



# Release Notes for Avaya Scopia® Desktop



Version 8.3.1 HF4  
For Solution 8.3.1  
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*Release Notes for Avaya Scopia® Desktop Version 8.3.1 HF4, March, 2015*

<http://support.avaya.com>

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This document contains late breaking or other information that supplements these Avaya Scopia Desktop components:

- Scopia Desktop Server 8.3.104.115
  - Conference Server 8.3.104.045
    - Conference Client 8.3.104.68
      - Mac Client 8.3.1 (369.102)
- Contact List 8.3.104.68

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## What's New

- Remove use of NPAPI in Chrome and FireFox browsers. NPAPI has been phased out by these browsers. Scopia Desktop now uses external application implementation. This also allows the use of Chrome 64 bit
- Change in Webcast and Recording playback. When Webcasts or Recordings are played, they will now be launched in the native Quicktime player. The embedded web playback has been phased out.
- Bug fixes

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## Compatibility

Scopia Desktop Server version 8.3.1 is compatible with the following product versions:

- Scopia Elite MCU version 7.7.3 and higher
- Scopia MCU version 5.7.2 and higher
- Scopia Gateway version 5.7.2 and higher
- Scopia Management version 8.2 and higher
- Scopia Enhanced Communication Server (ECS) version 8.3 and higher
- Scopia PathFinder version 8.3 and higher

The Scopia Connector add-in for IBM Lotus Sametime Connect works with the following IBM product versions:

- IBM Lotus Sametime 8.0, 8.0.1, 8.0.2, 8.0.5, 8.5 and 8.5.1
- IBM Lotus Notes 8.0

The Scopia Connector add-in for IBM Lotus Sametime Web Conferencing works with the IBM Lotus Sametime versions 8.0, 8.0.1, 8.0.2, and 8.0.5.

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## Technical Documentation

Download the product documentation from <http://support.avaya.com/downloads/>

Enter **Scopia Desktop** as the product name to download:

- Installation Guide for Scopia Desktop for version 8.3
- Administrator Guide for Scopia Desktop version 8.3
- Release Notes for Scopia Desktop version 8.3.1

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# System Requirements

This section describes the system requirements for the Scopia Desktop Server and Scopia Desktop Client.

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## Server Platforms

- Machine Specifications
  - Intel® Xeon® Processor E3-1270v2@ 3.5 GHz
  - 4 GB of RAM or more
  - Capacity per SDS:
    - Up to 250 720p@1Mbps calls (alternate specifications for all in one and Content Center installations are available in the Scopia Desktop Server Installation Guide)

When upgrading from 7.7 releases, same servers can be used using same capacities as defined in 7.7 documentation. There has not been degradation in Performance.
- Operating systems
  - Windows 2008 SP2 or Windows 2008 R2, 32 and 64 bit (English, Japanese)
  - Windows® 2008 Datacenter or Enterprise Edition (English) with more than 4GB of RAM, or Windows® 2008 Standard Edition (English) with 4GB of RAM
  - Windows Server 2012 or Windows Server 2012 R2 Standard Edition
- Virtualization
  - Operating system: Windows Server 2012 or Windows Server 2012 R2 Standard Edition
  - VMware vSphere 5.0 or 5.1
  - Resources required per SDS VM:
    - 8 Vcores @ 2GHz
    - 4 GB RAM
    - 64 bit VM
  - Restrictions:
    - No more than 2 SDS VMs per host server
    - If additional VMs are running on the host, the host CPU must not surpass 60% CPU.
  - Capacity per SDS:
    - Up to 150 480p@384Kpbs calls or lower  
or
    - Up to 100 720p@1Mbps calls or lower  
or
    - For bandwidth settings higher than 1Mbps per call, use the following formula: Max calls = 100/[call rate in Mbps]
- Web browsers (for the Administration User Interface)

- Internet Explorer 8 minimum (Windows)
- Firefox 34 minimum (Mac and Windows)
- Safari 6 minimum (Mac)
- Google Chrome 39 minimum (Mac and Windows)

**! Important**

Scopia Desktop is tested with the latest browser versions available at the time of release.

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## Client Platforms

- Machine Specifications for Standard Definition experience
  - PC Intel Pentium 4, 3.0 GHz or faster
  - PC AMD Athlon 3.0 GHz or faster
  - PC Intel Centrino Mobile Processor 1.8 GHz or faster
  - Mac with Intel Core Duo 1.8 GHz or faster
  - Netbook Intel Atom Processor 1.6 GHz or faster
  - 1 GB of RAM or more
- Machine Specifications for Enhanced Definition experience
  - PC Intel true dual core processors - Core 2 Duo 1.8 GHz or faster
  - PC AMD true dual core processors - e.g. Phenom IIx4 91- 2.X GHz or faster
  - Minimum 2 GB of RAM
- Machine Specifications for High Definition experience
  - Intel PC architecture should have at least one of the following:
    - PC Intel with 2<sup>nd</sup> Generation (Sandy bridge) Intel Core Processor or newer
    - Or
    - Any Intel generation with Quad core processors
    - i5 or i7 processors recommended
  - PC AMD Quad-Core Opteron
  - Mac with Intel Core 2 Duo 2.7 GHz or faster
  - Minimum 2 GB of RAM, 3 GB of RAM or more recommended
- Operating Systems (we recommend that you use the latest service pack of Windows operating systems listed in this section)
  - Windows XP (SP3 and higher, 32 and 64 Bit)
  - Windows Vista (SP2 and higher, 32 and 64 Bit)
  - Windows 7 (32 and 64 Bit)
  - Windows 8 (8.0 and 8.1 Desktop mode, 32 and 64 Bit)
  - Macintosh OS X version 10.6 (Snow Leopard) or higher, Intel CPU only
- Web browsers
  - Internet Explorer 8 minimum 32 bit (Windows)
    - Note that 32bit version is the default browser on any Windows PC. The portal should not be opened from within a 64 bit IE window.
  - Firefox 34 minimum (Mac and Windows)

- Safari 6 minimum (Mac)
- Google Chrome 39 minimum (Mac and Windows)
- Webcast / Recordings (Required to watch a live webcast or a recorded meeting)
  - Mac: QuickTime 7.4.5 minimum (7.6 recommended)
  - PC: QuickTime 7.4.5 through 7.6
  - Important: QuickTime 10.x and 7.7.6 are not supported

**! Important**

It is mandatory to have Internet Explorer installed on your Windows PC in order to use Scopia Desktop Client, even if you chose to access the meeting with an alternate web browser like Firefox or Chrome.

Scopia Desktop is tested with the latest browser versions available at the time of release.

## Resolved Issues and Enhancements

This section details the list of issues that were resolved in this version..

**Table 1: List of resolved issues in this version**

Case Number	Description of issue
RVSCODSK-1340 1-5843567669	H.239 channelID is fixed to 0 and instead of the logical channel number
RVSCODSK-1047 8192-16239	Scopia Desktop speakers get disabled when no Mic source is selected
RVSCODSK-682 SI #162814	If you try to twice on the update button, update windows is displayed but fully white
RVSCODSK-1692 1-6186625514	Scopia Desktop Client Disconnects & Conference Server Crash
RVSCODSK-1526 1-6158488291 1-6026325650 1-6067519231 1-6179521668 1-6189875246 1-6186625514	Scopia Desktop server Web Inaccessible - has crash dumps

1-6055916893	
RVSCODSK-1390 1-6036920185	Scopia Desktop Conference Server Crash when Participant name >173 characters Joins Meeting - security issue
RVSCODSK-1389 1-6036942822	Scopia Desktop Client Freeze & Crash on WIN7 PC
RVSCODSK-565	On chrome release 33 and up the browser requests approval to launch the client. The user will have to accept it and refresh the browser before trying to connect.
RVSCODSK-1120	The portal is grayed out with Firefox 30 and up.
RVSCODSK-1459	Win SDC crashed after a call with 256Kbps BW limit
GRIP 14546	IP platform address are visible in error message – Configurable

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## Known Issues

This section details the list of known issues for this version.

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## Scopia Desktop Known Issues

**Table 2: List of known Scopia Desktop issues in this version**

Case Number	Description of issue
RVSCODSK-950	If using Windows 8 and 8.1, you must install the Scopia Desktop Client from the Desktop interface.
RVSCODSK-951	You need to restart Outlook after uninstalling or upgrading the Outlook Add-in. If you uninstall or upgrade the Outlook Add-in, the old Add-in still appears in the Outlook interface and opens a blank window when clicked. Restart Outlook to see the change in the Outlook Add-in.
RVSCODSK-196	After uninstalling Scopia Desktop, make sure to manually remove the following folders: C:\Program Files\Avaya\Scopia Desktop C:\Program Files\Avaya\.bak
RVSCODSK-94	On Internet Explorer 10 and up, the links on the portal page to <b>Check Your Audio</b> and <b>Check Your Video</b> do not work. As a workaround, from the Start menu, choose <b>Conference Client &gt; Settings</b> . In the settings dialog, switch to the desired Audio or Video tab.



RVSCODSK-952	<p>If you intend to host a large number of participants (100+) in a single conference, you need to increase the default heap size allocated for Scopia Desktop. To do this, change the registry:</p> <p><b>HKLM\Software\Click to Meet\Conference server\8.3.000\</b> Add a new DWORD key, <b>VirtualHeapSize</b> and set the value to the amount of pre-allocated memory desired. We recommend <b>650000000</b> is set as decimal.</p>
19241 (160064)	The Scopia Desktop Client will not be able to send private chat messages to Scopia Mobile Clients – they do not appear in private chat drop-down window.
RVSCODSK-953	To make modifications such as branding, Windows 2008 requires the same administrator credentials that were used during the Scopia Desktop Server installation.
19046	Note that if only HTTPS Proxy is configured (no HTTP proxy) and the HTTPS Proxy requires authentication, the username and password must be configured manually in the System Preferences (for Mac client) or the Scopia Desktop Settings (for Windows client) in order for the client to connect properly
19045	The Mac client will work with HTTP proxies. However, If multiple proxies are returned in the PAC file, Scopia Desktop will only try to connect to the first one in the list.
19033	The Mac Client supports 'Basic' and 'Digest' HTTP proxy authentication only. NTLM, Kerberos, and Negotiate authentication are not supported. This can cause call failures when working with ISA proxy that requires authentication. NTLM Authentication is supported by the Windows client.
18452 (16384-10455)	On Windows, when the Scopia Desktop Client is viewing the video in full-screen, the menu options might appear off screen. If this happens, the same menu options are available from a context menu, so simply right-click on the video to view the context menu.
18028	If Scopia Desktop and Scopia Management are installed on the same server, do not enable TLS encryption between the two services, as it can cause problems (and TLS encryption is not needed in this case, since they are running on the same server)
17671	<p>When using the load balancer, the client is redirected to a new server if the current server is full. This works well for the standard client, but not for mini. Internet Explorer forbids this redirection to protect the user from malicious code injection into the frame.</p> <p>To work around this issue, be sure to add the IP address of the load balancer to the trusted sites list in Internet Explorer settings.</p>
RVSCODSK-393	When sharing an application using the Windows client, some areas not belonging to the application might be shared.
RVSCODSK-954	The Scopia Desktop Mac Client is not compatible with customization changes made from the branding application.
RVSCODSK-955	When <b>H.239 Duo Video</b> is enabled in the advanced parameter settings of the Scopia Elite MCU, it could result in no video to Scopia Desktop users if call rate is less than 512K. Make sure to turn off this MCU setting when using Scopia Desktop. (CS – 11500)
3391	If a user changes their computer's resolution while watching a presentation, on some machines the presentation disappears (and is replaced by the remote video). Restoring the resolution will restore the presentation.
3369	The HP Elite Autofocus web camera shows pink bands in the picture. Eventually, the picture freezes. Please check on the HP site for an updated driver.

RVSCODSK-670	In MAC client – sometimes presentation icon next to the terminals and remote clients is missing
RVSCODSK-835	After the restart of SDS Server, the confsrv.exe service does not always start automatically – - Set the service startup mode to delayed if available, or start the services manually
RVSCODSK-829	Even though Outlook Plug in is configured to HTTPs (as SDS server), the invitation mail is sent with HTTP - Go to the Admin page -> Messages and Invitations -> Invitations Under Desktop Access change http to https
RVSCODSK-416	No Video Between XT5000 and SDC SW service - Supporting switching mode requires Scopia Desktop and MCU to align with the BW, i.e. the SDC should configure to support same resolution (720p30)
RVSCODSK-455	Windows client: when changing the audio device during call, the client might get stuck. There is a need to kill the CuCore CAxHost through the task manager.
RVSCODSK-666	Upgrade of a distributed SDS server had issues - recording wasn't working after because of missing GK address at recorder_config.xml file - to fix you need to add manually the address at the file. Contact Customer supports for instructions how to set this.
RVSCODSK-634	Customized TLS between Scopia Management and SDS server performed is erased after upgrading SDS to a newer versions - Before upgrade the user need to save: C:\Program Files\AVAYA\SCOPIA Desktop\data\sds.keystore After the upgrade need to replace the new file with the old one.
12851	SDS opens HD capable channel on behalf of TCP client taking a full port.
RVSCODSK-973	Setting a MCU service to mute participants when joining connects SD clients with microphone un-muted even though they are muted - Need to go to Scopia Management or as a moderator – un-mute the client.
RVSCODSK-1115	After a full uninstall some folders and files are left on the SDS server - The user needs to manually delete the files at: C:\Program Files (x86)\Radvision\SCOPIA Desktop
RVSCODSK-1143	Uninstallation of Scopia Desktop Server leaves folder and log files on the server that cannot be removed manually until the service "opcle" is closed in the Task Manager
RVSCODSK-1187	Outlook plug in doesn't perform redirect when configured to HTTP on an HTTPS deployment. The user needs to manually change the URL from http to https in the outlook plug in settings.
RVSCODSK-519	Upgrade to new location does not maintain old configuration - After upgrade the version to another location. The user will have to reconfigure the system.
RVSCODSK-542	HTTPS upgrade – certificate file is not saved if non default certificate was set and the file resides under SCOPIA Desktop directory - The certificate should be saved not under the default directory of SDS
RVSCODSK-1129	After upgrading the SDS to 8.3, when you go to log into the SDS admin, you sometimes are prompted to go through the wizard, but the interface is collapsed on the right side and buttons aren't available. Use Chrome or FireFox to run the wizard.
RVSCODSK-1177 SI# 173450	Lync client was visible on presenting mode although the SDC user shared specific application (PowerPoint)
RVSCODSK-1345 1-5799616952	Errors received when joining a Scopia meeting from mobile devices when the Scopia Mobile 8.3 app is not installed
RVSCODSK-1931	Mac user join meetings as unmuted although in server Push to talk is selected
RVSCODSK-1956	Call Back is not supported on MAC
RVSCODSK-1980	Link at "INFO > About" page of the Scopia Desktop Server is not accessible

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## Scopia Desktop Pro Known Issues

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**Table 3:** List of known issues in this version

Case Number	Description of issue
RVSCODSK-318	Occasionally, after upgrading SCOPIA Desktop Server, the ejabberd service does not start automatically. After upgrading, check the ejabberd service in the Service Control Manager, and if it is not started, then start it.
RVSCODSK-303	If Scopia Management is configured with both LDAP users and local users, the local users will not be able to log in to Scopia Desktop Pro. If this functionality is desired, contact customer support for a workaround.
RVSCODSK-956	When connected to the XMPP presence server via a wireless connection and a LAN connection is added (for example, a laptop coming into a meeting room), the result is: 1) Calls from the client in question do not go through and time out 2) Presence information from the client does not get updated 3) Client eventually times out and logs out
RVSCODSK-957	If you configure Scopia Desktop for HTTPS, use the certificate utility to configure Scopia Desktop with a real certificate from a well-known Certificate Authority such as VeriSign, otherwise some functionality will be impaired. For example, you may not be able to use Scopia Desktop Contact List.
RVSCODSK-958	Scopia Management user account must be configured with a password to allow the user to log into the contact list. If the user is imported from Microsoft Active Directory or IBM Lotus Domino, an administrator must configure a password for the user account.
RVSCODSK-959	When Integrated Windows Authentication is enabled, Windows Internet Explorer displays the login dialog box where a user must enter credentials: DOMAIN\username or username@domain.com. A user must enter the domain name in upper case in the DOMAIN\username form.
4140	On Windows 2008, be sure to run the Config Tool as Administrator. If you do not, the jabber configuration is not read properly by Scopia Desktop.
3544	Scopia Desktop Pro contact list configuration doesn't support Cyrillic characters in search path
RVSCODSK-960	Users who login using Unicode symbols for their credentials cannot connect Scopia Desktop meetings.
RVSCODSK-961	If you use Remote Desktop in console mode to connect to the XMPP presence server, the XMPP service is stopped when you log out of the Remote Desktop. We do not recommend that you use the Remote Desktop in console mode.
RVSCODSK-962	Usernames cannot contain spaces or apostrophes. If the username contains such characters, the user cannot log in the contact list.
RVSCODSK-1434	Escalation from P2P call doesn't work for the 3rd participant - Script Error is presented

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## Content Center Known Issues

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**Table 4:** List of known issues for Content Center in this version

Case Number	Description of issue
RVSCODSK-963	If a middleware server has multiple network interfaces, even if you are not using

	one, there is a chance that when it talks to a different slider (recorder) server, requests can come from either of the interfaces. To ensure that the Scopia Desktop server will always be able to access the recorder server, either make sure that all of the addresses are added to Content Center Access Control List (configured using the Config Tool), or change the routing table on the SD server to force one or the other
RVSCODSK-964	If a user receives the "404 -Invalid Ticket" error while saving a recording for viewing later, we recommend that the Recording Server address in the Scopia Desktop Administration web interface is specified with a fully qualified domain name. The issue occurs when the Recording Server address specified in the Scopia Desktop Administration web user interface belongs to a different security zone than the URL entered by the user and if the Protected Mode setting on the user's computer is different for each zone.
RVSCODSK-980	You need a QuickTime component to watch a recording, but you are only prompted to install it if you watch the recording via the web. If you want to download the recording to watch later, you need to make sure you install the component. You can download a QuickTime component without installing it by clicking a link on the Webcast or Recording web pages.
4142	If the video quality of a webcast is poor due to excessive packet loss on the network, set the streaming rate to a lower value in the Scopia Desktop Administration web user interface.
RVSCODSK-1315	<p>On Mac Lion and Mountain Lion operating systems, recordings will only play with audio (no video or presentation). This is due to an architectural change that was made starting with Lion, so QuickTime X doesn't use the QT component architecture of QuickTime 7 that Scopia Desktop relies on.</p> <p>To work around this issue for recordings, QuickTime 7 can still be installed.</p> <ol style="list-style-type: none"> <li>1. Download and install QuickTime 7 using the following link from the Apple support site: <a href="http://support.apple.com/kb/HT3678">http://support.apple.com/kb/HT3678</a></li> <li>2. Download the recording from the Scopia Desktop portal</li> <li>3. Launch QuickTime 7</li> <li>4. Go to <i>File → Open File...</i> and open the downloaded recording.</li> </ol>
10714	When an MCU service is configured for H.263+ content and a Mac client presents, the content portion of the presentation is not seen properly in webcasts or recordings (live clients are fine)
3887	When using Internet Explorer 8 on Windows 7, downloading a recording fails when the public address (in the admin → recording section) is not filled in (so the name used in the HTTP page didn't match what was in the public address field)
3737	When streaming is enabled and someone starts watching the webcast, an additional port is used on the MCU. When the meeting is still going on but no one is watching the webcast anymore, the port is not released. Once the meeting is over, the port will be released.
3461	If you download a recording to your disk and use QuickTime Player v7.6.6 to watch it (on Windows or Mac Leopard), you might experience loss of video. This is a QuickTime issue. Until then, please use the Scopia Desktop web interface to watch a recording.
3454	Mac Snow Leopard does not play back HTTPS recording when using certificate that is not from a well-known Certificate Authority such as VeriSign. If you have Scopia Desktop configured for HTTPS, you must use a certificate that has a well-known root Certificate Authority. If you don't, then users on Snow Leopard must download the recording in order to watch it.
RVSCODSK-965	Streaming playback might not work through Proxy. The user can configure manual settings for QuickTime to fix this issue.

18175	Streaming files on Lion and Mountain Lion - The preferred Quick Time is version 7.7.5
RVSCODSK-1171	When watching a recording or a live stream using Internet Explorer 11, windows rendering are off. Internet explorer's compatibility view solves the problem.
RVSCODSK-1261 RVSCODSK-1313	Darwin does not install during upgrade when SDS is installed on C/D: drive.  The user should do as follow: 1) Right-click on Command Prompt and select Run as Administrator 2) In Command Prompt, type "D:" (without the quote marks) and press Enter. 3) In Command Prompt, type "cd Program Files (x86)\Radvision\SCOPIA Desktop\Darwin" (without the quote marks) and press Enter. 4) In Command Prompt, type "install" (without the quote marks) and press Enter.
RVSCODSK-1344	No audio on recordings when remote play if QuickTime 7.7.6 1680.95.31 installed. For Scopia, the workarounds available are as follows. <ul style="list-style-type: none"> <li>- Downgrade your QuickTime player, then re-install the Scopia QuickTime plugin from the Scopia Desktop web portal (on the recording tab)</li> <li>- Inform users that they should download the recordings to watch them</li> </ul>
	The Scopia Desktop recording solution supports SAN, and any technology which is presented to the operating system and applications as a "local" drive, as a valid medium for storing recordings. Mapped drives and many NAS devices are presented as a remote computer, which is not the same to the OS or applications, and are not supported as a valid medium for storing recordings
RVSCODSK-1733	If you are using an HTTPS setup that has a self-signed certificate (for example SD default certificate) recording/streaming is not supported. This is a limitation of the QT player and not the SD.