



▶ Polycom<sup>®</sup> MGC<sup>®</sup> 25/50/100  
MGC+<sup>®</sup> 50/100  
Release Notes

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# Table of Contents

<b>Version 9.0.4 Upgrade Package Contents .....</b>	<b>1</b>
<b>Prior to Installation and SW Upgrade .....</b>	<b>2</b>
Hardware Update Notice .....	2
Control Unit Update Notice .....	3
Version 9.0.4 Interoperability Table .....	4
<b>Software Upgrade Procedure .....</b>	<b>6</b>
Upgrade Checklist .....	6
Removal of Redundant Configuration Files .....	6
Dongle Upgrade .....	7
Verifying the Dongle Serial Number .....	7
MGC-50/MGC-100 .....	8
MGC-25 .....	8
Downloading the Dongle File .....	9
Installing the Dongle File .....	10
MGC Unit Software Upgrade Procedure .....	11
Upgrading from a Version using Password for Entry Queue Routing .....	11
Upgrading from a Version using Numeric ID for Entry Queue Routing .....	12
Downloading the Software to the MCU .....	12
MCU Disk Space Verification .....	14
Installing the MGC Manager Software .....	15
Manual Installation of the Default Message Services .....	15
Updating the Entry Queue Services .....	16
<b>Version 9.0.4 IP+ Port Capacities .....</b>	<b>17</b>
<b>Corrections, Pending Issues and Limitations.....</b>	<b>18</b>
Corrections between Version 9.0/9.0.2 and Version 9.0.4 .....	18
Corrections between Versions V.8.0 and V.9.0 .....	27
Corrections between Versions V.7.5.0 and V.8.0 .....	31
Version 9.0.4 Pending Issues .....	34
Version 9.0.4 System Limitations .....	37



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## Version 9.0.4 Upgrade Package Contents

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Version 9.0.4 upgrade package includes the following items:

- MGC Software CD
  - MGC Manager software
  - MGC unit software
  - External DB Tools
    - Documentation describing how to work with an external database application for Ad Hoc Conferencing and Conference Access Authentication
    - Sample Scripts for working with an external database application
  - IVR
    - Default Message Services in English
    - Message Services in Spanish
    - Voice Messages in \*.aca format
  - File: system.cfg
- MGC Documentation CD
  - Version 9.0.4 Release Notes
  - MGC Manager User's Guide, Volume I
  - MGC Manager User's Guide, Volume II
  - MGC Manager User's Guide, VoicePlus Edition
  - MGC Administrator's Guide
  - MGC-50/MGC-100 Getting Started Guide
  - MGC+50/MGC+100 Getting Started Guide
  - MGC-25 Getting Started Guide
  - MGC-50/MGC-100 Hardware and Installation Guide
  - MGC+50/MGC+100 Hardware and Installation Guide
  - Microsoft-Polycom Integrated Solution Deployment Guide, Phase 5

## Prior to Installation and SW Upgrade

Reservations are automatically restored after software upgrade and you therefore do not need to *Restore* reservations. However, it is recommended that you backup reservations before and after upgrade using the Reservations Backup utility. Reservation backups may not be compatible between versions.

## Hardware Update Notice

Please make sure the hardware listed below is used with the listed MGC version and MGC Manager versions:

Table 1: MGC Hardware

#	Board Type	H/W Version	MGC Versions	SIP	H.264	H.239	AES
<b>MGC-50/MGC+50/MGC-100/MGC+100</b>							
1.	Audio+12/24	V1.04-7 & V1.23	V5.17, V6.03 and later	n/a	n/a	n/a	n/a
2.	Audio+24/48	V1.04-7, & V1.23	V5.17, V6.03 and later	n/a	n/a	n/a	n/a
3.	Audio+48/96	V1.04-7, & V1.23	V5.17, V6.03 and later	n/a	n/a	n/a	n/a
4.	Video+8	V2.03	V5.17, V6.03 and later	n/a	n/a	n/a	n/a
5.	IP+12	V4.43	V6.03 and later	YES	YES	YES	YES
6.	IP+24	V4.43	V6.03 and later	YES	YES	YES	YES
7.	IP+48	V4.43	V6.03 and later	YES	YES	YES	YES
8.	MUX+10	V4.42	V7.0 and later	n/a	n/a	n/a	YES
9.	MUX+20	V4.42	V7.0 and later	n/a	n/a	n/a	YES
10.	MUX+40	V4.42	V7.0 and later	n/a	n/a	n/a	YES
<b>MGC-25</b>							
11.	IPN	V1.41	V6.11, V7.0 and later	YES	YES	YES	YES
12.	AUDIO-A	V1.21	V6.11, V7.0.1 and later	YES	YES	YES	YES

Downgrading to lower versions is not supported by some of the new cards. Some of the new features are only supported on the new hardware. Please consult with Table 1, "MGC Hardware" before downloading.



AES encryption is not available in all countries. Please consult Polycom sales for AES encryption availability.

Please be aware that upgrading the MGC-100 hardware may require upgrading the power supplies and even the MGC chassis. Before upgrading the MGC-100, ensure that the power consumption does not exceed the PS rating, and that the fuse rating is not exceeded when using 110V AC supply. As a general guideline:

- Old chassis (shipped with 300 W PS units) has a 10 amp fuse, while the new chassis (shipped with 450 W PS units) has 15 amps circuit breaker
- Each board consumes up to 40W apart from video boards.
- The Video+8 board consumes 75W, and the Video6 board (older video board) consumes 55W.
- The Control Unit consumes 30W.
- Each older power supply unit (marked as PWR on its front panel) provides 300W (AC & DC).
- Each new power supply unit (marked as POWER on its front panel) provides 450W (AC & DC).
- The new 450W AC PS fits into an old AC chassis, but it is not recommended.
- The new 450W DC PS does not fit into an old DC chassis.

## Control Unit Update Notice

The MCU Control unit must have at least 128 MB of memory to run MCU Version 9.0.4 and later.

## Version 9.0.4 Interoperability Table

The following table lists the devices with which Version 9.0.4 was tested.

Table 2: Version 9.0.4 Interoperability List

Device	Version
<b>Gatekeepers/Proxies</b>	
Polycom PathNavigator	7.00.03.0204
Cisco gatekeeper	12.3
Radvision ECS gatekeeper	3.5.2.5 (tested in version 7.5)
Tandberg gatekeeper	N2.0 (tested in version 7.01)
Microsoft LCS SIP proxy	2005 ver. 2.0.5470.0
Iptel proxy	0.9.6
ReadiManager SE200	2.00.00.ER029
<b>Recorder</b>	
Polycom RSS 2000	1.0.1
<b>MCUs and Call Managers</b>	
Cisco Call Manager	4.0.1 and 5.0 (tested in version 7.01)
Tandberg MCU	J3.3
Tandberg MPS	1.1 (tested in version 7.01)
Radvision vialP-400 MCU	4.0.31
Codian MCU 4210	2.1 build 6.10
<b>Gateways</b>	
Cisco IP gateway	12.3 (tested in version 7.01)
Radvision vialP gateway	2.0.1.8 (tested in version 7.01)
Tandberg gateway	2.1 (tested in version 7.01)
Dilithium DTG2000 3G gateway	(tested in version 7.01)
Ericsson VIG 3G gateway	1.5 (tested in version 7.01)
<b>Polycom Office Products</b>	
Polycom PCS	7.0 (tested in version 7.01)
Polycom GMS	6.0 and 7.0 (tested in version 7.01)
Polycom WebOffice	6.02.03 and 7.0 (tested in version 7.01)
<b>Endpoints</b>	
Polycom ViaVideo 1	8.0.2.0235
Polycom ViaVideo 2	8.0.2.0235

*Table 2: Version 9.0.4 Interoperability List (Continued)*

<b>Device</b>	<b>Version</b>
Polycom PVX	8.0.2.0235
Polycom VS 512	7.5.2 (tested in version 7.5)
Polycom VSSP 128	7.5.2 (tested in version 7.5)
Polycom VSSP 384	7.5.2
Polycom VS EX	7.5.4.12
Polycom VS FX	6.0.5.4
Polycom V500	8.5.3
Polycom V500 Pal	8.5.3
Polycom VSX 3000	8.5.1
Polycom VS 4000	6.04
Polycom VS 5000	8.5.3
Polycom VSX 7000	8.5.3
Polycom VSX 8000	8.5.3
Polycom iPower 9000	6.5.0.51
Polycom iPower 600	6.1.0.51
Polycom iPower 900	6.1.0.51
Polycom VTX 1000	1.60.022
Aethra VegaStar Gold	6.0.49
Sony PCS1	03.30
Tandberg MXP Series	F5.3
Tandberg B Series	10.3
Tandberg E Series	10.3
Tandberg MXP 1700 (HD)	F5.2
LifeSize Room	LS_RMI_2.6.0.14
MS OC	1.0.559
MS Windows messenger	5.1
VCON Cruiser	4.6 (tested in version 7.01)
VCON Escort	4.6 (tested in version 7.01)
VCON Falcon IP	0301.m01.d08.h10 (tested in version 7.01)
VCON MC8000	4.6 (tested in version 7.01)
VCON Vigo	5.10.0085 (tested in version 7.01)
VCON vPoint	6.0 (tested in version 7.01)

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## Software Upgrade Procedure

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### Upgrade Checklist

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Prior to upgrading to Version 9.0.4 it is recommended you perform the following steps:

1. Backup configuration and Reservations. For details, see the *MGC Administrator's Guide, Chapter 5*.
2. Removing redundant configuration files. For details, see "*Removal of Redundant Configuration Files*" on this page.
3. The system saves the network cards' circuit ID assignment during the upgrade process. However it is recommended that you document the network cards' circuit ID assignments and order as displayed in the Card Properties.
4. Version 9.0.4 requires the installation of a hardware key (dongle) on the MCU. For details, see "*Dongle Upgrade*" on page 7.
5. Install the new MCU version. Although the system automatically checks for free disk space, if you prefer to manually check for free disk space before you download MCU software, refer to "*MCU Disk Space Verification*" on page 14. For details about installing the MCU software, see "*Downloading the Software to the MCU*" on page 12.
6. Install the new system.cfg file. For details, see *MGC Administrator's Guide, Chapter 5, Send File section*.
7. Install the new MGC Manager version. For details, see "*Installing the MGC Manager Software*" on page 15.
8. Back up the configuration (*Backup Configuration*) and database files (*Backup Reservations*) to create backups.

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### Removal of Redundant Configuration Files

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In order to ensure smooth upgrades for MGC version, Reservations, Meeting Rooms and Card configurations for an MGC that underwent a downgrade, it might be necessary to manually remove specific configuration files. Please contact Polycom Support for further instructions.

## Dongle Upgrade

The MGC-50/100 is shipped with a dongle installed on COM1 of the rear panel. The MGC-25 is shipped with a dongle installed on parallel port of the rear panel. If you are upgrading from a version that did not require a dongle, contact Polycom support for a new dongle.

When upgrading the MGC Manager version, you are required to upgrade your Dongle. If you have a dongle, a new dongle file must be loaded to the MCU. To acquire the new dongle file, access the Polycom Resource Center (see “Downloading the Dongle File” on page 9) or contact your next level of support.

To verify if you have a dongle, you are required to inspect the rear panel of the MCU as shown in Figure 1.

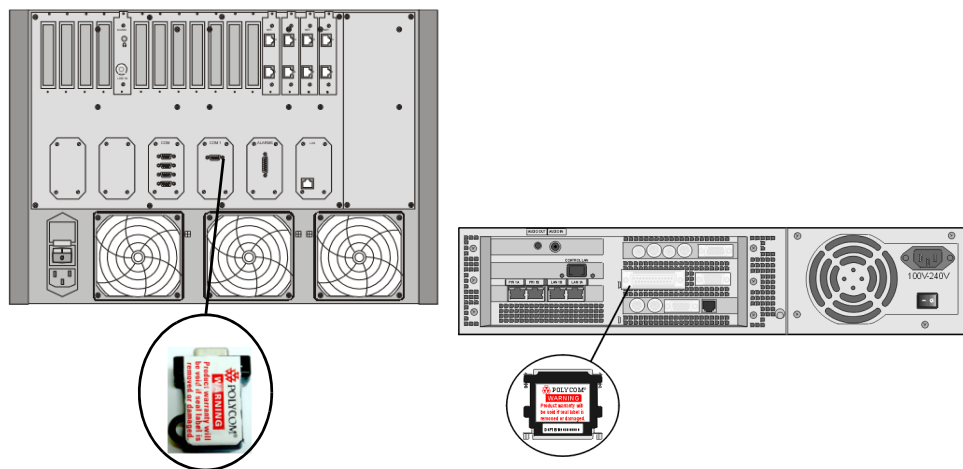


Figure 1: MCU-100 & MCU-25 rear panels and their dongles

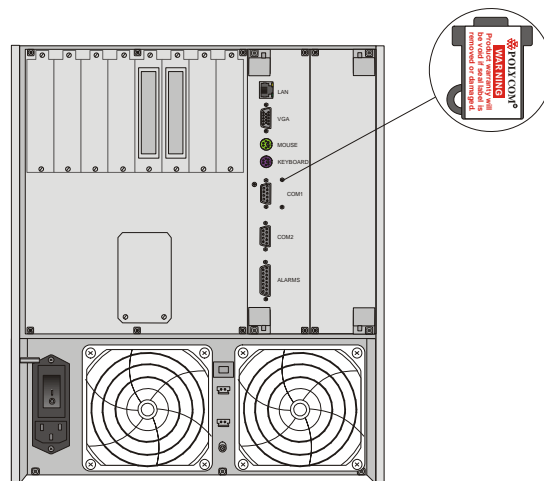


Figure 2: MCU+ 50 rear panel and Dongle location

## Verifying the Dongle Serial Number

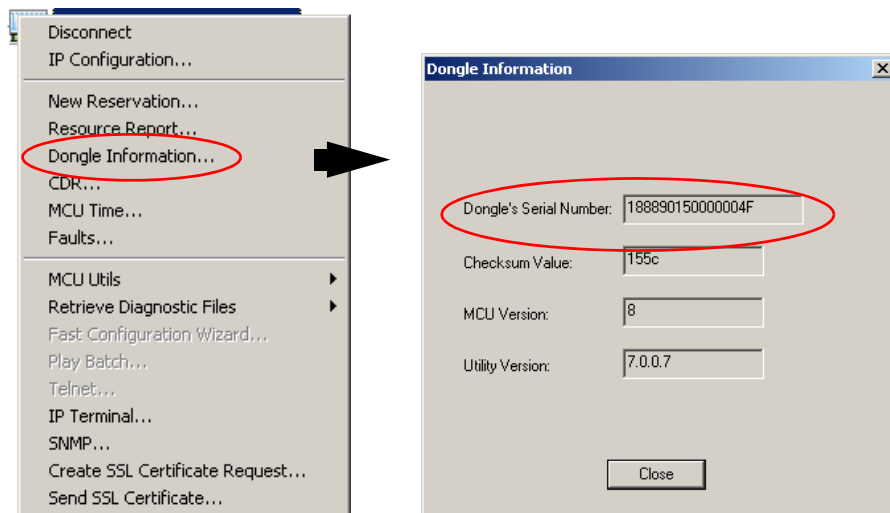
The dongle label also includes the dongle serial number.

The dongle serial number can be found on the dongle label or by checking the Dongle Information/System Configuration in the MGC Manager.

### MGC-50/MGC-100

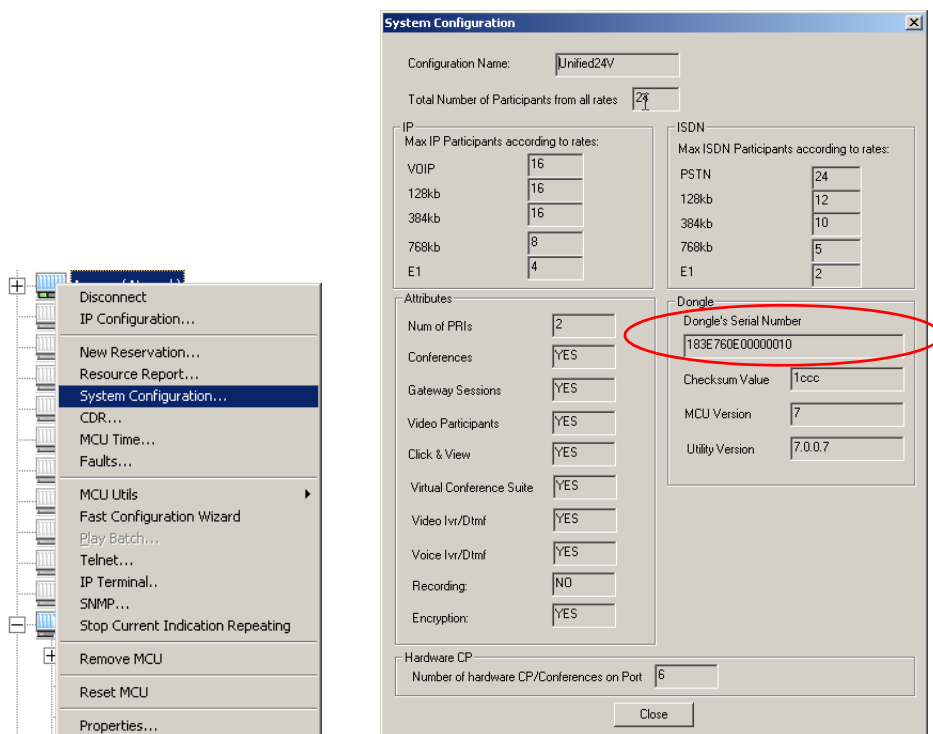
- To check the dongle serial number, right-click the MCU icon, and then click **Dongle Information**.

The *Dongle Information* dialog box opens, displaying the dongle's serial number and the current MCU version.



### MGC-25

- To check the dongle serial number, right-click the *MCU* icon, and then click **System Configuration**.



## Downloading the Dongle File

Prior to accessing the Polycom Resource Center Web site, retrieve the system serial number from the MCU.

- The MCU-25/50/100 have a Polycom label with a Serial No. fixed on the rear panel.
- On the Dongle, a white label either on the face or the side lists the Serial No.

### To retrieve the Dongle File from a Polycom Web Site:

1. Access the Polycom Support Portal at <http://support.polycom.com/PolycomService/home/home.htm>.



User ID and Password are required to access this site. If you do not have a User ID or Password, please refer to your next level of support. Due to a change in policy, your UserID is now your email address. You are required to request a temporary password.

2. Click the **Product Registration** link.
3. Enter your *User ID* and *Password* and click **Sign In**.
4. Click **MGC Product Activation**.  
The *MGC Dongle Upgrade File* window opens.
5. In the *System Serial Number* field, enter the MCU number as listed on the MCU.
6. In the *Dongle Serial Number* field, enter the serial number.
7. Click **Download**.  
Save the new dongle file.

The serial number displayed in the *Dongle Information* dialog box should match the serial number of dongle as it appears in the name of the file sent to you (usually via e-mail). If the numbers do not match, do not proceed with the upgrade process and contact support.



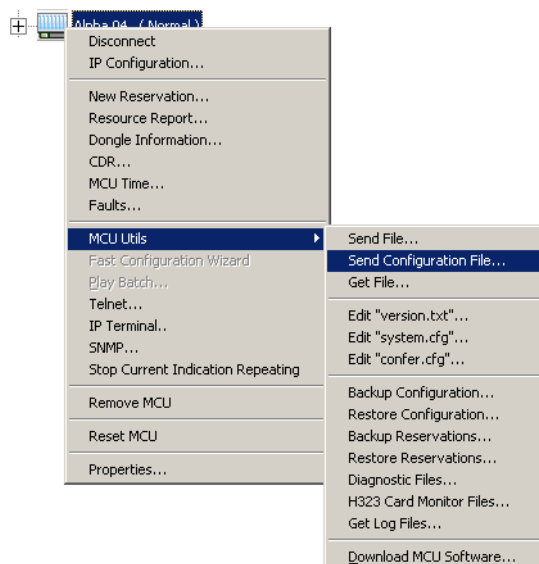
When the following error message appears: "No Maintenance Agreement Found/ MGC Serial Number not Found", please contact your next level of support.

8. Click **OK** when *Download* is complete.

## Installing the Dongle File

### To Upgrade the Dongle:

1. Connect to the MCU.
2. Right-click the *MCU* icon, click **MCU Utils**, and then click **Send Configuration File**.



The *Open* dialog box opens.

3. Select the file **<nnnn>.don** from its location on your PC's hard disk, and then click **Open**.

The dongle is being upgraded.

4. Reset the MCU.
5. Connect to the MCU and verify that the dongle information was updated; right-click the MCU icon, and then click **Dongle Information**.

The new version number should be listed in the *MCU Version* box.

## MGC Unit Software Upgrade Procedure



### Before upgrading the MCU software version:

- A new dongle file must be loaded to the MCU to upgrade from a previous version to version 9.X.
- Backup your configuration, including all Message Services.
- It is important to back up all reservations in the MCU. This is to safeguard against reservations being lost.

## Upgrading from a Version using Password for Entry Queue Routing

Version 9.0.4 uses Numeric ID as the routing method from Entry Queues to destination conferences. If your current version uses conference or chairperson password for routing from Entry Queues to destination conferences, when upgrading to Version 9.0.4, you must modify the system.cfg file included in the software kit.

### To upgrade the MCU version:

1. Download the MCU software to the MCU. For more details, see “MGC Unit Software Upgrade Procedure”.
2. To route participants from the Entry Queue to the destination conference using the conference or chairperson password, you must modify the system.cfg file included in the software kit:
  - a. Open the system.cfg file located in the MCU software folder.
  - b. In the GREET AND GUIDE/IVR section, change the value of QUICK\_LOG\_IN\_VIA\_ENTRY\_QUEUE flag to YES.
  - c. **Optional.** To assign the same Numeric ID to different non concurrent conferences, in the GENERAL section change the value of RESERVATION\_CONFERENCE\_ID\_UNIQUE to NO.
  - d. Save the file.
3. Send the “system.cfg” file to the MCU (*MCU Utils -> Send File*).
4. Reset the MCU.
5. Install the MGC Manager application Version 9.0.4.
6. In the MGC Manager application, list the IVR/Entry Queue Message Services.
7. For each listed Entry Queue Service, assign the appropriate voice messages in the new Conference ID tab.

## Upgrading from a Version using Numeric ID for Entry Queue Routing

Version 9.0 uses Numeric ID as the routing method from Entry Queues to destination conferences. If your current version uses Numeric ID for routing from Entry Queues to destination conferences (version 6.x and higher), no change in the system.cfg file is required.

### To upgrade the MCU version:

1. Download the MCU software to the MCU. For more details, see “Downloading the Software to the MCU”.
2. Send the “system.cfg” file included in the software kit to the MCU (*MCU Utils -> Send File*).
3. Reset the MCU.

## Downloading the Software to the MCU

A pre-download check is performed to ensure a successful software installation.

The check is part of the MCU software download procedure. If no problem is detected, the installation procedure is completed.



To ensure a successful pre-download check, please upgrade the MGC Manager before you upgrade the MCU.

If the pre-download check detects a problem, the installation process is halted and the following error messages are displayed with suggested solutions:

Table 3: Software Pre-download Checks

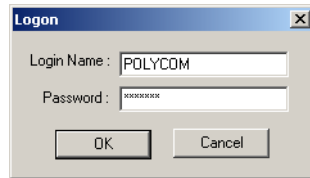
Pre-download test	Error Message	Solution
Verifying that a dongle is installed	“You must have a valid dongle attached to the MCU before downloading MCU software version 5.02 and later.”	Verify that the dongle is installed on the MCU. Contact Polycom support team to have a dongle shipped.
Verifying the software version suits the MGC type MGC-50/100 vs. MGC-25	“Software is not supported on this MGC type.”	Download the appropriate version of the software from the CD or Polycom Resource Center.
Verifying the installed dongle version enables the use of the new software version	“Dongle doesn't support the version. Please upgrade the dongle before downloading the version.”	Contact Polycom's Resource Center and download the upgrade file for the dongle.
Verifying there is sufficient space on the MCU's hard disk	“There is not enough space on your hard disk to install the version. A minimum of 130 MB is required.”	Contact Polycom support team. You can manually verify the amount of disk space. For further details, see “ <i>MCU Disk Space Verification</i> ” on page 14.

**To install a software update on the MCU:**

1. On the *File* menu, click **Download MCU Software**.

Alternatively, right-click the *MCU* icon, click **MCU Utils**, and then click **Download MCU Software**.

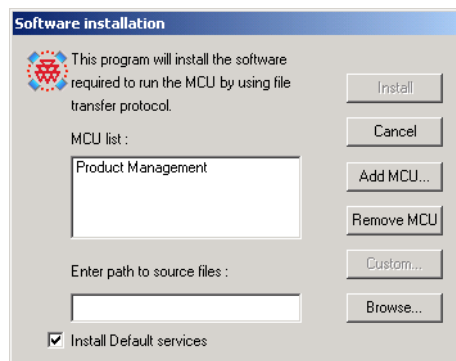
The *Logon* dialog box opens.



The *Login Name* and *Password* of the currently logged in operator are entered by default. If required, enter another login name and password.

2. Click **OK**.

The *Software Installation* dialog box opens.



The MCU software will be installed on each listed MCU.

3. Select the **Install Default Services** check box to download the default IVR Service, Entry Queue Service, and Gateway Service. The default IVR Service is in English and is named **IVR80**. The default Entry Queue Service is in English and is named **EQ80**. You can manually install the default English IVR Service and Entry Queue Service or the English and Spanish IVR and Entry Queue Services. For more information, see *“Installing the MGC Manager Software”* on page 15.
4. You can download software to all MCUs listed in the *MCU List* in one operation. If the list is not complete, you can add MCUs to the list by clicking the **Add MCU** button. To avoid downloading the software to an MCU, remove the MCU from the list by selecting the MCU Name, and then clicking the **Remove MCU** button. For more details, see the *MGC Administrator’s Guide, Chapter 2*.
5. In the *Enter path to source files* box, type the full path to the folder containing the software version. Alternatively, click the **Browse** button and use standard Windows techniques to select the **Folder** containing the software. If the folder is named Vaaa.bbb, where aaa is the MGC Manager version number, and bbb is the MCU version number.



You need to select the folder containing the latest version number, and not the sub-folder labeled Disk 1.

6. Click **OK**.

The software version’s path is displayed in the *Enter path to source files* box.

7. Click the **Install** button to start the installation procedure.
8. Install the new system.cfg file.
  - a. Right-click the *MCU* icon, select **MCU Utils** and then click **Send File**.  
The *Install File* dialog box opens.
  - b. Click the **Browse** button to open the *Select Source File* dialog box and select the *system.cfg* file, and then click **Open**.



The default system.cfg file is located in the appropriate MGC SW CD folder. To access a modified system.cfg file, contact Polycom Support.

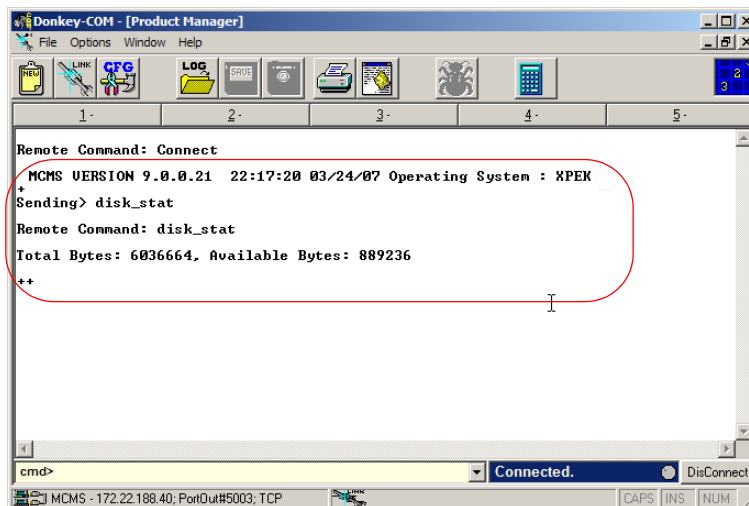
- The name of the file appears in the *Install* field in the *Install File* dialog box.
    - c. Click **Yes** to proceed with file downloading to the MCU's hard disk.  
The *Done* dialog box opens.
    - d. Click **OK**.
9. Reset the MCU.

## MCU Disk Space Verification

In Version 9.0.4, during MCU software downloading process, the system automatically verifies the amount of disk space available before the installation begins. It is still possible to manually verify the available disk space using the IP Terminal.

### To verify the disk space on the MCU:

1. Right-click the *MCU* icon, and then click **IP Terminal**.  
The *Donkey-COM* window opens.
2. In the command line of the *Donkey-COM* window, type **disk\_stat** and press Enter.  
The system displays information about the MCU disk.



```

Donkey-COM - [Product Manager]
File Options Window Help
LINK CFG LOG WRITE PRINT
1. 2. 3. 4. 5.
Remote Command: Connect
MCMS VERSION 9.0.0.21 22:17:20 03/24/07 Operating System : XPER
Sending> disk_stat
Remote Command: disk_stat
Total Bytes: 6036664, Available Bytes: 889236
++
cmd>
Connected. Disconnect
MCMS - 172.22.188.40; PortOut#5003; TCP CAPS INS NUM

```

In case the number of *Available Bytes* is lower than 130,000, please contact support before installing the new version.

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## Installing the MGC Manager Software

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The MGC Manager software is Windows 95/98/NT/ME/2000/XP based software.

**After downloading the software from the FTP and unzipping the files:**

1. Open Windows Explorer and open the folder that contains the MGC Manager diskettes.
2. Browse to **Disk 1** and double-click the **Setup.exe** file.
3. Follow the on-screen instructions to complete the installation procedure.

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## Manual Installation of the Default Message Services

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When upgrading from versions 5.x, 6.0 and 6.0x directly to Version 9.0.4, the upgrade kit includes new Message Services that can be automatically installed on the MCU during the software installation. You can also manually install the default Message Services at the end of the installation process.

The software CD contains two types of IVR Services:

- English
- English and Spanish

The Automatic installation of Message services during MCU software update automatically installs the English only Message Services. The manual installation process enables you to install the English and Spanish Message Services as well as the English only. When you install the English and Spanish IVR Service, two separate IVR Services are created on the MCU and the English IVR Service is automatically set as the default IVR Service.

**To restore the Default IVR Service:**

The default Message Services are installed using the *Restore Configuration* utility.

1. Right-click the *MCU* icon, click **MCU Utils**, and then click **Restore Configuration**.
2. Enter the path to the folder containing the configuration files to be installed, or click the **Browse** button to locate them.
3. From the Version 9.0.4 software folder, select the **English V8 IVR** or the **English and Spanish V8 IVR** folder, according to the required Message Service, and click **OK**. The system returns to the *Restore* dialog box.
4. Click **OK** to continue.
5. Click the **Select All** button.
6. Click **OK** to install the default Message Services on the MCU.
7. At the end of the Restore process, a message is displayed indicating that the MCU must be reset to be able to use the new Message Services.
8. Click **OK** and reset the MCU.

## Updating the Entry Queue Services

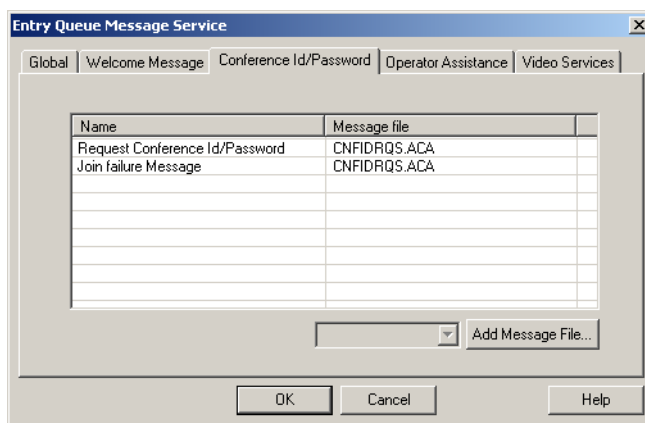
When upgrading from Version 5.x directly to Version 9.0.4 you need to update the Entry Queue Service to include the appropriate voice messages.

### To update the Entry Queue Service:

1. Expand the *IVR Message Services* list (under the MCU Configuration list).
2. Right-click the icon of *Entry Queue Service* to update (an Entry Queue Service that was defined in version 5.x), and then click **Properties**.

The *Entry Queue Message Service - General* dialog box opens.

3. Click the **Conference ID/Password** tab.



4. In the *Entry Queue Message Service - Conference ID/Password* dialog box, assign the following voice messages:

— *Using Conference Password for Entry Queue Routing (Version 5.x mode):*

- Request Conference ID/Password: **CONFPASS.ACA**
- Join Failure Message: **CONFRTRY.ACA**

These files are located in the MGC software kit (as part of the default IVR Service for Version 9.0.4), in the following path:

MGC50-100 Version 9.0.4\MGC SW CD Ver 9.0\IVR\Default Services\English V8 IVR\msg\LANG80\NID\NUMID.

— *Using Conference Numeric ID for Entry Queue Routing:*

- Request Conference ID/Password: **CNFIDRQS.ACA**
- Join Failure Message: **CNFIDFL.ACA**

These voice messages are located in the MGC software kit (as part of the default IVR Service for Version 9.0.4).

5. Click **OK** to save the changes.

## Version 9.0.4 IP+ Port Capacities

The number of participants in a conference is limited by the Line Rates and conference type. Table 4 describes the port capacities of the cards using different line rates.

*Table 4: IP+ Port Capacities*

Line Rate (Kbps)	Number of Participants					
	IP+12		IP+24		IP+48	
	Non-encrypted	Encrypted	Non-encrypted	Encrypted	Non-encrypted	Encrypted
128	32	16	64	32	96	48
256	32	12	64	24	96	36
384	16	8	32	16	48	24
512	12	6	24	12	36	18
768	8	4	16	8	24	12
T1/E1	4	2	8	4	12	6

## Corrections, Pending Issues and Limitations

### Corrections between Version 9.0/9.0.2 and Version 9.0.4

Table 5: Corrections between Versions V.9.0/9.0.2 and V.9.0.4

#.	Category	Description	ID#	Remarks
1.	Audio	Dial out Audio only calls from RMX (version 2.0.2.25.1329.00) through MGC -25 Gateway version 9.0.1.30 do not complete.	VNGM-2722/ VNGFE-1478	
2.	Audio	Audio card failed during a conference, and the error message "Unit not responding" is displayed. Resetting the card solved the problem.	VNGM-2257/ VNGFE-1157	
3.	Audio	Muffled Entry and Exit Tones when connecting to a conference via an entry queue that is running on Audio+8A card that is installed in slot 8.	VNGM-2278/ VNGFE-976	
4.	Cascading	Content is not received by endpoints in a Slave conference after participants in the Slave and Master conferences were disconnected and reconnected while the cascading link remained connected and without terminating the conference. Same Content is received by endpoints in the Master conference. Both master and slave MGC were running MCU VERSION: 8.0.2.006.	VNGM-2816/ VNGFE-1941	Disconnect and reconnect the Cascading link before reconnecting the participants to both conferences.
5.	Cascading	In a Cascading conference, the Master conference set to VSW, H.263, G.722/ G711, H.239/P+C (Graphics) included 37 participants (including 26 cascading links) 4 of these cascading links indicated "partially connected " when Content was sent from the master conference and no content was sent to these four links.	VNGM-2303/ 2304/ VNGFE-1111	
6.	Cascading	Content cannot be sent from a slave conference to the Master conference. Both Video switching conference were set to H263, CIF H239/P+C graphics).	VNGM-2309/ 2327/ VNGFE-941	
7.	Cascading	In cascaded call, when another MGC dials in as 256k/H.263, the MGC connects as "secondary".	VNGM-2302	

*Table 5: Corrections between Versions V.9.0/9.0.2 and V.9.0.4*

#.	Category	Description	ID#	Remarks
8.	CDR	A participant that dials into a Meeting Room via Entry Queue and entering the conference ID via DTMF codes is registered in the CDR as if moved by an operator with a random operator name.	VNGM-2281/ 2282/ VNGFE-1056	
9.	CDR	The destination IP address field shows the H.323 ID instead of the IP address that is required for identifying the participant for billing by Zyross data collector.	VNGM-2286/ 2287/ VNGFE-1006	
10.	CDR	CDRs for an incoming SIP calls show the destination address as the calling address and the source address is blank.	VNGM-2755/ VNGFE-1604	
11.	CDR	In the CDR, in the new participant details, the SIP connection details are listed before the SIP setup details while H.323 setup details appear before the H.323 connection details. The reverse order causes problem to Zyross data collector.	VNGM-2758/ VNGFE-1513	
12.	CDR	CDR does not present SIP call rate details correctly.	VNGM-2757 VNGFE-1534	
13.	Content	After stopping content sharing or when another party starts sharing content the windows disappears or shows black windows.	VNGFE-1634/ 1669	
14.	Content	Content cannot be sent from ViewStationFX with Visual Concert ver6.0.5 to a conference running on MGC-25 (version: 9.0.1A.008) after stopping to send Content from HDX 9002 ver2.0.3.1-2729.	VNGM-2213/ VNGFE-993	
15.	Content	When content is sent by VisualConcert in a Continuous Presence Conference running at a line rate of 384Kbps, audio: G722 and video: H264 with 5 connected endpoints, the sender could see the content while the other endpoints could not see the content.	VNGM-2353/4 VNGFE-1138	
16.	Content	Endpoints that disconnect from a VSW conference and then reconnect to the same conference while Content is being sent appear as "partially connected" with an assert.	VNGM-2635/ VNGFE-1239	

Table 5: Corrections between Versions V.9.0/9.0.2 and V.9.0.4

#.	Category	Description	ID#	Remarks
17.	Content	In a VSW conference running at a line rate of 384Kbps, the video protocol is set to H.263, and enabled recording, the Recording link disconnects once Content is being sent and it cannot be recorded by the RSS.	VNGM-2663/ VNGFE-1153	
18.	Content	When sending Content after muting all endpoints in the conference in the MGC Manager, unmuting one of the endpoints causes random endpoints to go Secondary and stop receiving Content while other endpoints continue to see Content.	VNGM-2710/ VNGFE-1150	
19.	Content	New endpoints cannot connect to a P+C enabled conference after the content is sent, while connected participants become partially connected.	VNGM-2756/ VNGFE-1576	
20.	Encryption	No video (black screen) is displayed when 16 VSX 6000 and VSX 7000 endpoints connect to an AES-enabled conference running at 384Kbps or 512Kbps.	VNGM-2823/ 2824/ 2825 VNGFE-2558	
21.	FECC	During a Lecture Mode conference with FECC enabled, one participant did not receive the video, audio and content sent by the Lecturer.	VNGM-2698/ VNGFE-1610	
22.	Gateway	When placing a 128Kbps GW call between H.323 ViewStation SP Ver7.5.4 endpoint and H.320 VS4000 Ver6.0.5 endpoint via MGC-25 (both directions), the H.323 endpoint connects as Secondary (Audio Only).	VNGFE-205	
23.	Gateway	When modifying the endpoint properties (IP, Alias name, EP description) in the "GW configuration" >>> "H.320 Routing Service" >> "Routing service" >> DID to H.323 ID Conversion, data is not updated until all GW configuration windows are closed.	VNGM-2376	
24.	General	After uploading MCMS v8.0.1.62, the system restarted itself, terminating ongoing conferences.	VNGM-2259/ VNGFE-1119	

*Table 5: Corrections between Versions V.9.0/9.0.2 and V.9.0.4*

#.	Category	Description	ID#	Remarks
25.	General	MCU displays frequently the Exception Handler Message error, whether or not there is a running conference.	VNGM-2270/ 2271/ VNGFE-1020	
26.	General	The same ISDN dial-in number is assigned to both the original Meeting Room and its copied Meeting Room that was pasted as while changing its name and ID.	VNGM-2238/ VNGFE-713	
27.	General	MGC Manager closes when using the command shortcut key Ctrl+E.	VNGM-2231/ 2294/ VNGFE-835	
28.	General	MGC manager v8.0.0.14 fails when modifying the participant site name several times via the conference Properties>>Participant Properties.	VNGM-2289/ VNGFE-997	
29.	General	When running the MGC Manager on multiple monitors docking some of the panes on the second monitor and shutting down the system or removing the laptops from their docking stations does not revert to the laptop screen and the MGC Manager is still spread over multiple monitors. Only deleting the keys in the registry resolves the display issue.	VNGM-2298/ VNGFE-522	
30.	General	FALT Exception occurs, followed by inability to retrieve the Faults file	VNGM-2300/ VNGFE-470	
31.	General	The error message "status_index_file_corrupted" is issued when adding a new Operator to the Operators list in MGC Manager ver 8.0.0.14 that connects to MCU version 8.0.0.027 and MCMS version 8.0.1.59DT following an MCU reset that is initiated after adding a new Operator. When resetting the MGC after receiving this message, the Operators list in the MGC contains only the default POLYCOM and ACCORD accounts.	VNGM-2305/ VNGFE-1057	
32.	General	When ISDN endpoints connect to a Meeting Room that is IVR and Dual stream enabled, after the completion of the IVR process it takes more than 3 minutes for the ISDN participant to see far site.	VNGM-2334/ VNGFE-935	

Table 5: Corrections between Versions V.9.0/9.0.2 and V.9.0.4

#.	Category	Description	ID#	Remarks
33.	General	When adding occurrences to an existing Reservation before it was started, the names of the recurring reservations contains additional spaces.	VNGM-2367	
34.	General	MCU fails while displaying the error "EXCEPTION_HANDLER_MESSAGE" in tsksname=CONF when participants connect and disconnect from the conference repeatedly while changing the dialing direction from dial-in to dial-out and back to dial-in.	VNGM-2716/ VNGFE-1256	
35.	General	Audio Only endpoints connect as Secondary and are not connecting to their target conference when dialing into Ad Hoc EQ with a Conference Profile set to Video CP conference when running on MGC with MCMS version 8.0.1.066.	VNGM-2723/ VNGFE-1309	
36.	General	The error "ASSERT MAJOR_ERROR SOFTWARE_ASSERT_FAILURE File: conf1.cpp, Line: 5298, Code: 1.;" occurs when deleting a participant while re-dialling to that participant.	VNGM-2820/ VNGFE-1375	
37.	General	MGC resources are not being released after call termination causing the MGC (7.5.1 Amdocs build) to intermittently send a busy message back to the Nortel SIP server.	VNGM-2821/ VNGFE-964	
38.	General	An IP+48 card resource is taken by an unknown participant in an unknown conference.	VNGM-2724/ VNGFE-1568	
39.	General	In MGC-100 version 8.0.2.12, IP resources appear to be occupied although there are no ongoing conferences or reservations.	VNGM-2815/ VNGFE-2050	
40.	General	With MGC Manager 9.0.1.6, when 8 operators are connected to their operator conferences that are created from the WebCommander for attended conferencing, sometimes the operator participant disconnects from the Operator conference and his/her icon disappears from the conference, while the attended participant is still connected to the conference. The operator participant cannot reconnect to the conference unless the Operator conference is restarted.	VNGM-2208/ VNGFE-823	

*Table 5: Corrections between Versions V.9.0/9.0.2 and V.9.0.4*

#.	Category	Description	ID#	Remarks
41.	General	When creating/deleting user accounts on MGC VERSION 8.0, the error message "status_index_file_corrupted" is displayed. Rebooting the system, causes the deletion of all the usernames/passwords except for ACCORD & POLYCOM.	VNGM-2305/ 2306 VNGFE-1057	
42.	General	Connection to the MGC control module is lost and the error message EXCEPTION_HANDLER_MESSAGE EXCEPTION is displayed.	VNGM-2260/ VNGFE-1118	
43.	General	When running CP conferences in COP mode on MCU version 9.0, site names do not display properly.	VNGM-2214/ 2311/ 2328 VNGFE-986	
44.	General	Participant status is shown incorrectly when trying to disconnect participants from the conference (it indicates that participants are already disconnected), when using MGC Manager version 9 on Port 80.	VNGM-2179/ 2313/ 2326 VNGFE-923	
45.	General	MGC-100 was not accessible through MGC Manager due to bad connection.	VNGM-2355/ VNGFE-1129	
46.	General	Noisy line detection algorithm does not work properly, although it was enabled in the system flags.	VNGM-2389	
47.	Interoperability	When a VSX, that is connected to a CP conference, with 2x2 layout to which participants are forced, sends content in a non-H.239 call, it loses the video forcing in the layout.	VNGM-2296/ VNGFE-547	
48.	Interoperability	MGC-50 Version 8.0 reboots when connecting to Tandberg F6 endpoint.	VNGM-2645/ VNGFE-622	
49.	Interoperability	When a PSTN endpoint is calling an RMX EQ (version 2.0.0.56) through an MGC-25 (version 8.00.2) set as GW, the call connects to the EQ on the RMX and then is disconnected.	VNGM-2725/ VNGFE-1265	
50.	Interoperability	It takes about 20 seconds to connect H.323 Avistar GW call to the MGC.	VNGM-2817/ VNGFE-1899	

Table 5: Corrections between Versions V.9.0/9.0.2 and V.9.0.4

#.	Category	Description	ID#	Remarks
51.	Interoperability	Errors are issued when MGC version 7.5.1 Amdocs build registers to Nortel SIP PABX. The EQs and Meeting Rooms registration include system capabilities that are rejected by the PABX.	VNGM-2818/ VNGFE-965	
52.	IP	Multiple restart messages appear in the MGC Faults list when the MGC (version 8.00.027) is Registered As Gateway to SE200 (version 1.01ER28) gatekeeper with multiple aliases defined in the IP Span of the IP Network Service. Upon registration, the MGC is restarted immediately, terminating all running conferences.	VNGM-2819/ VNGFE-502	
53.	IP	IP card failed while running a conference when the network is highly unstable and DBC2 (Polycom Proprietary repair algorithm for H.263 protocol) is enabled.	VNGM-2284/5/ VNGFE-879	
54.	IP	When the IP service is configured with two IP addresses and on two IP cards, registering to a Cisco MCM gatekeeper, the second IP card will not register and duplicate alias errors are displayed.	VNGM-2290/ 2291/ VNGFE-977	
55.	IP	IP card failure followed by an assert "UNIT NOT RESPONDING" during a conference causing all of endpoints to disconnect from conference.	VNGM-2312/ 2204/ VNGFE-1020	
56.	IP	Unit Not Responding error on IPN card in MGC-25 IP16+V.	VNGM-2331/ VNGFE-999	
57.	IP24 card	Frequently, all units not responding on IP24 card installed in slot 14, whether the card is in use or not.	VNGM-2207/ VNGFE-879	
58.	IP+48 Card	Stack controller failure on IP+48 card during conferences.	VNGM-2615/ VNGFE-928	
59.	ISDN	When an ISDN endpoint dials into a Meeting Room that is IVR and Dual stream enabled, it takes more than 3 minutes after the completion of the IVR process for the ISDN participant to see the other connected participants.	VNGM-2357/ VNGFE-935	

*Table 5: Corrections between Versions V.9.0/9.0.2 and V.9.0.4*

#.	Category	Description	ID#	Remarks
60.	IVR	Changes to the IVR Service take effect without system reset although a message indicating that a reset is required is displayed.	VNGM-2473	
61.	IVR	Although the IVR Service configuration was changed to allow all participants to stop/resume a recording via DTMF codes, the standard user could not affect the recording process using these DTMF codes.	VNGM-2242	
62.	MUX card	MUX card failure indicated by the fault UNIT NOT RESPONDING followed by disconnection of all endpoints from the conferences.	VNGM-2279/ 2280/ VNGFE-975	s
63.	SDK Kit	API Server (MGCSservice.exe) has a memory leak.	VNGM-2321	
64.	SIP	Fast busy tone is heard when a SIP endpoint connects to an Audio Only conference via an entry queue.	VNGM-2135/ 2333/ VNGFE-808	
65.	SIP	Dial out to SIP participants fails if the conference name contains spaces.	VNGM-2776/ VNGFE-1765	
66.	Video	VSX endpoints connection change to "secondary" status at different times during a conference when connected to CP H.264-H.239 conferences.	VNGM-2711/ VNGFE-1249	
67.	video	In a very large Cascading conference running on MGCs with version 7.5.1.007, the error "IP_BAD_SPONTAN_IND Opcode = VideoJitterBufferOverflow" occurs and all participants fail to receive video and audio from the Master MCU when Content is sent.	VNGM-2720/ VNGFE-1316	
68.	Video	Units on the Video+8 card fail when IP participants that were disconnected from the conference start the redial process (redial flag was ON) while their properties were updated.	VNGM-2721/ VNGFE-1403	
69.	Video	Video freezes after stopping Visual Concert FX that is attached to VS4000 version 6.0.5.3 from sending Content in a single stream H.264 conference.	VNGM-2759/ VNGFE-857	

Table 5: Corrections between Versions V.9.0/9.0.2 and V.9.0.4

#.	Category	Description	ID#	Remarks
70.	Video	Content cannot be sent from Visual Concert attached to VSX7000 version 8.7 when the VSX connects to a H.264 CP conference running on MGC v9.01, once the video layout is forced from full screen to 2x2 (four at a time).	VNGM-2761/ VNGFE-1052	
71.	Video	VSX 8000 cannot receive video during a CP conference.	VNGM-2292/ VNGFE-913	
72.	WebCommander	Invite dial-out endpoint screen in Personal Scheduler is in English when all other screens are in German when using Webcommander v8.0.1.2 with personal scheduler and outlook plugin.	VNGM-2239/ VNGFE-701	

## Corrections between Versions V.8.0 and V.9.0

Table 6: Corrections between Versions V.8.0 and V.9.0

#.	Category	Description	ID#	Remarks
1.	API	A memory leak occurs on API server in the participant object, when updating the private layout.	VNGM-1780/ VNGFE-460	
2.	Cascading	Meeting Rooms running on different MGC 25 cannot be cascaded using IP links.	VNGM-1902/ VNGFE-572	
3.	Cascading	In H.243 cascading, the site name of an endpoint connected to a Slave conference is displayed incorrectly.	VNGM-1621/ VNGFE-185	
4.	General	Conference password automatically allocated by the system is not random and always starts with 0, 1 or 2.	VNGM-1475/ VNGFE-341	
5.	General	The last letter in the site name of an ISDN endpoint connected via leased line is truncated when displayed on the other endpoint monitors.	VNGM-1729/ VNGFE-431	
6.	General	The "Release Hold" option is not functioning when selected from the toolbar or using the right click menu. Although the icon showed that the conference was no longer on hold, the on hold music continued playing and the conference couldn't begin.	VNGM-1776/ VNGFE-492	
7.	General	Truncated characters at the end of site names.	VNGM-1905/ VNGFE-579	
8.	H.239	When a VSX endpoint connects or disconnects to/from a conference to which VSX and iPower endpoints are connected, it causes the iPower to stop sending Content and the iPower must be restarted.	VNGM-1491/ VNGFE-296	
9.	HD	An HD endpoint is connected as Secondary (audio only) when connecting to a VSW conference whose line rate is 1920Kbps and the video parameters are fixed (disabling the Highest Common mechanism).	VNGM-1578	

Table 6: Corrections between Versions V.8.0 and V.9.0

#.	Category	Description	ID#	Remarks
10.	HD	Video freezes occur when a LifeSize Team endpoint version 2.1 changes its resolution from HD to QCIF.	VNGM-1665	
11.	HD	Video artifacts are seen when an HDX endpoint version 1.0.1 connects to an HD Video Switching conference at a line rate of 1920Kbps and H.264 video.	VNGM-1841	
12.	HD	When a non-HD endpoint connects to an HD Video Switching whose bit rate is higher than 1152Kbps and the video parameters are fixed (disabling the Highest Common mechanism), the HDX endpoint disconnects from the conference.	VNGM-1661/ VNGM-1594	
13.	Interop	LifeSize ISDN endpoint "Room ver2.1.3(5)" cannot connect to a CP-Classic conference via dial-in or dial-out.	VNGM-1440/ VNGFE-311	
14.	Interop	Tandberg endpoint version 5.2 is muted unexpectedly by the MCU during calls.	VNGM-1717/ VNGFE-330	
15.	Interop	LifeSize endpoint Room Ver 2.1.3(5) that does not support H.261 cannot connect to MGC.	VNGM-1718/ VNGFE-376	
16.	Interop	An exception occurs when a Tandberg endpoint version F6.0 defined as video dial-in connects to the conference as Audio only or when connected using video protocol H.264 with Profile 0 (invalid H.264 Profile).	VNGM-1917/ VNGFE-574	
17.	Interop	A Tandberg endpoint is connected as Secondary (audio only) when connecting to a VSW conference whose line rate is 1152Kbps and video parameters set to automatic mode with a connected HDX ISDN endpoint.	VNGM-1685	
18.	IP	The IP48 card stops responding when dialing in to COP target conference via an Entry Queue.	VNGM-1725/ VNGFE-466	
19.	IP	Occasionally a stack controller failure occurs on the IP+48 while the card is used for conferencing.	VNGM-1883/ VNGFE-564	

*Table 6: Corrections between Versions V.8.0 and V.9.0*

#.	Category	Description	ID#	Remarks
20.	IP	MGC that is not registered to the gatekeeper cannot dial out to an H.323 participant that is registered to the gatekeeper in routed mode.	VNGM-1979/ VNGFE-648	
21.	IP	When the first IP card is busy, the call is not forwarded to the next available IP card on an MCU	VNGM-1989/ VNGFE-631	
22.	IP+48	The IP+48 card stack controller crashes when running two P+C conferences on the same card.	VNGM-1720/ VNGFE-427	
23.	IVR	Participants entering the conference after the Chairperson has connected still hear the message "You Are the First To Join the Conference".	VNGM-1988/ VNGFE-649	
24.	IVR	The MGC does not recognize correctly H245 DTMF tones sent from Cisco Call Manager when they are dialled rapidly and in bursts.	VNGM-1692/ 1700/ VNGFE-420	
25.	MPI	Content refresh rate is very slow when Content is sent from Aethra MPI endpoint.	VNGM-1785/ VNGFE-305	
26.	MUX	Occasionally when an ISDN endpoint disconnects from a Video Switching conference whose line rate is 384 Kbps and is set to H.264, G.722 (56), and includes both ISDN and MPI endpoints, the connection status of the endpoints still connected changes to "Faulty Connected".	VNGM-1623/ VNGFE-335	
27.	MUX	Occasionally when an ISDN VSX 7000 endpoint connects to a COP conference set to Line Rate of 2B, Video Protocol H.261, and Audio Algorithm G.711 that also includes NEC VisualLinks TC5000-EX endpoints, the VSX 7000 connection status changes to "Faulty Connected".	VNGM-1810/ VNGFE-361	
28.	MUX, ISDN	Occasionally VSX 3000 endpoints failed to connect to conferences using encryption.	VNGM-1619/ VNGFE-369	
29.	NET-8 card	The Net-8 card active LED (yellow) remains lit after the conference ended and not card ports are used for conferencing.	VNGM-1778/ VNGFE-479	

Table 6: Corrections between Versions V.8.0 and V.9.0

#.	Category	Description	ID#	Remarks
30.	Personal Scheduler	When updating the conference start time from the Personal Scheduler, the conference start time is not updated on the MCU.	VNGM-1399	
31.	PSOS Operating System	In rare occasions, the MCU operating system (PSOS) loses connection with the dongle causing errors in all ongoing conferences, cards assert "NO CONNECTION WITH CARD" and system assert "DONGLE NOT ATTACHED".	VNGM-1842/ VNGFE-433	
32.	SIP	The MGC fails to find the required Entry Queue when the address received from a SIP dial in party includes a local dial plan string.	VNGM-1459	
33.	SIP	DTMF codes *76 and #76 (Increase/Decrease Listening Volume) are not activated for SIP endpoints.	VNGM-1815/ VNGFE-544	
34.	Video	0.5-1.0 second lipsync delay when using the Standard video card for conferencing.	VNGM-1728/ VNGFE-579	
35.	XP Operating System	When retrieving formatted CDR files from workstations running Windows XP SP2 and MGC manager 7.5.1 a Unicode error message is displayed "You cannot use unicode name".	VNGM-1477/ VNGFE-331	

## Corrections between Versions V.7.5.0 and V.8.0

Table 7: Corrections between Versions V.7.5.0 and V.8.0

#.	Category	Description	ID#	Remarks
1.	API	Compilation error occurs when compiling 7.0 SDK with third party application.	20831	
2.	API	CDR retrieval generates two problems: <ul style="list-style-type: none"> <li>• Memory leak</li> <li>• Corrupted CDR files cause the CDR application to describe all events in the CDR as Unrecognized Events.</li> </ul>	21471	
3.	Audio	There are a lot of ipload.cpp asserts, taskapi.cpp asserts and audio noise during the conference starts.	20877	
4.	Audio+	Occasionally Audio disconnects, and Audio+ cards crash.	20999 / 21466	
5.	Auto Cascade	In large auto cascaded conferences with a Master Meeting Room and 11 Slave Meeting Rooms, the IP+ card may crash.	21221	
6.	Cascade	In an ISDN Master-Slave cascading conference, if participants are connected to the conference before connecting the links between the conferences, the site names disappear after the speaker changes.	17373	Connect first the Cascading link.
7.	Cascade	In an ISDN Master-Slave cascading conference, if participants are connected to the conference before connecting the links between the conferences, it takes about a minute for a Tandberg endpoint to become the speaker.	17390	
8.	Control Unit	MCU LAN card causes intermittent disconnections. (Lan driver fix)	21327	
9.	Control Unit	Previously, the MGC's XP Control unit used to accept loose source routed IP packets. Now the MGC drops all incoming Source Routed packets.	VNGM - 1155	
10.	CP	Poor lip sync in low bitrate (128 and 256 Kbps) H.264 and H.263 CP conferences.	22271	
11.	General	Participants moved between conferences may be listed in both conferences.	14424	

Table 7: Corrections between Versions V.7.5.0 and V.8.0

#.	Category	Description	ID#	Remarks
12.	General	The MCU occasionally disconnects from MGC manager when using a secured port (port 443 - SSL).	20880	Reconnect to the MCU.
13.	General	The 'Auto_Redial' parameters in 'confer.cfg' file are not updated.	20897	Require MCU restart in order for changes to take effect.
14.	General	Wrong memory allocation, after months of working in Reservation mode, results in video freezes and audio loss.	21110	
15.	General	The MCU got gsegment.cpp, termsock.cpp asserts & MMGR exception.	21589	
16.	General	When you create a Meeting Room with Entry Queue access and assign a Numeric ID, change the ID once and then change back to the original ID value, the following error message is generated: "Conference ID occupied".	21614	
17.	General	When running large conferences (120 participants) after 1.5 hours, the MGC Manager and API applications disconnect and the connection to the MCU is lost. The conferences continue running for about 20 min. and then the MCU self-reboots.	21808	
18.	General	The MCU self-reboots with no activity on it, NVERCFG.CPP asserts appear.	22097	
19.	GW	Connecting POTS to H.323 by the MGC Gateway fails in Version 7.x XPEK MGC	21916	
20.	H.239	In an H.239, P+C conference, ISDN endpoints cannot reconnect after being disconnected. An error is displayed: "End init com not received".	21951	
21.	IP	The Stack Controller and RTP processors crash even when no conferences are running on MCUs with an IP24 card.	21456	
22.	ISDN	An H.320 participant connecting to a conference defined as <i>Pro-Motion</i> (NTSC) and line rate of 384 Kbps may connect as Secondary.	10891	Disconnecting and reconnecting this participant can solve the problem.

*Table 7: Corrections between Versions V.7.5.0 and V.8.0*

#.	Category	Description	ID#	Remarks
23.	ISDN	Sometimes ISDN endpoints fail to move from one Video Switching conference to another when the line rate of the destination conference is higher than the line rate at the initial conference.	20932	
24.	IVR	In reserved conferences with enabled recordings that are configured to start immediately, the first participant in the conference continues to hear music even after others have joined.	21253	
25.	Lecture Mode	In a VSW lecture, ISDN or IP conference, you can not force a lecturer from the MGC Manager conference properties.	20653	
26.	Lecture Mode	In an H.320 Only conference with Lecture Mode and Auto switching between participants enabled, the video of the Lecturer does not synchronize each time that new participants join.	21543	
27.	MGC Manager	On an XPEK MCU, when extreme packet loss occurs, the MGC Manager can lose connection with the MCU.	21519	
28.	PVX	During MCU dialout, the PVX endpoint connects as "Secondary" when the dial out call is set to H.263 and the endpoint VGA Encoding is enabled.	21115	
29.	VSW	When you switch between endpoints in large Video Switching (86 participants) conferences with 128 kbps line rate using H264 video protocol, an assert error and poor connection between the MCU and the MGC Manager resulting in an auto reboot.	21673	
30.	Video	The endpoint doesn't change mode from QCIF to CIF in H264.	20857	
31.	VTX1000	VTX1000s in wideband connections do not provide DTMF feedback tones.	VNGM-998	

## Version 9.0.4 Pending Issues

Table 8: Pending Issues

#.	Category	Description	ID#	Remarks
1.	Audio	When using the G.729 audio algorithm, no audio is available with VoIP or SIP phones.	20554/ 19609	
2.	Cascade	In Cascaded Video Switching conferences with an ISDN link, FECC occasionally does not work.	20299	
3.	COP	When the first active participant is disconnected and the video of other participants is muted, participants view background colors.	19288	
4.	CP	MCU status changes to Major for 30 seconds when connecting 32 endpoints at a line rate of E1 to a CP conference.	20331	
5.	CP	Fragmented video can occur during speaker changes in CP H.264 conferences.	21311	
6.	Database	In the Participants database, when you Copy As a participant template and modify this template without prior pasting the copied template, the system forces you to save the original template under a different name.	21142	Save the participant under a new name, and then, if required, delete it from the database.
7.	Diagnostics	Long loop test may fail when running the diagnostic on the MGC-25	20467	
8.	Diagnostics	Diagnostics sometimes cannot connect to the cards.	21551	
9.	Encryption	In a Video Switching encrypted conference with more than 75 participants and set to a 768KB line rate, the Audio+ card may crash.	19552	
10.	Encryption	When more that two encrypted, H.263 IP endpoints (VSX and FX.3) using E1 (1920 Kbps) line rate connect to the same card RTP they may experience video artifacts.	VNGM- 682	
11.	Encryption	In ISDN encrypted (AES) conference, when synchronization is lost, the endpoints close the encryption channel, stop responding to MCU requests and stop sending video.	VNGM- 1928	
12.	FECC	FECC does not work between an IP endpoint and an MPI (DTE) endpoint.	20401	

*Table 8: Pending Issues (Continued)*

#.	Category	Description	ID#	Remarks
13.	FTP	FTP service on XPEK may stop working, which affects system functions, such as prevent the Logger Diagnostic Files from opening, causing the MGC Manager application to close.	20433	In the <i>IP Terminal</i> , enter <b>restore_ftp</b> . If the system displays an indication that the ftp cannot be restored, reset the MCU.
14.	Gateway	When cascading VSW and CP conferences via a Gateway and moving the cascading link to and from a conference, the cascading links' video capabilities are suspended.	19469	
15.	Gateway	When calling from H323 endpoint to an EQ on MGC V6 (used as an MCU) through MGC V7 (used as GW H323->H320), the call will fail.	20232	
16.	General	Selecting the <i>Enable Invite</i> and the <i>Encryption</i> parameters in the same conference is not supported.	21097	
17.	H.239	All the participants Statuses become Faulty Connected for 1 second when PVX endpoints send Content.	21569	
18.	H.264	In Video Switching conference set to H.264 and a line rate of 384Kbps, Sony endpoints connect as secondary.	21207	
19.	Interop	SONY HG-90 2.11 endpoint connects as Secondary when connecting via H323 to a VSW conference at a line rate of 1152/1920 and the video parameters are set to AUTO.	VNGM-1852	
20.	Interop	When connecting to a CP conference at a line rate of 384 with encryption, FECC and H.239, AETHRA endpoint cannot display the Content.	VNGM-1863	
21.	Interop	When connecting to a VSW conference at a line rate of 1152 Mbps, AETHRA endpoint negotiates 2CIF and not HD from the MCU decoder.	VNGM-1867	
22.	IP	Connecting a service to a card during card download card results in card failure.	20747	Connect the service after software download is completed.
23.	IP	IP+48 card crashed after repetitive DSP recovery and the assert "UNIT NOT RESPONDING" was displayed.	VNGM-1808 VNGFE-478	

Table 8: Pending Issues (Continued)

#.	Category	Description	ID#	Remarks
24.	General	In a mixed system with ISDN and IP, when the clock is set to ISDN and you set the source of the ISDN span to Null, the IP+ card may stop responding.	—	Set the system.cfg (MCU_CLOCKING section) flag: INTERNAL_CLOCK = YES prior to setting the ISDN span to Null.
25.	IVR	When moving a participant from one conference to another, the “First to join” IVR message is heard twice.	19515	
26.	MGC Manager	Wrong indication in the MGC Manager: When Moving IP endpoints from one Video Switching 384 Kbps to a Video Switching 512 Kbps conference, the participant appears connected when they should be secondary.	20933	
27.	Sony Endpoint	Sony PCS/H320 version 3.3 connects as Secondary when dialing an encrypted conference in which the Content was already sent.	VNGM-1143	An endpoint problem.
28.	Tandberg Endpoint	Tandberg 880 E5.1 is Faulty Connected when dialing to an encrypted, H.239 VSW or CP conferences.	VNGM-913	An endpoint problem.
29.	Video Switching - HD	When ISDN AES encrypted endpoints connect to a VSW HD conference they lose the audio.	VNGM-2018	
30.	Video Switching - HD	In a VSW conference set to 384Kbps, Auto with H.323 (2) and H.320 (2) endpoints, when switching between H.320 endpoints or between H.320 and H.323 endpoints, ghosting is seen on the H.320 endpoint screen.	VNGM-2014	

## Version 9.0.4 System Limitations

Table 9: System Limitations

No.	Category	Description	ID#	Workaround/Remarks
1.	Ad Hoc conferencing	Assigning an Audio Only Profile to a video Ad Hoc-enabled Entry Queue causes errors.	14591	
2.	AES	ISDN participants can connect to VSW conferences that have the same Encryption settings (i.e. only encrypted ISDN participants can connect to an encrypted conference). Encrypted participants must be pre-defined.	20910	
3.	Audio+	After swapping an Audio+ card (removing an existing one and inserting another in the same slot) the IVR prompts are not loaded to the new Audio+ card.	19468	Insert the Audio+ card into another slot or remove and restore the card.
4.	Audio+	The "Reserved" and "Active" columns of the Audio+ Resource Report show wrong port numbers.	20779	The columns "Non reserved" and "Total" show the right number of ports
5.	Cascade	The speaker is assigned a wrong site name when cascading Continuous Presence and Video Switching conferences.	13289	
6.	Cascade	No Cascade in CP Quad conferences.	18716	
7.	Cascade	Cascading is not available for Software CP conferences.	5192	
8.	CDR	"Low Memory" alert may appear on screen when retrieving large (megabyte and larger) CDR files.	15132	
9.	CP	In a Continuous Presence conference set to Same Layout, in the Click&View application the Personal Layout option is enabled although this option is not applicable to the Same Layout mode.	11605	
10.	CP	In a CP conference, the speaker position in the CP layout window is not maintained when the layout is changed back and forth.	13703	
11.	CP	In a conference set to H.264 CIF, when the Exclusive Speaker is changed the Video Protocol also changes to H.263.	18244	

Table 9: System Limitations (Continued)

No.	Category	Description	ID#	Workaround/ Remarks
12.	CP	With an endpoint set to Personal Layout, when a video parameter is altered, the video layout changes automatically to Conference Layout.	19498	
13.	CP	FX cannot handle two H.264 calls simultaneously. H.264 calls to the FX endpoint may witness video blocking, disconnections and audio only connections.	19635 20222 20758	
14.	CP	In a CP Quad Views conference with more than 12 H.264 participants, the frame rate may decrease.	20553	
15.	COP	In Conference on Port, Lecture Show is disabled.	13201	
16.	COP	In COP conferences, when the chairperson enters the conference with Click&View, all other participants see the Click&View slide instead of the conference video.	13200	Connect the chairperson prior to the other participants.
17.	COP	Occasionally, when using the option of Noisy Line Detection, the speaker indication does not indicate the current speaker.	13549	
18.	COP	Single OC 128 Kbps participant in MGC conference might drop to secondary after approximately one minute.	22462	
19.	DBCII	Enabling Encryption for a conference while DBC II is activated for the MCU, causes video freezes on VSX endpoints.	VNGM -893	
20.	DB Manager	When two operators are saving modifications in the Access DB with the same reservation, the second (slower) operator will get an error message when reading from DB.	4710	Caused by MS Access limitations. Use SQL Server.
21.	Entry Queue	If no IVR Service is assigned to an Audio Only conference, participants connecting to the conference via Entry Queue can access a locked On Going conference.	—	
22.	Entry Queue	During Entry Queue definition, properties are taken from the IP Service. Once defined, you cannot delete or add an IP Service to the Entry Queue.	18382	Delete the Entry Queue and redefine it.

*Table 9: System Limitations (Continued)*

No.	Category	Description	ID#	Workaround/Remarks
23.	FECC	Only the endpoint displayed in the layout's upper left window can be controlled by the far end camera.	16503	
24.	FECC	When trying to move a remote camera using FECC before the video is received may cause more than one camera to move.	17975	
25.	Gateway	When the MGC unit is used as a gateway and one endpoint is used as an MCU for multipoint connection, using FECC or H.239, may cause the MCU endpoint to display only one participant (as in a standard gateway session).	19297	Disable the FECC and H.239 options for the gateway call or set the system.cfg flags: GW_EPC_H239 and FECC_GW to NO.
26.	General	When removing cards from the MCU while on-going conferences with dial-in participants are running, asserts and ports deficiencies may occur.	19506	
27.	General	When a cellular phone disconnects from a conference, the disconnection is not immediately known to the conference and a busy tone may be heard by all of the remaining participants.	15123	The MGC does not receive a disconnection signal from the handset.
28.	General	Maximum number of participants in a single conference template is 145.	5354	
29.	General	A dial-out "auto detect" telephone cannot be connected to the conference (the option is blocked).	5971	In an Audio Only conference, create a pre-defined participant.
30.	General	Cannot move participants between Reservations using drag & drop.	12498	
31.	General	When the properties of an On Going conference are changed, and the MCU is reset, the initial conference properties are restored on the MCU.	13430	
32.	General	MCU software installation must be performed from a mapped location (X:\...) and not from a network location using Windows "My Network Places".	14227	

Table 9: System Limitations (Continued)

No.	Category	Description	ID#	Workaround/ Remarks
33.	General	When a defined dial-in participant is moved to the Operator conference with "Attend with details", and is disconnected, the <i>Attended Participant</i> window cannot be closed and the participant disappears from the conference (as an undefined participant).	14813 and 14838	
34.	General	When the participant name has been changed and you add a new participant using the first participant's former name a message "STATUS PARTY NAME EXISTS" appears.	19350	
35.	General	When defining Network Services, the <i>Apply</i> button is disabled.	21103	Use the <i>OK</i> button.
36.	General	When an Entry Queue accessed Meeting Room is active you cannot change the password.	21308	
37.	General	The <i>SilenceIt</i> feature is tuned to a certain environment in which it detects a noise and mutes it. The successful operation of the feature is conditional to the speech and noise having sufficient audio energy levels and being relatively consistent for all bridge ports. The bridge has to be tuned according to a specific procedure and might not fit certain environments. Consequently, <i>SilenceIt</i> may not work when calling from non-tuned environments.	21960	
38.	General	When you open the LAN.cfg with Notepad application, the file's content is listed in a single string. Editing the file may result in an MCMS crash.	—	Open the LAN.cfg file with WordPad and only change the MCU's IP address.
39.	General	When changing the prefix in the IP service, the MR that is configured to work with this IP service will not be automatically updated.	VNGM -662	Change the prefix in the MR manually.
40.	H.239	Refresh rate of the H.239 content is slow when using VSX7000 and VSX8000 endpoints.	21145	
41.	H.239	H.239 in cascaded conferences is supported only on MGC to MGC (Polycom to Polycom) cascaded links.	VNGM -1193	
42.	H.264	In Quad View mode endpoints do not connect in H.264.	21371	

*Table 9: System Limitations (Continued)*

No.	Category	Description	ID#	Workaround/Remarks
43.	H.264	IP Participants are connected as Secondary when moved from a CP/H.264 conference to a CP COP/H.264 conference, running at a different line rate.	17198	
44.	H.323	In H.323 Fixed Ports mode - although only two ports are allocated to audio and two ports to video, defining a range of two consecutive ports for each will result in an error message indicating ports overlap.	—	Define the range leaving a 2-port gap.
45.	Interop	After moving a participant with a Tandberg endpoint to a conference without H.263 annexes the endpoint remains secondary.	17624	
46.	IP+	After participants disconnect from an IP conference, the LED on the card is still On (Active).	17890	
47.	IP	When entering an empty space in the Alias field in the Participant Properties call failure may occur.	19417	
48.	IP	When you delete an IP Network Service on the MCU, the Card's properties still appear as registered in PathNavigator.	18618	
49.	ISDN	When two different ISDN Network Services are used for two "Meet Me" or Meeting Room conferences, and one dial-in number is contained in the other, dial-in undefined participants may be connected to the wrong conference. For example, if one Network Service allocates the dial-in number 397, and the second allocates the number 8397, participants dialing 8397 will be connected to the conference assigned the number 397.	13651	Dial-in numbers allocated to all ISDN Services of a MCU should be of the same length.
50.	ISDN	Creating a new ISDN service while a conference is running will disable the option to add another participant to the existing conference.	20726	Create a new conference.
51.	ISDN	Sometimes ISDN participants with 512K and above cannot connect.	22275	Set the system.cfg flag, BONDING_DOWN SPEED, to NO
52.	ISDN	Backup D-Channel is not supported in the NFAS configuration.	—	

Table 9: System Limitations (Continued)

No.	Category	Description	ID#	Workaround/ Remarks
53.	IVR	The number of IVR Services defined for a single MGC unit may not exceed 30 Services. When this number is exceeded it causes high CPU usage.	16455	
54.	IVR	<p>The DTMF Help file LdrHlp3 contains prompts that are not played by the Help file menu. These prompts are:</p> <ul style="list-style-type: none"> <li>• “To mute dial-in participants when connecting to the conference, press star, eight, six”</li> <li>• “To cancel the automatic muting of dial-in participants, press pound eight, six”</li> <li>• “To ask a question, press star, two, two”</li> <li>• “To cancel your question, press pound, two, two”</li> <li>• “To let the next participant in line to ask the question, press star, two, three”</li> <li>• “To end the current question, press pound, two, three”</li> <li>• “To cancel all questions press star, two, four”</li> <li>• “To enable the roll call, press star, three, two”</li> <li>• “To disable the roll call, press pound, three, two”</li> <li>• “To start dialing to predefined dial-out participants, press star, two, five”</li> <li>• “To end the conference, press star, eight, seven”</li> </ul>	—	
55.	IVR	Passwords are automatically allocated by the system only if the flag QUICK LOGIN = YES and the conference is defined as Entry Queue Access.	16378	
56.	IVR	The participant playing a Roll Call Review cannot stop the review during its first 5 seconds.	VNGF E-149	
57.	IVR	When moving the chairperson participant from an IVR enabled conference to a conference without IVR, the moved participant appears in the MGC Manager as a chairperson although this status is not applicable to non IVR enabled conferences.	VNMG -761	

*Table 9: System Limitations (Continued)*

No.	Category	Description	ID#	Workaround/Remarks
58.	Lecture Mode	In a Lecture Mode conference, when the lecturer connects while all the conference participants are muted, the conference acquires the attributes of a regular conference.	5904	
59.	MGC-25	Moving 3 IP participants from CP Quad View to a CP COP Quad View conference fails.	20926	Move participants one at a time.
60.	MGC Manager	After an operator logs onto the MGC Manager to an MCU not using the "Create Log-in" mechanism and then logs out, another person can use his computer to log-on and save a new password.	18923	
61.	MGC Manager	When defining a new Operator, the MCU must be reset before the new operator can perform any FTP operation (such as sending a file to the MCU).	—	
62.	MGC Manager	Cards may change to "Major" status when MCU software is downloaded until the download process is complete.	20677	
63.	MGC-25	After upgrading the MGC-25 card configuration file from IP12 to Unified24, the following major error code appears in the Faults file: INCONSISTENT_INFORMATION_IN_FILE File Type: CARDS CONFIGURATION FILE: cards.	12335	Functionality is OK. The limitation is the appearance of the error message.
64.	MGC-25	An exception occurs when performing update card while a conference is starting and the MGC-25 must be restarted.	17469	
65.	MGC-25	After changing the span of the Net card the MGC-25 must be restarted.	18910	
66.	MGC-25	Problems occur when connecting a mouse to the MGC-25.	—	
67.	Microsoft	COP Quad view is not supported with Microsoft OC clients.	22426	
68.	MUX	At the end of unit reset, after one minute, the MUX card status changes to Major and the card must be reset.	—	Reset the card to continue working.

Table 9: System Limitations (Continued)

No.	Category	Description	ID#	Workaround/ Remarks
69.	MUX	When four participants of a unit use FECC and P+C, or FECC and Siren 7/14, the MUX card can crash.	21622	Do not use FECC with P+C or Siren, or configure the units for two participants.
70.	NTP	When the MCU connects to the NTP server for a time calibration, and the time difference is greater than 15 hours, the synchronization to the NTP will not occur.	20619	Stop and start the NTP.
71.	On-line Help	On-line help is not updated.	15670	
72.	People and Content V0	When using Content, the number of supported participants per H.323 network card may decrease as follows: <ul style="list-style-type: none"> <li>• MG323 board - 10 instead of 12</li> <li>• IP24 board - 20 instead of 24</li> </ul>	—	Resources should be manually allocated to the additional participants (11-12 and 21 to 24) using the IP address of the appropriate card.
73.	P+C	When a PVX stops sending content to VSX7000 or VSX8000 endpoints, a frozen picture will be displayed on the VSX endpoint.	VNGM-906	
74.	IP24	IP24 cards support 7 P+C participants per unit instead of 8. Allowing eight P+C participants to participate in a conference on one unit will result in video artifacts.	VNGM-1107	
75.	PRR	When the system.cfg, AUDIO PLUS FLAGS section, SINGLE_PARTY_HEARS_MUSIC flag is set to YES, the first participant to join the conference does not hear the IVR message “The recording has started”. The party does hear music or silence, and the PRR will record music or silence based on the Music sources. <b>Note:</b> The system behaves similarly when a conference is set to <b>On Hold</b> or <b>Wait for Chair</b> .	19322	Set the SINGLE_PARTY_HEARS_MUSIC flag to NO.
76.	PSOS	The Backup and Restore processes take more than 20 minutes to complete.	18869	
77.	PSOS	The starting time of the first reservation after winter daylight saving time change, is shifted by one hour.	18754	

*Table 9: System Limitations (Continued)*

No.	Category	Description	ID#	Workaround/Remarks
78.	Roll Call	When Roll Call is in use and a participant is disconnected, there is a delay until the MGC Manager indicates the disconnection.	13661	
79.	Roll Call	Roll Call is not supported when moving a participant from one conference to another or from the Operator conference to the Home Conference. Roll Call is also not supported in an Invite session.	—	
80.	SIP	Cascaded SIP links cannot be allocated to the same IP+ card.		Cascade on two different cards.
81.	SIP	If the VSX endpoint is registered to the SIP Proxy, you cannot dial-out from the endpoint to conference on the MCU. This scenario fails even when the conference is registered to the proxy.	20909	Dialout using the SIP proxy.
82.	SIP	In a SIP environment asymmetric Payload Type is not supported. (Incoming and outgoing channels use different payload type numbers in the header of the RTP packets).	20943	By setting the flag VIDEO_DRAFT=4 MGC uses static Payload Type and forces the end point to symmetric mode. (When flag is VIDEO_DRAFT=5 MGC uses Dynamic Payload Type).
83.	SIP	Windows Messenger cannot get TCP call from IPTEL proxy.	20872	
84.	SIP	In a Video Switching conference when the speaker changes, all ISDN parties accumulate R-Sync Video Loss and are indicated as "Faulty" in MGC Manager. On average Video is impaired for 1 second.	21068	
85.	SIP	When changing the <i>Refresh SIP registration</i> in the IP Service to 10 seconds, the LCS proxy rejects the MGC and registration fails.	21191	Set the Refresh SIP Registration to more than 10 seconds.
86.	SIP	LCS proxy does not work with Automatic SIP-Factory settings.	21319	In the LCS proxy, define static-route rules using IP board (format: *@IPAddress)

Table 9: System Limitations (Continued)

No.	Category	Description	ID#	Workaround/ Remarks
87.	SIP	SIP endpoints connect as Secondary (audio only) in the following Video Session settings: <ul style="list-style-type: none"> <li>• Software CP</li> <li>• CP COP (Conference on Port)</li> <li>• CP - Quad Views</li> <li>• Video Switching - Highest Common mechanism (video parameters must be set to fixed mode)</li> </ul>	21419	
88.	SIP	The following video settings are not supported with SIP connections: <ul style="list-style-type: none"> <li>• FECC - video endpoints connect without FECC option</li> <li>• H.264 - SIP video endpoints connect as H.263 to CP conferences and as Secondary in VSW conferences</li> <li>• H.239/People+Content - SIP video endpoints can only see the video channel and not the Content channel</li> <li>• H.263+ Annexes</li> <li>• Encryption is not supported with SIP endpoints, therefore cannot connect to an encrypted conference.</li> <li>• T.120 is not supported with SIP endpoints, hence, the video endpoints connect without T.120.</li> <li>• Participant RTP/RTCP monitoring is unavailable for SIP endpoints.</li> <li>• Gateway calls are not supported with SIP endpoints.</li> </ul>	—	
89.	SIP	There is no mute indication in the MGC Manager for SIP endpoints that are self muted.	VNGM-1030	
90.	SNMP	SNMP MIB2 sections: interfaces, at, IP, ICMP, TCP, UDP, EGP transmission are not supported in XPEK.	17175	
91.	Software CP	The Welcome Slide does not appear when a participant connects to a Software CP conference.	19495 & 19528	
92.	T-120	The H.323 card causes an assert when deleting a participant or terminating a T-120 conference.	19302	
93.	T-120	During the creation of a T-120 conference an error may occur.	19501	

*Table 9: System Limitations (Continued)*

No.	Category	Description	ID#	Workaround/Remarks
94.	T1-CAS	Incorrect CLI's are assigned to undefined T1-CAS participants.	13264	
95.	T1-CAS	Connecting and disconnecting T1-CAS participants can prevent the transfer of DTMF codes from the remaining T1-CAS participants to the MCU.	13842	
96.	T1-CAS	T1-CAS is not supported on the MGC-25.	15663	
97.	VCON	When an ISDN participant connects to a Video Switching (Auto or H.263) conference the endpoint disconnects.	18027	Set the conference to G.711.
98.	Video	Video card units may fail when terminating large CP conferences before all the participants have disconnected from the conference.	13643	First disconnect the endpoints and then terminate the conference.
99.	Video	When resetting the video units quickly (one after the other), the video card status changes to Major.	—	Wait a few seconds for the board to change to Normal, and then reset the next unit.
100.	Video	Video force settings are not saved after interactively (Drag & Drop) moving a participant from an Operator conference to the Home conference.	3838	
101.	Video+	On QCIF endpoints the supported layouts are up to 3x3 only (not 4x4 for instance).	18421	
102.	Video Switching	When moving an endpoint that supports H.261, H.263 and H.264 from a Video Switching conference set to H.261 to a Video Switching conference set to H.263 or H.264 it connects as Secondary. When disconnecting and reconnecting the endpoint it still connects as Secondary.	6947 and 16869	
103.	Video Switching	When an FX endpoint connects to a conference set to 4CIF & 15 fps and if the conference video format changes to CIF or QCIF, the MCU connects the endpoint at 15 fps, although it should have connected the endpoint at 30 fps.	13979	
104.	Video Switching	A Video Switching conference reservation with 4CIF Video Format and 15 fps Frame rate settings, the conference starts with CIF - 30 fps settings.	18479	

Table 9: System Limitations (Continued)

No.	Category	Description	ID#	Workaround/ Remarks
105.	Video+	When changing the default layouts for Auto Layout in the confer.cfg file, the Auto Layout is activated only after the fourth participant connects to the conference.	—	
106.	Video+	During a video conference with XGA Content, when there is a speaker switch, a delay of 6-10 seconds occurs before the video feed changes to the new speaker.	19333	
107.	VTX1000	VTX1000s in wideband connections do not provide DTMF feedback tones.	VNGM-998	
108.	XP	In XP installations, the Setup is halted when the Logger file is full.	19660	Clean the logger file before installation.
109.	XP	After upgrading the MCU to version 8.0, the MCU's re-start takes longer (up to 2 additional minutes). This is due to the Microsoft new service pack synchronizing with the MCU's software.	20603	

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