoft.com Id: cdf97d49-7267-4f91-8cf3-9e3f53ce2ef3

No sync plans configured

[Add Sync Plan](#)

Group	
No Active Synchronization Plans added. Click <a href="#">Add Sync Plan</a> to get started.	

When a user is added to the AD Group:

Allow the user to log in to the dubber portal

Select A Dubber Product:

When a user is removed from the AD Group:

Remove Dubber User

Suspend Dub Point (Recommended)

[Save Changes](#) [Run Now](#)

Select the “Suspend Dub Point (Recommended)” option. Select a product in the “Select A Dubber Product” menu, and then click “Save Changes”. Then click on “Add Sync Plan”. The “Select Active Directory Group” message appears.





**Select Active Directory Group**

Select a security group to sync with Dubber

Group to sync:

Select a group to sync, and click “Ok”.

AD Sync Settings
< Back

**Configure AD Sync**

Tenant pacifictch1.onmicrosoft.com Id: cdf97d49-7267-4f91-8cf3-9e3f53ce2ef3

Sync pending. Please check back in an hour.

**Group**

MS Teams Dubber Recording Group

When a user is added to the AD Group:

Allow the user to log in to the dubber portal

Select A Dubber Product:

When a user is removed from the AD Group:

Remove Dubber User

Suspend Dub Point (Reccomended)

Click “Run Now”. A confirmation message shows the last run was successful.

Go to the Microsoft Azure admin portal and tick the checkbox next to one or more names in the list.

+ Add members

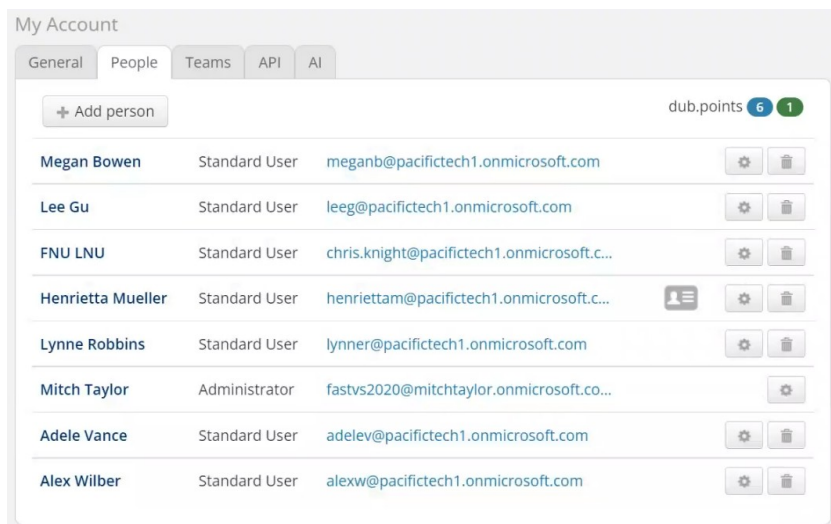
Direct members
All members

	Name	Type	Email	User type
<input checked="" type="checkbox"/>	Adele Vance	User	AdeleV@pacifictch1.onmicrosoft.com	Member
<input checked="" type="checkbox"/>	Alex Wilber	User	AlexW@pacifictch1.onmicrosoft.com	Member
<input checked="" type="checkbox"/>	Lee Gu	User	LeeG@pacifictch1.onmicrosoft.com	Member
<input checked="" type="checkbox"/>	Lynne Robbins	User	LynneR@pacifictch1.onmicrosoft.com	Member
<input checked="" type="checkbox"/>	Megan Bowen	User	MeganB@pacifictch1.onmicrosoft.com	Member

Click the “Remove” button above the list, then click “Yes” to confirm. Click the “Refresh” button to update the list.

In the Dubber provisioning portal, click the “Run Now” button. The status message says “A run request has been made”, then it confirms the run is successful.

In the Dubber admin console, click on the “People” tab to refresh it. It updates to show the users you removed from the AD Group are still present, but because they are suspended their dub.points have been removed.



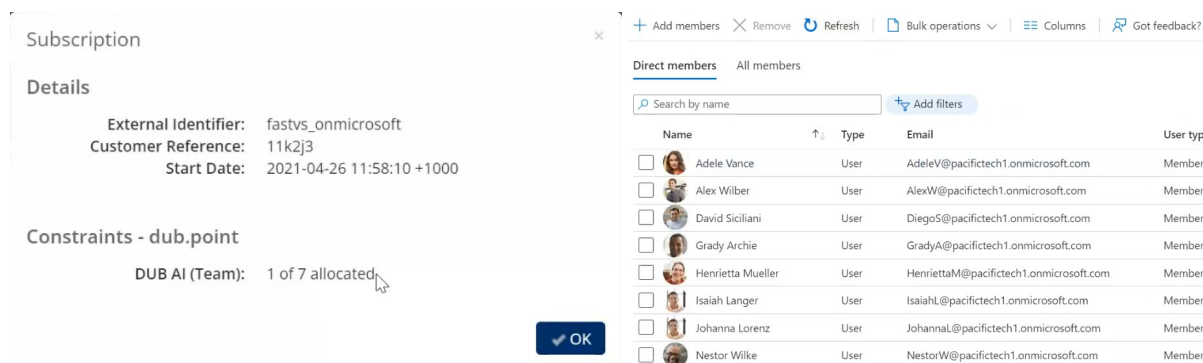
## Troubleshooting AD Sync

### Attempt to Add More Users than Dub Point Licenses

The number of users you can add to an AD group is limited by the number of Dubber licenses.

To see how many licenses are in the subscription, go to the “General” tab in the Dubber admin console, click on “Account Profile”, go to the “Subscription” section, and click on the “Show” button. The “Subscription” window shows how many dub.points are allocated out of the number subscribed.

This example shows seven dub.point subscriptions and eight members in the AD group. If you run a sync with these conditions, Dubber assigns a dub.point to each of the first seven users and emails an error message to the administrator.



The title of the email is “Dubber MS Teams AD-Sync Error – Not enough licenses”. The email describes why the AD Sync Service failed, and includes other details such as the names of users who were not assigned a dub.point and how many Dubber licenses are available for the product.

**dubber**

Dear Mitch Taylor,

The Active Directory Sync Service has failed to create a Dub Point for user Johanna Lorenz as it would exceed the maximum dub points constraint of 7 for product code DAI-T-01.

Account: <https://dev.dubber.io/accounts/fastvs/edit>

Product: DAI-T-01

License Count: 7/7

To rectify this error please remove unneeded users from your recording security group MS Teams Dubber Recording Group in the Azure Portal or Office 365 or please contact Dubber Support on [support@dubber.net](mailto:support@dubber.net) if you need to purchase more Dubber Licenses.

Regards,

Dubber Support

This message was sent by Dubber. [Learn More](#)

Dubber Corporation Limited - Level 5, 2 Russell St, Melbourne Victoria, Australia, 3000

Remove some users from the AD group or contact [support@dubber.net](mailto:support@dubber.net) to purchase more licenses.



### **Multiple Security Groups**

If you have multiple security groups, they need to have the same product. Use the same setting in the “Select A Dubber Product” menu for all of your security groups.

### **Deleted Security Group**

If a sync job is setup and then the recording security group is deleted from Azure AD, Dubber raises an error because it cannot find the security group. To resolve this issue, setup a new security group of users to record and run a sync job.

### **Authorisation for Consent**

If consent is given by an Azure Global Administrator but deleted later, this will raise an error. To resolve the issue, you need to provide consent again. For more information, see the “Consent Permissions for AD Sync” section.

### **Sync Frequency**

Synchronisation between the Dubber account and the AD security group occurs within 10 minutes of running the initial sync job when you click “Run Now”. After that, synchronisation occurs every 24 hours.



# Need some help?

Browse through our 'How to' guides, tutorials, FAQ, and other resources - all designed to help and support teams to end not knowing.

[support.dubber.net](https://support.dubber.net)