



Pexip Infinity v23.4

Release Notes

Software Version 23.4

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Introduction

This document contains the release notes for Pexip Infinity version 23.4.

Complete information about how to install and operate Pexip Infinity is available from the Pexip technical documentation website at docs.pexip.com.

The website also contains comprehensive documentation on all aspects of deploying the Pexip Infinity platform. This includes how to use the Infinity Connect client suite, and how to integrate Pexip Infinity with other third-party systems and call control solutions including Google Hangouts Meet, Microsoft Teams, Microsoft Skype for Business and Lync, Cisco Unified Communications Manager, Cisco VCS and Polycom DMA.

Management Node host server sizing information

You must ensure that the Management Node host server has 2 cores and 4 GB of RAM for any deployments with more than 10 Conferencing Nodes. We recommend 4 cores and 6 GB of RAM for any deployments with more than 30 Conferencing Nodes.

Upgrading to version 23.4

- i** **Upgrading from version 21.0:** there is a known issue when upgrading from v21.0 to any subsequent version whereby cloud bursting Conferencing Nodes will not successfully upgrade. The workaround is to power on the Conferencing Nodes at least 15 minutes prior to upgrading from v21.0. This issue was fixed in v21.1, therefore upgrades from v21.1 to later versions are not affected.

Upgrading from version 16 or later to version 23.4

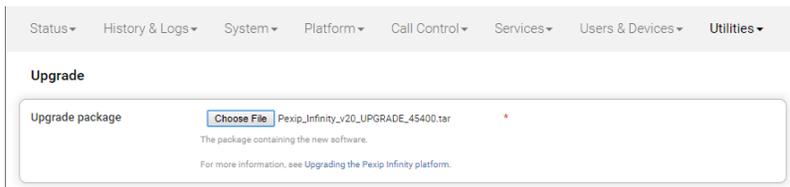
When the upgrade process starts, the Management Node is upgraded first. Then up to 5 Conferencing Nodes are selected and are automatically placed into maintenance mode. When all calls have finished on a node that is in maintenance mode, that node is upgraded and then put back into active service. Another Conferencing Node is then selected, placed into maintenance mode and upgraded, and so on until all Conferencing Nodes have been upgraded.

If all of the calls on a Conferencing Node that is in maintenance mode have not cleared after 1 hour, the node is taken out of maintenance mode and put at the back of the queue of nodes to be upgraded. A further attempt to upgrade that node will be made after all other nodes have been upgraded (or had upgrade attempts made). Up to 5 Conferencing Nodes may simultaneously be in maintenance mode or in the process of being upgraded at any one time.

Alternatively, to avoid unpredictable system behavior due to Conferencing Nodes running conflicting software versions, you may want to manually put **all** of your Conferencing Nodes into maintenance mode before initiating the upgrade process. This will allow all existing calls to finish, but will not admit **any** new calls. You should then actively monitor your Conferencing Nodes' status and manually take each node out of maintenance mode after it has been upgraded to the new software version, so that the system can start taking new calls again on those upgraded nodes.

To upgrade Pexip Infinity software from v16 or later to v23.4:

1. Before upgrading an on-premises deployment, we recommend that you use your hypervisor's snapshot functionality to take a full VMware/Hyper-V snapshot of the Management Node. You may also want to take a snapshot of each Conferencing Node, although depending on the size and complexity of your deployment it may be easier to simply redeploy these from the Management Node (after it has been rolled back) in the unlikely event that this is required.
Before upgrading a cloud-based deployment (Azure, AWS or GCP), you should backup the Management Node via Pexip Infinity's inbuilt mechanism (**Utilities > Backup/Restore**).
2. Download the Pexip Infinity upgrade package for v23.4 from the [Pexip download page](#).
3. Before upgrading, ensure that all "always-on" Conferencing Nodes are powered on and are reachable (i.e. no Connectivity Loss errors), and are all running the same version from which you are upgrading. You do not need to power on any cloud bursting nodes (unless you are upgrading from version 21.0, in which case they must be powered on also).
4. From the Pexip Infinity Administrator interface, go to **Utilities > Upgrade**.
5. Select **Choose File** and browse to the location of the upgrade package.



6. Select **Continue**. There will be a short delay while the upgrade package is uploaded.
After the upgrade package has been uploaded, you are presented with a confirmation page showing details of the existing software version and the upgrade version.
7. To proceed, select **Start upgrade**.
You are taken to the **Upgrade Status** page, showing the current upgrade status of the Management Node and all Conferencing Nodes. This page automatically refreshes every 5 seconds.
8. When the upgrade completes, all nodes will show a status of **No upgrade in progress** and have the new **Installed version**.
If a Conferencing Node fails to upgrade, for example if it remains on a **Waiting for calls to clear** status, it should be rebooted. The upgrade process will then continue as expected.

9. If you have Pexip CVI for Microsoft Teams you must also upgrade your associated Teams Connector deployment in Azure to the same version as your Pexip Infinity deployment (including minor/"dot" releases).

- **i** When upgrading your Teams Connector to version 23, you must use the latest deployment scripts as contained within the v23 documentation. There are two significant changes to be aware of when upgrading to v23:
 - The v23 deployment scripts have switched from using AzureRM to Azure PowerShell module (Az).
 - The person performing the upgrade must have been granted Azure **Owner** permissions for the pre-existing static resource group in Azure.

Note that there are no additional variables required in the initialization script in v23, however the installation process now performs a case-sensitive check to ensure that the \$PxTeamsConnFqdn variable matches the name in the Teams Connector's certificate. As with all upgrades, you can continue to use the Pexip CVI app from your existing deployment.

Full instructions are available at https://docs.pexip.com/admin/teams_managing.htm#upgrading.

If you are using VMware snapshots for backup purposes, we recommend that you delete those snapshots after approximately two weeks, providing your upgraded system is operating as expected. This is because Virtual Machines, in general, should not run with snapshots over time.

For full details on upgrading Pexip Infinity, see [Upgrading the Pexip Infinity platform](#).

Upgrading from versions 13-15 to version 23.4

If you are running a Pexip Infinity software version between v13 and v15 inclusive, you must first upgrade to version 16 and then upgrade again to version 23.4. To do this:

1. Download the Pexip Infinity **v16 upgrade file**.
2. Follow the steps outlined in [Upgrading from version 16 or later to version 23.4](#), but when asked to **Choose File** browse to the location of the **v16** upgrade file.
3. Verify that the upgrade has completed successfully.
4. Download the Pexip Infinity **v23.4** upgrade file.
5. Follow the steps outlined in [Upgrading from version 16 or later to version 23.4](#), and when asked to **Choose File** browse to the location of the **v23.4** upgrade file.

New features and improvements in this release

You can go to https://docs.pexip.com/admin/whats_new.htm and follow the relevant links for more information about all of these features.

This topic covers the Pexip Infinity platform; for new features in the Infinity Connect web app for v23.4 see [Infinity Connect web app new features and changes](#).

Pexip Infinity platform

Feature	Description
Support for "one-touch join" functionality on VTC endpoints	Pexip's One-Touch Join allows users to schedule a meeting in Microsoft Outlook or Google Calendar and include in the invitation a meeting room with a supported videoconferencing endpoint, so that the endpoint in the chosen meeting room displays a Join button just before the meeting is scheduled to begin. Participants can then simply walk into the room and select the button, and the endpoint will automatically dial in to the meeting.
Ability to control the maximum call quality for participants connecting to Pexip Infinity services	<p>You can specify the maximum call quality for participants connecting to Pexip Infinity services to be either SD, HD or Full HD (1080p). You can set a global default and override it for each individual service (VMR, Call Routing Rule etc) if required. For example, you could use the default option of "HD" for most of your services, but enable Full HD on some specific services.</p> <p>The default behavior for new and upgraded systems is HD, unless your system had already enabled the 1080p (Full HD) setting, in which case the default behavior will be Full HD. This new maximum call quality setting replaces the previous global setting to enable 1080p (Full HD).</p>
Ability to set bandwidth consumption ratio for presentations	When sending main video and presentation to a standards-based endpoint, you can specify at the global platform level the maximum percentage of the call bandwidth to allocate to sending presentation content. The default is 75%, which reflects Pexip Infinity's previous automatic behavior.
Full support for VP9 codec	<p>The VP9 codec is now fully available for connections to Conferencing Nodes running the AVX2 or later instruction set. It is enabled by default for both new and upgraded deployments.</p> <p>VP9 uses around one third less bandwidth for the same resolution when compared to VP8. Note however that VP9 calls consume around 1.5 times the CPU resource (ports) on the Conferencing Node.</p> <p>(VP9 was previously available as technology preview in earlier versions.)</p>
Web proxy support	<p>You can now specify one or more web proxies to use for outbound web requests from the Management Node, and from the Conferencing Nodes in each system location. Web proxies, when configured, are used to route all requests for analytics and incident reporting, and some requests for license activation.</p> <p>Support for other types of outbound web requests will be added in later releases.</p>

Feature	Description
Administrative improvements	<p>This release contains the following administrative improvements:</p> <ul style="list-style-type: none">• Participant and backplane media stream statistics now include the framerate being sent and received by the Conferencing Node.• A new theme audio file, <code>conf-test_call_audio_only_48kHz_mono.wav</code>, that is played out to end-users making an audio-only call to the Test Call Service.• A new <code>transform_layout</code> management REST API command can be used to control the layout, overlay text and other in-conference indicators.• A new <code>boot_time</code> field on the management REST API <code>worker_vm</code> status resource.• The security wizard contains a new option to enable FIR support.• When using local or external policy, a new <code>overflow_locations</code> field is available when providing a response to a media location request. This optional field can be used to specify multiple overflow locations as an alternative to the primary and secondary overflow location fields that were already supported. This feature is available from version 23.2.
Static NAT on Management Node	<p>You can now configure the Management Node with an IPv4 static NAT address. This allows IP-based access to a Management Node behind a NAT when it has an alternative FQDN configured.</p>
TCP media relay for WebRTC clients *	<p>A new global setting that enables media relay on TCP port 443 on all Conferencing Nodes. This is intended as a fallback mechanism for use by WebRTC clients that are behind strict firewalls that block RTP media to Pexip's standard ports. This setting should only be enabled when it is impossible to amend the firewall's rules to allow UDP media, as sending media over TCP can result in increased latency and jitter.</p>
Adaptive Composition layout *	<p>A new global setting that enables the <i>Adaptive Composition</i> layout as an option when selecting the conference Host and Guest view. This is an intelligent layout with real-time automatic face detection and framing.</p> <p>If you have any feedback on Adaptive Composition, please send it us as described at https://www.pexip.com/ac-feedback.</p>
* Technology preview only	

Changes in functionality in this release

This topic covers the Pexip Infinity platform; for changes in the Infinity Connect web app for v23.4 see [Infinity Connect web app new features and changes](#).

Pexip Infinity platform

Feature	Description
Compatibility updates to the Teams Connector for Microsoft Teams	<p>Version 23 of the Teams Connector contains updates that necessitate an upgrade to your Pexip platform to ensure compatibility with the latest updates to the Microsoft Teams APIs.</p> <p>We strongly recommend that you upgrade your Pexip deployment — both the Pexip Infinity platform and the Pexip Teams Connector — to version 23 as soon as practicable.</p>
Teams Connector enhancements	<p>i When upgrading your Teams Connector to version 23, you must use the latest deployment scripts as contained within the v23 documentation. There are two significant changes to be aware of when upgrading to v23:</p> <ul style="list-style-type: none"> The v23 deployment scripts have switched from using AzureRM to Azure PowerShell module (Az). The person performing the upgrade must have been granted Azure Owner permissions for the pre-existing static resource group in Azure. <p>Note that there are no additional variables required in the initialization script in v23, however the installation process now performs a case-sensitive check to ensure that the \$PxTeamsConnFqdn variable matches the name in the Teams Connector's certificate. As with all upgrades, you can continue to use the Pexip CVI app from your existing deployment.</p> <p>Full instructions are available at https://docs.pexip.com/admin/teams_managing.htm#upgrading.</p> <p>Other changes and improvements to the Teams Connector include:</p> <ul style="list-style-type: none"> VMSS (virtual machine scale set) disk encryption is now always enabled. Hence, the \$PxTeamsConnDiskEncryption variable in the variable initialization script is no longer used or required. Access keys for the storage account that is used for logging are managed by Azure Key Vault and are regenerated every 90 days. Improved quality of presentation streams from a VTC into a Teams meeting. Teams clients on poor networks can now request a presentation stream at a lower framerate without affecting the quality received by other clients on better networks that are connected to the same Teams meeting. More informative error messages for deployment failures, including more extensive and up-front checking for certificate-related issues. When viewing log messages and participant status in the Pexip Infinity Administrator interface, Teams clients in a meeting are now shown in the name@domain format (previously shown as an id).
Recording indicators when a Skype for Business / Lync client records a conference	<p>The recording indicator  is now shown if a Skype for Business / Lync client records a conference (previously the streaming indicator  was shown).</p>
New address for outbound connections to Google Hangouts Meet	<p>Conferencing Nodes now connect out to Google Hangouts Meet at <code>hangouts.clients6.google.com</code> (previously <code>clients6.google.com</code>). This change applies as of version 23.2.</p>
Administrative modifications	<p>This release contains the following administrative modifications:</p> <ul style="list-style-type: none"> Pexip Exchange Integrations (configured as part of the VMR Scheduling for Exchange feature) have been renamed VMR scheduling for Exchange integrations. This is to distinguish them from One-Touch Join Exchange integrations which are configured as part of the new One-Touch Join feature.

Feature	Description
SSE4.x no longer supported	<p>As of Pexip Infinity v12, the SSE4.x instruction set was only supported in deployments that had upgraded from a previous version — SSE4.x was not supported in new deployments using v12 or later.</p> <p>As of 1 January 2020, deployments on SSE4.x hardware are not supported at all. You must ensure that all Conferencing Nodes in your deployment are relocated to hardware using the AVX or later instruction set.</p> <p> To check the instruction set for each Conferencing Node, go to Status > Conferencing Nodes, select the Conferencing Node and scroll down to CPU instruction set.</p>
vSphere ESXi 4.1 no longer supported	<p>As of 1 January 2020, deployments using vSphere ESXi 4.1 are no longer supported. This is a consequence of the removal of support for SSE4.x.</p>

Planned changes in future releases

Feature	Description	More information
Automatic deployments on ESXi no longer supported	<p>Automatic deployment of Conferencing Nodes in VMware environments is deprecated in Pexip Infinity v23 and will no longer be available from v25. From that version onwards, you must deploy your Conferencing Nodes manually, as with other hypervisor environments. As a consequence, VM managers will no longer be required or supported from v25.</p>	

Infinity Connect web app new features and changes

The Infinity Connect web app is embedded in the Infinity Connect software, so its features are updated with each release of Infinity Connect.

Following are the new features and changes in the Infinity Connect web app in Pexip Infinity version 23:

Feature	Description
Performance improvements	End users should experience lower CPU usage during calls, and improved performance in large meetings.
In-conference timeline is disabled by default	The timeline shown at the bottom of the screen during a conference is now disabled by default. To enable it you can configure the new <code>showTimeline</code> customization option in the <code>settings.json</code> file in a web app branding package.
"You're muted" detection is disabled by default	The ability to display a message in selfview saying "You're muted" if the user's microphone detects sound while it is locally muted is now disabled by default. To enable it you can configure the new <code>micSampling</code> customization option in the <code>settings.json</code> file in a web app branding package.
No support for Infinity Connect web app on Internet Explorer	As of 1 January 2020, we no longer provide support for customers using the Infinity Connect web app with Microsoft Internet Explorer.

Issues fixed in version 23

Version 23.4

Pexip Infinity

Ref #	Resolution
20344	Resolved an issue where selecting "Mute participant" from the Pexip Infinity Administrator interface did not work.
20221	Resolved an issue where outbound H.323 calls to an address that includes an invalid port will cause a crash. See CVE-2020-13387 for more information.
20210	Resolved an issue where users were unable to join a Microsoft Teams meeting using a newly-deployed Pexip CVI Teams Connector.
20066	Resolved an issue where calls could be dropped if a participant who was gatewayed into a Microsoft Teams meeting experienced packet loss while they were presenting content.

Infinity Connect web app

Ref #	Resolution
20104	Resolved an issue where some Safari users on iOS devices were unable to unmute after muting their audio and then changing cameras.

One-Touch Join

Ref #	Resolution
20206	Modifies the way in which One-Touch Join obtains the alias for Google Meet meetings, to maintain compatibility after an upcoming change due to be implemented by Google.

Version 23.3

Pexip Infinity

Ref #	Resolution
20097	Resolved an issue with calls being dropped when large numbers of participants are connecting to bursting Conferencing Nodes that have just finished their startup process.
19984	Resolved an issue where a clicking noise could be heard by some participants in a conference.
19879	Resolved a rare issue where calls may drop when going through a Proxying Edge Node. See CVE 2020-12824 for more information.
19843	Resolved a bottleneck in status information displayed on Live View during periods of heavy load.
19768	Resolved an issue where the transform_layout Management API command would not work when the first caller had left a conference.

One-Touch Join

Ref #	Resolution
19909	Resolved a One-Touch Join integration issue with Google Calendar where the Join button would not appear.
19850	Resolved an issue where an all-day meeting scheduled in Google Calendar caused the Conferencing Node handling the associated endpoint/meeting room to stop processing all new and updated One-Touch Join meetings.

Infinity Connect web app

Ref #	Resolution
19769	Resolved an issue with incorrect display behavior for some tooltips.
19198	Resolved an issue where the participant-level control menu was being truncated unnecessarily, when there was sufficient space to display all of the menu options.

Version 23.2

Pexip Infinity

Ref #	Resolution
19729	Fixes a security issue with the Enable media relay on TCP port 443 tech preview option. See CVE 2020-11805 for full details.
19718	When using local or external policy, a new overflow_locations field is available when providing a response to a media location request. This optional field can be used to specify multiple overflow locations as an alternative to the primary and secondary overflow location fields that were already supported.
19647	The Enable media relay on TCP port 443 tech preview option now works with Conferencing Nodes that have an IPv4 static NAT address configured.
19640	Reduces the time taken to answer calls during busy times.
19582	When a conference has reached its participant limit, the Conferencing Node will now return an HTTP 529 status code (instead of HTTP 503).
19464	Resolves an issue where excessive management API requests could cause a backlog in processing authentication requests, and/or cause local databases to become too large.
19173	It is now possible to view the conference history page on the Administrator interface for all conferences, including those over a week old.
18908	Language translations for recently added features are now complete.

VMR Scheduling for Exchange

Ref #	Resolution
19563	For OWA users connecting to Exchange 2016 or Exchange 2019, the add-in panel (which opens after the add-in is activated) will no longer hang.

Google Hangouts Meet

Ref #	Resolution
b/153073936	Conferencing Nodes now connect out to Google Hangouts Meet at <code>hangouts.clients6.google.com</code> (previously <code>clients6.google.com</code>).

Infinity Connect web app

Ref #	Resolution
19589	Preconfigured links to the legacy web app did not work in v23.1; these will now work in v23.2.
19524	Resolves an issue for some users of the web app via Chrome on Android devices; the microphone is now detected.

Version 23.1

Pexip Infinity

Ref #	Resolution
19444	Resolves an issue where calls may be dropped when sharing JPEG images in a location overflow situation.
19377	To address performance issues when loading Live View in large deployments, the Live View timeline has been limited to 10,000 events, and removed entirely for deployments of more than 40 Conferencing Nodes.
19358	When a video call is placed into an audio-only VMR, it is now correctly counted as an audio call.

One-Touch Join

Ref #	Resolution
19315	The One-Touch Join service account is now able to connect to G Suite.

Pexip Teams Connector

Ref #	Resolution
19295	A VTC device that is connected to a Teams meeting no longer receives presentation content at 1 fps.

Version 23

Pexip Infinity

Ref #	Resolution
18805	Fixed an issue where an outbound call to Google Hangouts Meet via a Proxying Edge Node sometimes failed to establish media.

Ref #	Resolution
18318	Fixed an issue where a call could fail if a codec has extended characters in the Video Input Source Name and Far End Camera Control (FECC) is enabled on Pexip Infinity.
16979	Fixed an issue where dialing out via RTMP with a call capability of Audio-only would dial out as audio and video.
14770	Fixed an issue where H.323 registrations would fail towards Conferencing Nodes with static NAT configuration.
13773	Resolved an issue where using a 4 + 0 layout for a conference limited any backplane or gateway connection to a 640x360 resolution.
10099	A call failure reason of "Out of proxying resource" on the administrator log is now produced when there is insufficient resource on the Proxying Edge Nodes (and is not produced when there is insufficient transcoding resource available).

Pexip Teams Connector

Ref #	Resolution
15268	Resolved an occasional issue where calls could be dropped if a participant using a Teams client starts sharing content.

Microsoft

Microsoft Skype for Business and Lync

Ref #	Resolution
18389	Fixed an issue where the streaming_in_progress splash screen was incorrectly shown when a Skype for Business client that is connected to a VMR starts recording.
18125	Fixed an issue where an RDP presentation from a Skype for Business client into a VMR may fail if the Skype for Business client is connected to a Proxying Edge Node.

Infinity Connect web app

Ref #	Resolution
18507	Addresses an issue with choppy audio experienced by some users on some devices. We are investigating this issue further, but in the interim the resolution has been to disable by default the in-conference timeline and "You're muted" detection, although these settings can be re-enabled by an administrator.
17637	Resolved an issue where custom bandwidth settings appeared in the Settings panel without a label.

Known limitations

Pexip

Ref #	Limitation
18846	If a CSV import file contains empty lines, those lines can create "This field cannot be blank" style error messages on import. Any other valid lines in the file are still imported correctly.
17243	If a WebRTC control-only participant presents content, that participant does not have any associated media stream or call statistics recorded against it.
16232	The Call-id is not logged on an administrative event when a Guest joins a conference and all Guests are muted.
16190	When performing a packet capture, encryption keys are not captured for WebRTC calls placed to a Proxying Edge Node.
16119	"License limit reached" alarms are not lowered as expected, even though an appropriate "Alarm lowered" message is logged.
15943	"Connectivity lost between nodes" alarms are not recorded in the alarm history (History & Logs > Alarm History).
14908	In deployments where the VMR Scheduling for Exchange feature is receiving consistently high levels of usage (i.e. more than 30 meeting requests per minute), the processing of emails by the equipment resource may be delayed. The workaround is to split users into several smaller groups, and create an individual Exchange Connector (with a different equipment resource mailbox) for <u>each group of users</u> .
13305	The G.719 codec is not currently supported for SIP.
12218	In some call scenarios that take a long time for the call setup to complete (for example calls that involve ICE, a Conferencing Node behind static NAT, and where the client is also behind a NAT) any audio prompts (such as requests to enter a PIN) may be played too early and the client may not hear all of the message.
7906	If a caller dials into a Virtual Reception and enters the number of the conference they want to join, but there are insufficient hardware resources available to join the caller to that conference, the caller is disconnected from the Virtual Reception.
6739	Any changes made to VMR configuration — such as updating the participant limit — while the conference is ongoing do not take immediate effect, and may result in conference separation (i.e. new participants will join a separate VMR from those that are currently connected). All participants must disconnect from the conference for the change to take effect.
5601	When changing the certificates in a chain, a reboot of the associated Conferencing Nodes may be required if the changes do not produce the desired effect.
4312	Occasionally, group chat messages may not be displayed to Infinity Connect web app participants who are using Internet Explorer.

Cisco

Ref #	Limitation
4142	If the presentation channel already active from an MXP is taken by another connected participant, the MXP may not properly receive presentation content.

Polycom

Ref #	Limitation
13541	When a Polycom Trio is registered to Skype for Business, and has dialed in to Pexip Infinity, it will receive presentation as main video from Pexip Infinity. However, when the same endpoint is dialed out to from Pexip Infinity, it will receive presentation as RDP.

Microsoft

Microsoft Skype for Business and Lync

Ref #	Limitation
17210	RDP presentation content from a Skype for Business meeting may sometimes take several seconds to render on VTC devices that are gatewayed into that meeting. One workaround is to use Video-based Screen Sharing (VbSS) instead of RDP for content sharing. If you must use RDP then you can configure your system to adjust the bandwidth used for RDP presentation which will reduce the delay in rendering the RDP content for the VTC device — contact your Pexip authorized support representative for configuration details.
13201	When a Skype for Business client is presenting PowerPoint slides in a Skype for Business meeting, sometimes only the first slide is sent to standards-based endpoints that are gatewayed into that meeting.
5100	If a Conferencing Node being used as a gateway into a SfB/Lync meeting is near processor capacity and another endpoint in the SfB/Lync meeting starts sending content, a participant may be inadvertently disconnected from the conference. To resolve this, the endpoint can dial back into the conference.
4926	Participants calling into Skype for Business / Lync through the Pexip Distributed Gateway may experience inconsistent call rejection messages if a Conferencing Node is placed into maintenance mode.
4812	In some instances, one of two messages sent to a VMR from two SfB/Lync clients not previously connected may not be properly retained by the VMR. To resolve, re-send the message.
4195	Participants connected via the Pexip Distributed Gateway into a SfB/Lync meeting may not receive presentation content from SfB/Lync participants. This occurs if the SfB/Lync user has a screen resolution where the width is an odd number of pixels, such as a resolution of 1437x758. If this occurs, one workaround is for the user to share an application rather than their full desktop.

VMR Scheduling for Exchange

Ref #	Limitation
16602	In some circumstances, users are not able to obtain a VMR for a meeting if an existing meeting invitation is being edited and has previously had a VMR assigned. This may happen if a user has previously activated the add-in when editing an invitation but then discarded their changes, or if the user has removed the information added to the invitation when the add-in was previously activated. By default, users will see a message "VMR already assigned".

Infinity Connect web app

Ref #	Limitation
18119	Long display names are truncated when there is space available to show the full name.
10545	Network connection interruptions of longer than 10 seconds may require Chrome participants to manually reconnect to a conference.