

## IPVideoTalk Known Issues

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### **WebRTC/Mobile client:**

- When using Firefox on Windows 8, Windows 8.1 or Windows 10 to share presentation, if the sharing content is Microsoft office 2013 applications such as Word, Excel and Power Point, the other participants can only see the first frame. Also, after exiting meeting without closing Firefox, if the user uses Chrome to share presentation, it will also become abnormal.
- When using Firefox to share presentation, if the shared screen is layered window or minimized windows, the other participants see black screen. This is due to Firefox browser issue.
- Screen sharing via Web browser is currently in Beta. Thus, it requires at least 7Mbps+ uplink bandwidth for Firefox, 2Mbps+ uplink bandwidth for Chrome to ensure good video quality. Otherwise, the sharing video is blurry when the participants view the presentation via webRTC clients.
- When using webRTC to join meeting which has more than 80+ participants, some participants see "Video Loading" but no video is displayed, some experience no audio issue. This happens randomly. It's possibly due to network issue or packet loss, and the issue is under investigation.
- When using Firefox to share presentation, if the user turns on/turns off presentation repeatedly or adjust shared application window size, or the GVC turns on/turns off presentation repeatedly, the openh264 plug-in will randomly crash after some time. Reopening browser might temporarily recover it.
- When using Firefox on Windows 7 to share presentation, sometimes the other participants see the shared presentation with bad video quality. This is caused by Firefox that has packet loss when sending/receiving RTP stream (1080P) in windows 7 platform.
- URL in webRTC chat message is displayed in plain text instead of redirectable link.
- The meeting time in webRTC/mobile app is using the same time zone as cloud server and it's different from GVC320x host which is local time zone.
- When using Firefox to join meeting, the user cannot go back to desktop UI and video stream is abnormal. This issue happens with low probability.
- When using web browser on MACOS to join meeting, if network is disconnected and then restored in a few seconds, joining meeting will fail and there is no prompt.
- When using Firefox on windows 7 to join meeting, sometimes the video quality is bad and delayed. This is possible caused by packet loss issue in Firefox web browser and happens with low probability.
- The video ratio on webRTC is displayed incorrectly in Chrome after the host GVC320x leaves the meeting unexpectedly.

- When DTLS negotiation fails, the IPVideoTalk server still send unencrypt video streams to webRTC client which causes white screen issue.

### **IPVideoTalk Portal:**

- “Restart” option for recurring meeting to start using the same meeting URL immediately is not supported in IPVideoTalk Portal.
- In IPVideoTalk Portal->Devices page, the user cannot adjust the width of the MAC address column. Therefore, if the user zooms in the web page, MAC address is shown as incomplete.
- Editing an instance of the recurring meeting is not supported.
- When sub-administrator edits certain modules in IPVideoTalk portal, if the super-administrator revokes the privilege of that module for the sub-administrator, the web interface for the sub-administrator looks unfriendly.
- When using Edge browser on Windows 10 to export business contacts in IPVideoTalk Portal, the exported file has wrong name and has no prefix.
- When using the IE9 browser to view IPVideoTalk Portal contact list and adjust the browser resolution, the contact list cannot be completely scrolled down and the user cannot view the first contact on the top.

### **GVC320x:**

- The GVC320x IPVideoTalk application has no device code possibly due to registration issue
- Starting instant meeting from GVC320x fails. This happens with low probability.
- GVC320x doesn't clear the call details information after clients join and leave meeting.
- On GVC320x, when selecting an IPVideoTalk enterprise contact which exists in call history and clicking edit before dialing, the dialing interface doesn't show matched call history in the list.