Pexip Infinity v31.4

Release Notes

Software Version 31.4

Document Version 31.4.a

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]pexip[

Contents

Introduction

This document contains the release notes for Pexip Infinity version 31.4.

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 administer and use the Connect app client suite; how to configure Pexip Infinity features such as One-Touch Join, VMR Scheduling for Exchange and Pexip Service; and how to integrate Pexip Infinity with other third-party systems and call control solutions including Google Meet, Microsoft Teams, Microsoft Skype for Business and Lync, Cisco Unified Communications Manager, Cisco VCS and Polycom DMA.

Management Node host server sizing information

- For typical deployments of **up to 30** Conferencing Nodes, you must ensure that the Management Node host server has at least 4 cores and 4 GB of RAM.
- For deployments with **more than 30** Conferencing Nodes, you will need to increase the number of cores and the amount of RAM on the Management Node. Please contact your Pexip authorized support representative or your Pexip Solution Architect for guidance on Management Node sizing specific to your environment.

Upgrading to version 31.4

ℹ️ Please note, if you are running a software version between v22 and v26 inclusive, you must first upgrade to version **27.4** and then upgrade again to version 31.4, see Upgrading from versions 22-26 to version 31.4.

Upgrading from version 27 or later to version 31.4

When the upgrade process starts, the Management Node is upgraded first. Then up to 10 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 10 Conferencing Nodes may simultaneously be in maintenance mode or in the process of being upgraded at any one time.
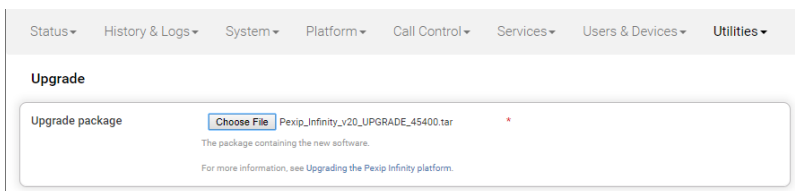
Alternatively, to avoid unpredictable system behavior due to Conferencing Nodes running conflicting software versions, you may want to manually put **all** of your Conferencing Nodes into maintenance mode before initiating the upgrade process. This will allow all existing calls to finish, but will not 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 v27 or later to v31.4:

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, GCP or Oracle), you should backup the Management Node via Pexip Infinity's inbuilt mechanism (**Utilities > Backup/Restore**).

2. Download the Pexip Infinity upgrade package for v31.4 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.

4. From the Pexip Infinity Administrator interface, go to **Utilities > Upgrade**.

5. Select **Choose File** and browse to the location of the upgrade package.

Status▾	History & Logs▾	System▾	Platform▾	Call Control▾	Services▾	Users & Devices▾	Utilities▾

    Upgrade

Upgrade package	Choose File Pexip_Infinity_v20_UPGRADE_45400.tar	*
	The package containing the new software.	
	For more information, see Upgrading the Pexip Infinity platform.	

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.

- ○ If the upgrade process completes and there are some nodes that have failed to upgrade, you can restart the upgrade process by uploading the upgrade package to the Management Node again via **Utilities > Upgrade**. This will skip over any nodes that have already been upgraded.

- ○ If you are using these instructions to first upgrade from v25.0 or v25.1 to version 27 before upgrading to version 31, due to a known issue it is possible that the upgrade will complete on the Management Node but not automatically proceed to the Conferencing Nodes. To resolve this issue, simply upload the upgrade package again via **Utilities > Upgrade**.

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).

   🛈   When upgrading your Teams Connector to version 31:

New upgrade steps for version 31

- ○ Az module version: ensure that you are using Az module version 7.0.0 minimum and 8.3.0 maximum.

- ○ There are three new variables that allow you to use dedicated hosting plans for Azure functions and VNet integration:

  - ▪ The new variables are **$FunctionsDedicatedHostingPlan**, **$EventHubSourceAddressPrefixes** and **$VnetIntegration** and must be added to your variables script.

  - ▪ if you want to use the new features, set **$FunctionsDedicatedHostingPlan** and **$VnetIntegration** to **$true**, and specify the required IP addresses in the **$EventHubSourceAddressPrefixes** variable. The addresses specified in **$EventHubSourceAddressPrefixes** can also be added or modified later in Azure if required.

  - ▪ If you do not want to use the new features then you must add the following variable settings to your variables script:
    ```
    $FunctionsDedicatedHostingPlan = $false
    $EventHubSourceAddressPrefixes = @()
    $VnetIntegration = $false
    ```

   🛈   **Microsoft.Graph modules of version 2.0.0 and higher are currently not supported**. This will be addressed in a future Teams Connector release. Make sure that you follow the instructions below to ensure that your Teams Connector upgrades successfully.

Standard upgrade steps

- ○ When upgrading from a previous major release (e.g. from v27.n to v31.4), you must use the latest version of the redeploy script as contained within the v31 documentation. You can use your existing redeploy script if you are upgrading to a new minor/ "dot" release for the same major version (e.g. from 31.0 to 31.4).

- ○ You must be using Az module version 7.0.0 minimum and 8.3.0 maximum.

  - ▪ To check your installed version you can run:
    ```
    Get-InstalledModule -Name Az -AllVersions
    ```
  - ▪ To install the latest appropriate Az version you can run:
    ```
    Install-Module -Name Az -MinimumVersion 7.0.0 -MaximumVersion 8.3.0 -AllowClobber -Scope AllUsers
    ```

- ○ If you (the person performing the upgrade) did not perform the initial installation, you should ensure that you have all the relevant PowerShell modules and versions installed. If you are connecting to Azure AD / Azure Resource Manager / Microsoft Graph from your Windows PC for the first time, you must run the following PowerShell commands (as Administrator):
  ```
  Install-Module -Name AzureAD -MinimumVersion 2.0.2.106
  Install-Module -Name Az -MinimumVersion 7.0.0 -MaximumVersion 8.3.0 -AllowClobber -Scope AllUsers
  Install-Module -Name Microsoft.Graph -RequiredVersion 1.28.0 -Force -AllowClobber
  ```
  Note that:

  - ▪ The installation of Microsoft Graph PowerShell SDK can take 5-10 minutes. Wait until you the get PS prompt back (several minutes after the install reports as completed) before continuing.

  - ▪ The Az PowerShell module collects telemetry data (usage data) by default, however you can opt out from this data collection using `Disable-AzDataCollection` (see this article for more information).

  - ▪ The Az PowerShell module remembers login information by default (i.e. you're not automatically logged out when closing your PowerShell window), but you can disable this with `Disable-AzContextAutosave` if required (see this article for more information).

  - ▪ Microsoft.Graph modules of version 2.0.0 and higher are currently not supported. This will be addressed in a future Teams Connector release.

    You can check your currently installed versions with the Powershell command:
    ```
    Get-InstalledModule -Name Microsoft.Graph -AllVersions
    ```
    Any Microsoft.Graph modules of version 2.0.0 and higher have to be uninstalled. This can be achieved with the procedure below:

   i. Close all Powershell windows.

   ii. Open an Administrator Powershell window.

   iii. Execute the following commands:

```
Remove-Module Microsoft.Graph -ErrorAction SilentlyContinue
Uninstall-Module Microsoft.Graph -MinimumVersion 2.0.0 -ErrorAction SilentlyContinue
Get-InstalledModule Microsoft.Graph.* | ForEach-Object { if ($_.Version.Major -ge "2") { Write-Host "Uninstalling
$($_.Name) (version $($_.Version))"; Remove-Module $_.Name -ErrorAction SilentlyContinue; Uninstall-Module $_.Name -
RequiredVersion $_.Version -Force } }
```

- If you have deployed multiple Teams Connectors, you must follow the same redeploy process (with the appropriate variable initialization script) for each Teams Connector.
- As with all upgrades, you can continue to use the Pexip CVI app from your existing deployment.
- Your Pexip Infinity and Teams Connector installations must both be running the same software version (including minor/"dot" releases).

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 22-26 to version 31.4

If you are running a software version between v22 and v26 inclusive, you must first upgrade to version **27.4** and then upgrade again to version 31.4. To do this:

1. 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.
2. Download the Pexip Infinity **v27.4** upgrade file.
3. Follow the steps outlined in Upgrading from version 27 or later to version 31.4, but when asked to **Choose File** browse to the location of the **v27.4** upgrade file.
4. Verify that the upgrade has completed successfully.
5. Download the Pexip Infinity **v31.4** upgrade file.
6. Follow the steps outlined in Upgrading from version 27 or later to version 31.4, and when asked to **Choose File** browse to the location of the **v31.4** 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 latest release of the Connect web app see the web app release notes.

Pexip Infinity platform

Feature	Description
Layout enhancements	Pexip's conference layouts have been enhanced:
	• The multiscreen participant display feature, which allows SIP and H.323 endpoints with dual screens to display conference participants across both screens, is now generally available. It was a technology preview feature in previous releases. Enhancements in this release include support for the Adaptive Composition layout, H.323 endpoints, and calls into Google Meet conferences.
	• Pexip's Adaptive Composition layout is now fully supported (generally available) for Google Meet calls (previously this was a technology preview feature).
	• Streaming participants can now view the presentation stream as part of the layout mix with the video stream of the active speaker shown alongside the presentation, if the main conference is using Adaptive composition layout. This option is enabled by default and can be configured using the `ac_presentation_in_mix` parameter in the `transform_layout` function of Pexip client REST API or PexRTC JavaScript client API.
New authentication requirements for Google Meet interoperability	Google Meet is transitioning to a new method of authenticating third-party systems that join a Google Meet conference via Pexip's interoperability gateway.
	The new method uses the JWT (JSON Web Token) standard. To use JWT as your authentication method you need to upload to your Pexip Infinity system a token that has been signed by Pexip. This token then provides the authentication between your Pexip Infinity system and Google Meet whenever a third-party device uses Pexip's interoperability gateway to join a Google Meet conference.
	ℹ If you do not upload a gateway token you will still be able to use Pexip's interoperability gateway in the short term, but we expect Google Meet to enforce JWT authentication in the near future. You must obtain and install your gateway token as soon as practicable after upgrading to version 31.
NTLM support	One-Touch Join and VMR Scheduling for Exchange now support NTLMv2 authentication for the service account in deployments using Exchange on-premises.
Web proxy support for VMR Scheduling for Exchange	VMR Scheduling for Exchange now uses the Management Node web proxy (where configured) for outbound requests. You can optionally elect to bypass the web proxy for individual Exchange integrations.
Web proxy bypass for OTJ	One-Touch Join now has an option to bypass a system location's web proxy for Cisco OBTP endpoints (configured on a per-endpoint group basis).
Customizable web app paths and branding	Connect web app branding and customizations are now applied using unique URL paths. For each path, you can configure which web app version and branding users are offered when accessing the web app via that path, and you can create and configure additional paths to offer users a variety of differently-branded web app experiences within your environment.
	Note that this new feature will require you to change any existing branding packages.

Feature	Description
In-conference security classification indicators	Content classification indicators can be displayed within a conference to, for example, display the current security classification level to meeting participants. When content classifications are configured in a theme, the specified classification text is overlaid (similar to a watermark) onto the video layout and splash screens during a conference. It is displayed in white text on a dark background by default, but the colors can be customized. In classic layouts it is positioned at the top of the screen, and in Adaptive Composition it is placed in the bottom-right corner. • Classification indicators are text only. • They are not included in the base theme. You must create and upload your own theme that includes your classification text strings. • You cannot configure the position, font or size of the message. The classification indicator can be dynamically changed during the conference to display a different message. To change the classification level, you must use the new **set_classification_level** client API conference control function (**/api/client/v2/conferences/<conference>/set_classification_level**).

Teams Connector enhancements: improvements to the Teams-like layout* and support for dedicated hosting plans for Azure functions and VNet integration	Pexip's Cloud Video Interop (CVI) integration with Microsoft Teams has been enhanced:
	• The Teams-like layout has been improved:
	  ○ A microphone muted icon is shown next to a participant's name if that person is muted.
	  ○ If an off-screen video participant (shown as an audio avatar) starts speaking they are now promoted into the video layout.
	  Note that this layout is still a technology preview feature, and is only recommended for use with Teams gateway calls.
	• Other administrative changes to the installation/upgrade scripts and variables include new settings that optionally allow you to deploy the Teams Connector with dedicated hosting plans for Azure functions and with VNet integration.
	
	Note that version 31 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 and to the Teams Connector's latest features. We strongly recommend that you upgrade your Pexip deployment — both the Pexip Infinity platform and the Pexip Teams Connector — to version 31 as soon as practicable.

New theme content to support the latest features	A new configuration item has been added to themes to support the new content classification features: • A new `classification` object can be defined with a theme to specify the content classification messages and the default classification level. Note that this object is not included in the base theme. You must create and upload your own theme that includes this object. New configuration items have been added to version 2 themes to support the new direct media features: • Five new splash screens: "direct_media_welcome", "direct_media_waiting_for_host", "direct_media_other_participants_audio_only", "direct_media_escalate" and "direct_media_deescalate". • Two new labels: "direct_media_escalate" and "direct_media_deescalate".
Conferencing Nodes can now use TURN servers configured in permissive mode	Conferencing Nodes now support the use of time-limited credentials for server-side WebRTC TURN allocations. This means that a TURN server that is configured in permissive mode can now be used for both client and server-side allocations.
One-Touch Join Graph API: additional FQDNs	It is now possible to configure the FQDN used to connect to the Graph API, for deployments where the default (**graph.microsoft.com**) is not appropriate.
Media relay on TCP port 443 is now generally available	The option to enable media relay on TCP port 443 is now generally available. It was a technology preview feature in previous releases. This setting (**Platform** > **Global Settings** > **Enable media relay on TCP port 443**) enables media relay on TCP port 443 on all Conferencing Nodes. It 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.

Feature	Description
Direct Media for end-to-end encrypted calls is now generally available	Pexip's direct media feature, which enables end-to-end encrypted calls, is now generally available. It was a technology preview feature in previous releases. When enabled in a VMR, it provides non-transcoded, encrypted, point-to-point calls between any two WebRTC participants. Enhancements in this release include: • Welcome screen and notification messages can be customized via themes. • Full configuration support in local and external policy, VMR provisioning via LDAP, and bulk CSV import/export of VMR data. • Perceived call quality statistics are available in the Administrator interface.
Voice Focus is now generally available	Pexip's Voice Focus feature, which provides improved voice activity detection, is now generally available. It was a technology preview feature in previous releases. When enabled (**Platform** > **Global Settings** > **Enable Voice Focus**), this feature applies to all Virtual Meeting Rooms and Virtual Auditoriums.
Administrative improvements	This release contains the following administrative improvements: • When the Softmute* feature is enabled at the global level (**Platform > Global Settings > Tech Preview Features > Enable Softmute**), it can now be individually enabled or disabled at the VMR level (**Services > Virtual Meeting Rooms > Advanced Options > Softmute**). * Technology preview only

Changes in functionality

This topic covers the Pexip Infinity platform; for changes in the latest release of the Connect web app see the web app release notes.

Changes in this release

Feature	Description
Selection of default web app	The way in which you select which version of the web app is offered to users by default has changed. Previously this was done via the **Default web app** option under **Platform > Global Settings > Connectivity**; now this is set via the new **Web App > Web App Paths** page.
Branding of previous web app "Webapp2"	The directory structure of the ZIP file containing the branding customizations for the previous version of the Connect web app, "Webapp2", has changed.
	Any existing custom branding applied to Webapp2 prior to upgrade will be automatically ported to the new structure (although you must associate it with a web app path in order to use it).
	Any v30 or earlier Webapp2 branding packages generated by the Pexip Branding Portal, downloaded from a v30 or earlier deployment, or created manually, will need to be restructured before being uploaded to the Management Node.
Hardware resource usage	To improve the accuracy of the platform's resource management, extra hardware resources are now accounted for when sending main video and presentation content to a standards-based (SIP or H.323) or WebRTC endpoint, and to dual-screen endpoints, than when compared to only sending main video.
Default maximum outbound call bandwidth bitrate	The default maximum outbound call bandwidth bitrate has changed to 4 Mbps. Previously it could have used up to 8 Mbps, and it can still be configured to any rate up to 8 Mbps.

Planned changes in future releases

Feature	Description	More information
Pexip Smart Scale	Pexip Smart Scale will be deprecated from Pexip Infinity version 32. Customers currently using this feature should contact your Pexip authorized support representative for information about a replacement offering.	
Infinity Connect legacy webapp	The original "legacy" version of the infinity Connect web app, "Webapp1", is no longer actively developed or maintained and will soon be removed from the default installation of Pexip Infinity.	
Remove support for ESXi 6.5	Support for ESXi 6.5 will be removed in a future release. When this occurs, Pexip will support VMware installation on ESXi 6.7 and 7.0 only.	

Issues fixed in version 31

Version 31.4

Pexip Infinity

Ref #	Resolution
34729	Resolves an issue where upgrades of deployments with hundreds of Conferencing Nodes could take a very long time.

Version 31.3

Pexip Infinity

Ref #	Resolution
33747	Resolves an issue that caused database corruption if a Conferencing Node could not be found during upgrade to v31.2 (either because the node was configured but never deployed, or was running a different version than the rest of the deployment before upgrade).

Version 31.2

Pexip Infinity

Ref #	Resolution
33263	Resolved an issue with Chrome on iOS 16 where calls would fail to establish if STUN servers were in use.
32989	Resolved an issue where chat messages sent from a Skype for Business client were not received by WebRTC clients or other Skype for Business clients.
32595	Resolved an issue whereby audio from Google Meet clients to VTC endpoints was lost under poor network conditions.
32507	Resolved an issue where calls into a multi-party conference were not reconnected into an end-to-end encrypted conference when only two WebRTC participants remained.

Connect web app

Webapp3

Ref #	Resolution
33503	Resolved an issue with Microsoft Edge v113.0 on Windows where the video being sent was replaced with a static green image.
31840	Resolved an issue where the Webapp3 client would hang when joining with no camera or microphone connected.

Version 31.1

Pexip Infinity

Ref #	Resolution
32915	Resolved an issue in 31.0 where, after upgrading, any newly deployed Conferencing Nodes were unable to communicate with existing nodes.

Version 31

Pexip Infinity

Ref #	Resolution
32082	Resolved an issue where configuration synchronization could stop if the Management Node was powered off soon after initial installation.
31782	Resolved an issue where an audio-only participant who joined a locked Virtual Meeting Room did not send or receive audio to or from other participants.
31570	Improved media quality on networks where packet reordering might occur.
30265	Resolved an issue where the rerun installation wizard process was non-functional in Pexip Infinity version 29 and version 30.

One-Touch Join

Ref #	Resolution
32098	Resolves an issue for Pexip Service customers who are using a dedicated self-hosted Pexip Infinity deployment for One-Touch Join with room resources that are using Google calendar, whereby the meeting aliases for Google Meet SIP Guest Join meeting invitations were not obtained.
30378	For deployments with more than one Exchange Web Services URL configured, One-Touch Join will now attempt to connect to each URL in turn if the previous URL is not reachable.

Google Meet interoperability

Ref #	Resolution
32573	Resolved an issue where the audio from native Google Meet participants on low-quality connections would not always be clear to participants joining via Pexip Infinity.

Connect web app

Webapp3

Ref #	Resolution
32419	Resolved an issue on Windows devices when using Edge or Chrome v108-v110, whereby when previewing background effects (blur or replacement) a white background was shown in place of the selected effect, and when using Edge or Chrome 108 the background effect flickered on and off.

Ref #	Resolution
GL-3599	The branding manifest schema is now hosted publicly (at https://branding.pexip.rocks/schema/latest/schema.json). This enables `$schema` to be used in supporting editors to help build an appropriate branding object with required properties.
GL-3403	When a user changes their preferred browser language, the change is now remembered the next time they use the web app.
GL-3367	Preconfigured links for the step-by-step joining flow now support the inclusion of a Guest PIN.
GL-3331	Within the **defaultUserConfig** section of the branding **manifest.json** file, the amount of background blur and edge blur is now specified as a value between 1-100.
GL-3240	When a participant has been muted by a Host, their microphone mute button is now disabled.
GL-3239	When a participant has been muted by a Host, they are now shown a notification accordingly.
GL-2621	Webapp3 uses a new Plugin API. Webapp3 plugins are tech preview for v31.
GL-199	Statistics are now available for the presentation stream.

Webapp2

Ref #	Resolution
32419	Resolved an issue on Windows devices when using Edge or Chrome v108-v110, whereby when previewing background effects (blur or replacement) a white background was shown in place of the selected effect, and when using Edge or Chrome 108 the background effect flickered on and off.
31611	The toolbar will now wrap when required to accommodate additional plugin icons.
30299	Resolved an issue where under some circumstances when a participant is previewing a presentation from a vertical monitor, the previewed image went off screen.
29899	When changing the layout, the currently selected layout is now indicated.
25868	Resolved an error with microphone sampling when enabled via branding.

Known limitations

Pexip Infinity

Ref #	Limitation
32242	From v29 onwards, the ability to customize patient display name templates for Epic telehealth appointments is no longer available.
30756	Under certain circumstances, when a Conferencing Node is handling WebRTC calls that include presentation, the observed media load may exceed 100%.
27534	A Connect app that is paired to another video device (such as a SIP endpoint) cannot be used to connect to a Media Playback Service.
24424	Only 3 of the assigned DNS servers will be used by the Management Node or by a Conferencing Node (as configured in its associated system location).
19176	Changing the IP address of the Management Node and then manually rebooting before completing the installation wizard may result in failed connectivity to Conferencing Nodes. To work around this, you must ensure that you re-run and fully complete the installation wizard after changing the Management Node configuration.
16232	The Call-id is not logged on an administrative event when a Guest joins a conference and all Guests are muted.
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**).
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.

Pexip Teams Connector

Ref #	Limitation
27854	In a large Teams meeting you may see a discrepancy in the participant count on Pexip versus that which is reported on the Teams side. We are working with Microsoft to resolve this.

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.

Poly/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 Infinity 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 Infinity 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
19530	When using Microsoft's OWA with Office 365 account, join instructions that use the **<style>** element will not be added, even though the "Success" message is displayed to the user.
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".