



# VidyoDesktop™ for Windows® and Mac®

## Version 3.6.3 (14) Known and Resolved Issues

The following table lists the known issues in VidyoDesktop version 3.6.3 (14).

VidyoDesktop Version 3.6.3 - Known Issues	
Key	Summary
VD-9891	When using Mac OS X 10.11.1 or later, selecting the "Start VidyoDesktop on login" checkbox does not automatically also select the "Open at Login" checkbox and vice versa.
VD-9872	When using SAML, if the "Use settings from operating system" checkbox is selected but the Proxy Server Address or Port fields are not empty, VidyoDesktop will try to use the information from those fields and log in using WebProxy.
VD-9759	The Hand icon should not appear on the task bar when the user is in the Waiting Room, however, it does appear.
VD-9681	When upgrading with a file that is not signed by Vidyo, a confirmation message displays and the installation process begins.
VD-9562	When in a call, the Layout icon on the task bar does not always sync up with the actual layout during the call (for example, the preferred layout may appear during the call when the icon shows the grid layout).
VD-9359	If the download speed drops to less than 50 kbps when a microphone is muted, the sent video freezes until the user unmutes his/her microphone.
VD-9137	When using a Mac, if the login window is minimized, it remains open and minimized after the user successfully logs in.
VD-9109	On a Mac, if a user right-clicks the VidyoDesktop icon in the system tray, selects the "Configuration" option, and then selects the "Start VidyoDesktop on login" checkbox, that user cannot then right-click the icon again, select Options, and remove the checkmark from the "Open at Login" checkbox.  Workaround: To remove the checkmark from the "Open at Login" checkbox, you must first remove the checkmark from the "Start VidyoDesktop on login" checkbox.
VD-9107	The "Launch Control Meeting Panel" option is not displayed when a user joins a conference by URI dialing format.
VD-9063	If the "Share screen upon connection" checkbox is selected, and then another contact on the list is selected, the "Share screen upon connection" checkbox is unchecked.

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VD-9055	When the VidyoDesktop Installer ENABLEVIDYOAUTOSTART parameter is set to 0 on a Mac, VidyoDesktop does not start automatically after the first restart but does after subsequent restarts, and if the parameter is set to 1, VidyoDesktop may not start automatically.
VD-8882	If a user logs in but doesn't click the Acknowledge button when it appears, and then that user right-clicks the VidyoDesktop icon, logs in again with a different user name, and clicks the Acknowledge button, they will see the user name of the user they logged in with the first time, but the Contacts List of the user they logged in with the second time.
VD-8878	If both "Start Conference in Full Screen" and "Share screen upon connection" are selected, the shared screen will appear in full screen when the conference starts.
VD-8694	When a room owner is invited to a conference, that room owner does not have all the room owner capabilities.
VD-8596	When sharing to a conference, participant tiles in the small conference window sometimes appear cut off.
VD-7925	After entering the VidyoPortal™, user name, and password to log in to VidyoDesktop, pressing the Enter key on the keyboard number pad does not initiate the login process.  Workaround: Click the Log in button on the VidyoDesktop log in screen.
VD-4817	When using a Mac and minimizing the application being shared to a conference, garbled visual elements may remain on the shared window during the conference.
VD-4401	Depending on how the conference window size has been adjusted, the floating tool bar may overlap the Control Meeting and DTMF Keypad icons.
VD-3675	When using Windows and viewing the VidyoDesktop installation screen in the Chinese language, the screen displays Simplified Chinese instead of Traditional Chinese.



The following table lists the resolved issues in VidyoDesktop version 3.6.3 (14).

VidyoDesktop Version 3.6 .3 - Resolved Issues	
Key	Summary
VD-9899	Users using VidyoDesktop on computers where System Manufacturer data has not been set can now log in to the VidyoPortal.
VD-9896	A German translation error in the VidyoDesktop user interface has been corrected.
VD-9861	Random users no longer get into endless loops which flood the VidyoManager with messages.
VD-9722	When using Mac OS X, if VidyoDesktop is restarted, it is now able to connect to the VidyoPortal and join a conference.
VD-9702	VidyoDesktop users can now log in and join calls when Basic Authentication Web Proxy is being used.
VD-9673	VidyoDesktop no longer crashes if one of the applications available in the list of applications to share has no icon.
VD-9587	The date of the missed call(s) is no longer missing from the Missed Calls pop-up.
VD-9576	If a user places a direct call and then hangs up as soon as the call connects, VidyoDesktop no longer crashes.
VD-9536	When using VidyoDesktop on Windows 10 with a Conexant SmartAudio HD sound device chipset, the audio is now clear.
VD-9471	When starting VidyoDesktop with the language set as Spanish, the message at the bottom of the screen is correctly translated in Spanish.
VD-9448	Fixed an issue where VidyoDesktop was giving wrong scores for certain CPU processors, resulting in a poor user experience.
VD-9437	VidyoDesktop now consistently displays up to eight tiles plus the self-view.
VD-9337	The built-in browser (SAML) now supports Web Proxy with authentication and uses the Web Proxy credentials.
VD-8646	In a network with Web Proxy which uses the Active Directory credentials for authentication, VidyoDesktop now uses those credentials when the VidyoDesktop username and password are left blank.
VD-8597	If a user right-clicks the VidyoDesktop icon in the system tray and selects the "Start My Meeting" option, but then clicks Cancel when the Joining pop-up appears, an erroneous pop-up that displays the error message "2" no longer appears.



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## VidyoDesktop Version 3.6 .3 - Resolved Issues

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VD-8548      When a system comes back from sleep mode, the camera is no longer unavailable and the message "Error trying to start camera. Please verify that camera is not being used by another application" no longer appears.

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VD-4256      A Polish language translation issue has been fixed.

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