Release Notes for Avaya Scopia® Elite 5000 Series MCU

For Avaya Scopia® Elite 5000 MCU
Version 7.7.6.25.1
Scopia® Solution 8.3FP2
June 2015

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Version 7.7.6.25.1, June 2015

http://support.avaya.com

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This document contains the most updated information for Scopia Elite 5000 MCU version 7.7.6.25.1

About Scopia Elite 5000 MCU

Scopia Elite 5000 MCU is a highly effective processing platform, providing an excellent level of media processing and density.

The platform supports a range of videoconferencing systems, from desktop systems to high-end room systems, telepresence rooms and mobile devices.

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What's New?

What's New in Version 7.7.6

Scopia Elite 5000 MCU version 7.7.6 includes the following new features:

- Integration with the Avaya Sipera Session Border Controller (SBC). Currently, it is supported for video and audio only. Presentation and encryption support is planned for a later time.
- Support for Acme-Packet SBC.
- The MCU web interface and video slides now display the Avaya brand.
- New look & feel for all video slides including the Auto-Attendant, welcome slide, waiting room, moderator menu, and others.
- Recording indication for new participants – a new audio indication notifies participants who join the meeting that a recording is already in progress.
- The audio volume bar range increased to -15/+15 (from -5/+5).

- Support for Wildcat and Web collaboration from version 7.7.6.25.1

What's New in Version 7.7.5

Scopia Elite 5000 MCU version 7.7.5 includes enhanced Voice Activation and Audio Gain Control:

- Integration with the Avaya Sipera Session Border Controller (SBC). Currently, it is supported for video and audio only. Presentation and encryption support is planned for a later time.
- Voice Activated Detection (VAD) has been improved in order to eliminate background noise.
- Automatic Gain Control (AGC) is now the default behavior for all calls.
- Manual Gain Control (MGC) allows selecting and preserving the volume of a specific participant

What's New in Version 7.7.4

Scopia Elite 5000 MCU version 7.7.4 includes the following new features:

- New flexible way for displaying high number of participants in a Telepresence video layout.
- Added support for the following format when dialing into the MCU: IP##Alias

What's New in Version 7.7.3

Scopia Elite 5000 MCU version 7.7.3 includes the following new features:

- Participants connecting via the MCU waiting room now hear a new audio prompt while waiting for the meeting moderator to join.
- Entry tone for a new joining participant will be played only for the first five participants. This is a configurable behavior.

What's New in Version 7.7

Scopia Elite 5000 MCU version 7.7 includes the following new features:

- Scopia Elite 5105 has been added to the Elite product line. This is an entry level product targeted for SMBs. For technical details and other information, please refer to the Scopia Elite administrator guide.
- Customers can now customize the auto attendant logo. The logo can be the same for all MCU services or unique per service. Please refer to the SCOPIA Elite Administrator Guide for technical details regarding the image size, format and other characteristics.
- A new option was added to the moderator video menu that allows the user to start recording of the meeting using the endpoint remote control.
- Two new video geometries were added with 10 and 21 participants.
- SIP presentation (BFCP) is now supported with Tandberg endpoints in addition to the SCOPIA XT1000 and a set of Polycom endpoints which were already supported.

- Telepresence self-see option is now available. Pressing ‘0’ on the remote control will add the self-view as an overlay on the video layout.

Integrating with Other Components

Scopia Elite 5000 MCU v7.7.6.23.1 is compatible with the following product versions:

Component	Version
Scopia Management	8.3.2
Scopia Elite 6000 MCU	8.3.2
Scopia Web Collaboration Server	8.3.2
Scopia Desktop Server	8.3.2
Scopia Mobile for iOS	8.3.1
Scopia Mobile for Android	8.3.1
Scopia XT7100/5000/4200/4300/XTE240	8.3.2
Scopia XT1000 / XT1200	2.5
Scopia VC240	2.5
Scopia TIP Gateway	8.0
Scopia Video Gateway for Microsoft Lync	7.7
Scopia Gateway	5.7.2
Scopia Enhanced Communication Server (ECS)	8.3
Scopia PathFinder Server	8.3.1
Scopia PathFinder Client	8.3

Upgrade and Downgrade Procedures

It is mandatory to run upgrade and downgrade procedures from a machine located on the same network with your MCU to ensure that there are no failures due to network connectivity problems.

Note: SCOPIA Elite 5105 does not support software versions earlier than 7.7 and cannot be downgraded to such versions.

Upgrade Procedure

Scopia Elite 5000 MCU version 7.x runs only on the Scopia Elite 5110, 5115, 5215 and 5230 platforms. You cannot upgrade a Scopia MCU board to version 7.x.

Upgrading a Scopia Elite 5230 automatically upgrades both blades in the chassis.

Note: Upgrading to version 7.6 or 7.7 requires upgrading to version 7.5 first.
Upgrading to version 7.5 from earlier versions is only possible using the external Software Update Tool (SUT). You cannot upgrade the MCU to version 7.5 through the web user interface

To upgrade from Scopia Elite MCU version 7.1.2 to Scopia Elite MCU version 7.5:

1. (Recommended) Save the current MCU custom configuration by performing these steps:
    a. In the MCU web user interface, click the maintenance icon .
    b. Select Backup configuration and save the generated .zip file.
2. Run the Scopia Elite MCU Software Update Tool and select the *Upgrade to version 7.5* tab.
3. The upgrade process is very long and may take up to 45 minutes, depending on your system. You will need to wait until the upgrade process completes successfully. Ensure that you neither restart nor use the system in any way during the upgrade process.

Note: The SUT must be used for transition (migration) of all MCU Elite types (5110, 5115 and 5230) from 7.1.2.8.2 to 7.5.0.X.X. The SUT **SHOULD NOT** be used for any uploads of version 7.5 software on machines where any 7.5 or later software version is already running.

To upgrade from Scopia Elite MCU version 7.5.X to Scopia Elite MCU version 7.6.X / 7.7.X:

1. (Recommended) Save the current MCU custom configuration by performing these steps:
    a. In the MCU web user interface, click the maintenance icon .
    b. Select Backup configuration and save the generated .zip file.
2. In the MCU web user interface, click the maintenance icon .
3. Select Update software.
4. Browse to locate the supplied package and click Update. The upgrade process takes several minutes and at the end the unit reboots.
5. After the reboot, the latest version is installed on the MCU. Since the upgrade process does not override the existing configuration, you do not need to import the saved configuration.

Note: When upgrading from version 7.5.X to version 7.6.X / 7.7.X, the system may display a request for a new license key. Ignore the message and select *OK* to continue with the upgrade procedure. After the upgrade, the MCU license remains permanent

Downgrade Procedure

To downgrade from Scopia Elite MCU version 7.7.X to Scopia Elite MCU version 7.6.X:

1. (Recommended) Save the current MCU custom configuration by performing these steps:
    a. In the MCU web user interface, click the maintenance icon .
    b. Select Backup configuration and save the generated .zip file.
2. In the MCU web user interface, click the maintenance icon .
3. Select Rollback software.
4. After reset, the previous release is installed on the MCU. The downgrade process returns the MCU configuration back to the previous version—with the values used prior to the last upgrade.

Note: Downgrading to a version earlier than version 7.5 is not recommended and is strongly

discouraged. Downgrading to version earlier than 7.5 is only allowed from version 7.5 and only using the external Software Update Tool. If such a downgrade is needed, please contact RADVISION Technical Support prior to the downgrade itself. Downgrading to a version earlier than version 7.5 for units manufactured in 2012 and later is not allowed

Resolved Issues and Enhancements

This section details the list of issues that have been resolved in a specified version.

These issues have been resolved in version 7.7.6.25.1:

- RVELITE-3003 Web sharing content from WCC presenter did not seen on XT or Polycom H.323 device and Vice-versa.
- RVELITE-2973 - When lock the meeting, start recording failed in the meeting page
- RVELITE-2963 - Participants cannot hear audio prompt messages when working with MCU5000.
- RVELITE-2800 - 1-6275166229 some messages are not in French
- RVELITE-2764 - 1-6247347172 MCU sends FCC to Huawei TE30 with a too high value
- RVELITE-2884 - After terminate meeting,when create SysIsClean MCU5000 data base are not clean
- RVELITE-2869 - When participant joins waiting room, his audio isn't muted
- RVELITE-2794 - Audio is not heard in live stream & recorded meeting when LifeSize endpoint is in picture
- RVELITE-2862 - No annoucement after stop recording
- RVELITE-2812 - "VCGW Link left the meeting" is displayed on the EP when EP initiated the meeting.
- RVELITE-2698 - When schedule a meeting, invite an EP, and select broadcast and recording options, the EP will not be hear the voice prompt about you are the first partecipant
- RVELITE-2267 - 168915 - running a JAVA sip script crashes the MCU
- RVELITE-2951 MCU crash when you connect 46 SoapUI and and 11 prolab clients
- RVELITE-2826 - 1-6299682942 - MVP crash on payload type extraction
- RVELITE-2868 - 1-6333039132 MCU Elite 5230 MP disconnection
- RVELITE-2934 - [GRIP #13394] It is not possible to delete username “admin” if user logged in MCU WEB UI using other administrator username
- SIP to calls to auto-attendant (IVR) service may fail to connect when remote side is using SRTP.
- Remote video channel might be rejected by the Elite in case remote side negotiated encryption keys but opens non-encrypted channels.
- Advanced command for redial attempts (‘dialoutnumberredialattempts’) is limited to 30 seconds.
- In some rare occasions audio may fluctuates.
- MCU may reboot in case configured to reconnect participants who dropped when conferences are cascaded.
- MCU may fail to open video channel towards Endpoints which support H.264 High-profile.
- Advanced command to disable DTMF’s for conference control (‘dtmfconferencecontrolenable’) doesn’t work properly.
- MCU displays "Thank You, please hold" message in English when language is set to French.

- Some configuration parameters might be lost when upgrading from 7.7.5 to 7.7.6.

These issues have been resolved in version 7.7.6.17.0:

- Dialing outbound calls by IP may fail to connect.
- Setting WEB UI language to Korean sometimes fails.
- Waiting Room audio prompt is not played correctly.
- Transferring of a party from IVR to the destination conference fails when On Screen Notifications are disabled with the Advanced Command 'imcienabled'.
- In some in rare occasions the connection between the MCU and the iVIEW / Scopia Management might be lost.
- HD720p call may fail when only one HD720p port is available.
- In some very rare occasions the MCU might experience stability issues related to the main MCU application or the Media Processing modules. Reboot might be required to recover the system.

These issues have been resolved in version 7.7.6.14.0:

- The sound level in an MCU conference may fluctuate in some very rare occasions.
- Presentation from Cisco/Tandberg C series and EX Series endpoints cannot be displayed on Scopia Desktop.
- MCU might erroneously notify about "Ethernet Loss" alarms. There is no impact on the calls functionality.
- MCU vulnerability related to Apache server and FTP support.
- A guest user can un-mute himself no matter that Conference moderator has muted all users.
- The MCU Web UI may display incorrectly Brazilian NTP time zone values.
- MCU may fail when processing video and initiate restart. The problem might be related to SVC.

These issues have been resolved in version 7.7.6.7.0:

- The MCU may occasionally reboot spontaneously.
- In case a non-active speaker of a voice-activated switching conference starts and stops presenting, it could not go back to 720p resolution.
- Interoperability issue with Cisco C60 endpoint connecting through PathFinder.
- Added an advanced setting for hiding all participant names.
- No link-up/link-down traps are sent when the media NIC is plugged or unplugged.
- Login with character '@' fails.
- Audio-only callers might fail to join via the Auto-Attendant to a PIN-protected conference with an enabled waiting room.
- PIN authorization timeout cannot be configured.
- H.239 presentation towards Gateway S40 might fail on low call rates. For the solution to take effect, the MCU service should be recreated.

These issues have been resolved in version 7.7.5:

- The MCU Stability has been improved. Main focus was the resolution of reboots caused by application failures and stability issues related to the Media (Video and Audio) Processing modules.

- The interop and control mechanisms between MCU and Scopia Management have been improved to resolve MCU cascading-related problems.
- MCU might reboot when a pre-scheduled meeting is modified before it has started. In this case the initial video layout is invalid and causes a failure and unit restart.
- The Volume Gain Control per participant has been improved. Now default is automatic gain control.
- When attempting to control the volume of a participant the Volume Gain Control goes to a min value.
- Interoperability problem which does not allow iPad and iPhone to receive Presentation from the MCU.
- Video interoperability problems with Cisco CTS and SX equipment - may cause lack of video on the Cisco side.
- MCU might display incorrect video layout in Lecture mode. Some endpoints might display multi frame video instead of the Lecturer's Single Frame video.
- Participants joining a meeting with blocked/muted video are displayed as audio only though they do receive video. The Audio Only Icon is shown.
- In very rare cases, mainly under high load audio might be lost in MCU conference.
- Disrupted Audio Quality of Music on hold when Scopia Desktop client dials into a Waiting Room.
- MCU IVR Related Issues
    - Transfer of a party from IVR to a Waiting Room might fail.
    - When disconnecting an IVR session due to incorrect PIN input for a PIN Protected Conference an "Incorrect PIN" prompt might be played instead of a "Disconnecting" prompt.
    - MCU plays music to Moderator after IVR when the meeting starts if Waiting Room is enabled
- Setting a very long conference password may cause the MCU to become non-responsive and be seen as offline in iVIEW / Scopia Management.
- MCU might fail when a very long http/https string is sent as a scrolling text from a Scopia Desktop Client.
- When iVIEW synchronizes MCU service it does not sync the value of the 'Imciaudioonlyiconenabled' Advanced Command.
- Dialing incorrect/random numbers with Scopia Desktop Client might cause creation of a ghost conference - seen in the MCU Conference control.
- Remote video might be lost when presenting from Tandberg C20 into an Elite MCU Conference.
- MCU SIP Presentation (BFCP) over UDP does not work with Tandberg MXP ver.F8.0 and Polycom Group 500.
- Setting the MCU Elite Service Base Picture Size in 480p/60 Ports Mode to 4CIF instead of 480p may cause a MCU restart.
- MCU failed to open Main Video Channel and failed to start Presentation to Polycom HDX endpoints in a heavily loaded Conference with more than 77 endpoints.

These issues have been resolved in version 7.7.4:

- MCU reboots unexpectedly when inviting 60 and more HD endpoints into a VA Switching Conference

- MCU has performed unexpected / non-scheduled reboot. Continuation of the stability improvements and protection introduced.
- MCU might lose registration with the ECS.
- SIP Presentation (BFCP) is handled incorrectly – relevant to Tandberg v9 endpoints.
- MCU Elite processes incorrectly NTP time.
- MCU handles incorrectly H.239 Presentation (extended) video when the Presenter is switched-over in a conference with large number of participants.
- The endpoints in the Slave MCU are locked to TV mode.
- Audio has been lost in an Elite MCU conference.
- LifeSize endpoint dialing into MCU conference has lip-sync problems.
- Changing the microphone gain in the iView Conference Control is not working.
- Elite MCU does not notify of IP address conflict.
- In the following Internet Browsers the contents of the "Services" and the "Audio Messages Files" is not displayed: MSIE vers.9, Chrome vers.27 and later, FireFox vers.20 and later. There are also additional limitations. MSIE vers.10 cannot be used.
- When iVIEW synchronizes a MCU service that has been modified with an Advanced Command some MCU Advanced Parameters might not be processed or might be reset to default values working

These issues have been resolved in version 7.7.3:

- MCU CPU Load was higher than expected. The software has been optimized and now works more effectively. In specific internal comparison tests the CPU load has been lowered with up to 15-20%.
- MCU has performed unexpected / non-scheduled reboot. Stability improvements and protection introduced.
- Problems with encrypted audio (AAC-LC or G.722) when using LifeSize.
- iView may not start a MCU conference with more than16 endpoints when the Max Picture Size is set to 480p
- Participants receive no video from the MCU while audio is OK. The problem was encountered when some of the incoming video was corrupted which caused the MCU to produce a black picture.
- IVR Voice Prompt requesting Moderator PIN may be played continuously or incorrectly.
- Cascaded conference with 150 endpoints is handled incorrectly and was terminated unexpectedly.
- Participants do not receive audio when the source is Polycom HDX running version 3.1.
- MCU handles incorrectly the Presentation (extended) video channel from Polycom HDX which can cause the last to disconnect.
- Problems with the video layouts when MCUs are cascaded - Master and Slave layouts differ.
- When generating security certificate request (CSR) by the MCU hyphen (-) is not supported.
- Problems in MCU VA Switched Conference when a joining endpoint has lower capabilities than those requested by the MCU.
- MCU cannot invite 120 endpoints to VA Switching Conference at 1Mbps / 1.5Mbps.

- Bad audio quality issues when LifeSize endpoints participate in MCU conference.
- Uploading Slide Images file to MCU may fail.
- MCU may fail and initiate reboot when fully loaded Conference of 120 endpoints is terminated using the Conference Control GUI.
- Streaming and Recording reduce the size of the (full) video source picture.
- In a MCU cascaded conference with active Presentation changing the Presenter from Tandberg endpoint (in Master MCU) to Polycom HDX endpoint (Slave MCU) may cause presentation to fail.
- When Thai Language is employed on Elite MCU text overlay issues are seen.
- Audio only indication appears unexpectedly in the vdo layout when H.239 Presenter changes.
- Elite MCU experiencing 100% CPU usage events and rebooting intermittently. Vulnerability to scanning.
- Not showing full NIC status (Duplex and Speed), today only Speed is available.
- It is not possible to configure the MCU hostname.

These issues have been fixed in version 7.7.2:

- SCOPIA Desktop clients disconnecting from an Elite MCU conference may result in deletion of additional participants from the iView Conference Control.
- Slider does not function correctly when using an encrypted service.
- Some of the product logs were missing in the CsPackage.
- Video freezes may occur on a SCOPIA XT1000 when sharing presentation from a SCOPIA Desktop client.
- Elite MCU may unregister from the ECS unexpectedly.
- MCU “Link is up” trap was not sent upon event occurrence.
- Video freezes may occur on the endpoints connected to an Elite MCU conference when connected to Cisco CTMS and Tandberg Profile is part of the CTMS conference.
- FECC may not function correctly when a H.323 endpoint joins a PIN-protected conference.
- When connecting to a PIN-protected conference, the time interval for DTMF input is not sufficient if PIN length is more than 6 digits.
- Added "ping" option to the "admin" user prompt.
- MCU may try to reconnect incoming calls endlessly upon disconnection.
- In rare cases the MCU may fail to reboot.
- Setting the presentation ratio on the MCU may cause sync issues on iVIEW when uploading a service to other MCUs.
- When cascading with Polycom RMX, participants connected to the RMX may see their self-video.
- Configuring a GMT offset on the MCU may cause sync issues when exporting the MCU CsPackage.

These issues have been fixed in version 7.7.1:

- Added French Language support for the Moderator menu, Text Display messages and Audio messages.

- MCU does not employ AAC-LC audio in a SIP call.
- Audio isn't sent from the MCU after SIP Re-INVITE. Elite MCU does not support a change in the remote RTP Port with a Re-INVITE.
- In some rare cases, audio transcoding might cause stability issues.
- Elite 5230 MCU fails to support more than 100 standard definition video calls when H.239 Presentation is employed. In a cascaded conference with two Elite 5230 MCUs the maximum number of standard definition video calls is 173 when H.239 Presentation is employed. Additional calls are connected with audio only.
- Problems and enhancements to the UI indications and messages:
    - Added a new Lock/Unlock status icon
    - Number of audio participants
    - Audio-only indication for muted party
    - Incorrect voice message when a party is in the Waiting Room
    - Moderator Menu doesn't show
- H.239 Presentation image size does not allow setting of 1080p. HD1080p option is missing from the Advanced Command parameters.
- MCU does not support https certificate with length of 2048 bit.
- The MCU might reboot when receiving RTP packets bigger than 4KB.
- MCU might reboot when an endpoint joins a conference with H.239 and FECC.
- MCU configuration might reset to factory default values after reboot when the Advanced IP Configuration is used for adding static routes.
- When the Personal Layout Option is not enabled, a "Video-in-Video" (recurring video) effect might be observed when Elite MCUs are cascaded.

These issues have been fixed in version 7.7:

- Video sent by the MCU may freeze when the incoming video resolution changes dynamically.
- The Packet Lost indication on the MCU Web UI presents incorrect count.
- A caller being in a MCU IVR session might hear DTMF tones entered by another caller.
- A false error reporting the operation failed might be displayed when disabling Automatic Gain Control (AGC).
- When SCOPIA Desktop client opens extended video, the main video channel towards some endpoints might be closed. The problem is encountered mainly towards Tandberg endpoints.
- MCU rejects calls when its authorizer (for example iVIEW) is not responding. The MCU should allow calls when there is no authorizer or the authorizer is not responding.
- Starting presentation towards Polycom VSX7000 may cause the endpoint to disconnect.
- Interop issues are possible when media stream sent from Polycom HDX endpoints arrives with a delay.
- When a 384K Service is used and the preferred audio codec is G.722, the MCU may offer only G.722.1 audio instead of G.722. The result is that some endpoints may fail to join the MCU Conference.
- Long participant name used on SCOPIA Desktop client may not be handled properly and cause a restart of the MCU. The problem may happen with names using length close to or longer than 127 characters.

- A corrupted H.264 video stream may cause the MCU to restart while in call.
- The Elite MCU may send a video stream with a higher than the negotiated video rate. This problem may be experienced on the main video channel and/or on the H.239 Presentation channel. A more flexible, configurable control over the transmitted rate was added in this version.
- Setting the MCU Elite Service Base Picture Size to CIF instead of 4CIF may cause a MCU restart. A limitation in the configuration of the service has been added in this version - the minimal supported value which the user is allowed to select now is 4CIF.
- MCU would not accept incoming presentation channels when the MCU Service Presentation frame rate is configured to 30.
- When making an IP call from an endpoint to the MCU ensure that you do not define the Gatekeeper IP address in the endpoint if the MCU is not registered to a Gatekeeper.
- The user interface does not function correctly when using IE9 as the web browser.

Known Issues

This section details the list of open issues in this version.

Auto-Attendant and IP Dialing

- Auto-Attendant is not supported for the endpoints listed below. These endpoints do not support the Hold/Resume mechanism used to transfer endpoints from the Auto-Attendant session to the target Conference: Sony 1600, Polycom VS512, Innomedia SIP Phone, Leadtek SIP phone, TelePhoSee and old versions of Tandberg 1000 and Tandberg 6000.
- Connecting to the MCU Auto-Attendant using a Tandberg 1000 requires endpoint version B10.3 or higher.

MCU Web Interface

- The user interface does not function correctly when the following setting is configured in Internet Explorer:
  Tools > Internet Options > General > Browsing History section > Temporary Internet files > Settings > Every visit to the page
  Solve this issue by modifying this setting to **Automatically**.
- IE-8/Vista: When selecting **Manage Conferences** from the MCU administrator web interface to open the **Conference Control** page, you are redirected to the login page.
- When logging out from the Conference Control (with operator user) the admin page also logs off and can re-connect as read-only. To overcome this issue, connect to the WEB from another PC.
- Restoring the MCU to factory default configuration is not recommended when the MCU is configured to work in IP separation mode.
- MCU fan speed indicator might display incorrectly 0-RPM no matter that the fans are working correctly.
- In some cases, it may not be possible to stop recording from the moderator menu.

General Interoperability

- Polycom HDX version 2.0 or higher is required for HD conferencing.
- LifeSize version 3.5.3 endpoints fail to send audio or video over H.323. Solve this issue by upgrading the endpoints to version 4.0 or later.
- FECC is not supported in encrypted meetings with LifeSize and Polycom HDX endpoints.
- Tandberg C90 version TC1.1.1.178142 and later is required for HD conferencing.
- When working with Tandberg MXP 990 (SD NTSC) the best HD experience is achieved when setting the endpoint to motion mode.
- The video quality with Cisco/Tandberg SX20 endpoints is not optimal. We recommend upgrading SX20 to vers.6.2 and later.
- MCU may reboot when receiving illegal H.264 video from Cisco SX20 older versions. We recommend upgrading SX20 to vers.6.2 and later
- In a full HD 1080p conference with Polycom HDX8000 endpoints, they display a resolution of 1920x1072 and Tandberg C20 and C90 endpoints display a resolution of 1920x1088, even though the MCU is sending 1920x1080.
- In SIP calls where BFCP is enabled and TLS employed there is no video and audio towards Polycom HDX endpoints.
- In some cases, Mirial softphone doesn't send video to the MCU.
- When two or more LifeSize endpoints are connected to a conference and sending different resolutions, there might be an aspect ratio issue.
- When connected to Polycom RMX, MCU may reboot due to corrupted media or FECC received from the RMX. We recommend disabling the FECC.
- When an IBM Sametime client connects to an MCU conference using audio only, it may not be possible to add video to the call. Reconnecting using video should solve the situation.
- Resource leaks may occur when an automatic cascading between MCUs is invoked. In such situations the Video Layout of a Slave endpoint might be smaller than expected. The problem might be encountered when Tandberg endpoints using T.140 (e.g. Tandberg MXP-1700) are connected.
- You can have a maximum of 99 simultaneous conferences on a single MCU.
- Video freezes may occur when connecting Cisco SX20 to a conference.

H.243 Conference Control

- H.243 conference control might not function with some ISDN endpoints that are connected through a gateway.
- When H.243 is enabled, Far End Camera Control (FECC) to some TANDBERG endpoints might not function. Disable H.243 to solve this issue.
- If PIN protection is enabled, participants can only take moderator control via the MCU DTMF conference control menu.

Encryption

- Encryption does not function with Tandberg endpoints that support both AES and DES and that are configured to only enable DES. Enable AES in the endpoint to solve this issue.
- Tandberg 6000E might disconnect during encrypted calls. Configure the endpoint to use a bitrate of 768 Kbps to solve this issue.
- Encryption does not function with Polycom HDX 9002 endpoints that are configured to work in the “encryption required” option. Configure the endpoint to use “encryption when available” to solve this issue.
- Sony PCS-1 endpoints version 3.41 or earlier, fail to connect to the MCU when the MCU is configured to use encryption. Use version 3.42 or later to solve this issue.
- When the MCU is configured to use encryption, Aethra Xtreme300 endpoints open H.263 4CIF, instead of H.264 1080p.
- In some cases where encryption is being used, the bitrate of existing calls may be reduced to maintain the MCU capacity and accommodate additional calls.

Content Sharing (H.239 and BFCP)

- In the event that a Tandberg endpoint joins a conference while a H.239 presentation is in progress, you might need to restart the presentation so that it can be seen by the Tandberg endpoint.
- Sony PCS-1 endpoints do not always display the presentation when the presenter is an HD endpoint.
- Older endpoints such as Polycom VSX5000 or older Tandberg endpoints may not display any video after opening a presentation. Solve this by setting the endpoint to work in H.263 only, or by changing the MCU service to support H.263 only.
- Aethra X7 supports only the resolutions of 480p or lower on the presentation channel. Configure the MCU accordingly to allow the presentation to open.
- Tandberg C20 endpoints do not display the presentation when the presenter is any other endpoint in a full HD 1080p conference. Configure the MCU to a maximum call rate of 1,500 Kbps or less to solve this issue.
- Presentation H.239 might fail in a cascaded MCU setup or in a very large conference when the Presenter is switched-over.
- When sending presentation from Sony PCS-XG80, it may not be received by a LifeSize Passport connected to the same conference.
- H.239 transmission may be delayed with 10-20 seconds in a fully loaded MCU when network problems (like packet loss) exist.

Cascading

- We recommend that you use the web conference control of the Master MCU rather than of the Slave MCU in order to manage a cascaded conference.
- When cascading with a SCOPIA MCU we recommend upgrading to version 5.7.2.
- Layout per participant and the shrink-to-fit feature are not supported on endpoints connected to the slave MCU.

- When a slave participant becomes the active speaker, the text overlay may be displayed with a slight delay after the video itself.
- Maximum number of simultaneous cascading connections on a single MCU is limited to 60. This includes cascading with SCOPIA Desktop Server.
- In a cascaded MCU setup the EPs on the Slave side receive "TV mode" picture. Currently the system is locked in this mode.

SIP

- Use Tandberg MXP1700 versions later than 7F only.
- Sony PCS-1 endpoints version 3.41 or earlier fail to connect to the MCU when using SIP. Use version 3.42 or later to solve this issue.
- LifeSize version 3.5.3 endpoints connect using CIF resolution instead of 720p when dialing out over SIP. Upgrade to version 4.0 or later to solve this issue.
- The audio channel fails to open when dialing out to Polycom version 2.0.3.1 endpoints over SIP. Remove the G.722.1C audio codec to solve this issue:
- When connecting Tandberg MXP150 with versions earlier than 4.2, the endpoint may not display video. Perform one of the following steps to solve this issue:
- Upgrade to a later software version (such as 5.1).
- Connect the endpoint at 384 Kbps or lower.
- Change the preferred video codec the endpoint is using to H.263.
- When muting and un-muting a LifeSize Room 200 endpoint version 4.0.11 connected in SIP, the endpoint stays muted. Upgrade to a later endpoint version to solve this problem.
- When dialing out to Sony PCS-XG80 endpoints, they connect using 288p resolution instead of 720p. Use the Empty Invite option to solve this issue.
- Bad audio on LifeSize-Room100 (version 3.5) when connecting through SIP to a meeting, after the auto attendant.
- Sony PCS-XG80 doesn't send video after transfer but video channel remains open.
- Polycom Group 500 v4.0 and above connecting to the MCU through the Auto-Attendant using SIP might transmit poor video quality. As a workaround, it is recommended to dial the meeting number directly.
- When connecting Scopia XT series endpoints to the MCU auto-attendant through Acme-Packet SBC, call may disconnect when transferred to the MCU conference. As a workaround, it is recommended to disable presentation support in the endpoint configuration and disable BFCP UDP fallback in the MCU configuration.

Far End Camera Control (FECC)

- LifeSize Room 200 endpoints using versions 4.0.7 and earlier cannot control the camera of other endpoints.
- FECC does not function during encrypted meetings with LifeSize and Polycom HDX endpoints.
- FECC does not function with Tandberg C20 and C90 endpoints.

Video

- Strips on the video layout when endpoint with 480p capabilities displays video from 720p endpoints.
- When setting the Elite auto-switch Interval, the actual switching interval may be longer in case that the unit is overloaded or cascaded.
- Interoperability issue with Scotty EOS which may lead to a degradation of the video quality due to video RTP de-blocking.
- The number of audio-only participants in a given conference might be displayed incorrectly.
- Manual drag & drop of a participant in the iVIEW Conference Control UI may disable the active speaker video indication.
- Text message sent to the conference participants from the iVIEW Conference Control UI is limited to 255 bytes.
- Text messages might not be displayed in high load due to lack of space in the queue.

Telepresence Interoperability

- When Polycom RPX is connected to the MCU, the different video segments may be crossed and shown in a wrong order on the video layout.
- When dialing from a Polycom Telepresence to an MCU conference, you may experience connectivity issues and may need to redial.

General Issues

- Some audio notifications may not be played correctly.
- MCU might initiate reboot due to a lost connection to the MVP. Might be encountered very rarely, not related to system load.
- MCU configuration might reset to factory default values after reboot some configuration parameters added via Advanced Commands. We strongly recommend keeping track and saving separately the configuration of parameters modified via Advanced Commands.
- MCU Services might be deleted when synchronizing MCU units with different capacity.
- When terminating a MCU conference using a DTMF command, the on-screen text indication is not displayed.
- No Welcome Slide when call is transferred from IVR, in case On Screen Notifications are disabled with the Advanced Command ‘imcienabled’.

Tips

- It is strongly recommended to export the customer support package only when the MCU is in an idle state. Exporting the package when the system is loaded may force the system to restart.
- When the Windows Start Navigation sound is enabled, a continuous clicking sound is heard when the Conference Control interface automatically refreshes. Disable this sound in the **Sounds and Multimedia** configuration of the Control Panel.

- The Conference Control and Login screens are best viewed in full screen mode (1024 x 768).
- The MCU allows you to open multiple Conference Control browser screens at the same time. We recommend that you close screens in which you are not currently working to avoid confusion and performing operations on a wrong conference.
- We recommend that you set the Ethernet port speed and duplex parameters of both the MCU and the switch to **Auto Negotiation**. Set these parameters to 1Gbps full duplex only if your switch supports this configuration and if you experience port speed negotiation problems. Ensure that the Ethernet port speed and duplex parameter values on the MCU and the switch are identical.
- During Auto Attendant sessions, Aethra endpoints might display on-screen information that hides part of the menu presented by the MCU. Click a "C" (del) button to hide the information the endpoint displays.
- During Auto Attendant sessions, LifeSize endpoints might display on-screen information that hides part of the menu presented by the MCU. Click the far-end camera control button to hide the information the endpoint displays.
- After using the Shrink to Fit option (enabled by pressing the # DTMF key during the conference) to reduce the MCU image size, you might still find that the picture is cut. We recommend that you adjust your screen configuration parameters to restore the full image.
- It is recommended to adjust the MTU size value according to the other network devices that are part of your deployment.