



Release Notes

VidyoDesktop™ for Linux

Version 3.0.3 (22)

February, 2014

Doc. Rev A

Important: Please review the list of known issues and limitations before installing.

Welcome to VidyoDesktop Version 3.0.3 (22)

What's New in this Release

VidyoDesktop version 3.0.3 delivers significant usability enhancements and powerful new capabilities, representing a major upgrade over the 2.x version of the VidyoDesktop application.

Usability Improvements

- ◆ New user interface streamlines both the pre-conference and in-conference experience.
- ◆ In-conference chat enables conference participants to select others from the participant list to chat privately, or they can chat publicly with everyone in the conference.
- ◆ Easier and faster to join conferences with a room link, either as a guest or as a registered user.
- ◆ Select multiple contacts from the directory to invite to the conference.
- ◆ Search the directory and invite participants (including H.323 and SIP endpoints) without leaving the conference.
- ◆ Quickly invite participants by email with one click from your contact list.
- ◆ Supports participant name display in Chinese (Simplified and Traditional), Japanese, and Korean.
- ◆ Adds Norwegian and Swedish languages to the user interface.

Performance and Efficiency Improvement

- ◆ Includes new bandwidth savings measures and improves performance in Limited Bandwidth mode.

Important Limitations and Considerations Before Installing VidyoDesktop Version 3.0.3 (22)

- ◆ VidyoDesktop version 3.0.3 may consume more CPU than previous 2.x VidyoDesktop releases.
- ◆ One must use the command line when installing VidyoDesktop on Fedora 18, 64-bit.
- ◆ The “skip software update” functionality works only when local port 63457 is open.
- ◆ To launch VidyoDesktop on Red Hat 6.3 using **Application > Internet**, the user needs to log off the operating system after installing VidyoDesktop, and then log back in to the operating system.
- ◆ Users cannot call other registered users on the same tenant using an inter-portal communication dialing format and providing a PIN is not supported.

Compatibility Matrix

To determine which version of the VidyoPortal your VidyoDesktop release is compatible with, as well as compatible operating systems, log in to your account on support.vidyo.com and refer to the [Vidyo Compatibility Matrix](#).

The following table defines the compatibility between VidyoDesktop version 3.0.3, the VidyoPortal™, and OS platforms.

VidyoDesktop	Compatible Platforms
3.0.3	<p>Windows:</p> <ul style="list-style-type: none"> • Windows XP 64-bit version • Windows 7 32-bit and 64-bit versions • Windows 8 32-bit and 64-bit versions <p>Mac OS:</p> <ul style="list-style-type: none"> • Mac OS 10.6 – 10.9.1 <p>Linux:</p> <p>The following 32-bit and 64-bit Linux distributions:</p> <ul style="list-style-type: none"> • SLC 6.1, 6.3 • Red Hat 6.1, 6.3 • Ubuntu 12.04, 12.10, 13.04, 13.10 • Fedora 18, 19 • openSUSE 12.2, 12.3 • Debian 7.0

Resolved Issues

The resolved issues in VidyoDesktop version 3.0.3 are marked with an asterisk *.

ID Number	Component	Issue	Resolution
	VidyoDesktop – Languages		
VD-4487*		Guest names displayed incorrect characters in languages other than English.	Guest names now display correct characters in languages other than English.
VD-4310		If a user entered Chinese, Korean, or Japanese characters in their participant name, the wrong participant name was displayed when that user joined a conference using a guest link.	If a user enters Chinese, Korean, or Japanese characters in their participant name, the correct participant name is displayed when that user joins a conference using a guest link.
13533 and 11546		When viewing the UI in languages other than English, some text was not translated, some text was garbled, some labels overlapped or were truncated, and/or some text was 4incorrectly translated.	Some language-related issues have been resolved.
14229		If a user had a computer with an Asian-language operating system and a Windows login that also contained Asian characters, the user could not change the language on VidyoDesktop.	If your computer has an Asian-language operating system and a Windows login that also contains Asian characters, you can change the language on VidyoDesktop.
	VidyoDesktop - General		
VD-4347*		When network connections were lost, the contact list was brought to the foreground and a message appeared indicating that reconnection attempts were being made.	VidyoDesktop no longer brings the contact list to the foreground when network connections are lost.
VD-4039* and VD-4000*		When closing and reopening a shared application, VidyoDesktop automatically shared it back to the conference unless Stop Sharing is selected.	VidyoDesktop no longer automatically shares applications back to the conference when applications are closed and reopened.
VD-3088*		The Setup button on the Configuration and Status > Devices screen would be disabled when certain cameras were selected in the Camera box.	The Setup button no longer is disabled when certain cameras are selected.
12903*		Calls with VidyoProxy failed to establish when the network delay was set to six seconds.	Calls with VidyoProxy now connect when the network delay is set to six seconds.

ID Number	Component	Issue	Resolution
12509*		Occasionally, when using DTMF tones to enter the conference code on a Legacy device (such as a Codi-an MCU), users were unable to join conferences because VidyoDesktop did not recognize all the DTMF tones.	VidyoDesktop now recognizes these particular DTMF tones to join conferences.
6990*		The Esc button did not exit Full-Screen mode unless the user clicked anywhere in the VidyoDesktop window before pressing Esc.	The Esc button now correctly exits Full-Screen mode.
905736*		VidyoDesktop did not go online when the Web Proxy password was greater than 14 characters.	VidyoDesktop now goes online with Web Proxy passwords greater than 14 characters.
VD-3935		VidyoDesktop crashed immediately after a user connected to a meeting.	VidyoDesktop no longer crashes when a user connects to a meeting.
VD-3790		Occasionally, after a VidyoGateway™ call was rejected, users could not join a room or place a call.	After a VidyoGateway™ call is rejected, users can join a room or place a call.
VD-3644, VD-3579, VD-3577		Occasionally, VidyoDesktop 3.0 beta crashed during calls or while the call was being established.	VidyoDesktop 3.0.2 resolved the issues that caused the beta version to crash during calls or while the call was being established.
VD-3585, VD-1234 and others		VidyoDesktop crashed during conferences.	Multiple VidyoDesktop crashes from version 2.2.1 and 2.2.2 have been addressed and resolved in VidyoDesktop version 3.0.
VD-3385		If a user set a moderator PIN on the Room Details window, when that user logged in again, the moderator PIN was not displayed.	If a user set a moderator PIN on the Room Details window, when that user logs in again, the moderator PIN is displayed.
VD-3318		Any participant who joined a room (not just the room owner) could lock the room.	Only the room owner can lock the room.
VD-3302		When using Windows 7 or Mac OSX Mountain Lion, the incorrect chat count may have appeared on the Group Chat icon.	When using Windows 7 or Mac OSX Mountain Lion, the correct chat count appears on the Group Chat icon.
VD-3052		When using Windows 7 64-bit or Linux 12.04 32-bit, the Far End Camera Control (FECC) option did not appear in the Conference Participants list even when connected to a VidyoRoom where the camera was capable of FECC.	When using Windows 7 64-bit or Linux 12.04 32-bit, the Far End Camera Control (FECC) option appears in the Conference Participants list when connected to a VidyoRoom where the camera is capable of FECC.

ID Number	Component	Issue	Resolution
VD-2980		If a user entered no PIN or the wrong PIN when a PIN number was requested, it took approximately one minute before the user received any response from the system.	If a user enters no PIN or the wrong PIN when a PIN number is requested, it takes approximately one minute before the user receives any response from the system
VD-2975		When loudest speaker mode was disabled and 8 participants in a conference were viewed, loudest speaker mode became enabled when the number of view participants was reduced to 4.	When loudest speaker mode is disabled and 8 participants in a conference are viewed, loudest speaker mode does not become enabled when the number of view participants is reduced to 4.
VD-2540		When using Windows XP and Mac OS X, the Windows screensaver did not appear during conferences.	When using Windows XP and Mac OS X, the Windows screensaver appears during conferences.
VD-2538		During an upgrade, the progress bar occasionally got stuck at 15% and cancelling the upgrade did not appear to stop the installation.	When using VidyoDesktop 3.0, the progress bar does not get stuck and upgrades can be successfully cancelled.
VD-1804		Occasionally, some users experienced audio transmission interruptions with high CPU utilization during calls.	Audio transmission interruptions with high CPU utilization no longer occur.
14210		If a user name was in Asian characters, the "Error contacting VidyoPortal" message appeared when the user right-clicked and attempted to log into the VidyoPortal.	Users with Asian characters in their user name can right-click and log into the VidyoPortal.
13173		The Volume sliders did not disappear in Full screen mode.	The Volume sliders disappear in Full screen mode.
12995		On the Samsung Ativ 500t tablet with Windows 8, VidyoDesktop could not start the internal webcam.	VidyoDesktop can start the internal webcam on the Samsung Ativ 500t tablet with Windows 8.
12981		For VidyoPortals configured with HTTPS, user credentials were transmitted in plain text when establishing a connection with the VidyoPortal.	For VidyoPortal s configured with HTTPS, user credentials are no longer transmitted in plain text.
12679		In rare cases, users could not upgrade to VidyoDesktop version 2.2.1.401 when using Windows XP.	Users can upgrade to VidyoDesktop version 2.2.1.401 when using Windows XP.
12228		When more than three participants shared at the same time and a fourth participant tried to switch between the Shares, the shared apps began blinking.	When more than three participants share at the same time and a fourth participant tries to switch between the Shares, the shared apps do not blink.

ID Number	Component	Issue	Resolution
12220		When sharing a Chrome window on VidyoDesktop, the shared window did not display properly (for example, it may not have been centered and the edges may have been cropped).	When sharing a Chrome window on VidyoDesktop, the shared window displays properly (for example, it is centered and the edges are not cropped).
12178		Occasionally, if two participants on a call are sharing and one stops sharing, the remaining participants do not automatically see the second share.	Occasionally, if two participants on a call are sharing and one stops sharing, the remaining participants do not automatically see the second share.
12130		Users were unable to install a license on their computers if they had non-English characters in their usernames.	Users with non-English characters in their usernames can install licenses on their computers.
11825		When using headphones, users may have received an erroneous message saying "VidyoDesktop detected loud feedback from speaker to microphone..."	The message "VidyoDesktop detected loud feedback from speaker to microphone..." does not appear when using headphones.
10886		If a user was in a call and went into Privacy mode (that is, stopped their video), when that user came out of Privacy mode, VidyoDesktop reduced the send resolution because it assumed the bandwidth was limited.	When a user comes out of Privacy mode when in a call, VidyoDesktop does not reduce the send resolution.
10792		On an Intel IvyBridge I5/I7 processor, the VidyoDesktop downgraded the CPU rating by 40%.	VidyoDesktop does not downgrade the CPU rating on an Intel IvyBridge I5/I7 processor.
10775		The speakerphone Phoenix Quattro 3 was not detected or displayed in the device configuration.	The speakerphone Phoenix Quattro 3 is detected and displayed in the device configuration.
10673		The VidyoDesktop decoder and encoder were not in sync in terms of bandwidth resource allocation.	The VidyoDesktop decoder and encoder are now in sync in terms of bandwidth resource allocation.
9660		Occasionally, using AGC caused an increase or decrease in volume which was caused by the interaction between the VAD (Voice Activity Detection) and NAS (Noise Suppression).	Using AGC does not cause an increase or decrease in volume.
9639		VidyoDesktop provided an error message when the user name and password fields were left blank for the Web Proxy, which prevented the user from coming online.	The user can now come online with a blank user name and password on VidyoDesktop Web Proxy.

ID Number	Component	Issue	Resolution
9586		VidyoDesktop accepted invalid parameters in the Media Port Range field.	VidyoDesktop does not accept invalid parameters in the Media Port Range field.
9450		The number of participants was being reduced from 8 to as low as 1 participant during a VidyoConference.	The number of participants is adjusted automatically depending on the available bandwidth.
8917		VidyoDesktop right-click and sign-in failed for longer VidyoPortal names.	VidyoDesktop right-click and sign-in works for longer VidyoPortal names.
8524		Depending on the browser being used, when you clicked on the Share icon, VidyoDesktop exited if a website name was very long (such as the navicat.com website name).	VidyoDesktop does not exit when you click the Share icon when viewing a website that has a very long name.
7526		On the VidyoDesktop Participant label, extra characters were displayed when the participant's name had characters that the local machine did not support.	Characters are now properly displayed on the Participant label.
7242		Upon entering a conference, VidyoDesktop buttons at certain window sizes appeared to be missing or distorted.	VidyoDesktop buttons now appear correctly.
7219		If a participant was connected via Wi-Fi and then plugged in an Ethernet cable (or vice versa), the conference would appear to continue normally to the participant but others would no longer see the participant's video.	Others will now see the participant's video.
7127		When no video frames were being received, participant names may have appeared duplicated.	Participant names no longer appear duplicated.
7000		Half of the screen was being displayed green when using the Tandberg PrecisionHD camera with the "Best Resolution" and "Advanced Mode" selected.	The screen now displays the correct image in the proper video format.
6912		The VidyoDesktop icon context menu (right-click) features (e.g., Place a Call, Start My Meeting) were not available for LDAP authenticated users.	The features are now available.
6906		When sharing an Excel document the application sharing window may have closed unexpectedly.	The application sharing window no longer closes unexpectedly.

ID Number	Component	Issue	Resolution
6493		VidyoDesktop occasionally stopped decoding packets during a VidyoConference even though it was still receiving packets from the VidyoRouter™.	VidyoDesktop decodes all packets it receives during a VidyoConference.
5406		FECC from VidyoDesktop or VidyoRoom™ did not work with cascading.	FECC from VidyoDesktop or VidyoRoom works with cascading.
5223		VidyoDesktop crashed when using the Web Proxy with limited bandwidth.	VidyoDesktop no longer crashes when using the Web Proxy with limited bandwidth.
5070		Sometimes VidyoDesktop displayed the message "Call disconnected by operator" even when the Operator didn't disconnect the call.	The message no longer displays.
1403		VidyoDesktop did not reduce the number of participants that a user could view when bandwidth was controlled by the server using the Downlink limit feature.	The number of participants is adjusted automatically depending on the available bandwidth.
906342		VidyoDesktop main window or alert messages went behind other windows during a call.	VidyoDesktop main window or alert messages do not go behind other windows during a call.
906326		Sharing a presentation from OpenOffice in Full Screen mode did not work.	Sharing a presentation from OpenOffice in Full Screen mode works.
905928		When connecting via VidyoProxy, the VidyoDesktop used the VidyoRouter's FQDN.	When connecting via VidyoProxy, the VidyoDesktop does not use the VidyoRouter's FQDN.
900019		Enabling Echo Cancellation when using the computer's built-in microphone sometimes added background noise to all participants.	Background noise is no longer added if you enable Echo Cancellation when using the computer's built-in microphone.
	VidyoDesktop – Windows		
VD-4170*		VidyoDesktop would crash or force users to quit after hot swapping a USB device during a conference on Windows 8 64-bit and Windows 7 32-bit.	VidyoDesktop no longer crashes or forces users to quit after hot swapping USB devices during a conference on Windows 8 64-bit and Windows 7 32-bit.
905767*		When restarting a PC, a false DirectX error was sometimes shown by VidyoDesktop: "Unable to render video. Please upgrade Direct-X and video/graphic drivers to the latest versions and enable Direct-X acceleration using the dxdiag utility."	When needed, the correct error message is shown after restarting a PC.

ID Number	Component	Issue	Resolution
VD-3040* and VD-2873*		When using Windows XP, the User portal inconsistently launched when a user right-clicked the VidyoDesktop icon and then selected Manage Account or when a user joined a conference, viewed the Conference Participants list, and clicked the Control Meeting button.	The User portal now appears when either of these methods is used.
VD-1720		When using Windows 8, some users were unable to install VidyoDesktop or were unable to join calls.	Users with Windows 8 are able to install VidyoDesktop and join calls.
11842		When using Windows 8, if you right-clicked and selected Place a Call , the VidyoBrowser login page opened even when you were already logged in.	When using Windows 8, if you right-click and select Place a Call , the VidyoBrowser login page does not open when you are logged in.
11841		When using Windows 8, a web browser opened instead of the VidyoBrowser.	When using Windows 8, a web browser does not open instead of the VidyoBrowser.
11670		When upgrading VidyoDesktop, the progress bar got stuck at 15%. Clicking Cancel closed the progress bar, but did not cancel the VidyoDesktop upgrade.	When upgrading VidyoDesktop, the progress bar does not get stuck at 15%.
11649		When you connected one laptop to a second laptop using a VGA2USB cable to share information on the second laptop, VidyoDesktop decreased the resolution on the first laptop.	When you connect one laptop to a second laptop using a VGA2USB cable to share information on the second laptop, VidyoDesktop does not decrease the resolution on the first laptop.
11317		After selecting a foreign language from Configuration > Options , the text remained in English due to limited Unicode language support for the SDK/Direct-X renderer.	After selecting a foreign language from Configuration > Options , the text does not remain in English.
11272		The buttons for controlling Far End Camera Control did not work when the VidyoDesktop window was on a secondary display that was to the left of the main display.	The buttons for controlling FECC work on secondary displays wherever they are positioned.
11030		If you configured the VidyoDesktop to use Web Proxy settings from IE, the VidyoDesktop did not read the exceptions list from IE and, therefore, applied the Web Proxy to all destinations.	VidyoDesktop now reads the exceptions list from IE and applies the Web Proxy appropriately.

ID Number	Component	Issue	Resolution
10347		When using Windows 8 Metro Mode, the user portal web page did not load as Flash content did not run when using Internet Explorer 10.	When using Windows 8 Metro Mode and IE 10, the user portal web page successfully loads.
10345		When using Windows 8 and Internet Explorer 10, the error message "Unrecognized response from VidyoPortal" appeared when trying to log into the VidyoPortal user pages as a guest or registered user.	When using Windows 8 and Internet Explorer 10, you can successfully log into the VidyoPortal user pages as a guest or registered user.
9762		When a guest attempted to join a room on a tenant for whom guest licenses were not enabled, the VidyoDesktop client could still be downloaded and an installation license was consumed.	When a guest attempts to join a room on a tenant for whom guest licenses are not enabled, the message "Guests not allowed to the room" appears and a license is not consumed.
7686		The Dialpad icon was displayed in both direct calls and conference calls.	The Dialpad icon is no longer displayed when not needed.
6907		When using a Windows non-Admin account, after the first VidyoPortal login, the login option on the system tray context menu disappeared.	The login option on the system tray context menu no longer disappears.
6594		An undocked share or VidyoDesktop Configuration or Status window did not stay on top after the layout changes due to join/leave/active speaker switch.	An undocked share or VidyoDesktop Configuration or Status window now stays on top after layout changes.
5008		When the wireless and LAN connection were both active, it caused a conflict where choppy audio, low frame rate, and even no video were reported.	When the wireless and LAN connection are both active, it does not cause choppy audio, low frame rate, or no video.
	VidyoDesktop – Macintosh		
6274*		The Vidyo browser and Conference Status screen were not available for sharing after command clicking the Vidyo icon in the system tray and selecting "Place a call."	The Vidyo browser and Conference Status screen are now available for sharing after command clicking the Vidyo icon in the system tray and selecting "Place a call."
5080*		After joining a Vidyo conference on a Mac OS X, the Share window header did not allow for click-and-drag repositioning.	The Share window header now allows for click-and-drag repositioning.

ID Number	Component	Issue	Resolution
VD-3854		When using Mac OS X, when the mic was muted or unmuted, the level got reset to zero (muted).	When using Mac OS X, when the mic is muted or unmuted, the level does not get reset to zero (muted).
VD-3780		When using Mac OSX, the microphone volume level got reduced on USB devices (regardless of the Automatic Echo Cancellation and Automatic Gain Control selections).	When using Mac OSX, the microphone volume level do not get reduced on USB devices.
VD- 2725		When using MAC OSX 107.5 and 10.8.2, the conference layout did not match the number of participants in the call.	When using MAC OSX 107.5 and 10.8.2, the conference layout matches the number of participants in the call.
VD-2631		The microphone and speaker volume bars did not display in the conference window.	The microphone and speaker volume bars display in the conference window.
VD-1557		Users could move the VidyoDesktop conference window behind the menu bar, and then they were unable to move the conference window.	The VidyoDesktop controls cannot be moved to a position where they become inaccessible.
14867 and 13474		The audio from the Phoenix Duet MT202 did not consistently sound clear and the volume controls on the speakerphone did not work.	The audio from the Phoenix Duet MT202 consistently sounds clear and the volume controls on the speakerphone work.
12480		Users could not join a room when using the Plantronics Pro UC v2 as a Bluetooth headset.	Users can join a room when using the Plantronics Pro UC v2 as a Bluetooth headset.
10926		When a document was shared in a conference, it was not displayed automatically.	When a document is shared in a conference, it is displayed automatically.
9996		Security settings on Mac OS X Mountain Lion prevented installation of VidyoDesktop.	You can now install VidyoDesktop on Mountain Lion.
9565		The VidyoDesktop window could slide underneath the Toolbar window.	The VidyoDesktop window does not slide underneath the Toolbar window.
9008		Permission changes in Mac OS X Mountain Lion prevented automatic sign-in.	Automatic sign-in is now allowed with Mac OS X Mountain Lion.
7308		Users could not share the entire desktop.	Users can now share the entire desktop.
7245		Sometimes buttons worked but did not change their icons when clicked (e.g., click the microphone icon to mute and the mic will be muted but the usual mic icon will not be replaced by the icon of a mic with a line through it).	Button icons change as expected.

ID Number	Component	Issue	Resolution
7115		When attempting to share a Chrome window on Mac OS X Mountain Lion, the share window was blank and VidyoDesktop quit with a Fatal Error.	You can now correctly share a Chrome window on Mac OS X Mountain Lion.
6998		On the Share dropdown menu, there was no indication which share was currently being shown. (On Windows, the active share had a grey background while the others were light in color).	On the Share dropdown menu, there is now an indication which share is currently being shown.
6105		An undocked share window couldn't be resized.	An undocked share window can now be resized.
9010449 and 11092		If two participants were sharing documents, toggling to the Share on OS X Mountain Lion would not display the Share.	If two participants are sharing documents, toggling to the Share on OS X Mountain Lion displays the Share.
	VidyoDesktop – Linux		
VD-4339*		An erroneous dialog box message appeared during calls indicating that an audio device was lost.	The dialog box message no longer appears.
VD-4324*		The VidyoDesktop icon did not appear in the system tray even after joining rooms.	The VidyoDesktop icon now appears in the system tray.
VD-4307*		When using Ubuntu 13.10 64-bit and joining a room, VidyoDesktop sometimes crashed.	VidyoDesktop does not crash after joining a room while using Ubuntu 13.10 64-bit.
VD-4207*		When using Ubuntu 12.04 64-bit, VidyoDesktop crashed if the user tried to enter a room without a camera connected.	VidyoDesktop does not crash after joining a room without a camera connected while using Ubuntu 12.04 64-bit.
VD-2600*		When cameras and headsets were connected after joining a conference, they were not being automatically selected in Configuration and Status > Devices .	Cameras and headsets connected after joining a conference are now automatically selected in Configuration and Status > Devices .
VD-4127*		When an internal microphone volume was adjusted on a call when using Ubuntu 13.04 32-bit, no microphone options appeared in Configuration and Status > Devices .	Microphone options remain on the Configuration and Status > Devices after adjusting its volume during a call.
VD-3216		The Web Proxy option was not available on the Network tab of the Configuration and Status screen.	Web Proxy is not supported with VidyoDesktop Linux, therefore, there is no need for this option.

ID Number	Component	Issue	Resolution
VD-2893		When a conference was being recorded, the Record and Record Webcast icons appeared in the middle of the full-screen window for a period of time.	When a conference is being recorded, the Record and Record Webcast icons do not appear in the middle of the full-screen window.
VD- 2814		When clicking the Private Chat button while running in full-screen mode, the Private Chat dialog box opened in the background.	When clicking the Private Chat button while running in full-screen mode, the Private Chat dialog box does not open in the background.
VD-2615		When using Ubuntu 12.04 64-bit, the sign-out option did not display after disconnecting from a conference.	When using Ubuntu 12.04 64-bit, the sign-out option displays after disconnecting from a conference.
VD-2544		Double-clicking on a Share during a conference did not detach the Share from the conference window.	Double-clicking on a Share during a conference detaches the Share from the conference window.
VD-1534		When using Linux, the voices of some participants was distorted.	Audio is clear and participants' voices now sound as they should.
VD-1484		The error message "Could not start Client" appeared when trying to start VidyoDesktop from the terminal, but VidyoDesktop did start successfully.	The erroneous message no longer appears.
VD-993		Log files were not created if the \${HOME}/Desktop directory did not exist.	If there is no HOME directory, the log files are written to the user's home directory.

Known Issues and Limitations

Issues discovered in VidyoDesktop version 3.0.3 are marked with an asterisk *.

ID Number	Component	Issue	Suggested Workaround
	VidyoDesktop – Languages		
		When viewing the UI in languages other than English, you may see that some text is not translated, some text is garbled, some labels overlap or are truncated, and/or some text is incorrectly translated.	
	VidyoDesktop – General		
VD-4603*		When attempting to call a user on the same tenant using an inter-portal communication dialing format and providing a PIN, an “Unable to join conference room” error appears.	
VD-4585*		When right-clicking a contact the Contacts window does not appear in the foreground.	Left-click the VidyoDesktop program in the task bar to bring it in to the foreground.
VD-4525*		When making direct calls from VidyoDesktop version 3.0.2 (12), some users have reported lower audio quality.	
VD-4523*		When right-clicking on the VidyoDesktop icon in the system tray and selecting Check for Updates, available updates do not appear.	
VD-4516*		When joining conferences using a scheduled room link, the conference is not successfully joined unless the user contact list is open.	
VD-4507*		When joining conferences as a guest and downloading VidyoDesktop for the first time, users are forced to click the guest link after installation instead of immediately joining the call.	Click the guest link after the installation.
VD-4437*		When running VidyoDesktop, some users have observed a spike in CPU resource usage after starting meetings.	
VD-4380*		The Receiving value on Settings > Configuration and Status screen does not update when adjustments are made during a conference.	
VD-4366*		When VidyoDesktop connections switch to use a VidyoProxy, crashes have been observed.	

ID Number	Component	Issue	Suggested Workaround
VD-4352		When VidyoDesktop is in full-screen mode, the low bandwidth alarm icon and the secure connection icon are not properly rendered on the user interface.	
VD-4337		If the contact list is closed and the user double-clicks on the VidyoDesktop icon in the system tray, the contact list does not display.	
VD-4319		After disconnecting from an IPC call, right-clicking does not display Join My Room or Contacts.	
VD-4316		When making a Legacy call into a Codian MCU bridge, VidyoDesktop may crash.	
VD-4308		In rare cases, VidyoDesktop crashes during a direct call when the far-side participant answers the call.	
VD-4208		Logging into a PIN-protected room may take up to 15 to 20 seconds.	
VD-4183		If the latest version of VidyoDesktop is installed on the PC and on the Admin portal and the VidyoDesktop icon is right-clicked, a message indicating that the most up-to-date version is already installed does not appear.	
VD-4107		When clearing the Validate Server Certificate check box in Configuration and Status > Network , the use of a certificate is still enforced by the VidyoPortal and you are unable to log in via VidyoDesktop.	
VD-4076		When a Guest user tries to enter a full conference, no error message appears.	
VD-3955		The jitter buffer size is too low, which creates one or two clicks per new speakers.	
VD-3939		When using Web Proxy, guest users must log in twice.	
VD-3886		VidyoDesktop does not have a Far End Camera Control icon for a Legacy endpoint.	
VD-3879, VD-3826, VD-3257		The User and Room Status icons and the Call Direct and Join Room buttons may not consistently and quickly get updated to the correct state. For example, if a user is searched and then goes offline, the search results may continue to show that user as online.	

ID Number	Component	Issue	Suggested Workaround
VD-3876		Occasionally, when audio settings are changed, VidyoDesktop may crash.	
VD-3864		Occasionally, a bandwidth alarm appears when there are no network issues.	
VD-3812		Occasionally, the message "General Error occurred" appears rather than a more specific message.	
VD-3495		If a user is in a conference, sets the self-view to off and selects No video feed from the Layout dropdown list, when the user rejoins the conference, the video streams are displayed.	
VD-3185		Users can join conference rooms that are already filled with the maximum number of participants.	
VD-3008		The low bandwidth and lock icons may display on the participants video window when in Full Screen mode.	
VD-2986		If a user joins his/her own room by right-clicking the VidyoDesktop icon and selecting Start My Meeting, the option to lock the room is not available.	
VD-2908		Some icons, such as the room PIN icon, take up to minute to change states.	
VD-2904		If a user clicks No Video Feed, minimizes the VidyoDesktop conference window, and then returns the window to its normal size, video of the participants continue to be displayed.	
VD-2564		If a user joins a conference as a guest, the Configuration and Status > Status screen displays the incorrect username and "Not in conference" displays when the user joins the conference.	
13766		VidyoDesktop triggers the use of discrete graphics when a user on an Apple laptop joins a conference, but when the conference ends, the discrete graphics remain in use.	
13551		Because of the transparent title bar on Windows 7 computers with the Aero theme enabled, changes in the background cause a higher encode bit rate for any shared applications.	

ID Number	Component	Issue	Suggested Workaround
12789		The Plantronics P620S Bluetooth audio device APIs do not work with VidyoDesktop version 2.2.2.x.	
11237		When restoring or making the window full-screen after joining a VidyoDesktop room and opening the Configuration screen, the Configuration window is active and on top of the VidyoDesktop participants.	
10928		In a two person conference with more than one share, the option that allows you to switch the document that is being viewed does not actually switch the shared document. This issue is present on Windows, MAC and Linux.	Switch the viewed documents again until the shared documents respond.
10688		If two or more recommended audio devices are installed on one PC, and a speaker is selected from one while the microphone from another is selected, no warning message pops up and it may cause echo.	Manually select Echo Cancellation.
10665		Users are unable to connect to a conference when TCP is open and UDP is closed when using VidyoMobile and VidyoDesktop.	Force VidyoProxy to connect the call.
10587		You cannot cancel the installation of the VidyoDesktop package.	Uninstall after the installation is complete.
10510		If you right-click VidyoDesktop, select "Sign in", and then enter a valid portal address with a trailing space, you will get an "Error: Contacting VidyoPortal" message.	Delete the trailing space or use a Web browser.
10493		When Auto-Answer is enabled and the PC is locked, incoming calls will be answered and users may not be able to tell if there is a call in progress.	
10492		While in a conference, if a user shares a VidyoDesktop window, the window is not lined up correctly (some of the background in shared while some of the shared window is cut off).	
10454		Capital letters are not accepted in the portal field when signing in through VidyoDesktop.	Log in through a web browser or use lowercase.
10416		Not able to share menu/sub-menus options of a shared application window.	Share the entire desktop.

ID Number	Component	Issue	Suggested Workaround
10366		If Auto Start VidyoDesktop is enabled, logging in by double clicking the VidyoDesktop icon will create two open VidyoBrowser windows, one signed in and one signed out.	
9869		Occasionally, the WebProxy Sign-In GUI times out and reports an error, but shortly thereafter, the client successfully signs in.	
8921		If the first installation of the VidyoDesktop client occurs because of a guest link, subsequent users of VidyoDesktop will not see the Sign In option if they right-click from the system tray.	
8894		The Conference Status window does not become the active window when you click on the Show Conference Status button.	
8657		When starting a meeting by selecting "Start My Meeting," there is a 20 second or longer delay when using the Web Proxy hierarchy.	
8497		The user ID appears as HTML instead of plain text if it contains brackets.	
6252		The Configuration Network tab doesn't pop-up when a Web Proxy authentication fails.	
906405		When starting a conference the VidyoDesktop window may open in the background.	
906173		A user can manually configure and use a VidyoProxy even if their user profile, as set by the Admin, does not allow VidyoProxy.	
905900		VidyoDesktop and VidyoRoom don't display a meaningful error message when an SSL certificate 19verification fails.	
901933		In rare cases, some areas on a viewed shared application might flash black.	
901337		The application sharing window redocks with the main window automatically when a user switches shared applications.	
9010090		The Sticky Note application is displayed as a black window and cannot be shared.	

ID Number	Component	Issue	Suggested Workaround
900910		A USB camera connected through a USB hub or a docking station might cause CPU utilization to reach 100%.	Connect the camera directly to a USB port on the PC/Laptop.
900015		On rare occasions, canceling a call from the Entering Conference dialog box (progress bar) might cause subsequent call requests to fail.	Quit VidyoDesktop and restart.
	VidyoDesktop – Windows		
VD-4537*		When using a Jabra UC Voice 750 MS mono USB headset on Windows 8.1, static and noisy audio quality has been observed.	
VD-4534*		When using some USB speakerphones on Windows 8.1, degraded audio quality has been observed.	
VD-4385*		When using an ASUS T100 tablet with Windows 8.1, the internal camera zooms in too tightly when participating in VidyoDesktop conferences.	
VD-4332		When using Internet Explorer 10, the Share becomes black when covered or partially covered by another window.	Do not cover the window that is displaying the Share.
VD-4254		Alert tones may not be heard when participants join or leave a conference or when a chat begins.	
VD-4090		When accessing VidyoDesktop from a Microsoft Surface 2 tablet, a "Microphone not started" error appears.	
VD-3959		When using Firefox or Chrome and VidyoDesktop is not already running, the guest link fails.	To connect to a conference as a guest, use Internet Explorer or start VidyoDesktop and then click the guest link.
VD-3877		When using Windows 8 during a call, video does not get sent from the endpoint running Windows 8.	Mute and unmute the camera.
VD-3499		When the upper value in the Media Port Range field on the VidyoDesktop Configuration and Status > Network screen is changed, the Apply and Save buttons do not work.	
VD-3460		When in a call in Full Screen mode, the tool-tips are partially obscured by the VidyoDesktop icon bar.	
VD-3426		Occasionally, when a participant completely lowers the audio volume to 0, the other participants can still hear that participant.	

ID Number	Component	Issue	Suggested Workaround
VD-3362 and VD-3245		In the Media Port Range field on the VidyoDesktop Configuration and Status > Network screen, both values can be the same, the first value can be higher than the second value, the second value can be greater than 65535, and the first value cannot be changed without changing the second value.	
VD-3257		When a contact who is on the Search list goes offline, that contact's status continues to be displayed as online.	
VD-2803		When using Windows XP, the devices listed on the Configuration and Status window are not visible unless they are selected.	
VD-2764		When using Windows 7, if Start Conference in Full Screen is selected from the Configuration and Status > Options screen, the next time the Options window is selected, the conference window becomes full-screen.	
11741		When you install VidyoDesktop from a restricted user account in Windows XP, the "Run as" pop-up window displays in the background instead of the foreground.	If you install VidyoDesktop from a restricted user account, check the background for the "Run as" pop-up window.
11236		When you share two documents and you toggle to own the share, part of the shared windows will black out.	
11212		On Windows XP, when you are prompted to upgrade from 2.2.0 to 2.2.1, the upgrade fails on the first attempt.	Try to upgrade again (such as by right-clicking the VidyoDesktop taskbar icon and choosing Check for Updates). The upgrade will succeed on the second try.
9487		When sharing a Windows Registry Editor window on Windows 7, users will see any overlapping window that is placed on top of the Regedit window.	
5212		Sharing a zoomed application window in Windows 7 may share only part of the window.	Don't share a zoomed application window.
4289		Vista or Windows7 users may not be able to join a call and remain offline due to failure of SSL certificate but no error message will be displayed.	Check the Microsoft website for root certificate updates or contact your Administrator.

ID Number	Component	Issue	Suggested Workaround
4010		For XP users, on the Configuration and Status > Devices screen, the Camera Setup button might not be applicable.	
9010627		When sharing content, the shared content flickers. This occurs primarily with Microsoft Office applications.	If you see flickering when sharing content, the other participants in the conference who are using Vidyo products will see the shared content without the flickering. Participants using other vendors' products will see a black window—this is a Microsoft issue that must be resolved by them. To minimize the flickering, ensure that the window being shared is not covered by any other windows.
906059		On the Blackmagic Design Intensity and Intensity Pro video cards we support 720p video input capture from the HDMI input. We don't support component, composite and DVI input and audio capture.	
904815		When sharing an Excel spreadsheet while other windows overlap it, the title bar of the Excel window will start flashing. This will be noticed by the participant who shares; remote participants will not see it.	Do not to overlap any other window on an Excel spreadsheet that's being shared.
904319		When using laptop and monitor and changing the display from single to dual during a call, the video will stop but the audio will not be affected.	Disconnect and reconnect the call to get video again.
903054		The VidyoProxy connection does not work if all UDP ports are blocked and all TCP ports are open.	Select the Always Use VidyoProxy checkbox to force VidyoProxy or make sure TCP ports 80 and 443 are open while all UDP ports are blocked.
	VidyoDesktop – Macintosh		
VD-4514*		When using a dual monitor setup on Mac OSX 10.7 – 10.9, VidyoDesktop only utilizes the main monitor.	
VD-4251		When hot swapping a USB device during a conference on Mac OSX Mounting Lion 10.8 and 10.9, VidyoDesktop may crash or users may be forced to quit.	

ID Number	Component	Issue	Suggested Workaround
VD-4238		In a conference with multiple participants, when a user shares an application or web page, the Share flickers.	
VD-4112		When using VidyoDesktop via the Chrome Web browser on OS X Mavericks, the application is not recognized by the operating system and you are prompted to install VidyoDesktop.	
VD-3872		On rare occasions, VidyoDesktop crashes when a Mac wakes from sleep.	
VD-3655		The built-in camera is not recognized on Haswell-based systems (e.g., MacAir) that are running Mac OSX 10.8.5.	
VD-2548		When using two displays and viewing a conference in full-screen mode, content cannot be shared from the second display.	
VD-2916		When using Mac OSX Mounting Lion 10.8, the user interface automatically switches to Full Screen mode.	
VD- 2672		When using MAC OSX Mountain Lion, Lion 10.8, and 10.7, the license agreement appears both after installation and logging in to the system.	
13361		Apple TV appears on the available device list even when Airplay is turned off on the Mac Book.	
12230		VidyoDesktop does not launch when a user is logged in as a guest on Mac OS X 10.8.2 Mountain Lion.	
11747		When you expand VidyoDesktop to full screen using the window maximize, any application you are sharing remains small for up to 15 seconds and the rest of the share space is black before expanding to full size.	
11156		In a conference with three or more participants, you lose the ability to control the remote camera with FECC by clicking a participant window and making the FECC pad disappear.	
10796		In the VidyoBrowser, if a user pastes text into the Login field, a 'v' will appear at the end of the text.	Delete the 'v' or login via Safari or Firefox.

ID Number	Component	Issue	Suggested Workaround
10744		When a Gmail user emails his or her room link, Google erroneously displays an error message indicating that the URL is too long.	
10658		If a user joins a conference via Start My Meeting, and shares Chrome, Chrome will be listed twice.	
10476		If a call is declined, the message box that appears will not be the active window.	
9935		If a display name is in Japanese characters, it will not be displayed on other users' VidyoDesktops.	
8663		When using a Web Proxy, VidyoDesktop may take up to two minutes to come online.	
8453		Command+C, Command+V, Command+X are not supported in the Vidyo Login box on the Mac.	Use the right-click menu to copy, cut, and paste.
6999		When using the Spaces feature in Snow Leopard or Lion an application window in a separate space or desktop cannot be shared.	
904781		When a Macintosh application is minimized, the VidyoDesktop does not offer it as one of the choices to be shared when clicking on the Share button.	
900023		The Setup button on the Video tab of Configuration Status is not available; this is a Mac OS X limitation.	
	VidyoDesktop – Linux		
VD-4460*		When running Red Hat 6.3, VidyoDesktop does not launch when selected via Application > Internet .	Logoff and log back in to the operating system.
VD-4589*		After first logging in to the VidyoDesktop and skipping a software update, the user is automatically signed out of the VidyoDesktop.	Open port 63457 to successfully launch VidyoDesktop and skip the software update, if desired.
VD-4596*		When using the VidyoDesktop software installer on a 64-bit machine running Fedora 18, the installation fails.	Install VidyoDesktop via the command line.
VD-4595*		When using a 64-bit machine running Fedora 19, VidyoDesktop does not launch unless additional dependencies are installed.	Install the additional dependencies to run VidyoDesktop.

ID Number	Component	Issue	Suggested Workaround
VD-4540*		Installing VidyoDesktop is not possible from the Ubuntu software center.	
VD-4551*		When attempting to install VidyoDesktop as a normal user, functional errors due to application execution with root permissions appear.	
VD-4509*		When changing to full-screen mode on Fedora 19 64-bit, the conference window goes to the background.	
VD-4434*		When using VidyoDesktop on Ubuntu 13.10 64-bit, the VidyoDesktop toolbar is too big and the call timer is incorrectly positioned on the toolbar clock.	
VD-4389*		When clicking Invite by Email in VidyoDesktop on 64-bit Ubuntu 13.10, 13.04, 12.10, and 12.04, the invitation email message contains random characters and is formatted incorrectly.	
VD-4353*		When clicking FECC while in a conference on SLC 6.3 64-bit, self-view appears instead of the FECC camera controls.	
VD-4203		When hot swapping a USB device during a conference on Linux Ubuntu 12.04, 13.04, and 13.10, and OpenSuse 12.3, VidyoDesktop may crash or users may be forced to quit.	
VD-4129		When selecting the internal microphone on a call when using Ubuntu 13.04 32-bit, no microphone options appear in Configuration and Status > Devices .	
VD-4071		When using openSUSE 12.3 64-bit and VidyoDesktop in full-screen mode, the Record and Record Webcast icons do not appear.	
VD-4070		When using openSUSE 12.3 64-bit and joining a call using the Guest Link via Firefox Web browser, you are instead prompted to download VidyoDesktop.	
VD-3990		When updating to the latest version of VidyoDesktop on Fedora 19 64-bit, the application crashes.	
VD-3988		When using Ubuntu 13.04 32-bit, the VidyoDesktop icon is missing on the task bar.	

ID Number	Component	Issue	Suggested Workaround
VD-3967		When using Ubuntu, VidyoDesktop may crash while downloading an update of VidyoDesktop.	
VD-4353		When a user clicks on the FECC button on the Participant list in the Conference Call window, their self-view is displayed.	
VD-4351		When a private chat is started with two or more users simultaneously, the Private Chat window with the first user closes when a chat is started with a second user.	
VD-4350		The low bandwidth icon on the bottom-left corner of the screen is not properly rendered on the user interface.	
VD-4312		When using Linux PULSE audio, audio may stop working during a conference.	Switch to ALSA audio.
VD-4284		When using Ubuntu 13.04 64-bit, users cannot quit VidyoDesktop by right-clicking the icon and selecting Quit.	
VD-4211		When using Ubuntu 12.04 64-bit, some of the controls for the chat window may be missing (such as maximize, minimize, and close controls).	
VD- 2793		When receiving a direct call, no ring tone alert is sounded.	
VD-3029		When in Full Screen mode, the Conference Participants icon and list gets obscured by the OS menu.	