



Pexip Infinity v26.2

Release Notes

Software Version 26.2

Document Version 26.2.a

November 2021

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Introduction

This document contains the release notes for Pexip Infinity version 26.2.

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 Infinity Connect 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 26.2

Upgrading from version 22 or later to version 26.2

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.

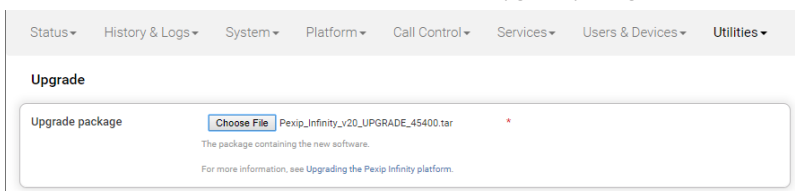
Alternatively, to avoid unpredictable system behavior due to Conferencing Nodes running conflicting software versions, you may want to manually put **all** of your Conferencing Nodes into maintenance mode before initiating the upgrade process. This will allow all existing calls to finish, but will not 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 v22 or later to v26.2:

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 v26.2 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.



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 upgrading from v25.0 or v25.1, 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 26:
 - You must be using Az module version 4.7.0 or later.
 - To check your installed version you can run:
`Get-InstalledModule -Name Az -AllVersions`
 - To install the latest Az version you can run:
`Install-Module -Name Az -MinimumVersion 4.7.0 -AllowClobber -Scope AllUsers`
 - When upgrading from a previous major release (e.g. from v24.n to v26.2), you must use the latest version of the redeploy script as contained within the v26 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 26.0 to 26.2).
 - There are some important changes to the scripts in version 26:
 - The variables initialization script contains a new `$tags` variable. This provides the ability to optionally specify a set of tags (name-value pairs) to apply to the Azure resources that are created for the Teams Connector.
 - The installation and redeploy/upgrade scripts have both been updated to use the new `$tags` variable.
 - The redeploy/upgrade script now removes the dynamic Azure resource groups for you (those named `<prefix>-TeamsConn-<region>-RG` that contain the existing Teams Connector instances). This means you no longer have to perform this step manually via the Azure portal when upgrading or redeploying.
 - In 26.1 the requirement to set up a DNS CNAME record for your Teams Connector hostname has been removed, and you are requested to create a DNS A-record instead. The end of the installation script contains the new steps to create the A-record, and the redeploy script no longer contains the request to check/change your CNAME record. Existing deployments that use a CNAME will still work, but that can be replaced with an A record (by pointing the hostname of your Teams Connector (`$PxTeamsConnFqdn`) to the Public IP address of the load balancer), if you want to align your DNS process with our latest guidelines.
 - 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.

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 16-21 to version 26.2

If you are running a Pexip Infinity software version between v16 and v21 inclusive, you must first upgrade to version 22 and then upgrade again to version 26.2. 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 (unless you are upgrading from version 21.0, in which case they must also be powered on at least 15 minutes prior to upgrading from v21.0).
2. Download the Pexip Infinity **v22** [upgrade file](#).
3. Follow the steps outlined in [Upgrading from version 22 or later to version 26.2](#), but when asked to Choose File browse to the location of the **v22** upgrade file.
4. Verify that the upgrade has completed successfully.
5. Download the Pexip Infinity **v26.2** upgrade file.
6. Follow the steps outlined in [Upgrading from version 22 or later to version 26.2](#), and when asked to Choose File browse to the location of the **v26.2** upgrade file.

Upgrading from versions 13-15 to version 26.2

If you are running a Pexip Infinity software version between v13 and v15 inclusive, you must first upgrade to version 17, then upgrade again to version 22, and then finally upgrade to version 26.2. To do this:



1. Download the Pexip Infinity **v17** [upgrade file](#).
2. Follow the steps outlined in [Upgrading from version 22 or later to version 26.2](#), but when asked to Choose File browse to the location of the **v17** upgrade file.
3. Verify that the upgrade has completed successfully and then follow the steps outlined above in [Upgrading from versions 16-21 to version 26.2](#).

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 v26.2 see [Infinity Connect web app new features and changes](#).

Pexip Infinity platform

Feature	Description
Adaptive Composition layout enhancements for inactive video participants and Virtual Auditoriums	<p>The Adaptive Composition layout contains improvements to the process of removing and restoring inactive video participants in the video mix:</p> <ul style="list-style-type: none">• There is a new inactive video participants indicator . This shows the number of inactive video participants who are excluded from the video layout, including any Infinity Connect participants who have muted their video. Previously these participants were included in the count of audio-only participants.• Inactive participants are more quickly returned to the video layout when they are detected or become active again, removing the need for having to speak to be returned to the mix.<ul style="list-style-type: none">◦ Web app participants: any activity in the web app, such as speaking or moving the mouse, instantly triggers a face-detection check.◦ Endpoint participants: now performs a face-detection check every 30 seconds, as well as when the participant speaks. <p>Other enhancements in this release:</p> <ul style="list-style-type: none">• The Adaptive Composition layout can now be used in Virtual Auditoriums (in addition to Virtual Meeting Rooms).• Support for Adaptive Composition in Pexip's Cloud Video Interop (CVI) integration with Microsoft Teams (see below).
Removal of video-muted Infinity Connect participants from other layouts	<p>Other (non-Adaptive Composition) layouts now also remove Infinity Connect participants from the layout mix if they mute their video:</p> <ul style="list-style-type: none">• These are shown with a separate  indicator on the left-hand side of the screen, and works in the same manner as for existing audio-only participant indicators.• Up to 4 audio-only or muted-video indicators are displayed before they are collapsed into a single indicator.

Feature	Description
Teams Connector enhancements: Teams lobby notifications, Azure resource tagging, and support for Adaptive Composition*	<p>Pexip's Cloud Video Interop (CVI) integration with Microsoft Teams has been enhanced:</p> <ul style="list-style-type: none"> VTC systems that are gatewayed into a Teams meeting now see notification messages when an untrusted VTC or guest Teams client is waiting in the Teams lobby: <ul style="list-style-type: none"> The messages are for information only — the VTC system cannot admit people into the meeting. The notifications use Pexip Infinity's existing locked conference indicators, so the messages and indicators can be customized via themes in the usual way. <p>Other changes and improvements to the Teams Connector include:</p> <ul style="list-style-type: none"> The ability to optionally specify a set of tags (name-value pairs) to apply to the Azure resources that are created for the Teams Connector. This uses a new <code>\$tags</code> variable in the PowerShell variables initialization script. The redeploy/upgrade script now removes the dynamic Azure resource groups for you (those named <code><prefix>-TeamsConn-<region>-RG</code> that contain the existing Teams Connector instances). This means you no longer have to perform this step manually via the Azure portal when upgrading or redeploying. Support for Adaptive Composition layout (technology preview) <p>When Adaptive Composition is used with a Teams conference:</p> <ul style="list-style-type: none"> Up to 9 video participants are shown in the Adaptive Composition layout seen by VTC participants. Each participant's video that is received from Teams for display to VTC participants is cropped and framed as appropriate. The VTC participant's video stream sent to Teams is cropped and framed as appropriate. Audio participant avatars are not currently supported. <p>The default layout for Teams meetings is still Pexip's standard 1+7 layout, but you can change this to Adaptive Composition via policy or via the transform layout management or client API commands.</p> <ul style="list-style-type: none"> Version 26 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. <p>We strongly recommend that you upgrade your Pexip deployment — both the Pexip Infinity platform and the Pexip Teams Connector — to version 26 as soon as practicable.</p>
WebRTC quality improvements	<p>This release contains the following WebRTC enhancements:</p> <ul style="list-style-type: none"> Improved video and audio resilience in lossy networks. Improved resilience and image quality for full-motion and still image presentation (now uses H.264).
Epic telehealth patients can join via email or SMS	<p>Pexip's Epic telehealth integration contains the following new features:</p> <ul style="list-style-type: none"> Epic telehealth patients can now launch their video visit via a join link sent by email or SMS text message. Pexip Infinity administrators can configure how the conference/appointment name is constructed via a new <code>Service name template</code> profile field. Pexip Infinity administrators can configure the content of the error page shown to users if a telehealth call launch fails via a new <code>Error page template for launch failures</code> profile field.
Polling for scheduled maintenance events in Microsoft Azure	<p>Pexip Infinity VMs that are deployed in Microsoft Azure now poll for scheduled maintenance events automatically. When certain events are detected, such as a Freeze event, the Conferencing Node running on that VM is automatically placed into maintenance mode, and an alarm is raised.</p>

Feature	Description
Additional One-Touch Join meeting rules	<ul style="list-style-type: none">• There is a new One-Touch Join rule available to support invitations to Microsoft Teams meetings sent from domains other than your own, where the meeting organizer is using a Cisco — Teams integration.• There is a new option for Zoom meetings to include the meeting password in the alias used to join the meeting, so that users do not need to enter the password themselves.
New 1 + 33 conference layout *	<p>A new 1 + 33 layout is available.</p> <p>This layout is suitable for large conferences. It displays 1 small main speaker and up to 33 other participants. (It can be enabled for selection via Platform > Global Settings > Tech Preview Features).</p>
Administrative improvements	<p>This release contains the following administrative improvements:</p> <ul style="list-style-type: none">• There is a new <code>icon_video_muted.svg</code> graphic  (<code>video_muted_indicator.png</code> in legacy version 1 themes), which is used in non-Adaptive Composition layouts when a muted video participant is excluded from the video layout.• In license management, if you select an existing license there is now an option to manually return the license (in addition to the existing online return option).• Quicker reboot times when restarting a Conferencing Node on the same hardware due to faster sampling.

* 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 v26.2 see [Infinity Connect web app new features and changes](#).

Pexip Infinity platform

Feature	Description
HTTP Content-Security-Policy headers on Conferencing Nodes are now enabled by default, and other new security wizard options	<p>The use of HTTP Content-Security-Policy (CSP) headers on Conferencing Nodes has changed:</p> <ul style="list-style-type: none"> CSP headers are now enabled by default on new and upgraded deployments (previously disabled by default). You can now enable or disable HTTP Content-Security-Policy headers, and modify the header contents, via the Administrator interface (Platform > Global Settings > Security). The option in the security wizard to enable/disable CSP headers has been removed. The default CSP header content is unchanged from previous releases. The security wizard also contains the following new options: <ul style="list-style-type: none"> Enable Referrer-Policy: same-origin on HTTP responses (default = yes) Enable X-Frame-Options: DENY (yes) Enable preload in HSTS header (no)
Break-in resistance settings: allow list and changes to the handling of X-Forwarded-For headers	<p>Pexip Infinity version 26 behaves differently from prior versions in its handling of X-Forwarded-For headers in its break-in resistance checking.</p> <p>Installations that use reverse proxies in conjunction with the break-in resistance options in Pexip Infinity need to take action after upgrading to v26:</p> <ul style="list-style-type: none"> A new option in version 26 lets you define "Allow list address" entries that are exempt from break-in resistance checks (Call Control > Break-In Attempt Allow List). You must create an allow list address with an Entry type of Proxy that contains the apparent IP address (from Pexip Infinity's perspective) for all trusted reverse proxies or HTTP(S) load balancers in use in your deployment. This allows Pexip Infinity to process the X-Forwarded-For header entries and, in turn, means that the break-in resistance features will work correctly to block malicious attackers who attempt to attack the Pexip Infinity deployment via the reverse proxy. You may also choose to add trusted call control systems (such as H.323 gatekeepers and SIP proxies e.g. Cisco VCS systems) to the allow list to prevent those IP addresses from ever being temporarily blocked by Pexip Infinity. <p>If you have previously disabled the break-in resistance features due to the attacks being blocked too aggressively, you may find that you can now find a balanced configuration that allows you to enable the feature and maintain a good level of protection against SIP scanners etc. but, with judicious use of the new Allow List feature, a significantly reduced risk of accidentally blocking legitimate users from accessing Pexip Infinity.</p>
New permission when configuring dynamic bursting to the Microsoft Azure cloud	<p>When setting up the Active Directory (AD) application and permissions to be used by Pexip Infinity to start up and shut down the Conferencing Node overflow instances, we now recommend using the Virtual Machine Contributor built-in role (previously DevTest Labs User).</p> <p>If you have created your own custom role you should add the <code>Microsoft.Compute/virtualMachines/powerOff/action</code> permission to it.</p> <p>If the <code>powerOff</code> action permission is not assigned you may temporarily see a "Not authorized to perform this operation" alarm, but the virtual machine will still get successfully deallocated.</p>

Feature	Description
Administrative modifications	<p>This release contains the following administrative modifications:</p> <ul style="list-style-type: none">You no longer have to select a Telehealth Profile when configuring a Call Routing Rule for Epic telehealth integrations (this field previously had no effect and was just for your own information). The rule's call target option has also been renamed from <i>Epic Telehealth profile</i> to <i>Epic Telehealth meeting</i>.
Support for old versions of ESXi	Support for ESXi 5.x was removed in Pexip Infinity v26. Version 26.2 of the Pexip Infinity platform supports VMware vSphere ESXi 6.x.
Automatic deployments on ESXi no longer supported	Automatic deployment of Conferencing Nodes in VMware environments was deprecated in Pexip Infinity v23 and was removed in v26. From this version onwards, you must deploy your Conferencing Nodes manually, as with other hypervisor environments. As a consequence, VM managers are no longer required or supported.








Planned changes in future releases

Feature	Description	More information
Remove support for ESXi 6.0	Support for ESXi 6.0 will be removed in a future release. When this occurs, Pexip will support VMware installation on ESXi 6.5 and 6.7 only.	
RTVideo codec, Lync Server 2010 and Lync 2010 clients no longer supported	Technical support for the RTVideo codec is deprecated since Pexip Infinity v25. The RTVideo codec will be removed completely in a future release which will then disable interoperability with Lync Server 2010 and Lync 2010 clients.	

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 26:

Feature	Description
New audio-only and inactive-video indicators in the participant list	<p>Each person in the Participant list now has an additional icon displayed if that participant is connected as audio-only, is a video-muted Infinity Connect participant, or is inactive, for example, if they are away from the computer (and thus their face cannot be detected in their video stream):</p> <p>Alice  </p> <p>Bob  </p> <p>Randolph </p> <p>where the indicators represent:</p> <p> Muted video or inactive (away)</p> <p> Connected via audio only</p>
More bandwidth options in the app settings	<p>There are more bandwidth selection options available in Settings > Bandwidth. You can now choose from <i>Very Low (up to 256kbps)</i>, <i>Low (up to 576kbps)</i>, <i>Medium (up to 1264kbps)</i>, <i>High (up to 2464kbps)</i>, or <i>Very High (up to 6144kbps)</i>.</p> <p>The default is <i>Medium (up to 1264kbps)</i>.</p>
Enable "raise hand" in VMRs	<p>By default the "raise hand" feature is only available in Virtual Auditoriums. There is a new <code>raiseHandInVMR</code> customization option in the <code>settings.json</code> file in a web app branding package that can be used to also enable the feature in Virtual Meeting Rooms.</p>

Issues fixed in version 26

Version 26.2

Pexip Infinity

Ref #	Resolution
25953	Pexip Infinity now prefers the VP8 video codec on iOS 15.1 to work around a device crash.
25877	The streaming waiting screen function now correctly mutes audio from the conference.
25756	A themeconfig.json file can now include splash screen configuration with the <code>letter_spacing</code> element set to values other than 0.
25410	Resolved an issue where connectivity would not be established if some browser WebRTC privacy modes were enabled.
25242	Resolved an issue with erroneous connectivity alarms when the Management Node is rebooted.

One-Touch Join

Ref #	Resolution
25355	Resolved issues with One Touch Join and multiple Exchange deployments.

Pexip Teams Connector

Ref #	Resolution
25616	Resolved an issue where an untrusted device did not get video from Teams if it joined before a meeting organizer.
25373	Resolved a rare issue that caused all calls being handled by a Teams Connector to be dropped.

Version 26.1

Pexip Infinity

Ref #	Resolution
24872	Resolved an issue where video-muted guest participants were incorrectly included (in the form of a video-muted participant indicator) in an RTMP stream of a Virtual Auditorium when the RTMP stream was also a guest participant.
24871	Resolved an issue where, in some cases after upgrading to version 26, the Management Node status icon was not shown in Platform Status > Live View.
24717	Resolved a memory leak which could, over time, result in degraded system performance and the need to restart Conferencing Nodes.
24496	Resolved an issue present in version 25.x and 26.0, where TLS v1 could be used in outbound connections from Pexip Infinity in some Epic Telehealth call scenarios. This only applies for installations where the security wizard has never been run.
24314	The audio quality from Cisco endpoints running CE9 software and using the Opus codec has been improved.
23205	Resolved an issue where an upgrade from version 25 could lose status information.

One-Touch Join

Ref #	Resolution
24602	For deployments where One-Touch Join system locations are configured to use a web proxy, it is now possible to bypass use of the web proxy for connections to endpoints on the local network. For further information, please contact your Pexip authorized support representative.

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Pexip Infinity

Ref #	Resolution
24089	Resolved an issue where occasional audio drop-outs could be heard from some VTC participants connected to a conference or gateway call via a Virtual Reception.
23660	Resolved an issue where a configured web proxy was not used for licensing requests.
23377	You can now fully read a long list of participant or conference names with issues on the Live View status page.
23223	You can now configure multiple syslog servers on the same IP address (on different ports).
18846	CSV import files that contain empty lines no longer create "This field cannot be blank" style error messages on import.
15452	Resolved an issue where calls could fail if custom themes are in use and you delete a Conferencing Node from the Management Node and then re-create the Conferencing Node.

One-Touch Join

Ref #	Resolution
23075	Resolved an issue where join notifications could be displayed multiple times, including during ongoing meetings, when calendar updates occurred. As a result of this fix, the booking IDs pushed to Cisco endpoints are now a consistent hash of the meeting ID (previously a sequence number that was liable to change).

Pexip Teams Connector

Ref #	Resolution
24187	Resolved an issue where VTC participants could see an unwanted additional video participant labeled "v2/grid" in the layout of Teams conferences with Large Gallery enabled.
23813	Resolved an issue where, under rare circumstances, retrieval of a participant's avatar caused the participant's call to disconnect.
23796	Resolved an issue where the Enhanced Status Information for Teams Connectors would only appear after a manual service restart.

Known limitations

Pexip

Ref #	Limitation
25264	More than one cloud bursting node may be started when a location reaches the configured global threshold.
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).
21560	Outgoing calls (calls placed from within a Virtual Meeting Room to another participant — such as those to an Automatically Dialed Participant, or when an administrator or Infinity Connect user adds another participant to the call) must be placed from a Conferencing Node within your own self-hosted deployment (rather than from a Pexip Smart Scale location). For information on how to achieve this, see Placement of outgoing calls from a Pexip Smart Scale 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.

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".

Infinity Connect web app

Ref #	Limitation
22129	Infinity Connect web app on Pexip Infinity v20 and earlier does not support Chrome v87.0.4280.66 and later.
19889	When using the Infinity Connect web app in a browser on a mobile device in landscape mode, in some cases the video and presentation is cropped. To work around this, we recommend using the Infinity Connect mobile clients on mobile devices.
18119	Long display names are truncated when there is space available to show the full name.