



Release Notes

for the Limited Availability Release of VidyoConnect™ for Desktop

Version 19.3.0

July, 2019

Doc. Rev A

About the Limited Availability Release of VidyoConnect™ for Desktop Version 19.3.0

What's New in This Release

❖ Enhanced Far End Camera Control (FECC) Capability

- In this version, we enhanced the Pan and Tilt of the (PTZ) functionality with FECC so the Camera Controller can now quickly and continuously move the camera rather than move the camera with small incremental "nudges".
- These enhancements, for example, allow acute healthcare nurses and other professionals in an eICU to quickly, smoothly, and precisely PTZ the FECC to specific areas of the remote patient room (e.g., vitals monitor, medication drip, patient face, vent, etc.).
 - Requirements:
 - The Camera Controller and the Camera Owner must use version 19.3.0 or higher of the VidyoConnect for desktop application.
 - Using the Smooth and Fine Adjustment FECC Capabilities
 - Click the FECC Control Panel to pan, tilt, and zoom as defined by the camera.
 - For quicker and smoother camera control, click and hold the up, down, left, and right directional arrows from within the FECC Control Panel.
 - To make small moves or fine adjustments (e.g., nudges) with the camera position, click and release the up, down, left, and right directional arrows from within the FECC Control Panel.
 - To zoom in, hold the + button and to zoom out hold the - button. Additionally, you can use the keyboard shortcuts to zoom in and out: (e.g., Windows: Ctrl + "+" or "-" and Mac: Command + "+" or "-").
 - For more information about using the FECC capability and to view the Supported Camera list, refer to the [Using the VidyoConnect Far End Camera Control \(FECC\) Capability for Desktop and Mobile](#) article.

❖ Windows Installer Certificate Updated

- The Windows installer certificate was updated since the last certificate expired on July 6, 2019. VidyoConnect for desktop will not update to a version on the portal unless the certificate is valid.
- If a user's certificate is not valid, VidyoConnect for desktop will display an install message, "Application failed to update. Please contact your administrator."
- With this certificate upgrade, users will not be able to downgrade from the portal to a prior VidyoConnect for desktop version. If you need to downgrade to a prior version, you must do so manually.

Note This issue is not applicable to Mac users, as this certificate does not expire until 2022.

Compatibility

Platform and Browser Compatibility

The following table defines the compatibility between the Limited Availability release of VidyoConnect for Desktop version 19.3.0 and OS platforms.

Compatible Microsoft Windows® Platforms	Compatible Mac® OS X Platforms
<ul style="list-style-type: none">Windows 7 32-bit and 64-bitWindows 10 32-bit and 64-bit	<ul style="list-style-type: none">Mac OS X 10.13xMac OS X 10.14x

Note The tables above reflect Vidyo’s current test matrix. Other platforms and browsers may also work, although they are not officially supported.

Portal Compatibility for On-Premises VidyoConnect Customers

If you are an on-premises customer, go to the [Vidyo Help Center](#) and refer to the [Vidyo Compatibility Matrix](#) article to determine which version of the portal your VidyoConnect release is compatible with.

Resolved and Known Issues

Resolved Issues

The following table lists the resolved issues in the Limited Availability release of VidyoConnect version 19.3.0.

VidyoConnect for Desktop Version 19.3.0 - Resolved Issues

Key	Summary
NEP-12427	Enghouse Vidyo enhanced the FECC capability so now the camera PTZ smoothly and continuously.
NEP-12583	The Windows installer certificate expired on July 6, 2019 and was updated.

Known Issues

The following table lists the known issues in the Limited Availability release of VidyoConnect version 19.3.0

VidyoConnect for Desktop Version 19.3.0 - Known Issues	
Key	Summary
NEP-12523	A TytoCare device is not able to connect to a network with non-US ASCII characters in the network name (SSID).
NEP-11009	A black tile occurs for a remote participant when switching from one camera to another camera and back again.
NEP-10893	A MacBook built-in camera stays active but not functional after a user closes the laptop lid and reopens it while in a call.
NEP-10792	A meeting room that is locked by its owner at the same time as a user joining it does not immediately show its locked status. However, a user will not be able to join the room and sees the locked room pop-up message.
NEP-10798	The activity indicator is enabled on HP Webcam HD 2300 while in a call with muted audio and video and should show the camera is not in use.
NEP-10794	The "Unable to establish a connection" pop-up should not display in the log in screen; however in some scenarios displays incorrectly. For example, when joining a call and disabling and then enabling internet connection.
NEP-10792	If a user clicks on a public room of another user and the room owner locks this room the user should not be able to join the room. The "Join" option should not display in this scenario.
NEP-10791	Users are not able to connect their Exchange calendar when using 32-bit VidyoConnect installed using MSI on 64-bit OS.
NEP-10790	In VidyoConnect versions 18.2.3 and 18.2.0 when a user clicks on a guest link again the camera icon is muted and there is no self-view. The camera is off when the user returns to guest beauty screen after clicking 'Cancel and go back ' Workaround: The user can click on the camera icon as if to mute and unmute.
NEP-10789	When a user adds a room to "favorites" and then searches for this room; the room is displayed incorrectly without the white star indicator in search results.
NEP-10788	Users cannot close whiteboard pop-up when VidyoConnect is in minimum size.
NEP-10766	Unable to join more than two legacy endpoints to the same conference.

NEP-10765	Recording URL displayed for Admin after recording was stopped.
NEP-10748	Only 14-15 tiles are displayed in grid view in mass call.
NEP-10642	When no replay URL is defined in tenant - clicking the replay link icon opens an instance of VidyConnect.
NEP-10610	When a user with a controllable camera (camera owner) mutes or unplugs the camera while it is being remotely controlled results in the user being dropped from the call with a frozen app screen.
NEP-10599	User sees recording option when no recorder is configured for the tenant.
NEP-10595	While a user is in a multi-participant call and CPU constrained, VidyConnect resource manager now takes a few minutes longer to drop video tiles.
NEP-10568	Reconnected headset not displayed in mic and speaker drop down.
NEP-10546	User doesn't see invitation to the call after acknowledge the Login Banner.
NEP-10520	DTMF tones are played for user when someone joined the call.
NEP-10395	Admin cannot invite users if he was invited to the meeting.
NEP-10282	MSI: Uninstall does not remove VidyConnect files
NEP-10280	Occasionally for Lenovo T440P machines running Windows 7, the audio devices fail to work after computer resumes from sleep mode.
NEP-10258	iFrames from different tenant are displayed if user was logged in there.
NEP-10257	Unable to join the same room after leaving on first attempt.
NEP-10243	WebRTC only: The camera and mic permission prompt message is not displayed and the self view shows a loading spinner when user joins a call without giving the browser permissions to use camera and the mic.
NEP-10233	User is unable to join a call via guest link if logged in on WebRTC.
NEP-10220	User who left while network was lost is displayed in call
NEP-10081	'Setup is loading' pop up is displayed in English
NEP-9942	WebRTC joining very large conference - may take several minutes to receive audio/video
NEP-9941	User that was muted the entire call does not appear unless pinned, appears as black tile when unpinned
NEP-9859	When connecting to VidyConnect using WebRTC, if a user tries to draw or move a complex object on a whiteboard or tries to copy and paste numerous objects on a whiteboard, a "Connection Error" occurs.
NEP-9746	When using the whiteboard feature, if a user selects the Text tool, types

	some text, and then undocks their laptop, the text is not saved on the whiteboard.
NEP-9703	When having a Chrome window open in Windows and joining a call with a remote participant; the remote participant will see a black/blank screen/window in Chrome.
NEP-9689	When using Windows 7, if a PowerPoint® presentation is shared in edit mode and then the user starts the slide show, the presentation does not switch to slide show mode but rather remains in edit mode.
NEP-9683	When using Firefox, if a headset is plugged in but the user selects their internal microphone as their audio device, when the user speaks, the remote participant hears sound from both the headset mic and the internal mic.
NEP-9671	The message “Unable to join the conference. A server error has occurred” appears when a user tries to join a call on macOS 10.13.3 when SCIP is blocked.
NEP-9636	When the network gets disconnected on a PC with a VirtualBox installed, the appropriate message “To report the problem, you can generate logs to send to technical support” is not displayed.
NEP-9077	Microsoft Windows 10 version 1709 introduces a new section in Windows Defender Security Center (WDSC) under App and Browser Control -> Exploit protection settings. One of these settings is called "Force randomization for images (Mandatory ASLR)" and if set to "On by default" then the VidyoConnectInstaller-win32-TAG_VCOND_17_3_0_3325.exe and VidyoConnectInstaller-win64-TAG_VCOND_17_3_0_3325.exe will not launch. This also affects Neo user installers (2580 and 2575).
NEP-9545, NEP-9047	When using the Text tool on the whiteboard, various issues may occur. For example, the text box cannot be resized after the user types a few lines of text and the layout of the text in the text box may change when the user exits from the text box.
NEP-8770	When using the whiteboard feature, if a user creates a page and gives it a title, but then uses “undo” and “redo” a number of times, the page loses its title.
NEP-8651	If a user joins and disconnects from a VidyoConnect conference, but then leaves VidyoConnect running, the user’s screensaver never comes on and the display does not go into Sleep mode.
NEP-8426	If a user calls another user, but then the called user leaves the conference right after clicking the Answer button, the conference remains in progress on the caller’s side, the participant counter shows 0, and the caller can’t leave the conference.

NEP-8330	<p>If a user clicks “Join” to join a call and then downloads the client, the user will be unable to log in as a guest if auto login is enabled and they have an expired access token.</p> <p>Workaround: The login page appears and the user can log in using their username and password.</p>
NEP-8327	<p>When a user logs into Neo for Desktop and clicks on a room to lock it and then logs in to the Tenant Admin to unlock the room; the system should then display the room as "unlocked". However, the application incorrectly displays the room as "locked" when it should display as unlocked.</p>
NEP-8228	<p>When using VidyoConnect on Windows, using the PrintWindow function occasionally causes VidyoConnect to hang.</p> <p>Workaround: Either restart Windows or find the application that is causing PrintWindow to hang and close it.</p>
NEP-8131	<p>Closing the VidyoConnect window doesn't prevent a user from joining a call. Therefore, if a user clicks to join a room and then closes the VidyoConnect window, that user will actually join the call.</p>
NEP-8107	<p>If all the participants in the call have muted their cameras, the VidyoConnect screen is blank until someone speaks.</p>
NEP-7936	<p>An alias cannot be added as to favorites; however, aliases do appear under the Rooms tab.</p>
NEP-7803	<p>For users with muted audio who dial out to a legacy endpoint, the application is unable to send DTMF tones.</p>
NEP-7745	<p>If a Windows 10 user who has the VidyoConnect app installed opens the Start menu, searches for “Apps and features”, and then enters VidyoConnect as the app that they want to uninstall, the VidyoConnect uninstaller does not launch; instead, the User Account Control dialog box displays.</p> <p>Workaround: Manually launch the VidyoConnect uninstaller from the from %LOCALAPPDATA%\VidyoConnect folder.</p>
NEP-7743	<p>When using web proxy with basic authentication, the VidyoConnect app cannot connect to Google Calendar.</p>
NEP-7299	<p>If a room owner mutes all the cameras and microphones via the Control Meeting page and then goes back to the VidyoConnect interface and unmutes himself/herself, the Control Meeting page continues to show that the room owner is muted.</p>
NEP-7250	<p>Some default Windows apps, such as Photos, Calendar, and Groove™, do not appear in the application share list.</p>
NEP-7212	<p>When using the Outlook Add-on, the erroneous error message “There was an error connecting to portal. Internal Server Error (500)” appears when a user tries to create a meeting using a deleted or disabled room.</p>

NEP-6836	When guest users or web browser users join a call with their cameras and microphones muted, they see audio-only tiles on the VidyoConnect in-call screen.
NEP-6787	If Outlook is the default email client and a user creates a meeting invitation with VidyoConnect, when the Outlook meeting invite opens, the HTML meeting invitation does not appear.
NEP-6706	The “Joining the call” message continues to display for three to four seconds after all the video tiles appear.
NEP-6674	When VidyoConnect is downloaded from the portal and the installer is launched, the message “VidyoConnect is an application downloaded from the Internet. Are you sure you want to open it?” appears twice.
NEP-6431	When a user has more than one display and shares a PowerPoint® slideshow when Presenter View is enabled, both the slideshow and Presenter View are shared.
NEP-6213	When in Theater Mode, if all cameras are muted and then unmuted from the Control Meeting page, only one tile appears. Workaround: Switch to Gallery View to see all the tiles or disconnect and rejoin the call.
NEP-6082	When a new meeting is created, Outlook crashes one time after each clean installation of VidyoConnect on Windows 10 32-bit with Microsoft Outlook 2016.
NEP-6029	If VidyoConnect loses connection with the Microsoft Outlook calendar, the user will not receive a notification that the connection was lost.
NEP-6000	If a user has the room details page open at the same time the admin sets a PIN for the room, when the user clicks the Join button, they will not be asked to enter the PIN nor will they be able to join the room. Workaround: Re-open the room details page. You will then be asked to enter the PIN.
NEP-5956	If a monitor is shared from a Mac, the other participants in the conference see the shared monitor but they also see the highlighted borders and the Share icon.
NEP-5955	When a user clicks to select their own room, there is a few second delay before the room link and the send invitation links appear.
NEP-5926	If a conference participant selects an application to share and then minimizes the application, that participant’s view will appear as if they are sharing the content, but the remote users will not see the shared content.
NEP-5776	When the portal is configured to not Allow Public Room creation by users, the + button (which enables the creation of new public rooms) appears for a few seconds after the VidyoConnect application starts.

NEP-5622	When using a Mac and sharing content, occasionally the “This video will resume when the remote connection improves” may appear on the tile that is displaying the shared content.
NEP-4921	If a user’s camera is being used by an application other than VidyoConnect, and then the user joins a call with VidyoConnect, that user will not see a notification that their camera is in use by another application.
NEP-4802	Due to an Apple limitation, when sharing the Mail application on a Mac, the minimized view of VidyoConnect is also shared.
NEP-4801	Due to an OS limitation, while a participant is sharing their screen, the green outline that appears around the shared content does not include the taskbar even though the other conference participants can actually see the taskbar.
NEP-4713	Due to an OS limitation, when a participant views the list of apps available to share, Safari® windows are shown as “Untitled” and Chrome windows are shown as “New Tab”.
NEP-4313	Due to a limitation in Outlook on a Mac, when a meeting is scheduled via VidyoConnect on a Mac, the attendees’ availability information does not appear.
NEP-4221	In low bandwidth calls, lip sync issues might occur.
NEP-4047	Echo can be heard for approximately one second after a headset is disconnected from a MacBook Pro® or a MacBook®.
NEP-3685	The incorrect CDR call completion code displays when the call is ended by the caller.
NEP-3684	Incorrect CDR entries display when an incoming call times out.
NEP-3467	If the network is slow and a user is the first participant to join a call, the user sees a “[username] has joined the conference” message instead of the “You’re the only person in the call” message.
NEP-3187	If a user has more than one display and shares the main display, the video window does not move to the non-shared display.
NEP-2823	If a user launches the HTML Control Meeting page of a public room, selects the “Mute audio and allow participants to re-enable” option from the Control Meeting page, unmutes locally from VidyoConnect, and selects the “Disable video and allow participants to re-enable” option from the Control Meeting page, both the audio and video are disabled.
NEP-2129	If a Tenant admin changes the name of a room, VidyoConnect users do not see the new room name in the UI until they log out and log back in.
NEPWEB-1275	When a Sessheiser headset is connected, the Firefox browser transmits audio on both external mics (e.g., the built-in mic on the camera and the mic on the Sessheiser headset) during a call.

NEPWEB-1253	When using the Firefox browser, TURN relay calls may fail and the “ICE connection failed” error message may appear.
NEPWEB-1183	When a user clicks the ... button near a name in the VidyoConnect left panel, the stethoscope indicator is missing.
NEPWEB-1118	Due to a limitation with the Firefox browser, if a user opens the application share list and then changes the name of an app, the app’s name is not updated on the application share list.
NEPWEB-1116	Due to a limitation with the Firefox browser, the application share list does not update in real time; therefore, if a user opens a new app, they will not see it in the VidyoConnect share list unless they relaunch Firefox.
NEPWEB-1087	When using Firefox, the video displayed in the participant’s tile may not be from the camera selected on the Device Settings screen.
NEPWEB-1083	Due to a limitation with the Firefox browser, even if multiple audio output devices are connected, only the system default device appears as the speaker and ringing device on the VidyoConnect Device Settings screen.
NEPWEB-932	If there are no lines available on the portal when a VidyoConnect guest user tries to join a call, the guest user will receive the erroneous message “Unable to join the conference. Please contact your administrator” instead of the correct message “Unfortunately, all lines are in use. Please contact your administrator or try again”.
NEPWEB-930	If a logged-in VidyoConnect user tries to log out during an ongoing call, that user will receive an “Application Error” message.
NEPWEB-916	If a Firefox user joins a call, shares content, and then edits the shared content, the other participants in the call will not see the edits.
NEPWEB-914	If a Firefox user joins a call as a guest and then gets disconnected, after refreshing the browser, that user will receive a message saying the server is full and asking them to “Try again”. If the user then clicks the “Try again” button, the Firefox browser icon will keep spinning and never load the page.
NEPWEB-824	When using Firefox, headsets do not appear in the list of available ringing devices on the Devices page.
NEPWEB-369	When a user who is using Firefox on Ubuntu 16.04 OS starts sharing an application, the application is not brought to the foreground.
NEPWEB-198	When using Chrome on Windows 8.1, the device list may show an invalid speaker and microphone option with the label “Communications”.
