

## **IPVideoTalk Known Issues**

**Date: 10/08/2016**

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

- When using Safari as webRTC client, Safari crashes with low probability.
- When using Safari on MAC OS as webRTC client, if the user finishes installing the plug-in, the user needs to restart the browser manually. Click on Safari icon on “Dash”, and click “Quit” on the pop-out menu.
- When sharing the webcam or desktop via Firefox, the browser internal plug-in (Open H.264) will crash. Users need to re-join in the meeting. This abnormal issue occurs with low probability.
- When using IPVideoTalk IOS mobile client to join a meeting, if the user switches the mobile client to background, the audio channel will be switched to mobile phone handset automatically, and the user needs to switch it back manually.
- When using Firefox webRTC on MAC OS with retina screen resolution, due to the high resolution (1080P) and the server cannot decode it, users cannot share the desktop. Users can only share the application in this situation.
- When joining meeting with multiple Safari tab pages, some abnormal issues occur with low probability.
- When using IE as webRTC client, splash screen appears when pop-up box prompts.
- Sometimes IE browsers can't detect the installed plug-in, but in certain cases it can be restored after some time or by restarting the browser, or by resetting the default security level in IE Internet Options.
- On IPVideoTalk Android app, when the Bluetooth headset disconnects, by default it will switch to handset.
- 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.
- 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.
- 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.

### **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 sorting arrow for Status column doesn't work.
- 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.

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**GRANDSTREAM NETWORKS**

- When using GVC320x to join the meeting, if the user turns on/off the video continuously, it will trigger the limitation prompt of participants in the current plan.

**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.