



CUSTOMER GUIDE

Microsoft Teams – Automated Provisioning with the Dubber Web App



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Version	Changes
2.0	Re-release of document
2.1	Minor update: added prerequisite (local admin)





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About this Guide

The purpose of this guide is to support customers who are enabling MS Teams policy-based compliance recording provided by Dubber. It provides step-by-step instructions on how to configure your MS Teams tenant to **create, configure and update** your Teams compliance recording to suit your business' needs.

The Dubber Teams Provisioning Portal is a wrapper for structured PowerShell commands. 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, enabling you to copy and paste them into PowerShell as instructed.

Intended Audience

This guide is designed to be used by MS Teams and Office 365 administrators who need to configure policy-based recording for their organisation. 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 or Mac with Local Administrator permissions/privileges.
 - Local Administrator permissions are required as some PowerShell commands can only be run as an Administrator.
- Windows PowerShell version 7 or higher.
 - To see what version of PowerShell you have, run this command: `$PSVersionTable`. At the time of writing this guide, the current version is 7.5.4.
- Teams Administrator and group administrator roles are required for running the scripts.
- Global administrator permissions are required to give consent for recording.
- Admin access to a production Dubber account so you can retrieve the API details.
- A domain on onmicrosoft.com is strongly recommended.

Licensing

- Refer to the following page for licensing requirements: <https://learn.microsoft.com/en-us/microsoftteams/teams-recording-policy>





New To Dubber Teams?

Dubber's Teams Provisioning Portal is a one-stop web application for configuring a Compliance Recording policy for your Microsoft Teams account. The Portal allows you to:

- Create a new Compliance Recording policy.
- Create and/or modify Tenant-wide recording settings.
- Add/remove users to the Compliance Recording policy.
- Create and/or modify User-level recording settings.
- Remove a Compliance Recording policy when it is no longer required.
- Configure an AD-Sync plan for managing syncing of users.

If you are a new customer, the onboarding process will follow these steps:

1. Create a new compliance recording policy.
2. Consent the bots.
3. Set tenant and user settings.
4. Create AD Sync Plan.

Before You Begin

We recommend that you gather the following information and keep it readily available for use during the provisioning process.

- Administrator account credentials for your Teams tenant. This is required for:
 - Connecting your PowerShell sessions to both Teams and Microsoft Graph.
 - Entering the "Domain Name" during the provisioning process.
- The Tenant ID for your Microsoft Teams instance.
- Dubber API credentials for your Dubber account.
 - This is required for authenticating your provisioning app session and making changes to your Dubber account.
- Have a PowerShell terminal window open and ready for use. Note you must choose the "Run as Administrator" option to be able to complete all the provisioning steps in this guide.
- For wholesale partners, know the name of the wholesale customer being provisioned.

To find your MS Teams Tenant ID and AD Domain Name:

Follow the instructions on finding your Teams Tenant ID and primary domain as recommended by Microsoft: <https://learn.microsoft.com/en-us/sharepoint/find-your-office-365-tenant-id> .

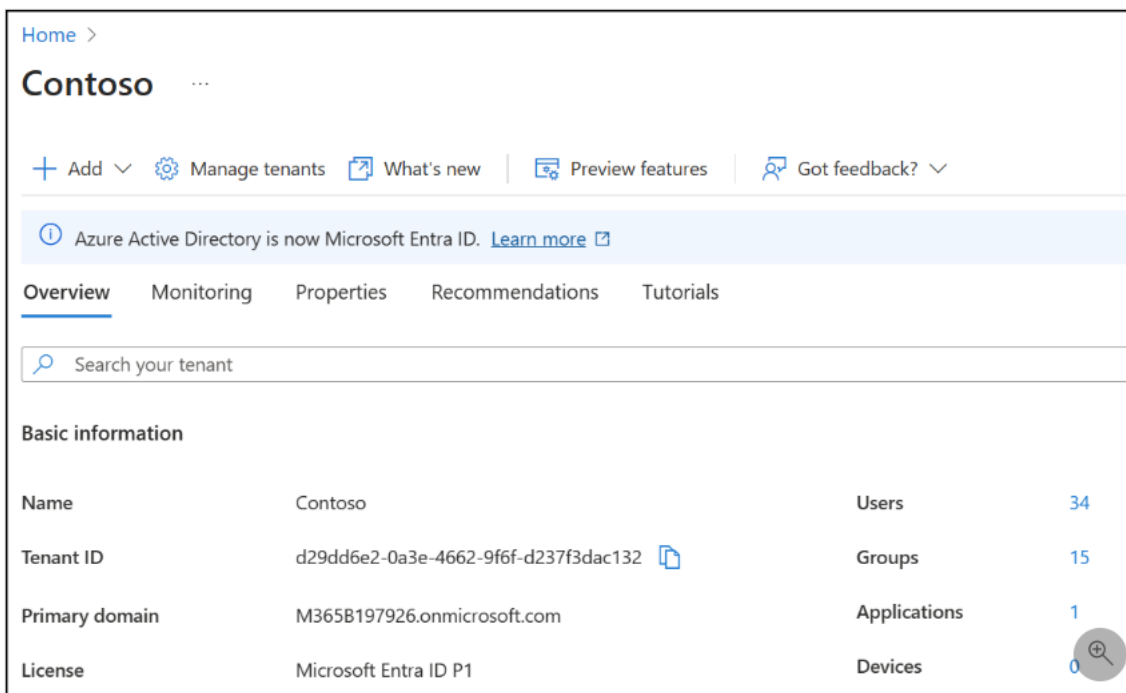


Find your Microsoft 365 tenant ID

Your Microsoft 365 tenant ID is a globally unique identifier (GUID) that is different than your organization name or domain. You can use this identifier when configuring OneDrive policies.

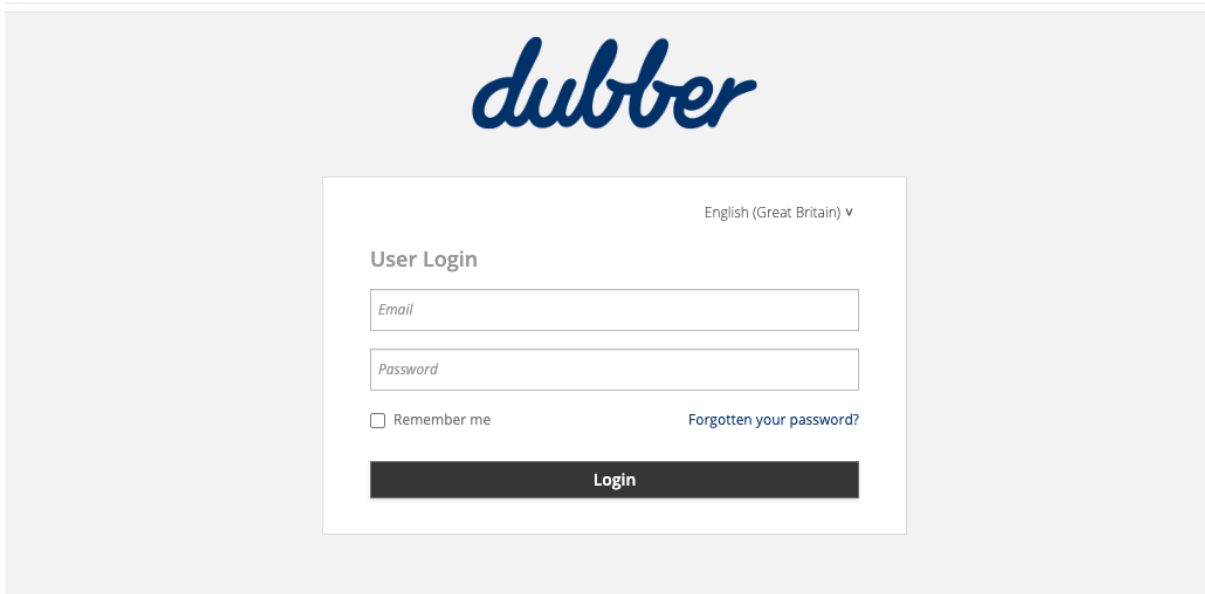
Find your Microsoft 365 tenant ID in the Microsoft Entra admin center

Your tenant ID can be found in the **Tenant ID** box on the [Overview page](#).

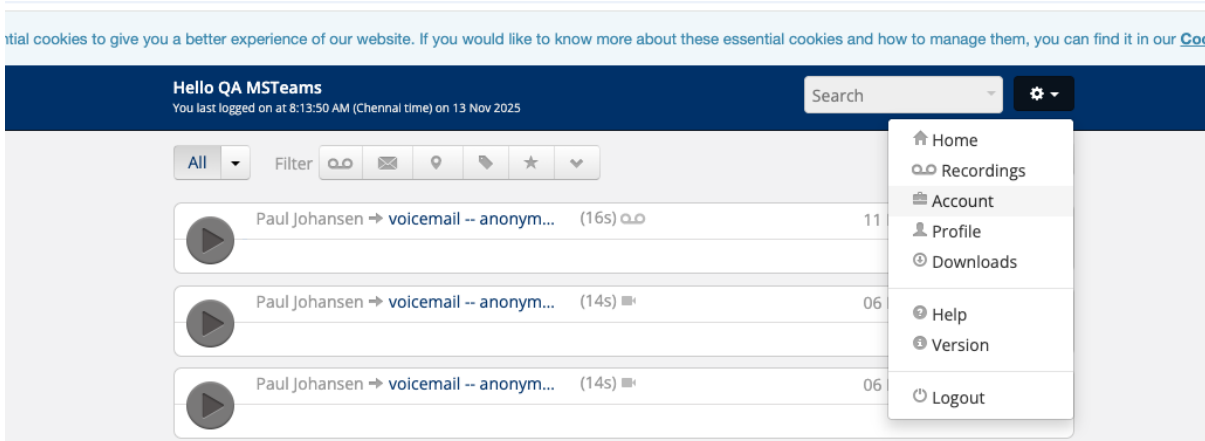


To find your Dubber API Credentials:

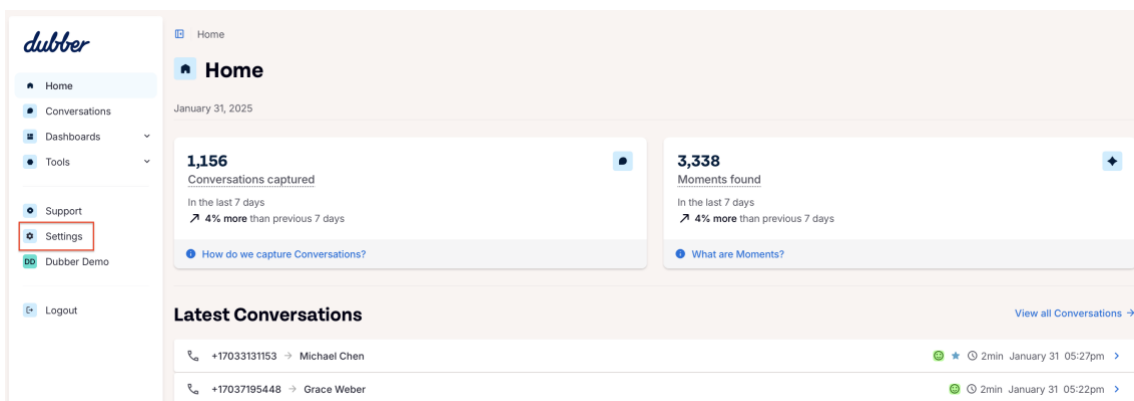
- In a web browser, navigate to the Dubber Portal for your region.
 Australia: <https://au.dubber.net>
 Canada: <https://ca.dubber.net>
 Europe: <https://eu.dubber.net>
 Noth America (United States): <https://na.dubber.net>
 Singapore: <https://sg.dubber.net>
 United Kingdom: <https://uk1.dubber.net>.
- Login by entering your Dubber username and password.



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

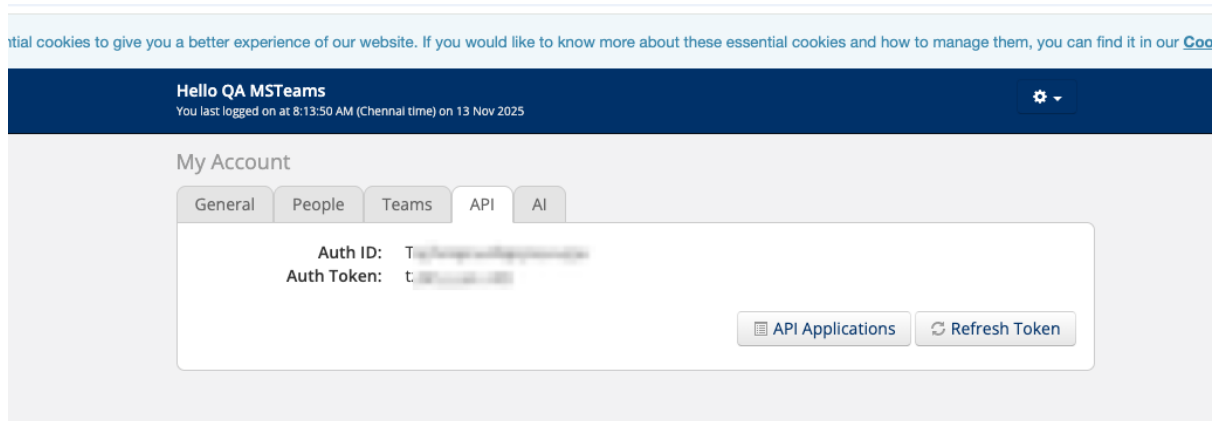


Note: If your account has *Insights* enabled, you will instead be taken to the following screen:



Click on “Settings” on the left-hand navigation pane to be taken to the Account Settings page. From here the screens and process are consistent regardless of whether you have *Insights* or not.

4. On the “My Account” page, click on the “API” tab.

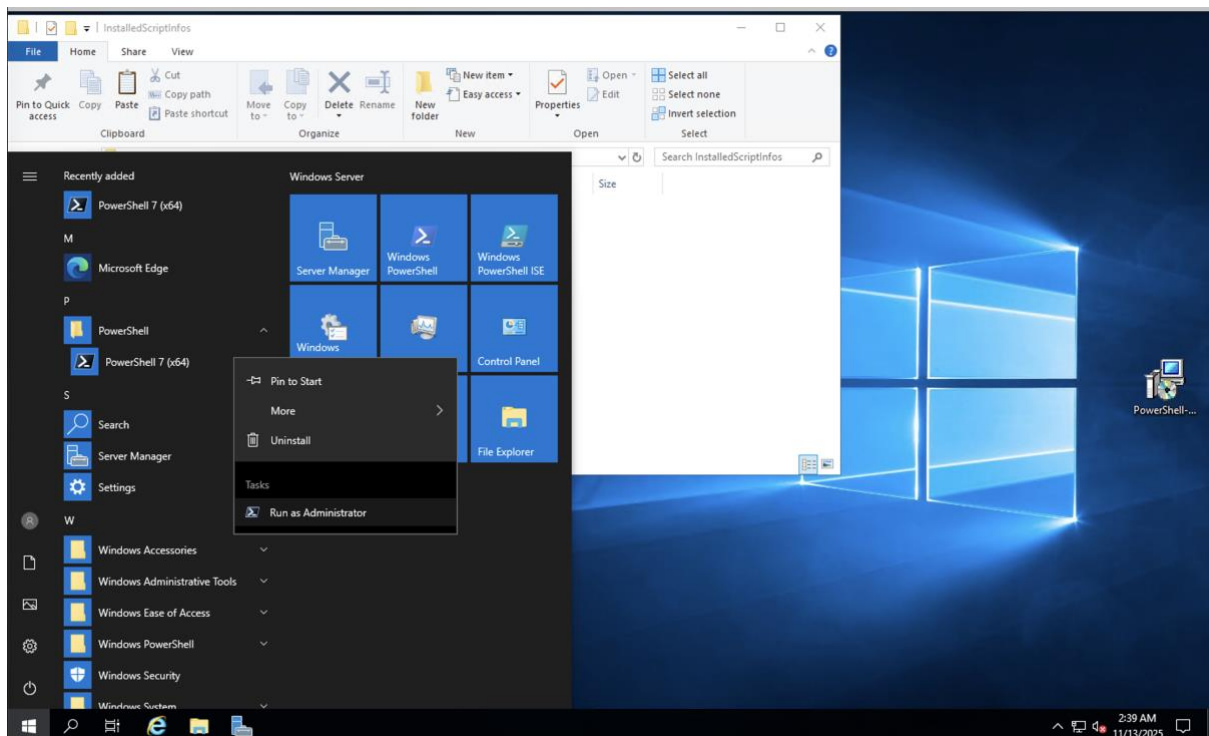


- Copy the “Auth ID” and “Auth Token” to a temporary but **secure** location. DO NOT write or print-out this information as it may allow a malicious actor to gain access to your Dubber account.

With the required information readily available, you are now ready to begin the configuration process.

To open PowerShell as an Administrator

- Click “Start” and navigate to Windows PowerShell (or start typing “PowerShell” in the search bar). When the option for PowerShell appears, either right-click and select “Run as administrator” or click on the link if shown.





Login to the Dubber Portal

1. Navigate to the Dubber Teams Provisioning Portal for your region.

Dubber maintains separate Portals for three broad geographic regions:

- APAC (AU and SG): <https://teams.apac.dubber.net/>
- EMEA (EU and UK): <https://teams.emea.dubber.net/>
- North America (US and CA): <https://teams.na.dubber.net/>



The Dubber MS teams web provisioning portal will assist you in setting up the MS Teams Compliance Recording Policy and associated users in Dubber. This is done by running Powershell scripts.

Where an account or user runs a hybrid (cloud + on-prem) setup, the provisioning script is supported as long as customers authenticate with the Azure Active Directory (specifically Office 365 / onmicrosoft account). Please note the management of the scripts and or provisioning implementation must be executed by someone with full administrative credentials.

Get Started

Disclaimer

This provisioning tool is intended to assist administrators with creating a recording policy in MS teams and provisioning users in Dubber. It is aimed to assist in setting up Dubber call recording where the MS teams set-up is standard. In the event that the MS teams implementation has been highly customised, there are no guarantees that this tool will be free of errors.

2. Click “Get Started” to be taken to the Dubber Administrator login prompt.

Step 1



< Back

To verify your Dubber account, enter your API Auth ID and Auth Token



Login as a Dubber administrator
Your Auth ID and Token can be found on your dubber account settings -> API tab

Portal:

Select

Auth ID:

Auth Token:

Authorize Dubber

3. Input the required values as per below, then click “Authorize Dubber” button.
 - a. Portal: Select the Dubber Portal region as relevant to your organisation.
 - b. Auth ID/Auth Token: enter the auth ID and token as shown in your Dubber account (see **To find your Dubber API Credentials** in the “Before You Begin” section for guidance on how to find this).

If the authorisation was successful, you will be taken to the next screen, “Connect to Teams”.



Connect to MS Teams and Azure

1. Read all the information on the screen carefully, ensuring your environment meets the minimum requirements.

Step 2
< Back

Connect to Teams

The provisioning of the Compliance Recorders for MS Teams can only be accomplished through PowerShell. IMPORTANT: Use PowerShell 7 (not Windows PowerShell 5.1) for best compatibility with Microsoft.Graph modules. We install only the specific Microsoft Graph sub-modules needed (Authentication, Groups, and Users) for faster installation. 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 is created. The 'Connect-MgGraph' command is required to retrieve the current list of users from Azure AD via Microsoft Graph API to be provisioned in the Dubber Portal. Note: Do NOT manually import Microsoft.Graph modules - the Connect-MgGraph command will automatically load required functions. Microsoft Graph PowerShell replaces the deprecated AzureAD module.

1
Prerequisites

1. Ensure you have PowerShell 7 or later (RECOMMENDED)
PowerShell 7 has higher function capacity needed for Microsoft.Graph modules. Windows PowerShell 5.1 may have compatibility issues.
2. Run PowerShell 7 as Administrator
Search for "pwsh" or "PowerShell 7" in Start menu, right click 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.
4. Connect to Microsoft Graph and enter your authentication details
This will open a browser window for authentication. Connect-MgGraph will automatically load required functions on-demand.
5. Connect to Microsoft Teams and again enter your authentication details

Click to [Download PowerShell 7](#)
How to install [PowerShell 7](#) on different operating systems

Right click on PowerShell 7 (pwsh) 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'

IMPORTANT: Close and reopen PowerShell 7 as Administrator before proceeding with the commands below.

```
Connect-MgGraph -Scopes 'Group.ReadWrite..
```

```
Connect-MicrosoftTeams
```

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?](#)

Next

Information

If you are a Dubber Resale or Wholesale partner provisioning a wholesale customer, an additional drop-down list will appear after the AD Domain Name text box (see screenshot below). Use this list to select the Account of the customer you are provisioning.



Step 2



< Back

Connect to Teams

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Prerequisites

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PowerShell 7 has higher function capacity needed for Microsoft.Graph modules. Windows PowerShell 5.1 may have compatibility issues.

Click to [Download PowerShell 7](#)

How to install [PowerShell 7](#) on different operating systems

- 2. Run PowerShell 7 as Administrator

Search for "pwsh" or "PowerShell 7" in Start menu, right click and select "Run as administrator"

Right click on PowerShell 7 (pwsh) 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.

```
Install-PackageProvider -Name NuGet -Mini
Install-Module MicrosoftTeams -Force
Import-Module MicrosoftTeams
Update-Module MicrosoftTeams -Force -Erro
```

Copy

To continue press "Y"

- 4. Connect to Microsoft Graph and enter your authentication details

This will open a browser window for authentication. Connect-MgGraph will automatically load required functions on-demand.

IMPORTANT: Close and reopen PowerShell 7 as Administrator before proceeding with the commands below.

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

```
Connect-MgGraph -Scopes 'Group.ReadWrite..
```

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.

Enter Tenant ID

Enter the associated Azure AD Domain Name

- 7. Enter your domain name associated to the Tenant ID

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

Select Account

- 8. Select the child account for provisioning.

Next

- 2. For Steps 3-5, run the PowerShell scripts by clicking the "Copy" button beside each field, and pasting the copied contents into your PowerShell window.

Hints:

- You may need to hit Enter after pasting to start the command execution.
It may take several minutes to complete some steps.
If any of the commands returns an error or exception, note the text of the error. Some commands may execute successfully but still show an error, so it may be possible to continue. Consult your Dubber Support person for guidance.

- 3. At Step 6, enter the Tenant ID and Active Directory (AD) domain name in the respective fields, then click "Next" to proceed to the Home Screen.



See **To find your MS Teams Tenant ID and AD Domain Name** in the “Before You Begin” section for guidance on how to find this information.

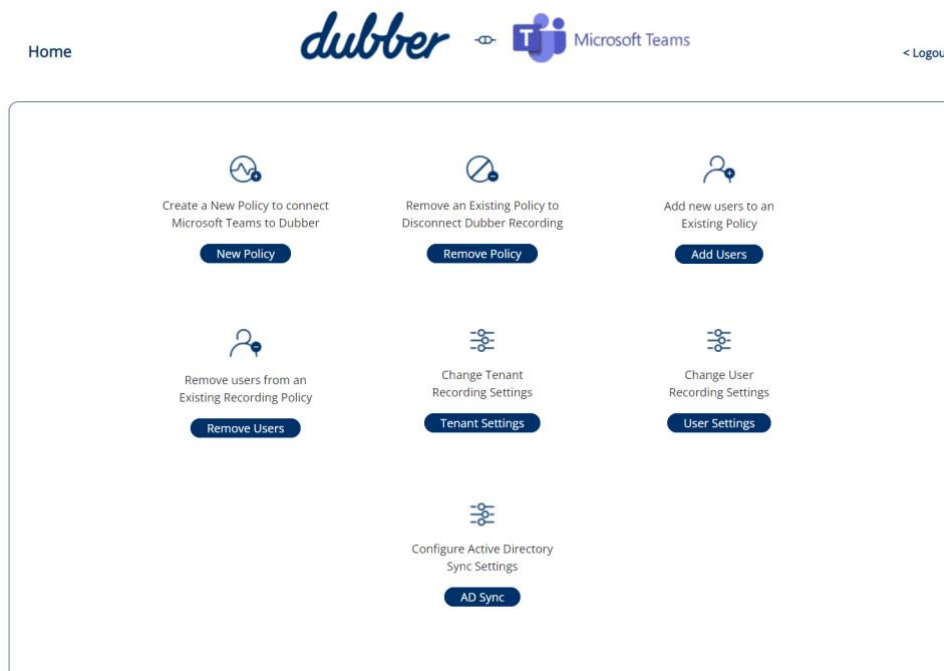
Navigating From the Home Screen

The Home Screen presents you with multiple options, depending on the activity to be performed.

Warning! If this is your first time using the Dubber Provisioning Portal, then the only option you should choose is the “New Policy” button. All other options require that an existing Compliance Recording policy is configured.

Each of the available options is explained briefly below. Each has their own section which goes into more detail.

- **New policy:** Takes you to the steps to configure a new Compliance Recording policy on your tenant.
- **Remove Policy:** Takes you to the steps to remove an existing Compliance Recording policy from your tenant.
- **Add Users:** Select which users from your Teams account are to be added to the recording policy group.
- **Remove Users:** Select which users from your Teams account are to be removed from the recording policy group.
- **Tenant Settings:** Configure the tenant-wide recording settings for your tenant.
- **User Setting:** Create/configure the per-user recording settings for specific users.
- **AD Sync:** Create and manage an AD Sync plan for your tenant (refer to the AD Sync section of this guide for more details).





New Policy

Select this option to create a new Compliance Recording policy on your Teams tenant. This will enable Dubber recording for Microsoft Teams.

Steps to configure a new policy:

1. Click on “New Policy”. The “Compliance Recording Policy Options” page will appear.

Step 3 dubber Microsoft Teams < Back

Compliance Recording Policy Options

Select below the options for your compliance recording policy. If you already have a policy created, ensure the options match your current policy and skip to step 5 to select users.

Allow calls when recorders unavailable
Further information can be found in the [Microsoft Documentation](#)

Play call recording announcement and display recording banner
Depending on your region, you may be required to inform the users they are being recorded

[Next](#)

Warning! If unsure, check with your Dubber Support person for recommendations based on your business’ needs and compliance obligations.

Warning! Check your local laws and regulations before disabling the recording banners/announcements.

Read each of the available options carefully and select the options that are required for your organisation. Each of these settings can be modified later via the PowerShell terminal.

Allow calls when recorders unavailable: If this setting is *Enabled*, calls will be allowed to connect even when Dubber’s bots are not able to join in time. If this setting is *Disabled*, the call will not connect if Dubber’s bots are not able to join 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.

Once each setting is configured as required, click “Next” to proceed to the step stage.

2. The “Create Compliance Recording Policy” screen will now appear. Read all the information on the screen carefully before proceeding.



Step 4 dubber 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. 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. Create Application Instances for the Dubber Recorders**

```
New-CsOnlineApplicationInstance -UserPrin
Start-Sleep -Seconds 60
New-CsOnlineApplicationInstance -UserPrin
Start-Sleep -Seconds 60
```

[Copy](#)

Note: This process will take approximately 2 minutes to complete. Each application instance requires 1 minute to be created and synchronized.

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

View the Microsoft Documentation for [New-CsOnlineApplicationInstance](#)
- 3. Create the Recording Group**

```
$recordingGroup = New-MgGroup -Descriptio
```

[Copy](#)

View the Microsoft Documentation for [New-MgGroup](#)
- 4. Assign Group to Recording Policy**

```
New-CsTeamsComplianceRecordingApplication
Start-Sleep -Seconds 5
$tagA = -join('Tag:Dubber7nt3r1.onmicroso
$complianceRecordingApplicationA = Get-Cs
```

[Copy](#)

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

[Next](#)

- For Steps 1-4, run the Powershell scripts by clicking the “Copy” button beside each field, and pasting the copied contents into your PowerShell window.

Click on the “Next” button to proceed once all commands are executed successfully.

Hints:

- You may need to hit Enter after pasting to start the command execution.
- Some steps (namely steps 2 and 4) have defined “sleep” values for up to 60 seconds. This is the allow time for the changes made on the tenant to propagate through Microsoft’s infrastructure. Without this delay, resources may not be available when the next line attempts to access it.
- If any of the commands returns an error or exception, note the text of the error. Some commands may execute successfully but still show an error, so it may be possible to continue. Consult your Dubber Support person for guidance.
- To confirm that the recording group was created successfully, open your Office365 Admin Portal, navigate to “Groups” -> “Active Groups”, and confirm there is a group called “MS Teams Dubber Recording Group”.

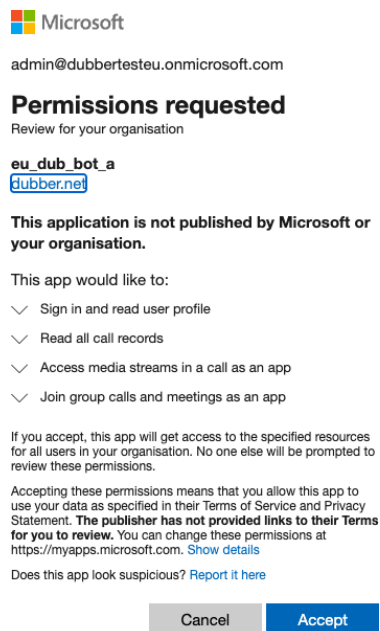


- The “Consent Permissions for Recorder A and Recorder B” screen will now appear.

Click on the link for “Consent permissions for recording Bot A”. You will be taken to a Microsoft login page where you will be asked to provide a login and provide consent.

Warning! This step will provide consent for Dubber’s bots to join your organisation’s calls as an application. This consent can only be granted by a user with Global Administrator access. If consent is not granted, Dubber will be unable to record your calls as required.

Once logged in, a “Permissions Requested” screen will appear, showing the permissions being requested by Dubber. Review each permission and click “Accept”.



- Repeat for Bot B.

Information

Dubber follows a “least privilege” approach to permissions, ensuring we have the minimum access required to ensure functionality. These permissions are regularly reviewed and updated as necessary.

The permissions required for the Recorder and their justification are detailed below.

- **Sign in and read user profile (User.Read)** – This is required by Microsoft and allows the Recorder to collect participant details during a call or meeting. Note that the bot does not actually ‘sign in’ to MS Teams.
- **Join group calls and meetings as an app (Calls.JoinGroupCall.All)** – allows the application to join group calls and meetings. Without this permission, the Dubber MS Teams application will not be able to join in group calls to enable recording.



- **Read all call records (CallRecords.Read.All)** – allows the application to read call records. These are metadata about the call such when attendees joined and left, and which applications have been added. This is necessary to process the media from MS Teams into a recording.
- **Access media streams in a call as an app (Calls.AccessMedia.All)** – allows the application to access media streams. Without this permission, the Dubber MS Teams application will not be able to record the meeting or call.

Warning! *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.

Once consent has been granted to both bots, the blue “?” icons should change to green check marks.

Hints:

- *If the icons change to red “X” marks, this indicates that there was an issue with granting consent to the bots. Please ensure your account has sufficient authority to provide the consent.*

7. Click the “Next” button to proceed.

If each of the above steps have been completed successfully, the Compliance Recording policy should be configured on your MS Teams tenant but will have no users configured for recording. Proceed to the “Add Users” section to configure users for recording.



Remove Policy

Select this option to remove an existing Compliance Recording policy from your Teams tenant. Only do this if:

- You are no longer a Dubber customer and no longer wish for Dubber to record your Teams calls; or
- There is an issue with your existing Compliance Recording policy, and you need to re-create it.

Warning! Removing an existing policy must be performed in a specific order, otherwise your Tenant may be left in an ambiguous state or have inconsistent configuration. Ensure that all users are removed from the recording group before removing the policy.

Steps to remove an existing policy:

1. Click on "Remove Policy". The "Remove Compliance Recording Policy" page will appear.

The current values of the "Allow calls when recorders unavailable" and "Play call recording announcement..." settings will be read from your tenant's current configuration.

Remove Policy
Microsoft Teams
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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

1

1. Remove the Compliance Recording Group Policy Assignment


```
$recordingGroup = Get-MgGroup -Filter "di
if ($recordingGroup -ne $null)
{
  Remove-CsGroupPolicyAssignment -Group
```

[Copy](#)

View the Microsoft Documentation for [Remove-CsGroupPolicyAssignment](#)
2. Remove the Recording Security Group


```
$recordingGroups = Get-MgGroup -Filter "d
Foreach($recordingGroup in $recordingGroup
{
  if ($recordingGroup -ne $null)
```

[Copy](#)

View the Microsoft Documentation for [Remove-MgGroup](#)
3. Remove Application Instances for the Dubber Recorders


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

[Copy](#)

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

Back



2. For Steps 1-4, run the PowerShell scripts by clicking the “Copy” button beside each field, and pasting the copied contents into your PowerShell window.

Click on the “Next” button to proceed once all commands are executed successfully.

Hints:

- *You may need to hit Enter after pasting to start the command execution.*
- *If any of the commands returns an error or exception, note the text of the error. Some commands may execute successfully but still show an error, so it may be possible to continue. Consult your Dubber Support person for guidance.*

If all steps have executed successfully, all configuration related to Dubber’s recording solution should have been removed from your tenant.



Add Users

Select this option to assign users to your Compliance Recording policy. These users will then have their calls recorded by Dubber.

Warning! Dubber recommends that you use the AD Sync feature of the Provisioning Portal to manage user adds/deletes. This allows you to maintain your recorded users in one place and be confident that Dubber will always match your business requirements. Refer to page 32 for more information on configuring AD Sync.

Steps to adding users:

1. Click on “Add Users”. The “Discover Users” page will appear.

Step 6 dubber 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 retrieve all users from Azure AD via Microsoft Graph and create the 'AllUsers.csv' file. Upload this file in step 3 to continue. Note: Ensure you are connected to Microsoft Graph (Connect-MgGraph) before running this command.

1. Change directory to your home directory

This will save the CSV file created below in your home directory

cd ~

[Copy](#)
2. Get List of Current AD Users

Get-MgUser -Top 1000 -Property Id, UserPr

[Copy](#)

3. Upload AllUsers.csv file created above

[Upload](#)

[Next](#)

2. For Steps 1-2, run the Powershell scripts by clicking the “Copy” button beside each field, and pasting the copied contents into your PowerShell window.
3. For Step 3, click the “Upload” button to open a file selector window. Navigate to the directory where the “AllUsers.csv” was saved and select it.

Click on the “Next” button to proceed once all commands are executed successfully.

4. The “Select Users” page will now appear.

Read each of the available options carefully and select the options that are required for your organisation.



Step 7



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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:

Call Dub Licenses: 1/1
 Dub AI Licenses: 1/1
 Dubber Compliance Edition Licenses: 1/1
 Dubber Premier Compliance Edition Licenses: 0/1
 Dubber You Licenses: 0/1
 Dubber Teams Licenses: 1/1
 Dubber Premier Licenses: 0/1

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"/>	abc abc abc@7nt3r1.onmicrosoft.com	Dub AI	<input type="checkbox"/>
<input type="checkbox"/>	abcdefghijklmnpqrstuvwxyz abcdefghijklmnpqrstuvwxyz abcd@7nt3r1.onmicrosoft.com		<input type="checkbox"/>
<input type="checkbox"/>	addnew user addnewuser@7nt3r1.onmicrosoft.com		<input type="checkbox"/>
<input type="checkbox"/>	Adele1 Vance1 AdeleV@7nt3r1.onmicrosoft.com		<input type="checkbox"/>

New users: Create new users with Dubber Portal access: If enabled, a new Dubber Portal account will be created for each new user, and an account activation email will be sent to the email address recorded in Teams. If disabled, the user’s calls will be recorded, but they will not have a user account in the Dubber Portal.

The Provisioning Portal will have read the contents of the provided “AllUsers.csv” file and populated the list of users.

The app will also check your Dubber account and display the number of available licenses of each type in the upper part of the window.

- For each user listed, select the appropriate Dubber license to be applied to that user. This will be determined by your specific organisation’s recording requirements and available licenses.

Click “Next” once all user licenses are assigned.



6. The “Add users to Azure recording group” screen will now appear. Once again, the current values of the “Allow calls when recorders unavailable” and “Play call recording announcement and display recording banner...” settings will be read from your tenant’s current configuration.

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

[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-MgGroup -Filter "displayNa
New-MgGroupMember -GroupId $groupId.Id -D
New-MgGroupMember -GroupId $groupId.Id -D
New-MgGroupMember -GroupId $groupId.Id -D
```

[Copy](#)

Finish

Depending on the selections made in the previous step (5), you will have two options available:

- a. Add only new/selected users to the recording group, or
- b. Add all users to the recording group.

Depending on your requirements, copy the appropriate PowerShell script into your PowerShell terminal and run the commands. This will enable the selected users for recording.

Hints:

- You may need to hit Enter after pasting to start the command execution.
- If any of the commands returns an error or exception, note the text of the error. Some commands may execute successfully but still show an error, so it may be possible to continue. Consult your Dubber Support person for guidance.

7. When the PowerShell scripts have completed successfully, click “Finish” in the Provisioning Portal to return to the Home Screen.



Remove Users

Select this option to remove recorded users from your Compliance Recording policy group. These users no longer have their calls recorded by Dubber.

Warning! Dubber recommends that you use the AD Sync feature of the Provisioning Portal to manage user adds/deletes. This allows you to maintain your recorded users in one place and be confident that Dubber will always match your business requirements.

Steps to removing users:

1. Click on “Remove Users”. The “Remove User from Compliance Recording Security Group” page will appear. Once again, the current values of the “Allow calls when recorders unavailable” and “Play call recording announcement...” settings will be read from your tenant’s current configuration.
2. The Provisioning Portal will read the list of currently recorded users and display them.

For each user to be removed, click the toggle switch to the “off” position. The Provisioning Portal will auto-generate the required PowerShell script.



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

- 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

2. Remove the Members from the Dubber Recording Group

Copy

View the Microsoft Documentation for [Remove-MyGroupMember@v1beta](#)

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.

Confirm PowerShell scripts have been run

- Once all selections are made, copy the PowerShell script by clicking the “Copy” button. Then paste this script into your PowerShell window and execute the commands.

Hints:

- You may need to hit Enter after pasting to start the command execution.
- If any of the commands returns an error or exception, note the text of the error. Some commands may execute successfully but still show an error, so it may be possible to continue. Consult your Dubber Support person for guidance.

- When all commands are executed successfully, click the toggle switch at the bottom of screen to the “on” position to confirm that the scripts are run.



5. The text “Confirm PowerShell scripts have been run” will change to a “Delete” button. Click this button to finalise the cleanup of user configuration.

Note: If no users are selected for removal and the “Confirm...” toggle is selected, a “Back” button is displayed.

6. Click “Back” to return to the Home Screen.



Tenant Settings

Select this option to configure the recording settings for your Teams tenant.

Note: Dubber supports tenant-level and user-level settings. If user-level settings are configured, they will be applied to that user. Otherwise, the tenant-level settings will be applied.

Steps to configure tenant settings:

1. Click on “Tenant Settings”. The “Edit Tenant Settings” page will appear.

Note: If you have not previously configured any tenant settings, the only options available will be to “Delete Settings” or “Add Default Settings” as shown below:



To apply the default tenant-level settings, click “Add Default Settings”.

Alternatively, if you have previously added default settings and/or configured your settings, the current settings will be displayed.



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)

Delete Settings Add Default Settings

Tenant	Settings
<p>msteamssbox</p> <p>Tenant Id ea14f463-bc29-4b4e-8443-7659d5baf6ec</p>	<p>Allow Pause Resume Calls <input checked="" type="checkbox"/></p> <p>Auto Start Recording <input checked="" type="checkbox"/></p> <p>Video Recording</p> <p>Record Video <input checked="" type="checkbox"/></p> <p>Record Screen Share <input checked="" type="checkbox"/></p> <p>Call Classification</p> <p>Record All Calls <input checked="" type="checkbox"/></p> <p style="text-align: center;">----- OR -----</p> <p>Record External Calls <input type="checkbox"/></p> <p>Record Meetings <input type="checkbox"/></p> <p>Record PSTN <input checked="" type="checkbox"/></p>

Back

Warning! Settings applied during initial setup will be in effect immediately upon completing the onboarding process. However, changes to Tenant or User Settings made after onboarding may take up to 1hr to take effect. This is due to caching that is used to improve reliability and call establishment times.

- Use the toggle switches to adjust the recording settings to suit your organisation's needs. Each of the settings is explained in detail below. If you have any questions about the settings and how they function, please contact your Dubber Support person.

Allow Pause Resume Calls: When "On", the user can pause and resume recording for an active call. Pausing excludes that part the conversation from the recording. A single recording is created regardless of how many times the recording is paused and resumed.

Hints:

- Pause/resume is NOT the same as "Call Hold". If the "Call Hold" feature is used, the hold time is included in the recording.
- Stopping and a starting meeting operates differently. A meeting recording can be stopped and started multiple times, which produces multiple recordings.
- Pausing/resuming 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: When “on”, recording will start automatically at the beginning of every call, so users don’t need to start recording manually.

Video Recording: These settings configure what type(s) of video content will be recorded. These settings are independent of each other.

Record Video: When “on”, Dubber will record the user’s webcam (if active).

Otherwise, only the audio is recorded.

Record Screen Share: When “on”, Dubber will record any content that is shared by the user.

Hints:

- *These options are only available on Dubber subscriptions that include video recording.*
- *This feature needs to be enabled on your Dubber account before taking effect. Contact the Dubber Support team at support@dubber.net to request this feature.*

Call Classification: These settings allow you to classify what types of calls are recorded.

Record All Calls: Record all Teams calls.

- Or -

Record external: record any communication where one or more participants join from a different Teams tenant to the Organiser’s tenant. (Note that PSTN participants are also considered external calls because they don't have a tenant ID.)

Record meetings: record any communication with three or more participants (at any time). Note that auto-attendant and other 3rd party applications/bots will be included as participants, which may result in calls between two people being classified as meetings.

Record PSTN: record any communication where one or more participants join from a PSTN number. This could be a landline, a mobile or other soft-phone capable of making calls through the PSTN network.

Hints:

- *The “Record All Calls” and “Record External/Meetings/PSTN” cannot be selected at the same time. Selecting “Record All Calls” will disable other selections.*
- *If you choose to record specific call classifications, a call will be recorded if it meets any one of the enabled classifications (also known as “OR logic”).*
- *Dubber’s post-processing is set up to identify and remove the Teams auto-attendant service and reclassify the call if appropriate. However, we cannot do this for 3rd party bots. This will also impact call direction, since “meetings” always have a call direction of “inbound”.*

3. Once all settings have been set as per your organisation’s requirements, click the “Back” button to return to the Home Page.



User Settings

Select this option to configure the recording settings at an individual user level. The user-level settings will override the tenant setting if/when the user is included in a Teams call. If no user-level settings are selected, the tenant-level settings will be applied.

Warning! Settings applied during initial setup will be in effect immediately upon completing the onboarding process. However, changes to Tenant or User Settings made after onboarding may take up to 1hr to take effect. This is due to caching that is used to improve reliability and call establishment times.

Steps to configure user settings:

1. Click on “User Settings”. The “Edit User Settings” page will appear. All users currently configured for call recording will be listed.

User Settings dubber < Microsoft Teams < Back

Edit User Settings

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

User Name	Search	Settings	Prev	Page 1	Next
https://api.dubber.net/sandbox/v1/users/first-user-dubbertest1-onmicrosoft-com-1a9db531-660a-4cfa-8363-3f9807ec943b					
Paul Johansen					edit
https://api.dubber.net/sandbox/v1/users/admin-dubbertestau-onmicrosoft-com					
Paul Johansen (Dub Point Suspended)					
https://api.dubber.net/sandbox/v1/users/admin-dubbertestau-onmicrosoft-com-17ed62fb-1fc3-45f9-aad2-d5a62abce6db					
Paul Johansen (Dub Point Suspended)					
https://api.dubber.net/sandbox/v1/users/admin-dubbertestau-onmicrosoft-com-8b9f5827-2bf7-4921-84b4-865f04abc68e					
Paul Johansen (Dub Point Suspended)					
https://api.dubber.net/sandbox/v1/users/admin-dubbertestau-onmicrosoft-com-409f125c-6896-4c44-9cf7-9945f9426043					
Paul Johansen (Dub Point Suspended)					
https://api.dubber.net/sandbox/v1/users/admin-dubbertestau-onmicrosoft-com-c5b4b889-286b-4b64-b54c-406ed63591b2					
Sushmitha Amin (Dub Point Suspended) (Different Tenant)					
https://api.dubber.net/sandbox/v1/users/sushmitha-dubbertest4-onmicrosoft-com-8a9acdb9-d29b-423a-ae59-33e31ecdefd8					
admin user (Dub Point Suspended) (Different Tenant)					
https://api.dubber.net/sandbox/v1/users/admin-user-dubbertest1-onmicrosoft-com-d8eb1458-f820-4e79-93ce-234c86928f04					

[Back](#)

2. To configure the settings for a specific user, click the “edit” button beside their name. This will show the call recording options that can be set for that user.



- Click the “Override Account Default” checkbox to enable the user-level override. Then modify the setting to the required value.

User Settings dubber < Microsoft Teams < Back

Edit User Settings

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

User Name <input type="text" value="Search"/>	Search	Settings	Prev	Page 1	Next
1a9db531-660a-4c1a-8363-3f9807ec943b					
Paul Johansen <small>https://api.dubber.net/sandbox/v1/users/admin-dubbertestau-onmicrosoft-com</small>		Override Account Default <input type="checkbox"/> Allow Pause Resume Calls <input checked="" type="checkbox"/> Override Account Default <input type="checkbox"/> Auto start Recording <input checked="" type="checkbox"/> Override Account Default <input type="checkbox"/> Record All Calls <input checked="" type="checkbox"/> ----- OR ----- Record External Calls <input type="checkbox"/> Record Meetings <input type="checkbox"/> Record PSTN <input checked="" type="checkbox"/> Override Account Default <input type="checkbox"/> Record Video <input checked="" type="checkbox"/> Override Account Default <input type="checkbox"/> Record Screen Share <input checked="" type="checkbox"/>			hide
Paul Johansen (Dub Point Suspended) <small>https://api.dubber.net/sandbox/v1/users/admin-dubbertestau-onmicrosoft-com-17ed62fb-1fc3-45f9-aad2-d5a62abce6db</small>					
Paul Johansen (Dub Point Suspended) <small>https://api.dubber.net/sandbox/v1/users/admin-dubbertestau-onmicrosoft-com-8b9f5827-2bf7-4921-84b4-865f04abc68e</small>					
Paul Johansen (Dub Point Suspended) <small>https://api.dubber.net/sandbox/v1/users/admin-dubbertestau-onmicrosoft-com-409f125c-6896-4c44-9cf7-9945f9426043</small>					

[Back](#)

Hints:

- If you are having trouble finding a specific user, use the User Name search to filter down the list of displayed users. Enter the name then either click Search (or hit Enter) to apply the filter. To clear the filter, delete the search text and click “Search” or hit “Enter”. Alternatively, you can use the Next/Prev buttons to page through the entire list.
- The user-level settings are identical to those available at the tenant-level. Refer to the Tenant Settings section for detail on how each setting affects recording.
- If the “Override Account Default” is not enabled, the tenant-level setting will remain in effect for that user.

- Once all settings have been set as per your organisation’s requirements, click the “Back” button to return to the Home Page.



AD Sync

AD Sync is an optional feature that allows you to synchronise user between Dubber and your organisation's Active Directory group. This can be useful if you have a large number of users to manage, or if the recording group membership is subject to regular updates (e.g. employee turnover).

A sync plan can be created during the onboarding process, or at a later date.

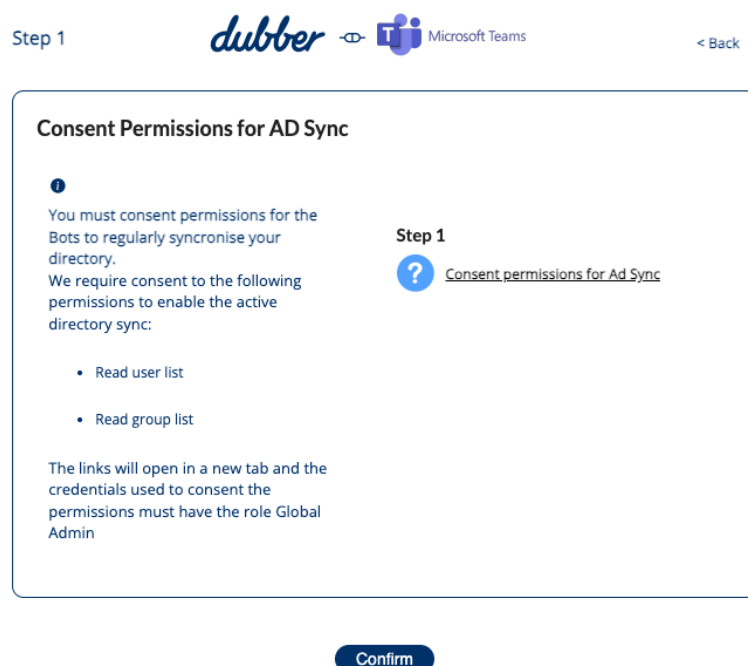
The sync action occurs once every 24hrs from the last time run. It can also be triggered manually if required. If this is done, the next automated sync will be 24hrs from the time the manual sync was triggered.

Note that the AD Sync service requires additional permissions to be consented in order to work. If consent is not granted, Dubber will be unable to read your AD group.

Warning! AD Sync can impact the functioning of other Dubber products/services if configured on the same account. This is discussed later in this section.

Steps to configure AD Sync:

1. Click on "AD Sync". The "Edit User Settings" page will appear. All users currently configured for call recording will be listed.

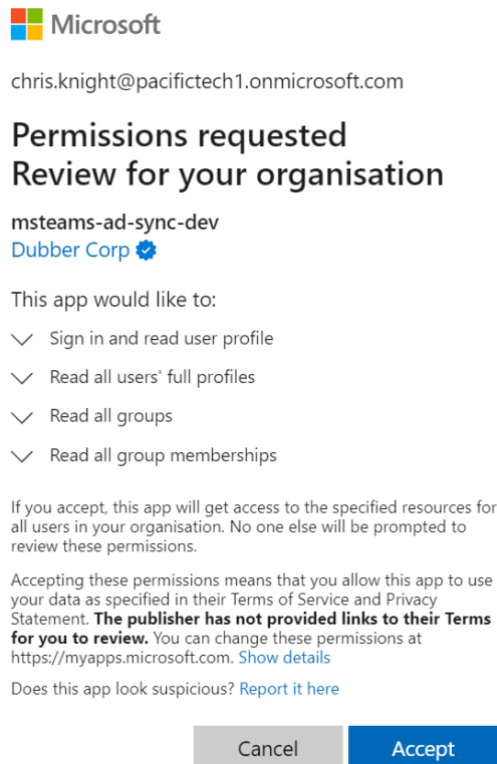


2. Click on "Consent permissions for AD Sync". You will be taken to a Microsoft login page where you will be asked to provide a login and provide consent.

Warning! This step will provide consent for Dubber's AD Sync service to read your Active Directory. This consent can only be granted by a user with Global Administrator access. If consent is not granted, Dubber will be unable to record your calls as required.



- Once logged in, a “Permissions Requested” screen will appear, showing the permissions being requested by Dubber. Review each permission and click “Accept”.



Information

Dubber follows a “least privilege” approach to permissions, ensuring we have the minimum access required to ensure functionality. These permissions are regularly reviewed and updated as necessary.

The permissions required for AD Sync and their justification are below. Note that all permissions are READ ONLY.

- **Group.Read.All** – allows the tool to read all groups on the tenant. This is required to identify the Dubber Recording Security Group.
- **GroupMember.Read.All** – allows the tool to read the members (users) in a group. This is required to identify which users are members the Dubber Recording Security Group.
- **User.Read** – allows the tool to read basic information from a user’s profile. This is to obtain the information necessary to enable the creation of user accounts and DubPoints in the Dubber Portal.
- **User.Read.All** – allows the tool to read information from all users’ profiles. This is to obtain the information necessary to enable the creation of user accounts and DubPoints in the Dubber Portal.

- The “Configure AD Sync” Screen will now appear. If this is the first time configuring AD Sync, there will be no plans, and the screen will appear as shown below.



AD Sync Settings dubber Microsoft Teams < Back

Configure AD Sync

Tenant dubbertestau.onmicrosoft.com Id: ea14f463-bc29-4b4e-8443-7659d5baf6ec

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

Select A Dubber Product:

When a user is removed from the AD Group:

Remove Dubber User and Delete Recordings

Suspend Dub Point (Recommended)

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

Information

If you are a Dubber Resale or Wholesale partner creating a Sync Plan, you will need to select the sub-account to which the plan will be applied.

- Click the “Add Sync Plan” button to create a new plan. A dialog box will appear, asking you to select a group to sync with Dubber. By default, this will be “MS Teams Dubber Recording Group”.

Select the appropriate group, then click “OK”. This will create the plan; however the synchronisation has not yet been completed.

- Modify the Sync Plan settings based on your organisation’s needs. The use of each of the controls is explained below.

When a user is added to the AD Group:

Allow the user to log in to the Dubber portal: When enabled, this will create a new Dubber Portal account for the new users. They will receive an account activation email to their designated email address, which will invite them to configure their password. When disabled, the sync plan will only create a DubPoint for the user, but they will not have a Dubber user account created.

When a user is removed from the AD Group:

Remove Dubber User

- OR -

Suspend Dub Point (Recommended)



Select which of the two available options meets the needs of your business. If the “Suspend DubPoint” option is selected, the Dubber account will be retained, but no more recordings will be associated with that user.

Warning! Consider these settings carefully as they can impact other Dubber recording services:

- If a user being added by the AD Sync plan already exists in the Dubber Portal, the sync will create the new DubPoint against this user account.
- If you have users with secondary recording DubPoints (for example, SMS Capture or a SIPREC capture source), and you select “Remove Dubber User”, the AD Sync service will delete ALL DubPoints for the removed users (not just the MS Teams DubPoint).
- If you select “Suspend DubPoint”, only the MS Teams recording DubPoint will be suspended. The secondary DubPoint will be unimpacted.

Select A Dubber Product: Select the Product Code for the type of Dubber license to associate with newly created users. The licenses available to you will depend on the product(s) you have purchased from Dubber (Customer and Reseller partners only).

Hints:

- If the Product you purchased licenses for does not appear in the drop-down list, try typing in the Product Code. If the Product has been correctly added to your account at the Group level, this should allow you to proceed. If not, contact your Dubber Support person for further assistance.

Warning! This is your last chance to add/remove users from the recording security group before the sync is run. Ensure the user list is up to date via the Group Members console in the Office365 admin centre before completing the next step.

7. Click the “Run Now” button to trigger the first run of the sync plan.
8. If the run has been successful, the “No sync plans configured” banner should change to green and say, “Last run at <date/time> successful”.

Hints:

- To change the settings on your plan, change the settings and click the “Save Changes” button. The new settings will be applied the next time the sync runs.
- If the Provisioning Portal returns an error or exception, note the text of the error. Consult your Dubber Support person for guidance.
- The number of users you can add via the AD Group is limited by the number of available Dubber licenses. If you exceed your license allocation for your group, the sync plan will fail, and you will receive a “Not enough licenses” email. Consult your Dubber Support person for advice on purchasing new licenses. Alternatively, you can remove one or more users from the Group and attempt to re-run the sync.
- If you have multiple security groups to be synced, each group needs to have the same product.
- AD Sync will fail if the security group is deleted. Either delete the old plan and create a new one or re-create the security group to restore the sync.



Validating Your Dubber Setup

Once you have completed the Teams setup (created a policy, assigned users and configured recording settings), it is time to validate that your Teams calls will be recorded and appear in the Dubber Portal. The following instructions are provided to help you validate that each part of the setup completed correctly.

Confirm Creation of Security Group

Dubber's recording solution makes use of Microsoft's group-based policy assignments, meaning that all recorded users must be part of the same security group within your Teams tenant. To validate that the Teams Provisioning process completed successfully, you can perform the following checks:

- Confirm that the Security Group was created successfully and contains the users to be recorded.
- Confirm that the recording banner/announcement is present during a call (if configured).
- Confirm that the recording appears in the Dubber Portal.

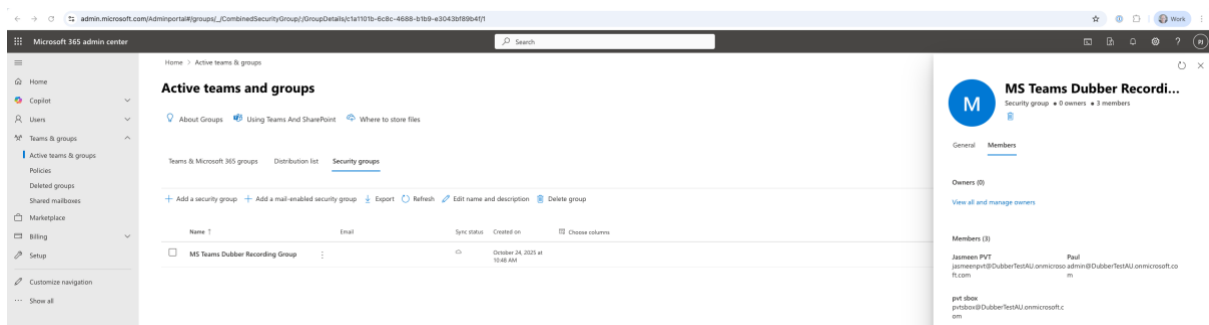
Steps to confirm creation of the security group

1. As a Teams administrator, log in to your organisation's Office365 admin portal at <https://admin.microsoft.com/Adminportal>.
2. Navigate to *Teams & Groups*, then *Active teams & groups*.
3. Click on the "Security Groups" tab.
4. In the list of groups, confirm the presence of an "MS Teams Dubber Recording Group".

Hints:

- If you disabled the "Play call recording announcement..." option during policy creation, the group will instead be called "MS Teams Dubber Recording Group No Announcements"

5. Click on the group name to open the Details panel.
6. Select the Members tab to show all members of the security group.



If you cannot find the security group, or the group has no members, contact your Dubber Support person for assistance.

If the group is present and it contains all the expected users, then the onboarding process was a success.

Steps to confirm that the recording banner/announcement is present during a call

(Skip this step if you chose to disable the recording banner/announcement during the policy creation process.)

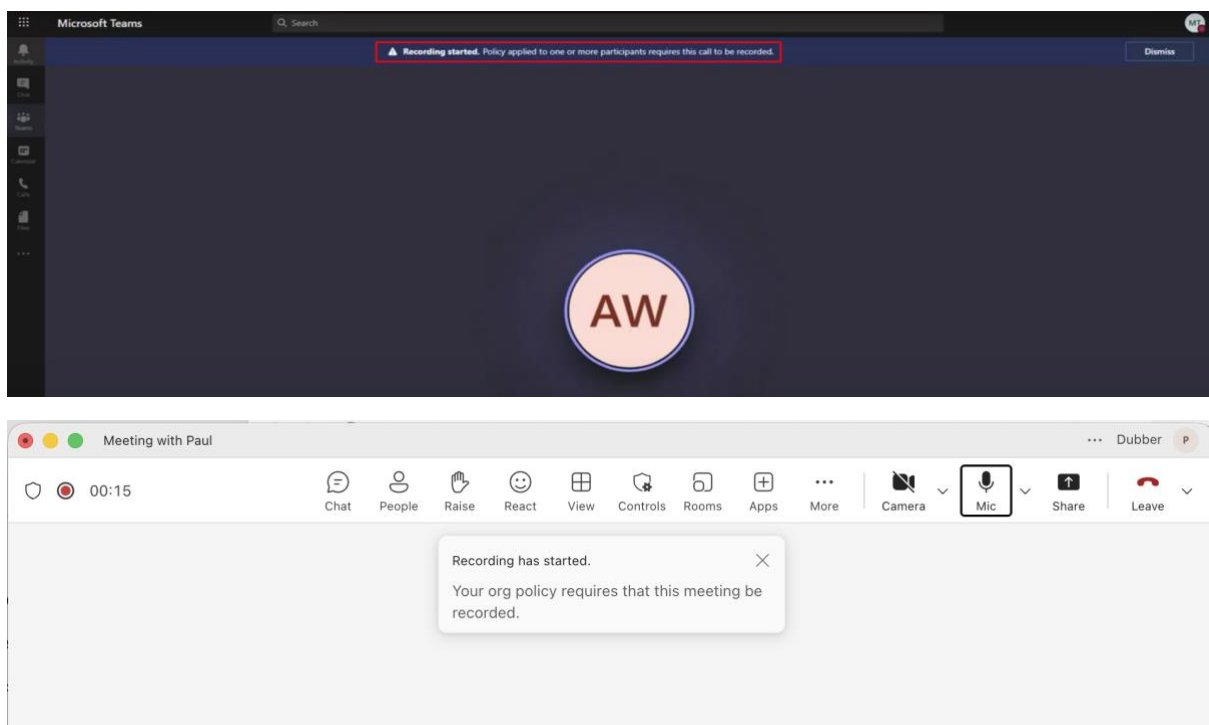


For this test to work correctly, the user must be a member of the MS Teams Dubber Recording Group” security group.

1. Log in to Microsoft Teams as the recorded user.
2. Start a call or meeting as the recorded user. Note that the type of call/meeting must match on that will satisfy at least one of the call classification settings (if “Record All Calls” is enabled, then any call/meeting will be recorded).
3. Validate that the recording banner is displayed in the Teams client. Depending on your Teams client and operating system, this typically appears as either:
 - a. A banner across the top of the Teams window; or
 - b. A pop-up dialog window below the meeting controls.
4. Click the “Leave” button at any time to end the call.

Hints:

- *We recommend you record a short snippet of dialog before ending the call, as this will assist with the next validation step.*



If the banner is present as expected, then the setting has been applied correctly.

Steps to confirm the recording appears in the Dubber Portal

Warning! *Ensure the recorded user has a Dubber Portal account and a valid DubPoint created before performing this step. Otherwise you will require the assistance of Dubber support to locate the recording.*

1. Repeat the steps you followed to validate the presence of the recording banner.
2. Once the call is complete, log in to the Dubber Portal instances for your region (see “**To find your Dubber API Credentials**” on page 6 for the specific Dubber Portal URLs). Use the credentials of either the test user, or a Dubber account admin.



If everything is working as expected, the call should appear at the top of the list of available recordings with a “New” tag beside it. Click the “Play” button to start playing the recording and confirm that the audio is clear.

Confirm AD Sync Success

If you have configured an AD Sync plan, you can validate it by modifying the Group member, triggering a manual sync, then confirming the changes in the Dubber Portal.

Steps to confirm the recording appears in the Dubber Portal

1. Confirm that the last run of the AD Sync Plan was successful.
2. As a Teams administrator, log in to your organisation’s Office365 admin portal at <https://admin.microsoft.com/Adminportal> .
3. Navigate to *Teams & Groups*, then *Active teams & groups*.
4. Click on the “Security Groups” tab.
5. In the list of groups, identify the “MS Teams Dubber Recording Group” and click on it to open the Details blade.
6. Click on Members, then click “View all and manage members”. Add (or remove) one or two users to the group and save changes.
7. In the Dubber Provisioning Portal, navigate to “AD Sync”, and click the “Sync Now” button.
8. Once the sync is complete, log in to your Dubber Account Portal (as an Administrator) and verify that the changes have been made for the added/removed users.

Next Steps

Now that you have completed your setup of MS Teams recording with Dubber, your business is ready to unlock the value within your Teams communications.

If you have any questions, or an issue with your Teams recording any time after onboarding, you can contact Dubber Support at support@dubber.net

Alternatively, you can refer to the [Dubber Support Center](#) for additional resources and FAQs, or to submit a service request.



Glossary

The table defines some of the common terms and abbreviations used throughout this guide.

Term	Definition
Active Directory / AD	A directory services platform developed by Microsoft for managing enterprise accounts and identities.
Policy based recording	A way of managing settings and requirements through a common policy, rather than individual settings.
Recording policy	A Teams policy which manages what calls get recorded for users.
Security Group	A collection of users to which a policies and permissions can be applied
Compliance Recording	Recording of phone/Teams calls for the purposes of complying



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