VBrick Enterprise Media System

VEMS Mystro® Portal Server v6.3.17

Release Notes

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About VBrick Systems

Founded in 1998, VBrick Systems, is a privately held company that has enjoyed rapid growth by helping our customers successfully introduce mission critical video applications across their enterprise networks. Since our founding, VBrick has been setting the standard for quality, performance and innovation in the delivery of live and stored video over IP networks—LANs, WANs and the Internet. With thousands of video appliances installed world-wide, VBrick is the recognized leader in reliable, high-performance, easy-to-use networked video solutions.

VBrick is an active participant in the development of industry standards and continues to play an influential role in the Internet Streaming Media Alliance (ISMA), the MPEG Industry Forum, and Internet2. In 1998 VBrick invented and shipped the world's first MPEG Video Network Appliance designed to provide affordable DVD-quality video across the network. Since then, VBrick's video solutions have grown to include Video on Demand, Management, Security and Access Control, Scheduling, and Rich Media Integration. VBrick solutions are successfully supporting a broad variety of applications including distance learning and training, conferencing and remote office communications, security, process monitoring, traffic monitoring, business and news feeds to the desktop, webcasting, corporate communications, collaboration, command and control, and telemedicine. VBrick serves customers in education, government, healthcare, and financial services markets among others. VBrick products are manufactured in an ISO certified manufacturing facility.

Contents

Portal Server v6.3.17 Release Notes

Updates in 6.3.17 1
- New Features 1
- Issues Addressed 1
- Upgrades 1
- Compatibility 1
- Microsoft Outlook Integration 2

Application Description 2
- Supported Network Configurations 3
- Port Requirements 3
- Security Overview 3
- Software Installation 3
- IPv6 Support 4
- Flash Support 4
- Operating System, Browser Compatibility, and Mobile Device Support 5
- VOD-W 6.0 Upgrade 6
- Upgrading Macintosh Components 7

Microsoft Service Packs and Security Updates 7

Caveats 8
- VEMS Mystro 8
- VOD/DME Servers 10
- Players 11
- Windows 12
- Browsers 12
- Unified Communication 13
- Set Top Box 13
- Deferred Issues 14

Portal Server v6.3.17 Release Notes

This document has important information about the VBrick Enterprise Media System (VEMS) Portal Server. The VEMS Mystro® (pronounced my-stroh) Portal Server lets you manage your video activities seamlessly with device management, system and user management, a scheduling interface, and viewing portal. You can access all live IP Video channels and on-demand servers—at any time or from any place. You can find more information in the VEMS Portal Server user documentation. The setup file, found on the VBrick downloads site, installs the VEMS Portal Server components to a target VEMS Portal Server machine.

Topics in this document

Updates in 6.3.17 1
Application Description 2
Microsoft Service Packs and Security Updates 7
Caveats 8

Updates in 6.3.17

New Features

Table 1. New Features

Issue	Resolution
Multi-Bitrate Upload Update	The Multi-Bitrate Upload feature has been updated. See:Upload Multi-bitrate Files

Issues Addressed

Table 1. Issues Addressed

Issue	Resolution
Views for content is different under All Video and on content itself (VEM-3316)	Fixed issue where views for title/content were different when clicking on content and under All Video view.
Embedded videos not played increasing views and reflecting on "Popular" tab (VEM-3362)	Corrected issue where embedded videos not being played are still increasing views and are being reflected on the "Popular" tab.

Upgrades

Upgrades are available to all customers from VEMS Mystro 6.0.x, 6.1.x, and 6.2.x to 6.3.x.

Compatibility

VEMS Mystro 6.3.x is compatible with the VBrick products and versions shown below.

Table 2. VBrick Product Compatibility

Product	Versions †	Comments
VOD-W	5.x	32 bit
	6.0	64-bit
VOD-WM	5.x	32-bit
Multi-Format STB	1.x, 2.x	Playback and scheduling.
AmiNET130 STB	1.2.3	
VBrick Encoders (6000, 7000, 9000)	Current	
DME	3.0, 3.1	DME SAP
SharePoint Module	6.3	Separate CD, VEMS 6.3 required
OCS Gateway	2.0.1	
Lync Gateway	2.0, 2.1	
Digital Signage	2.0, 3.0, 4.0	4.0 runs on 32 and 64 bit systems
Rich Media Desktop	1.0, 1.1	
Rich Media Studio	1.2, 1.3, 1.6	
VBOSS	Current	Supported as "VOD in the Cloud" and a way to transcode in the Cloud.

† Use version shown or higher.

Microsoft Outlook Integration

The Microsoft Outlook Add-In runs on Windows PCs only—not on Macs. It prepopulates the Presenter, Q&A Moderators, Audience, and the duration and scheduled time for an event, and opens the VEMS Mystro Scheduler page to complete these actions. It sends a meeting invitation from within Outlook to book the calendar for you and your invitees. It also generates the login URL and other important information in VEMS Mystro. Outlook integration requires .NET Framework 3 thru 4 (typically installed as part of Microsoft Office). It is delivered as both an .exe and an .msi file.

Application Description

VEMS Mystro enables entirely new collaborative broadcast user experiences through the first-ever intersection of video broadcasting, video conferencing, collaboration tools and social media. The system supports any size organization and any streaming video application—delivered across common networking and centralized administration.

Note The VEMS Portal Server runs on Windows Server 2008 R2 Standard Edition (64-bit) and Windows Server 2012 (64-bit). These are the only supported platforms—VBrick does not test or support the Portal Server on other platforms.

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Table 3. VEMS Mystro Models

VEMS Model	Operating System †	Use as Subservient/Redundant Server
Standard	Windows Server 2008 R2 Standard Edition	No
Professional	Windows Server 2008 R2 Standard Edition	Yes
Enterprise	Windows Server 2008 R2 Standard Edition	Yes

† VEMS Mystro models are shipped with Windows Server 2008 R2 Standard Edition (64-bit). Customers may choose to deploy on their own Windows 2012 version. It has not been tested on other Editions and will not work with Web Edition.

Table 4. VEMS Supported Databases †

Database	Supported Editions
Microsoft SQL Server 2008 R2	• Express (installed by default) • Standard Edition • Datacenter Edition • Enterprise Edition
Microsoft SQL Server 2012 ††	• Standard Edition

† The databases shown have been tested by VBrick. Other databases may work but have not been tested and are not supported by VBrick.

†† Supplied by customer–not by VBrick.

Supported Network Configurations

For a description of supported configurations, see the "Supported Configurations" topic in the *Portal Server Admin Guide*.

Port Requirements

For port requirements and external firewall configurations, see the "Port Requirements" topic in the *Portal Server Admin Guide*.

Security Overview

- All system and database passwords meet DIACAP minimum requirements.
- All system data modifications (Add/Delete/Update) are automatically logged/audited in the database and traced/linked to the user who made the modification.
- All passwords are encrypted using AES encryption. (AES has been selected by the US Government as the encryption standard.)
- Password complexity rules can be user defined via regular expressions which allows for any level of complexity.
- User lockout/account freeze rules can be defined by the administrator.
- SSL is fully supported and allows all traffic between the client and the VEMS server and the VEMS server and the VOD servers to be fully encrypted/protected.
- For details on SSL certificates see the *Portal Server Admin Guide*.

Software Installation

See the *Portal Server Getting Started Guide* for software installation and update instructions. For best results when activating your VBrick licenses, contact your certified VBrick reseller or

VBrick Support Services for help. You can reach VBrick on the web at: www.vbrick.com/support/index.asp

IPv6 Support

VEMS Mystro v6.3.x supports IPv6 as follows:

- Admin access to an IPv6-enabled Portal Server using the host name or the IPv6 address.
- Full operability of the Portal Server from an IPv6 enabled client using an IPv6-enabled Portal Server specified by host name in the browser.
- Assignment of specific LAN/Internet Address Range(s) using IPv6 style addresses on the Global Assignments page in the Admin Console.
- Assignment of Client Address(es) using IPv6 style addresses when defining Zones in the Admin Console.

Note If your network has IPv6-enabled VEMS clients or VEMS servers, you must define IPv6-style ranges and IPv4-style ranges for all clients in the LAN/Internet zone.

IPv6 Limitations

If your network supports IPv6 you may encounter IPv6's adverse impact on Zones filtering and VOD servers. **For best results, disable IPv6 either on the VEMS Mystro server machine or on the client machines.**

▼ To disable IPv6 on the VEMS *server* machine:

1. Go to Start > Network. Right-click on Network and select Properties.
2. Click on Local Area Connection > Properties. Disable TCP/IPv6.

If IPv6 is enabled on the VEMS server, you must disable it on individual client machines for Zones to work properly.

▼ To disable IPv6 on *client* machines:

1. Go to Start > Control Panel > Network Connections. Right-click on Local Area Connection and select Properties.
2. Disable TCP/IPv6.

Flash Support

The following table shows the Flash servers and Flash file types supported in VEMS Mystro. As explained below, there are some constraints on Flash files when using a progressive download File Server.

Table 5. Flash Support in VEMS 6.x

Supported Server Types	Supported File Types
Wowza Flash Server	H.264 (MP4), FLV, F4V
Adobe Flash Media Server	H.264 (MP4), FLV, F4V
Progressive Download File Server	FLV, SWF †, H.264 (MP4), F4V
Distributed Media Engine (DME)	H.264 (MP4), FLV, F4V, SWF †

† Supported by HTTP progressive download only.

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Playing Flash Files from a Progressive Download File Server

Based on our tests, VBrick has determined that when playing Flash files from a progressive download File Server, the Flash player has issues which can result in inconsistent performance largely depending on the source of the Flash files. If possible, it is recommended that you do not use a File Server for Flash files. Instead, use a VOD-W or a Darwin server for H.264/MP4 content and a Wowza/Adobe server for Flash content. If you need to use a file server to playback Flash files, be aware that VEMS does support the ingestion and playback of H.264 (MP4), FLV, and F4V files to and from progressive download File Servers.

▼ For best results when playing Flash from a progressive download File Server:

- Use video files created by Adobe applications rather than files created by other tools.
- Try a different browser. The Flash player behaves differently in different browsers. If you encounter issues with the player:

  1. Wait for a few moments. Click the **Pause** button and then the **Play** button.
  2. Restart the stream.

Operating System, Browser Compatibility, and Mobile Device Support

VEMS supports a variety of operating systems and browsers. View the operating system and browser compatibility table below to note which browser is supported based upon the operating system and device that is selected. Mobile devices are also increasingly being used to view video either within the corporate network or outside the firewall (based on the VEMS Mystro configuration). VBrick supports both live streaming and stored video content based on the mobile device operating system and native browser environments (Android and Apple iOS device) shown in the mobile devices table below.

Table 6. Operating System and Browser Compatibility

Supported Operating Systems /Browsers	Supported Players	Supported Devices
Windows 8, 8.1 • IE-11, IE-10 • Firefox 25.x • Chrome 31.x	• VBrick Player Components • QuickTime 7.6, 7.7 • Flash 11	• PC
Windows 7, Windows XP SP2, Windows Vista • IE-11, IE-10, IE-9, IE-8 • Firefox 25.x • Chrome 31.x	• VBrick Player Components • QuickTime 7.6, 7.7 • Flash 11	• PC
Mavericks v10.9, Mountain Lion v10.8, Lion v10.7 • Safari 7.x, 6.x • Firefox 25.x • Chrome 31.x (32-bit only)	• VBrick Player Components • QuickTime 7.7, 10.0, 10.1 • Flash 11	• Mac†
Multi-Format Set Top Box (STB) Amino 130 • N/A	• Native to MF STB	• Set Top Box (STB)

† Mac/Safari 64-bit supported. QuickTime/Flash 64-bit supported if WM, MPEG-2, and closed caption not needed.

Table 7. Supported Android and iOS Mobile Devices

Supported Operating Systems	Supported Devices	Supported Content Types
Android OS • Éclair v2.1 (not tested) • Froyo v2.2.x • Gingerbread v2.3.x • Ice Cream Sandwich v4.0.x • Jelly Bean v4.x	• Galaxy S • Galaxy S3 • Droid4 • HTC One • LG Nexus • Galaxy Tab 2 (tablet) • Nexus 7 (tablet)	• Live H.264 RTP content. • Stored .mp4 files via RTSP from DME, VOD-W, VOD-D. • Stored .mp4 files via Progressive Download from Cloud, VBOSS, and HTTP Progressive Download servers.
Apple iOS • 6.0 • 7.0	• iPhone 4(s) • iPhone 5(s) • iPad 1-3 • iPad Mini 1-2	• Live HLS streams. • Stored HLS files from DME or HTTP File Server. • Stored .mp4 files via HTTP Progressive Download from Cloud, DME, VBOSS, and Progressive Download servers.

VOD-W 6.0 Upgrade

The VOD-W v6.0 application software now runs on server machines configured with the Microsoft Windows Server 2008 R2 (64-bit) operating system. VOD-W 6.0 is compatible

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Notes
- Android devices do not support single sign-on.
- Live video reflected from RMS/RMD devices does not play on Android or iOS devices.
- When initiating a VBOSS Cloud Server account, make sure that all content you want to be accessible to Android devices is in MPEG-4 format. For example .flv files (Flash) and .mov files (QuickTime) will not play.
- iOS 5 devices must have cookies enabled to work with VEMS Mystro. In iOS 5 they are disabled by default with the behavior set to "Never Accept Cookies." To enable cookies, go to Settings > Safari > Accept Cookies and change to "From visited" or "Always."
- VBrick only supports the devices native browser and video players. Chrome, Firefox, etc are not supported.

with VEMS Mystro 6.2 and above only. Since VOD-W 5.4x (32-bit) servers are compatible with all 6.x versions of VEMS Mystro, you may have a mixture of 5.x and 6.x VOD-W machines. For detailed upgrade instructions, see the *VOD-W Server v6.0 Release Notes*.

Note Be aware that when you replace a 5.x machine with a 6.0 machine, all of your metadata (e.g. Categories, Comments, Keywords, etc.) except for "Title" will be lost. If this is an issue, contact your certified reseller or VBrick Support Services for a workaround.

Upgrading Macintosh Components

If a Portal Server client machine has an older version of VBrick components installed, you must manually upgrade the player as explained below. **The Portal Server will not alert you that an update player plugin is available or required.**

Note If you do not upgrade the player on your Macintosh client machines to the latest version, older video content should continue to play as before but new features will not be available. You may encounter playback issues depending on the defaulted player set in the admin pages. The resolution is to update your player.

▼ To upgrade an existing Portal Server client machine

1. Open the Portal Server in a web browser on the client machine requiring an update, launch a video, and check the *current* player version using the steps outlined above.
2. Ctrl-click on the video and select **About** from the popup menu. If the version number is less than `3.2.12` continue to the next step to perform an upgrade.
3. For Intel Macs, in the browser address bar, type the following URL:

   `http(s)://<Portal Server IP or Host Name>/vemsweb/plugins/nutcracker-plugin_intel.dmg`
4. When prompted, open the file, follow the prompts, and enter a password as explained above.
5. When done, restart your computer and verify the plugin is successfully installed as explained above.

Microsoft Service Packs and Security Updates

It is standard VBrick policy to configure and ship our products with the recommended service packs and security updates available from Microsoft on the release date of the VBrick product. During product development, VBrick client and server applications are fully tested on the applicable operating system (Windows XP, Vista, Windows 7, or Windows Server 2008) with the Microsoft service packs and updates available at that time. We also run limited regression tests when new service packs are released by Microsoft. Once installed at a

customer site however, it becomes the customer's sole responsibility to continue installing security updates and patches as they become available. VBrick assumes no liability for damage resulting from the failure to patch your software. For best results, we recommend running Microsoft's "automatic updates" during off-peak hours when it will not affect users or impact performance.

Note To avoid affecting users or impacting performance, VBrick recommends you set System Properties > Automatic Updates to **Check for updates but let me choose whether to download and install them**. This way you can install updates during off-peak hours when the system is idle.

▼ To see what security (and other) updates are installed:

1. Go to **Start > Windows Update**.
2. In the right navigation pane, click **View update history** to display the history of all installed updates.
3. If necessary, go to **Start > Control Panel > Add or Remove Programs** to remove an unwanted update.

Caveats

This section addresses known issues, most of which have an easy workaround. For more information about any item, or help with an issue not listed here, contact your reseller or VBrick Support Services. The caveats below are arranged into categories as follows. *Note that the VEMS category includes the Portal Server, NVR, VBrick encoders, etc.*

VEMS Mystro 8
VOD/DME Servers. 10
Players 11
Windows 12
Browsers. 12
Unified Communication. 13
Set Top Box 13
Deferred Issues 14

VEMS Mystro

- Quicktime Preferences are set by default to use **Safe mode (GDI only)**. This setting is required for Quicktime to successfully play transrated streams from a DME. (3763)
- When using the "Embed Video" feature to copy the embed code to an HTML page, the user will be unable to login to Mystro to view the stream. To work around this issue, launch the admin interface, go to Access Control > Users and grant the "Guest" user permission to access all categories and content. (3988)
- If a stream published to Lync as a Video Buddy via the Lync Streaming Gateway fails due to a power outage or other issue, VEMS will incorrectly notify the Streaming Gateway that the stream has been deleted. As a result, the Video Buddy on the Lync client will change to “Presence Unknown” and you may need to restart the Lync client when the stream comes back online. (3986)
- When a 7000/9000 Series MPEG2TS stream is configured with RTP Encapsulation, VEMS ignores the SAP and does not display a listing for the stream. (3120)

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- The VEMS scheduler module is not compatible with the **Announce Session Name Override** option on 9000 Series encoders. The schedule will fail if this option is configured on the source encoder. (2904)
- Thumbnails. When adding video, the system cannot generate thumbnails (and will use the default image) for the following content types: live or stored, live H.264TS, live (multicast) WM (with .nsc file), live RTSPU WM, live RTSPU, HTTP/FTP content on Progressive Download servers, and VOD-WM publishing point URLs. Note: users with content privileges can always upload an image file as a thumbnail.
- When installing (or upgrading) the VEMS 6.3 software, you may receive a buffer overrun error after selecting license files if you have changed the file names. If this happens, shorten the names and/or move the files from the desktop and to the root drive.
- Digital Signage. VEMS Mystro and VBrick Digital cannot be installed on the same server machine. The websites will conflict and the Mystro and/or Digital Signage pages will not load properly.
- If you schedule a **Rebroadcast Content** event (with an **Hourly** or **Loop** recurrence pattern), the live event will playback correctly on a PC or a Mac the first time but will freeze intermittently the next time around. To work around this issue you will need to refresh the browser on each subsequent run.
- Scheduled recordings to a WM VBStar with v4.4.0 software may fail without warning. This is a known issue that happens infrequently. The workaround is to select "server record" when configuring the schedule. If necessary you can manually FTP the file later. (460)
- Not all browser closing will create proper records in log files, as some browsers may not generate the information necessary for VEMS to log the action. (842)
- The Windows Media player must be configured for live multicast streams. If you have trouble playing live multicast streams, go to Tools > Options > Network on the player and verify that it is configured to receive multicast streams. (763)
- Live Video content for H264TS and multicast WM (with .nsc files) streams will not have auto-generated thumbnails. (1250)
- If using a WM encoder for a webcast, the multicast transmitter on the encoder reverts to its previous configuration when the presenter goes offline. This means that if the transmitter was previously "enabled," webcast clients can still view the multicast stream (if present) when the webcast goes offline. (1254)
- If using a File Server-FTP to playback content, the video will not play unless you disable anonymous FTP (on the Default FTP Site Properties in IIS) and use a local user (i.e. vbrickuser) as the FTP user. (1288)
- When viewing the Instances metadata for video content, you cannot delete Content Instances for Wowza, FMS, and Darwin servers. (1289)
- When delivering a webcast and two presenters are logged in on different PCs, slide changes will update on one PC and not the other. (1319)
- When delivering a webcast with PowerPoint slides you can delete the slides and upload a different presentation. However the upload may fail if SSL is enabled on the VEMS server. (1320)
- If using a File Server-FTP to playback content, you can only playback .wmv files. Flash content will not work. (1341)
- When using the .msi installer for player components, Internet Explorer 9 may prompt you to download a .cab file even though the file has already been installed. This is a Windows security setting requesting to run the file, please say OK.

- The VEMS server cannot retrieve the SDP file that is used with various supported URL strings when the **External VBAdmin** parameter for an H.264 encoder is set to **HTTPS Only**. (9015)
- Audio-only H.264 streams are not supported by VEMS and may result in unpredictable behavior. For example they will not play in StreamPlayer, they cannot be added to a Wowza server, etc. (9075)
- Portal Servers and NVRs can only have one IPv4 IP address at a time (not including the loopback address). Secondary addresses on a server NIC or a second server NIC (with at least one IP address) are not supported. Multiple IP addresses will cause unpredictable and/or undesirable results. Similarly, multiple IP addresses on a client PC will cause the MPEG-4/H.264 plug-in to fail and the PC will not play multicast MPEG-4/H.264 streams.
- When recording H.264/MPEG-4 files there is a "hinting" phase at the end of the recording phase designed to reduce CPU overhead and preprocessing. In extreme cases, the hinting may take over an hour depending on number of recordings, bit rate, and duration. When the Portal Server "Status" page shows "Recording in progress" and 100% done, it means the recording is done but the hinting is still in progress. When the hinting completes, the file can be FTPed to the VOD servers.
- MPEG-4 and H.264 appliances only. If you change the appliance's management port (default = 80), and the appliance is not in the Portal Server database, the Portal Server will not discover and play *multicast* streams from these appliances. To workaround this issue, manually add the appliance(s) to the Portal Server database.
- For one-click login, if you type in the IP Address, rather than the name of the machine, you will be prompted for a username/password box. This is intended behavior as IE sees the IP Address and believes the user is in the Internet Zone. If you click on **Remember my password** you will not see the box again. In the multi-server setup, if the default zone setting is to be changed, the administrator must define a zone which contains all AppServer IPs or put all AppServer IPs in the default zone. Otherwise the inter-server communication will fail. For example, Clear Cache schedule task will fail. (3242)
- If you change languages using the pull down menu in pages other than the Home page, you may have to reload the page for all components to be available in your localized language. Some components such as the FTP upload are in English only. (3777)
- Closed Caption may be stripped from files during transcoding. (3784)
- FLV1 video is not a currently supported input file for transcoding. There are third-party codec/tools that can be installed by VBrick Professional Services to decode these files e.g. ffdshow. (3788)
- If SSL is enabled on the Mystro server, the upgrade MF-STB feature will not work. This is a limitation of STB. You must use FTP protocol to upgrade instead. This requires administrative rights. (3234)

VOD/DME Servers

- Darwin VOD Servers – Some Darwin Open Source VOD Servers have a 2 GB limitation for H.264/MPEG-4 files. Video files greater than 2 GB from a Darwin server, may not play on any player or platform. Check with the Darwin open source community (http://developer.apple.com/opensource/) for updates.
- When using dual NICs on any Windows VOD server, communication between the NICs may fail if there is no path in the routing table from one NIC to the default gateway. To

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work around this issue, add a path to the default gateway as explained in the Windows Server documentation.

- When ingesting content to a VOD-W Server, all content titles must begin with a forward slash (/) and apostrophes are not allowed.
- Depending on user requirements, VOD users can be restricted to viewing RTSP streams at a specified bandwidth in Kbps. This feature is not currently supported for Darwin and VOD-WM video-on-demand servers.
- The duration of Darwin and WM video assets is not extracted in this release. As a result, the duration of a stored broadcast *schedule* for a Darwin or WM asset will not be automatically adjusted to the actual length of the clip. This means that the video asset plays until file end but the multicast continues until the end of the scheduled time.
- Multicast streaming from the VOD-D (Darwin) server is not supported.
- If there are only DME's as VOD servers in the solution then all .mp4 content from DME plays back as H.264. If the video is MPEG-4 P2, the file name comes with an extension as .mp4 and there is no metadata suggesting that this is MPEG-4 P2 file. VEMS Mystro considers all MP4 content as H.264 encoded and uses H.264 as the encoding type for mp4 videos for all VODs. (3544)
- If the DME security setting for **External VBAdmin** is set to "HTTPS only," Mystro rebroadcasting will not work. (DME 871)

Players

Macintosh

- The release of Safari 7 included with Mac OS X has a new plug-in manager that allows users to enable or disable plug-ins, including Java. VEMS Mystro requires Java to have local file access to be able to upload files. The Java applet should be set to **Allow Always** under **Safari Preferences** > **Security** for VEMS. It is recommended that the latest version of the Java Runtime Environment (JRE) be installed on all VEMS servers.
- Macintosh desktop clients require Mac OS X 10.6.6 or higher to play Adobe Flash Multicast streams. (9473)
- When the Macintosh **Dock Bar** (set in System Preferences) is set to **Medium** or **Large**, it distorts the controls in the Preview window at fullscreen and you cannot toggle Closed Captions on or off. To work around this issue, set the **Dock Bar** to **Small** or turn off completely when using fullscreen (9143)
- Macintosh (Safari) clients may not play live or stored video after a Portal Server upgrade. Clearing the browser cache will usually resolve this issue.
- Under some circumstances, a progressive download instance may appear under the Instance tab on the player page when using a Mac with the VBrick Player. This instance can not be previewed. (3083)
- Due to browser differences, playback on the Macintosh may display different options such as Multicast and RTSPU displays three options (CC, pop out video, fullscreen), HTTP displays four options (CC, pop out video, fullscreen, thumbnail). (2929)
- HLS stream won't play on iPod with OS 4.x. (3478)

Silverlight

- For security reasons, the Silverlight runtime restricts access to certain classes of URLs. If the Mystro server is set to require https, the RMS Silverlight player will not play urls with the http protocol. For example, it will not play http://172.22.2.183:8500. (3213)

Windows

- A pop-up window warning of unexpected behavior with license file (.lic) extensions occurs in Internet Explorer 11 with Windows 8.1 when playing live video. To remove this pop-up, add a .lic extension to MIME types for your IIS server (See: Web Application Configuration on IIS6 or IIS7 for more information), restart, and delete all history, cookies, and cache from Internet Explorer. (D-02954)
- Windows 7. Video will not play in full screen mode using the VBrick player when the Windows Media Player (v12.0) has the **Display Full-Screen Controls** setting enabled (on Performance tab in Options window). To work around this issue disable the setting.
- With Windows Server 2008 (and Automatic Updates selected), warning messages can be generated by the Data Execution Prevention (DEP) software. To workaround these messages go to **Start > Control Panel > System > Advanced system settings >** (Performance) **Settings > Data Execution Prevention** and add the flagged VBrick module as an exception.
- Windows Vista or Windows 7 only. Live streams and stored streams will not work properly in fullscreen mode if you have the **Color scheme** set to **Windows Aero**. If this Vista option is selected, go to **Appearance and Personalization** and select a different color scheme.
- To avoid problems when recording content, the Windows Firewall must be set to **Off**. Go to **Start > All Programs > Windows Firewall** to turn it off.
- On some occasions, the video may be choppy if moving quickly on the scroll bar if viewing Windows Media content from the Distributed Media Engine. (DME (3374)
- If using VEMS Mystro on a ghosted PC using Windows 7, Java 1.4 must be installed manually. VEMS Mystro will prompt for an incorrect version. It is recommended that the latest version of the Java Runtime Environment (JRE) be installed on all VEMS servers.(3476)

Browsers

Internet Explorer

- When defining themes in UI Customizations, Internet Explorer 8 will fail to upload new images (e.g. logos and thumbnails). To work around this issue use Firefox or Chrome. (3976)
- After a VEMS Mystro upgrade, you may not be prompted to download component (.cab) files and the associated streams will not play. To work around this issue, go to Tools > Internet options and delete temporary files. (2635)
- Changing the zoom setting on Internet Explorer can adversely affect Flash video and can change the way the user interface is displayed. For best results, keep the zoom setting at 100%. (2285)
- The user interface pages may not display properly if using "Compatibility Mode." To turn off Compatibility Mode, go to **Tools > Compatibility View Settings** and make sure **Display all websites in Compatibility View** and **Display intranet sites in Compatibility View** are unchecked. There are no similar settings in Firefox.
- When using Internet Explorer 8 on Windows 7, the browser's security settings page must have **Enable Protected Mode** checked. If not, live H.264 content will cause the browser to hang if the user hits the "back" button without first stopping the player.
- 64Bit IE will play MP4 and MP2, but not Windows Media video at the time of this Limited Availability release.

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- PC Flash player: in a 64-bit OS, when you launch the default Internet Explorer and allow it to install Flash, it will only install the 32-bit flash runtime. In order to enable 64-bit flash functionality, the 64-bit flash runtime must be installed. (278) You can download that here: http://helpx.adobe.com/flash-player/kb/flash-player-64-bit-operating.html#main_Install_Flash_Player (278)
- 64-bit Internet Explorer will only play Flash content, not other video content, IE 64-bit does not allow ActiveX. See here for reference: http://answers.microsoft.com/en-us/ie/forum/ie8-windows_other/ie-64-bit-with-32-bit-active-x-dll/16ebb165-3182-e011-9b4b-68b599b31bf5 (3713)

Firefox

- Firefox does not ship with the Java plugin and you will need to download the plugin from Mozilla before you can **Add Video** or upload thumbnails. To get the plugin, go to: http://www.mozilla.org/en-US/plugincheck/
- In Firefox you must press the 'back' button twice for this action to occur. This is due to the browser itself. (1845)
- The "views" for the live and stored videos increment by two vs one in FireFox only. This is due to the browser itself. (2075)

Chrome

- The Windows Media plug-in does not support closed captioning in the Chrome browser. (D-02103)
- The volume slider does not work in Chrome. The volume for any content playing in Chrome will default to 50% and the slider will be disabled. A tooltip will instruct to right-click on the player window to set volume. (3012)
- Chrome player shows VLC icon when "file type associations" are incorrectly set. For best results, go to Control Panel > Default Programs > Set Default Programs > Set Associations, and verify that .wmv and .wma are set to Windows Media Player. (2913)
- Chrome may not prompt you to download the VBrick Player when first selecting Windows Media content however will prompt when selecting H264, MP2, MP4 content. Select these later content types first. (3163)

Unified Communication

- Discovery Education video content is not supported for playback and re-direct from within the VEMS SharePoint embedded player. (3458)

Set Top Box

Multi-Format Set Top Box

- The set top box may exhibit undesirable behavior when SSL is enabled on the VEMS server. For example, when SSL is enabled, the STB will not play "rebroadcasted" .mp4 content from VOD-W servers; nor will it play "rebroadcasted" .wmv content from VOD-WM servers. (2059, 2060)
- The set top box cannot play H.264 content from a DME or VOD-W when HTTP Tunneling is enabled on the VEMS server. HTTP Tunneling is enabled by selecting **Always use TCP Protocol for Playback** in Global Settings. (2086)

Deferred Issues

- Internet Explorer 10 is supported with minor compatibility issues; live and stored streams will play as expected. You may however experience minor visual artifacts or screen refresh issues. When uploading video you may have to update your version of Java; be sure to respond "yes" if prompted. It is recommended that the latest version of the Java Runtime Environment (JRE) be installed on all VEMS servers.
- If closed captions are enabled, they are not displayed on a Mac when a Windows Media stream encoded with the 56 or 128k templates is played. Other templates are not affected. (3229)
- When playing a live or stored stream in the VBrick player, you can right-click in the window to display an options menu with unsupported player controls (e.g. About, Fast Forward, Rewind, etc.). For best results use the VBrick player controls. (2932)
- When a 7000/9000 Series MPEG2TS stream is configured with RTP Encapsulation, VEMS ignores the SAP and does not display a listing for the stream. (3120)
- In VEMS 6.2/6.3, when deleting a 5.x VOD-W server and adding a 6.0 VOD-W server, the metadata associated with the 5.x VOD-W content will be lost. To work around this issue contact VBrick Support Services. (2764)
- When discovering content on a DME, VEMS Mystro cannot distinguish between MPEG-4 Part 2 and H.264. As a result, MPEG-4 Part 2 content may be incorrectly characterized as H264 and will not play properly. (2838)
- Content that is audio only may not be appropriately distinguished in relation to 2838 above. (3614)
- After adding a stored server, the content list on the **All Videos > Stored Video** page is not updated. To work around this issue, open the Admin interface, go to **Systems Settings > Task Scheduler**, and run the "Refresh Stored Content" task. (3012)
- Manual thumbnail generation fails for Live Webcasts or Live Video sourced from RMS H.264 streams. (1676)
- The Play Activity reporting log for streams sourced from Android devices is not reported accurately. (1707)
- Live MPEG-2 streams are listed and playable from a Multi-Format STB but scheduling for MPEG-2 content is not supported. As a result MPEG-2 streams are not shown on the "Live Video" list when scheduling a "Tune STB to Existing Stream." (2058)
- VBBrnd.exe process does not stop. If you close all VBrick utilities and browsers then trying to remove the VBrick cabs will result in a "File In Use" message. In order to actually remove the cab (.exe) the user needs to launch task manager and manually kill the process. (2703)
- Web links will not function for DME recorded content, content coming from the DME Video Conferencing Gateway. (3624)
- Cannot manually add .mpg or .ts video files to DME, the TS files are masked out. (3607)
- Do not delete all the transcoding presets in the Admin > Transcoding Presets screen, as there is no way to add a new preset. (An "Add" Transcode Preset button will be added.) (3686)
- Playback on Android of a transcoded MPEG-2 video file to H.264 using transcoder feature, and saving file to a Darwin Server: the audio will play but the video is green when played back on an Android device. (3781)
- Audio only RTP files will not transcode to VC-1. (3787)
- SAPs derived from Stream Conversion will intermittently not play on the MFSTB. (3717)

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- As we transition to a single license file generated by FlexNet, the old license files may still exist on the customer server in the license area vs in a back-up folder. To remedy, move the old license file manually. (3454)
- When viewing content or a webcasts on a Mac, the fullscreen button in player dropdown is not functional. (3810)
- When using Chrome 23 on a PC with Windows 7 or Windows 8, you may occasionally see a grey box as a visual artifact. To work around this issue refresh the page. (3390)
- VEMS Mystro may prompt you to install Java if it is not already installed on your PC. To install Java on Windows 8, go to http://www.java.com (3280) It is recommended that the latest version of the Java Runtime Environment (JRE) be installed on all VEMS servers.

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